



CRESCENT
Education Services

Student Handbook

2020 - 2021

Welcome

It is my pleasure to welcome all students to Crescent Education Services. We are strongly committed towards academic excellence and professional growth.

We aim to provide the finest environment for teaching and learning. Our taught programmes are backed by our highly qualified and experienced tutors. Characterised by choice, flexibility and career relevance.

It provides students with opportunity to achieve their full potential.

Thank you again for choosing to join us here at Crescent Education Services, and I offer you my warmest best wishes for your future success.

Principal

Introduction

This Student Handbook is one part of the essential information we will give you during your time at Crescent Education Services. It introduces Crescent Education Services facilities, regulations, and directs you to further information where appropriate.

Other important information that we will give you includes the Student Protocol and information specific to your programme of study. You should read all these documents carefully and keep them for future reference.

If you would like to provide any feedback or comments about this Student Handbook to help us develop future editions, please email us at admin@crescentcollege.com

Mission Statement

“Crescent Education aims to be the provider of quality education that enhances the opportunities presented to students in society at large”

Our vision is to put the learner at the heart of all we do, developing a motivational and well-resourced environment for all, forming a positive, supportive and participative culture where students are valued and developed.

The main objectives are:

- Provide excellent education services to the community
- Promote equality and diversity
- Achieve and maintain outstanding customer service.
- Introduce more vibrant courses to meet the needs of new era
- Increase community outreach.
- Increase efficiencies through use of virtual technology.
- Improve internal communications.
- To develop the leadership abilities and potential of our team.
- To align incentives and staff rewards with performance.
- To continually learn and adopt current best practices.

Academic Calendar, Year 2020-2021

Autumn Term: September - December 2020

Start Date: 14 September 2020

End Date: 18 December 2021

Term Break / Christmas Holidays 2020

Start Date: 19 December 2020

End Date: 02 January 2021

Spring Term: January - March 2021

Start Date: 03 January 2021

End Date: 31 March 2021

Term Break / Easter Break

Start Date: 01 April 2021

End Date: 15 April 2021

Summer Term: April - July 2021

Start Date: 16 April 2021

End Date: 31 July 2021

College Information

The College's campus is in Birmingham and the information in this handbook is about studying there.

Teaching Facilities

Crescent Education Services has a dedicated teaching team. All our teachers are experts in their chosen fields and are selected on the basis of their commitment to education and to students. Courses are delivered using the latest teaching techniques.

Computer Lab

Computer facilities are free to every Crescent Education Services student. All students have access to computer rooms equipped with high-specification PCs and all the software and hardware that they will need to work on assignments, projects and presentations, web browsing or computer studies. All the computers are networked and every student is given a username and a password to log on to the network.

Classrooms

All the classrooms and labs are beautifully designed and equipped with a data projector, stereo sound, and are wired for Internet access.

In all cases we try to ensure that our students have access to quality facilities and services to meet your needs.

Contact details

The contact details you are most likely to need are listed below:

Address:

CRESCENT EDUCATION SERVICES

Greencoat House
271 Stratford Road
Sparkbrook
Birmingham B11 1QS

Website: www.crescentcollege.uk

Tel: 0121 303 0004

General enquiries: admin@crescentcollege.uk

Registrar: registrar@crescentcollege.uk

(Absences, illness, attendance issues)

Registration

Registration is the formal process of becoming a member of the College and where you agree to the College's current regulations and pay your fees and other charges. Completing the registration process will enable you to attend lectures, sit examinations, and register with other facilities. You will need to complete registration at the start of academic year where you are asked to confirm personal details, home address, term address and next of kin. You are also

required to pay, or set up a payment for any tuition fees for which you are liable. You should be aware that by registering you are agreeing to abide by and accept the College's Code of Conduct, regulations, regulations for the Use of Computers and Computer Networks and the College's general terms and conditions.

Induction and re-induction

The induction programme will provide an introduction to academic work and support at College. This will include an explanation of course outcomes as well as the teaching methods to be adopted and how you are expected to engage with learning.

ID Cards

You are given ID as part of the registration process. This card will be valid for the duration of the programme upon which you have registered. Lost cards can be replaced by Admission Office – a charge of £10 will be made for replacing lost card. Where details are incorrectly printed on the card or subsequently become incorrect, because you change the programme for example, a replacement card can be issued free of charge.

Communication

It is essential that you keep us informed of your current term-time and 'home' addresses and provide a **contact in an emergency**. We need to be able to contact you both during and out of term-time and you will need to provide us with a mobile phone number and keep it up to date. We need to communicate with you for a variety of reasons. Paper-based communications will be sent via post or posted on main notice boards in the College. You are expected to check these on at least a weekly basis.

Official College communications with you will often be sent via email rather than on paper. It is essential that you regularly monitor your email

Data Protection

The College is registered to hold data about you under current UK General Data Protection Regulations. Processing personal information is necessary for the operation of the College as an educational institution.

Processing Your Personal Data

Examples of how your information will be used are as follows:

- To administer your studies, record academic achievements, to determine and record your overall award outcome. The precise way in which your assessments are calculated is published in the relevant examination handbooks and programme documentation. We retain a permanent record of all awards of the College.
- To assist in pastoral and welfare needs.
- To administer the financial aspects of your registration as a student (e.g. payment of fees, debt collection).
- To manage College facilities (e.g. Computing, Library and sports facilities).
- To produce management statistics.
- To monitor equal opportunities policies (e.g. in relation to the Equality Act 2010, disability discrimination, etc.).
- To administer employment processes, should you choose to work at the College.
- For security and disciplinary purposes (e.g. through the use of security cameras and reports of incidents compiled by security staff and others).
- To enable our continued contact with you after you complete your studies, e.g. surveys of graduate work destinations etc.

Sensitive Personal Data

Some of the information about you that the College holds, such as your ethnic origin, is classified as sensitive personal data. This is collected to meet Government requirements, to monitor whether our equal opportunities policies are working and to ensure that disabled students and other underrepresented groups receive appropriate support. The College has a special protocol on the disclosure of sensitive information when there are exceptional circumstances, e.g. there is a risk to a student's health or safety, a student is at risk of serious abuse or exploitation, a student's behaviour is seriously affecting others, there is a possibility that a criminal or serious disciplinary offence has been committed, or where a student's health or behaviour may compromise the College's responsibilities to outside agencies.

The general principle is that student data should be shared amongst staff only for the purposes of carrying out their normal duties

Access to Personal Information

The Data Protection Act 1998 provides individuals with a right of access to their personal data under certain conditions and subject to a number of exemptions. If you wish to exercise your right under the Act, please contact the Registrar Office.

Protection of the Environment

Protection of the environment is dependent on the participation of all members of the College, including students. The principles are Save energy and water, place litter (including chewing gum) in one of the litter bins, promote recycling, use sustainable transport options.

Health & Safety Matters

The College takes your safety – and that of others on campus – very seriously indeed. The health and safety policy is regularly reviewed and updated, and a range of committees and officers are involved in the monitoring of the effectiveness of the policy. But the best thing is for accidents not to happen. You have a responsibility to behave safely and to read, understand and comply with all notices and statements on safety matters. Safety on campus is important to you and to everyone else working and studying here. Read the notices about fire, first aid and other emergencies in the building. If you have an interest in health, safety or environmental issues, or wish to make a point about a particular area of policy or practice, contact your Student Representative. If you discover a potentially hazardous situation bring the matter to the attention of the Health and Safety Officer Mr Khan

First aid

Trained first aiders are located in the College campus. They are trained to assess injuries and illnesses. A list of first aiders is displayed within the building. If you need assistance and cannot find a first aider you should contact the ambulance, dial 999 and ask for the ambulance service.

You should:

- State the name of the building where the ambulance is required, together with the floor and room number, or location on campus (if outside)
- State the number of people involved
- Confirm that the ambulance service has all the information it needs
- Contact reception and inform them that an ambulance has been called and where it is expected to arrive

Fire Emergency

Follow the instructions of Fire Marshal.

- Leave by the nearest exit, following green fire exit signs
- Do not stop to collect personal belongings
- Sound the fire alarm (by breaking glass in call point)

- Close all doors on the way
- Call the fire service on 999
- Assemble in an adjacent car park
- Do not re-enter the building until allowed to do so
- Do not attempt to fight a fire unless your escape is blocked
- Never use a lift in a fire evacuation.

If you have a mobility problem you should try to leave the building. If you cannot leave the building you should get to a protected enclosure, such as a stairwell or linked building identified as a refuge area.

Keeping Safe

The College is generally a very safe place to be. However, there are a few things that it's important to know, and to take into account, when you are planning to be out and about. If you are using public transport, choose a seat in an area of the bus or train carriage where others are sitting. If you are wearing headphones or chatting on your phone you may not notice trouble approaching.

Staying Safe Online

When posting messages, photos, video clips and other content to Facebook, Twitter, or to other places online, it is wise to think about the consequences including;

- do not defame
- do not harass or bully
- do not post anything illegal
- consider reputational risk (to you, your friends and/or family, and to the College)

Don't reveal data about you that could be used to impersonate you/steal your identity (date and place of birth, for example)

Lost property

Lost property should be handed in to, or reclaimed from, the main reception desk.

Promoting a mutually respectful College community

The College promotes a shared understanding of what is an inclusive and supportive environment for everyone that makes up the college community. A reasonable and supportive approach from all students and staff is necessary to ensure a conducive learning experience. All students and staff have a shared responsibility for promoting a mutually respectful College community and positive learning environment.

Attendance

You are expected to be 'in attendance' at the College for the full duration of the published term dates for your course of study. That means you should be regularly attending lectures, tutorials etc and committing your time to your studies to be in a position to comply with academic and administrative expectations. Once you are enrolled on modules and are expected to attend all scheduled classes and other associated activities.

Assessment information

You will be required to undertake assessments for each of the modules you are enrolled on. Assessment deadlines will be published on your schedule. If you feel you may not be able to attempt any assessment, you should contact a member of academic for further advice before the hand-in or examination date. There are a variety of ways in which support can be given. The Assessment and Feedback Policy, and the Examination Instructions for Students, are available in the individual course handbooks.

Mitigating circumstances

Mitigating circumstances are defined by the College as circumstances outside the control of the

student that have significantly affected performance in any assessment.

The College aims to support you in completing your programme of study wherever possible. We recognise that unforeseeable and unpreventable circumstances may mean that you feel unable to perform to the full extent of your abilities in any form of assessment.

Academic Misconduct

Students are encouraged to conduct their studies with academic integrity. Academic integrity values include honesty, trust, fairness, respect and responsibility. When these values have not been followed an investigation into academic misconduct will be conducted. The College takes academic misconduct very seriously. Examples of academic misconduct are as follows:

Collusion – working with others on tasks that should be carried out individually.

Plagiarism – taking the intellectual work of other people without acknowledgement.

Personation – getting another person to prepare your assessments or sit an exam for you.

Misconduct in unseen exams – accessing or attempting to gain access to unauthorised materials, or communicating with others in the exam room.

Fabrication of results – making up the results of experiments and other research.

Academic misconduct is treated very seriously by the College. It is defined as any activity or attempted activity which gives an unfair advantage to one or more students over their peers. If you are found guilty of academic misconduct you will receive a penalty, the most serious of which can be exclusion from the College. If you are found guilty of academic misconduct after the end of your programme or after you have graduated, any award that you have received may be withdrawn. In order to avoid Academic Misconduct the College continually educates students on how to develop good academic practice and writing skills. Support available to you within your tutorials. The College's Academic Misconduct Regulations provide a detailed explanation of academic misconduct, the procedures which must be followed when an academic misconduct offence is suspected, and the possible penalties.

Advice on your academic progress

There will be an opportunity to meet with your personal tutor to discuss your academic. The purpose of these meetings is to review your marks and focus on issues relating to your academic performance.

Suspending /Withdrawing from your Studies

If you are considering withdrawing from your studies, taking time out (ie suspending your studies) or transferring to a different course, you should contact your Personal Tutor and the Registrar to discuss your academic options. You should also speak to the student advisers in Student welfare office .

Feedback and complaints

College is committed to the continuous improvement of its programmes and facilities. Your feedback is vital in this process. There are various ways in which we seek your views about your experiences. These range from informal feedback during everyday interactions to more formal evaluation exercises.

Services and facilities

The Student Welfare/Support helps you get the most from your time at College. We provide a range of support services, including:

- Advice, information and guidance to help you make informed decisions and move forward with any issues you may face
- Opportunities to develop and enhance your skills and experience
- Services and facilities to enhance your time as a student and to help you manage your life more effectively.
-

Disability Information

The College is committed to a policy of equal opportunities for students with a disability or specific learning difficulty. We are developing an inclusive approach to learning, so that all students, including those with a disability, can become part of an integrated learning community within the College.

Literacy and Numeracy Support

This support is aimed at adults and young people who are fluent in English but may have left school with poor grades, or have been out of education for some time and need to brush up on their English or maths. Good levels of English and maths skills are essential in order to join other vocational courses or move on to higher level study.

Student Regulations

Please read these Regulations in conjunction with the Student Code of Conduct. Students are reminded that a breach of these regulations or the College Code of Conduct can lead to suspension from classes or exclusion from the College or such other penalty as may be decided upon.

1. Registration:

All students are required to complete the official registration form.

2. Change of address

Students MUST notify the Registrar immediately of any change of home address, telephone number or change of employer. A form is available for students to complete.

3. General safety regulations

The Health and Safety at Work etc. Act 1974 imposes on all persons a duty to avoid dangerous practices. Students must:

- a. Act with due care for the health and safety of themselves and all other persons on College premises. Failure to comply with this Act can result in legal proceedings being taken by the Health and Safety Executive.
- b. Observe the provisions of the Act whenever applicable to them, on matters within their control.
- c. Co-operate with the College to carry out the policy.
- d. The misuse of anything provided in the interests of health, safety and welfare is a breach of the Act and College regulations.

4. Computer Use

Students should be in a computer room only with the permission of College staff. Students must comply with procedures in relation to the use of computers and the Internet, and, students must not:-

- a) Attempt to copy any software from a College computer or onto a College computer, or use software that has not been authorised by the College
- b) Bring software or tools into computer rooms
- c) Attempt to open or remove any computer or associated hardware unless under strict supervision of a member of College staff
- d) Eat or drink in computer rooms
- e) Leave bags and personal belongings in computer rooms
- f) Alter, or attempt to alter, computer settings.

Students must do their utmost to prevent the spread of viruses.

5. Mobile phones

Mobile phones should be switched off when students are in areas where teaching or studying or when assessments are taking place.

6. Students' property

Students bringing any property (including, without limitation, cycles, cash, clothing or other items) onto College premises do so at their own risk and the College shall not be liable for any losses, damages, costs and expenses arising directly or indirectly from such property being lost, damaged or stolen.

7. College's liability

Without prejudice to any of the above regulations, the College shall not be liable for any indirect or consequential loss or loss of profit, loss of opportunity or loss of earnings. Nothing in these Regulations shall operate to exclude the College's liability for death or injury due to its negligence or for fraudulent misrepresentation.

8. Student Conduct

The Code of Conduct is a guide to show you what we expect from students to protect and to make the environment of the College pleasant for everyone.

1. Behave and speak in a way that does not offend others e.g. using foul/abusive language, sexist or racist behaviour or anti-social behaviour.
2. Dress in a way that does not offend others
3. Be on time and attend all lessons (unless absence is explained or agreed).
4. Inform college if you are absent or delayed.
5. Meet deadlines for assignments and projects.
6. Make sure all work produced for assignments and exams is your own work. Where information issued from another source this must be referenced appropriately. Plagiarism and/or cheating may lead to disciplinary action by the College and/or Awarding Body/Examinations Board.
7. Do not allow part-time work to interfere with College commitments.
8. Treat all College property with respect.
9. Get approval from your tutor before inviting any friend or relative to College.
10. Carry your ID badge at all times and be prepared to show it to any member of staff when asked.
11. Follow the College's Health and Safety rules at all times.
12. Drive safely when on-site.
13. Switch off your mobile phone in class - it disturbs everyone.
14. Do not take any food or drink into classrooms. (Still water may be allowed)
15. Let others work in peace - do not distract them.
16. Do not use radios, MP3/CD players or wear earphones in classrooms or other teaching areas.
17. Smoking is discouraged. If you wish to smoke, please do so only in designated areas.
18. Smoking is not permitted on any part of college.
19. Dispose of litter responsibly by using bins.
20. Avoid serious offences which include: using or having drugs on site, dealing in drugs, being drunk, being violent or threatening others, theft, bullying (physical/verbal – including text messages and email), inappropriate use of video phones – including videoing and showing of images, deliberate damage can lead to immediate suspension prior to disciplinary action. Such action could lead to your dismissal from the School and may also result in the police being informed.

9. Student Complaint Policy and Procedure

As part of our commitment to providing a quality service, we listen to, record, act on information received and provide appropriate feedback. Through this process, we seek to ensure that all student concerns/ comments are dealt with professionally and we aim to resolve any complaints as soon as possible.

What the policy deals with:

This policy deals with recruitment and admissions, teaching, learning and methods of assessment, equipment and accommodation issues, standards of service and general course-related problems.

What the policy does not deal with:

Appeals against assessment decisions. Appeals against assessment decisions are dealt with through a separate Appeals Procedure

Complaint Procedure

This procedure has been devised in order to resolve issues from students who wish to complain about the treatment or services they receive whilst studying at the College. The procedure identifies how the College aims to investigate and resolve complaints in an equitable and timely manner.

Informal stage

Before pursuing a formal complaint through this procedure, students are advised and expected to attempt to resolve the matter informally, directly with the relevant person. In order that a complaint can be dealt with effectively and efficiently, and to enable the concern to be addressed whilst the issue is still current, it must be drawn to the attention of the member of staff or other person concerned as quickly as possible, and in any event within 28 working days of the incident giving rise to the complaint. The Informal Stage does not negate a student's right to submit a formal complaint. When a student wishes to pursue the Informal Stage, the student should, in the first instance, talk or write to the person directly concerned. If the student is unsure of the identity of the person they should get advice from the Student Welfare Office.

Formal stage 1

If a student has a complaint which he/she has been unable to resolve informally, he/she shall, in the first instance, direct the complaint in writing using the Complaint Form to the Student Welfare Officer. On receipt of the complaint, the Student Welfare Officer (or nominee) will, in writing, acknowledge its receipt. The Student Welfare Officer will forward a copy of the Student Complaint Form, together with any written evidence, to the Director of Studies, who should normally appoint an investigating Officer to consider the complaint, determine any findings and implement any actions. Where appropriate, the investigating Officer should inform the person(s) named in a complaint, or anyone who can provide relevant information to assist in an investigation, that a complaint has been received and the basis of its content, with due regard to maintaining confidentiality where more than one person is named in the complaint. At the conclusion of the investigation, the Investigating Officer should provide the student, the Director of Studies and the person(s) named in the complaint with a written response no later than 20 working days after receipt of the Student Complaint Form.

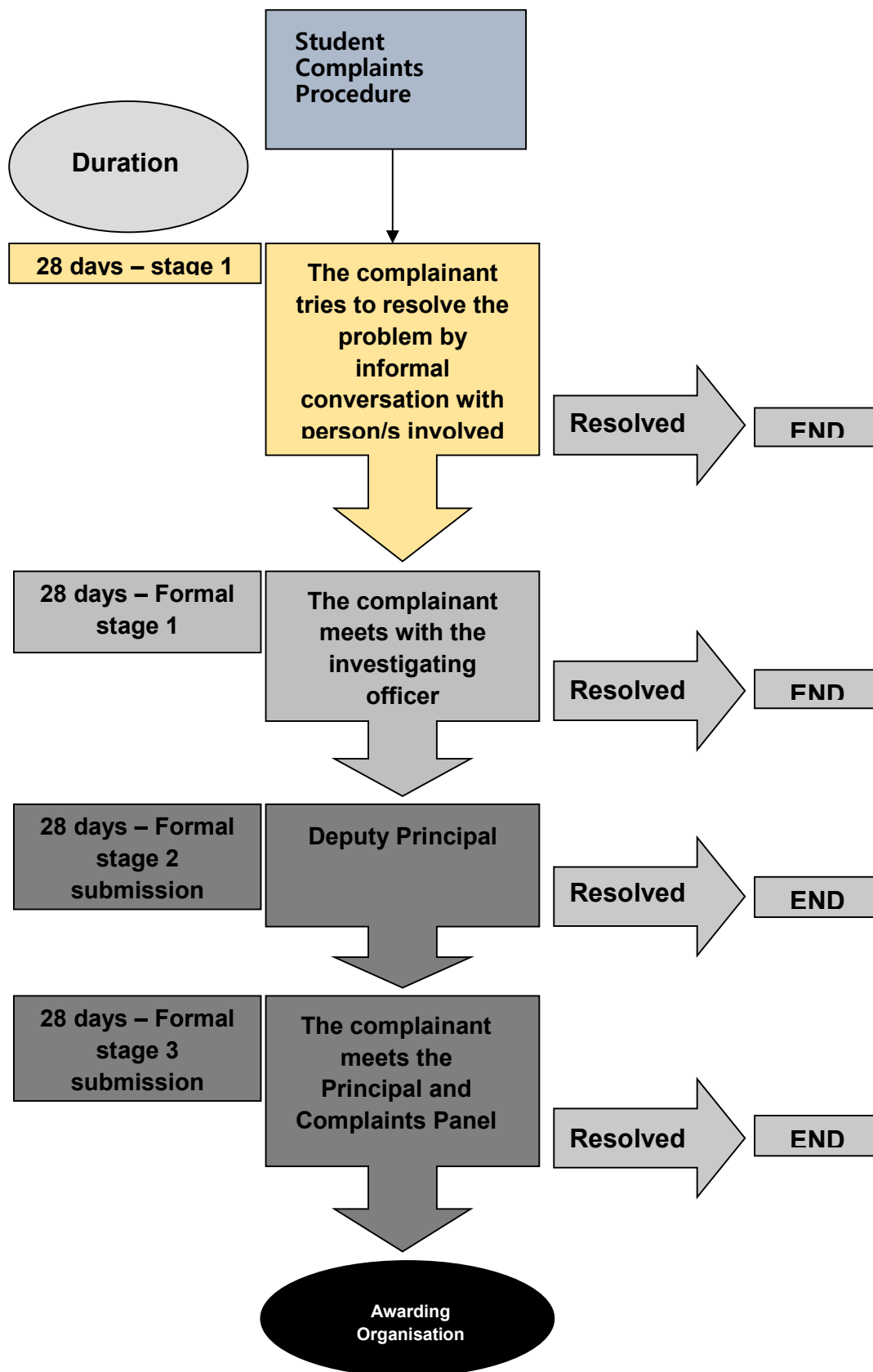
Stage 2 – Mediation

If a student remains unhappy with the outcome of Stage 1, the student has 28 working days from receipt of the Stage 1 outcome in which to submit a Stage 2 Complaint. The student should submit his/her Stage 2 complaint to the Student Welfare Officer. On receipt of the complaint, the Director of Studies will act as a facilitator. Her/his role will be to attempt to facilitate a meeting of the parties, and to reach a resolution of the complaint. The facilitator will provide all parties with confirmation of the outcome within 10 days of the mediation process.

Stage 3 – Resolution by Principal

If the student remains unhappy with the outcome of Stage 2, the student has 28 working days from receipt of the Stage 2 outcome in which to submit a Stage 3 Complaint. The student

should submit his/her Stage 3 Complaint to the Student Welfare Officer within 28 days of Stage 2 decision. The Student Welfare Officer will forward a copy of the Student Complaint Form, together with all previous documentation relating to the complaint, to the Principal's Office and the Principal will arrange a Complaint Panel within 10 days



ACADEMIC APPEALS PROCEDURES

The College is committed to providing high quality teaching, learning and assessment that meet the required academic and awarding body standards. All assessments are carried out according to the principles of openness, validity, reliability, access and transparency. An appeal is a request for a review of a decision on student progression, assessment and awards.

Appeals against a decision of Examination and Assessment Board must be made on at least one of the following grounds:

- Procedural irregularities in the assessment process
- Inadequate assessment, prejudice or bias on the part of the examiners
- You were adversely affected by illness or other relevant factors, of which you were previously unaware, or which for a good reason you were unable to disclose to the examiners in advance.
- There is no right of appeal against the academic judgement of examiners on an assessment outcome or the level of award recommended or granted, when this judgement has been applied according to established procedures.

Please note a complaint is different, and arises from a specific concern about the adequacy or quality of the provision of a programme of study or related academic service. Please contact your tutor if you want to appeal against assessment decision.

ACADEMIC MISCONDUCT POLICY AND PROCEDURE

College believes strongly in the importance of academic integrity and supports the development of good academic practice. As such it takes breaches of academic conduct very seriously and all allegations of academic misconduct are investigated according to this policy. These are applied with full regard to the principles of equality and fairness. The policy applies to all qualifications, at all levels offered. This policy should be read in conjunction with the assessment policy and procedure

DIFFERENT TYPES OF ACADEMIC MISCONDUCT PROCEDURE, PENALTIES & APPEALS)

1. It is academic misconduct for any candidate in the course of any assessment to engage in one or more of the following activities:

- Fail to comply with the Rules for the Conduct of Written Examinations (*for example by taking prohibited materials into an examination hall*)
- Assist another candidate to gain an advantage by unfair means, or receiving such assistance (*for example by impersonation or the passing one individual's work off as another's, including undeclared failure to contribute to group coursework assignments*)
- Mislead the examiners by the fabrication or falsification of data.
- Plagiarism; namely submitting work as the candidate's own of which the candidate is not the author (*this includes failure to acknowledge clearly and explicitly the ideas, words or work of another person whether these are published or unpublished*)
- Engage in any other activity likely to give an unfair advantage to any candidate.

2. A candidate shall certify, when submitting work for assessment, the extent to which the work is his/her own.

3. An offence of academic misconduct will be defined as *Minor* or *Major* depending on its seriousness.

Misconduct

1. Under the terms of this Code, 'misconduct' is defined as: Improper interference, in the broadest sense, with the proper functioning or activities of the College or with those who work or study at the College; and / or any action which otherwise damages the College, its interests or its reputation. In particular (but without limitation), the following will be deemed to constitute misconduct under the terms of this Code:
 - a) Any conduct which constitutes a criminal offence
 - b) Disruption of, or improper interference with, the academic, administrative, sporting, social or other activities of the College, whether on College premises or elsewhere
 - c) Obstruction of, or improper interference with, the functions, duties or activities of any student or member of staff of the College or any authorised visitor to the College
 - d) Violent, indecent, disorderly, threatening, intimidating or offensive behaviour or language (whether expressed verbally or in writing, including blogs, social networking websites or other electronic means)
 - e) Bullying or harassment of any student or member of staff of the College, or any visitor to the College, on the grounds of sex, race, disability or other grounds
 - f) Fraud, deceit, deception or dishonesty in relation to the College or its students or staff or in connection with holding any office in the College or in relation to being a student of the College. Such action may (without limitation) include failure to reveal details of an 'unspent' criminal conviction, or failure by a student (who undertakes paid or unpaid activity which brings him or her into frequent contact with children or vulnerable adults whilst in his or her student role) to reveal any conviction or offence, whether committed pre or post-admission
 - g) Action likely to cause injury or impair safety either on College premises, at College organised events or on any other sites associated with the College through its professional or other programmes
 - h) Defacement of, or damage to, any property of the College, or any property of a student or member of the College (whether caused intentionally, recklessly or negligently)
 - i) Breach of the provisions of any College code, rule or regulation (including this Code)
 - j) Failure to comply with a reasonable instruction relating to discipline, issued with the Principal's authority
 - k) Failure to comply with any sanctions or penalties imposed under this Code;
 - l) Unfounded and malicious complaints brought against a member of staff or another student of the College under the Student Complaints Procedure
 - m) Possession or misuse of drugs which also constitutes a criminal offence
 - n) Causing a nuisance (including causing excessive levels of noise) or engaging in anti-social behaviour in the College, in College owned or managed accommodation or private accommodation or in the wider community
 - o) Involvement in radicalisation and / or terrorist activities. (The College has adopted the government's PREVENT strategy)

The above list is for illustrative purposes only and is not exhaustive and will be dealt with college Disciplinary procedure

CRESCENT EDUCATION SERVICES

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