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Student Handbook

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I. Welcome

I hope that you will find your programme stimulating, fulfilling, and rewarding. This handbook has been designed and written to:

- Provide you with a quick guide to what the College offers;
- Provide you with the key information you need to settle in at the College;
- Show how we can help and what we expect of you;
- Show the support and services available to you;
- Provide you with some practical advice and information as well answering some questions about your time at the College;
- Provide you with a useful reference point.

It also provides various regulations that you should be aware of. We want you to achieve your potential, to develop networks of friends, new interests and life skills. In order to achieve this we recommend that you:

work hard – you should attend all lessons, seminars, and organised activities. Students with good attendance are the most likely to achieve. Plan your homework, think carefully about how to manage your reading and preparation for written assignments and revision for tests.

find time to relax – going to College is about making friends, finding new interests and learning to create a balance between work and your social life.

make use of the support and advice that is available to you – I am sure you're going to have a great time but don't forget that there are a range of services available to assist you if you need them.

I wish you every success during your time at Cambridge Melchior College

Michael Voice
Managing Director

2. Travelling to the UK

Airport arrival

All students under the age of 18 travelling without an adult will be met at the airport, **by a College representative or a local guardian.**

Where students are not accompanied by an adult, parents should book flights early to make sure their children arrive in daylight hours, and not in the evening. Children should also be supervised by the airline child supervision service. The child will then be supervised by a member of the airline staff until handed over to the College representative or guardian in the arrivals lounge.

Any student who travels on their own but is unable to use the airline handover service, will still be met at the airport, **by a College representative.** They will be met in the arrivals lounge and the representative will display the child's name (and/or the name of the school) on a board. If for any reason they miss the representative at the arrivals point the student should go to the information desk and phone the College, remain at the information desk until the college representative arrives and not leave the airport building.

Detailed travel information for the arrival of the child must be received by the College not less than five working days before the child departs. Last-minute arrangements are not acceptable, as messages could go astray and children could arrive without anyone to meet them.

Parents can gain information about regulations concerning children flying alone from the airline concerned.

Students should carry in their hand luggage any essential medication, and their letter of acceptance and study certificates.

Students should also be aware that they could be delayed at four points once they have landed: immigration, a possible medical check, waiting for luggage and customs control, checking what passengers are bringing into the country.

Students should ring the person meeting them or the College as soon as permission has been given by flight staff to use mobile phones. This is particularly helpful if there is a delay before coming into the arrivals lounge.

Taxis

Taxis used by CMC will have been vetted by the UK's Disclosure and Barring Service and the companies selected have provided written confirmation that this has been done. Taxi companies used should be experienced, professional and friendly. Students should always pre-book taxis and where possible travel in groups, rather than alone.

Out of hours arrivals at the College or homestay

Students travelling independently or with parents or 'guardians' will be provided with clear information about the College's opening hours and when the child should arrive in the pre-arrival information. In the event of any difficulties you will be able to contact a College representative on this number: 01954 261 020

In the event that students arrive before they can be accommodated by the College or Homestay partner you will be provided with some local hotel details in your pre-arrival information.

24-hour emergency number.

The following number is an **emergency** number only and is available **24-hours**.

24-hour emergency number: 07954 261020

Transport to and from the College

Homestay students are expected to travel independently to and from the College.

However, on the first evening students will be collected and shown the route.

Money and bank

In your pre-arrival information students have been advised on how much money you will need for your personal use. Students are encouraged not to carry large sums of money and to leave valuable possessions at home.

Bank accounts - It is difficult for international students to open bank accounts, particularly if debit cards and cheque books are required, in addition to a cash card. It is even more difficult for students under the age of 18.

Advice for parents:

- Give your child/children the telephone number, address and contact details of the person meeting them and advise them to go with no one else
- ensure younger children have toys and games in their hand luggage
- check that passports are valid for the period
- check that visas have been obtained for the countries they are travelling to or through; make sure your child/children has/have a photocopy of their passport, kept in a separate place from their actual passport
- give the child/children a copy of the travel arrangements (including flight return details)
- ensure your contact details are written in the child's passport
- ensure your child/children has the address of their nearest embassy or consulate in case they need to contact someone urgently
- give your child/children some money to phone if they need to and make sure they have the full telephone number
- Buy an inexpensive mobile for the child before they leave their home country, and give the number to the College with the travel information.
- You should check that the mobile is suitable for use in the UK, and between the home country and the UK, and enter the 24-hour number (or relevant number) for the college and person meeting them if this is available, and give the child instructions to ring the college, and yourselves, in an emergency
- You should also check your child can use the mobile before they leave home and tell them to switch on the phone as soon as they land
- Children could ring the person meeting them or the college as soon as permission has been given by flight staff to use mobile phones. This is particularly helpful if there is a delay before coming into the arrivals lounge, as it is impossible to check the names of arriving passengers
- Hotel reservations must be arranged if students will arrive in the UK before they can be accommodated by the College

Note: CMC cannot be responsible for children travelling independently.

3. Starting at CMC

3.1 Student induction programme

At the start of your programme at the College you will participate in an introduction or induction programme. The purpose of the programme is to introduce you to key elements of your academic programme, your teachers, fellow students and the important rules, policies and procedures.

Your induction will include sessions on:

Introduction to the site and CMC

- Meeting people like teachers, support staff and other students.
- A tour of the institution and local facilities
- Introduction to the support system, medical system and counsellor
- Explanation of College and UK system
- Information about British culture
- International visits
- Information about visits and trips

Academic

- Introduction to your course
- Explanation of how you will be assessed
- An explanation about the College's approach to teaching and learning.

Administration

- Getting your Identity card (ID)
- Checking personal details including mobile phone and personal property record
- English language assessment
- Leisure choices
- Timetable
- Laundry, food facilities and using self-catering facilities
- Opening a bank account
- Health issues, for example, registration with a local doctor, counselling, diet, exercise

Rules, regulations and policies

- Basic rules and regulations for the College and accommodation
- Equality, bullying and harassment policies
- Cultural differences
- Being assertive, saying 'no'
- Health and safety including road safety, potential hazards in the locality
- Legislation and College policies on alcohol, cigarettes, drugs, offensive weapons, and driving
- Behaviour with homestays
- Discipline and complaint procedures

It will also give you an opportunity to ask any questions. For example, any problems with rooms, meals, trips, activities or anything you would like to ask.

Please refer to appendix 5 for the CMC Student Induction Programme.

3.2 Enrolment

When you arrive at Cambridge Melchior College, you will be welcomed to the campus during your Induction Day. One of the first things you will do is Enrol. It will involve registering for classes, settling any outstanding fees, and collecting books (if applicable) and timetables. It is also an opportunity for you to meet academic and administrative staff, to get a letter for opening a bank account, apply for your student discount card, a letter to register with your local doctor and much more. Please note that Cambridge Melchior College only accepts students who are 14+ years old prior to the course commencement date.

3.3 Advice and information

There is a range of advice and information available in the college. To find out more contact Penny Richold, Head of human resources and administration.

3.4 Academic matters

For information on the rules and regulations associated with assessment and examinations go to the Student regulations (appendix 2) Reference copies can be found at Reception.

3.5 Your course

Special handbooks giving further information on your particular programme will be provided by your programme leader on your first day.

3.6 Registration with the Awarding Body (for externally assessed programmes)

Registration with the relevant awarding body is mandatory. Please note you will be registered with an awarding body at the point of enrolment

4 Paying your Fees

You can pay your fees by cheque, cash, bank transfer, or bank draft. If you are experiencing financial difficulties, which prevent you from paying your fees, you may talk to the Colleges Head of Finance.

Please note that you may pay your tuition fees in a single payment at the time of enrolment or by instalments.

Single Payment: Single payment should be made at the point of enrolment.

Payment by Instalments: You may pay by three instalments. No supplementary charge will be added to the tuition fees.

The following conditions will apply to you if you pay by instalments:

- You must continue to pay your installment until the full balance of the course fee is paid in full.

- A facility to pay by installments may be withdrawn or charged an interest from you if you who fail to meet installment deadlines promptly or your cheques are dishonoured.

5. College Letters

As a student, you may require all or one of the following letters issued by the College:

- Bank letter, (To open up a bank account)
- G P letter, (To register with a doctor so as to obtain basic medical facilities)

Depending on the type of letter, you must allow 3–5 working days to draft. Please note that you must complete a letter request form. This can be obtained from reception.

6. Opening a Bank Account

Student admin can provide you with information on how to open a bank account on arrival at the College.

To open up a bank account in the UK you will need to provide the following documents:

- Cambridge Melchior College Enrolment Letter
- Passport
- Confirmation of UK and overseas address

7. Registration with a local doctor

If you are a resident from the EU you are eligible to use the National Health Service (NHS), free of charge, during your studies here in the UK. You should book an appointment with a local doctor first, and then you need to take a letter from the College addressed to the doctor. Remember, you will not be able to get free treatment, unless you are registered with your local doctor.

Non-EU nationals who are studying for more than 6 months will be subject to the health surcharge, payable at the same time that an individual submits their visa application.

8. Identification (ID) card

You will be issued with an identification (ID) card at enrolment. You are required to wear this card at all times. Failure to do so could lead to you being denied access to the College, classes or other facilities.

9. Programme Information

9.1 What can you expect of us?

- Provide up-to-date an accurate information advice and guidance on programmes that we offer
- Receive information requested about programmes and how to apply within 5 working days
- Receive an invitation to attend an interview either by skype, face to face or an offer letter, within 20 working days of receipt of your application
- Send you the following information prior to starting your programme
 - CMC pre-departure guide
 - Term dates
 - Details of your induction and how to enroll

- Provide a detailed timetable in your first week of learning.
- Provide a student handbook including details of how to contact your teaches and support services.

9.2 What do we expect of you

We expect that you conduct yourself in an appropriate, respectful and considerate way in all your contacts with fellow students, staff and host- families (where appropriate)

9.3 General

When you enter the college you agree to abide by its rules and regulations.

You should ensure that you are familiar with them.

You are also expected to take reasonable steps to prevent and report cases where other people break the rules particularly in ways that cause actual or potential harm or distress to others, for instance in terms of breaching safety rules or harassment of any kind.

As in any community it is important that College members behave in an appropriate manner, respect the rights of others and cooperate with other students and staff to make the best use of the facilities and opportunities provided.

Students who do not observe the behaviour code will be subject to the disciplinary action detailed in the student regulations. (see appendix 3)

If you are unclear about any aspect of the behaviour code please ask your tutor to clarify the expectations.

9.4 College behaviour code

Students are expected to:

- Remain on site unless accompanied by a member of staff or you are leaving to go to your homestay.....
- speak English
- Behave in a manner that is considerate and respectful to others
- Attend all classes
- Be punctual to all classes
- Complete work to the required standard and meet deadlines
- Go to lessons properly equipped to work
- Work hard and contribute to lessons
- Follow the College's health and safety guidance
- Switch off mobile phones in classes, the Library, computer rooms and other learning environments
- Keep the environment clean and tidy and use the waste bins provided
- Keep corridors clear and safe e.g. not sitting in them or blocking the free passage of others
- Not eat or drink in corridors, classrooms and other learning areas
- Smoke in designated smoking areas
- Wear your student ID card at all times whilst on College premises and showing to staff if requested
- Not take part in, or ignore, harassment or bullying of other students including bullying on social networking sites such as Facebook

- Not bring onto College premise, or use, or offer to other students any controlled drug or alcohol
- Not attend College when under the influence of any controlled drug or alcohol
- Not record, share or distribute images or videos recorded on any electronic recording device (including mobile phones and MP3s, e.t.c.) whilst on any College premises (including College transport) or College trips, which may cause offence to others or bring the College into disrepute)
- Not use language that is offensive or abusive to others including swearing, sexist or racist remarks
- Not bring onto College premises, or use, skateboards, roller skates, rollerblades or other similar recreational equipment
- Not carry on their person a knife or other items which might be regarded as an offensive weapon, any article made or adapted for causing injury, or intended to cause injury
- Pay any replacement costs of any lost items from the Library
- Only to use fire escapes for emergency exits

9.5 Rules and regulations in residential halls

These rules are for your safety, comfort and convenience. The main rule of residence is ‘consideration for others’. This means ‘think about what you are doing’ so that others are not disturbed or inconvenienced.

You need to sign a document to say that you have read the rules and therefore we expect you to follow them.

We have sent these rules to your agent/parents or legal guardian so that they are aware of the safety and welfare measures we have in place.

If you do not obey these rules, we will tell your parents or legal guardian. If the problem is serious or repeated, we may ask you to leave the residence. All students under 18 must also follow the “Rules of Residence – All Students”

Residential rules

1. Curfew/study time is 21.30 Sunday – Thursdays, 23.00 Friday - Saturday. During this time the residential supervisor will visit your room to see that you are in your room. You cannot have outside visitors in your room.
2. If you want to sleep away from the residences, you can only do this on a Friday or Saturday night and your parents must give their permission in advance. We must have an email or a signed consent form from your parents allowing you do this. We must receive your parents’ permission on the Wednesday before you want to stay away from the residence. They should email their letter of permission to penny.richold@cambridgemelchiorcollege.org. They must include the name, address and telephone number of the person/s you can stay with.
3. The parental permission must state: the name and address and phone number of where you will be staying, the date and time you will leave, the date and time you will return (remember: all students must return before 21:00 on Sunday evenings). If you have a mobile, we also need this number.
4. You must call the emergency phone number and ask them to explain to the residential supervisor: who you are, that you have arrived at your destination

and when your time with your family or friends has finished you must call the emergency phone to ask the person on duty to tell the supervisor: who you are, and that you are leaving to return back to the residence.

5. Every morning and evening we will check your room to make sure you are in. You must open your door so that the residential supervisor can enter. Furthermore, we will do spot checks regularly.
6. You must keep your room tidy at all times. If the supervisor tells you to tidy your room then it must be tidied.
7. Any time you wish to leave the College Campus, you must sign the 'Signing Out' Book – this book tells us where you are. However, if you are going outside for a cigarette, you do not need to sign the book. This book will be kept at the school reception when the school is open. It must not be removed or abused.
8. You must give your mobile phone number to the school as soon as you can. If you change your telephone number you must inform the school. Whenever you are away from the Campus you must leave your mobile phone switched on.
9. You cannot have outside friends or family in your room at any time. However, immediate family members (mother/father/brother/sister) may visit you but only after you introduce them to the Residential Supervisor, Welfare Officer or Student Services Manager during working hours and sign them in.
10. You must not have overnight visitors.
11. You must carry your ID card on you at all times. When you are asked to produce your ID card, you must show it. You must never give your ID to another person.
12. It is a serious offence to give your key or ID to anyone (including other students). It is for your use only.
13. You must not call your friends to ask them to open the front door to the block – everyone has a key which must be used to gain access to the building. Both you and the person opening the door to let you in will be given warnings if you ignore this rule.
14. Enjoy talking to your friends and playing your music but please have consideration for others by keeping your voice and music level low at all times but particularly after 23.00 when there must be no noise coming from your room. You must stay in your room and either be studying or go to bed. You cannot visit any friends in any of the other rooms in the block. You cannot go outside the block after 23.00 for any reason including smoking, picking up take-away food, getting medicine from a friend or giving medicine to a friend or any other type of reason. If you have an emergency you must speak to the residential supervisor.
15. If you are taking any medication, you must tell the Residential Supervisor about this.
16. It is illegal for under 18s to drink and you must not accept alcohol from anyone. We will remove any bottles of alcohol (empty or full) from your room.
17. You must also obey all rules contained in the "Rules of Residence – All Students".

18. When you leave the residence to visit family or friends on Friday or Saturday night or you go on holiday, you must tell the Residential Accommodation Officer or the Residential Supervisor the date and time you will leave your room. You must not leave without speaking to them. We must check your room and you must give back your keys.

19. You should not go into boys' rooms if you are a girl or go into girls' rooms if you are a boy

9.6 Homestays – information given to students and parents

Students are expected to behave in a 'reasonable' way in homestay. The homestay provider will, in turn, act in accordance with the standards of a 'reasonable' parent.

You will be expected to:

1. Attend your timetabled classes.
2. Give an approximate time you will be home in the evening for your meal, and inform your homestay provider if you will be late.
3. Discuss a reasonable time to be home at night-time and inform the homestay provider if you will be late, and for how long. However, you should be allowed to enter and leave the homestay at all reasonable times without being 'locked out' when the staff at the College would expect you to be there.
4. If you go out in the evening, weekends or on holidays, inform the homestay provider where you are going, and with whom (including their age). Leave a telephone number or address where you can be contacted at all times.
5. Inform your homestay provider of flight departure and arrival times when you return to your home country for holidays.
6. Ask the homestay provider or your personal tutor if you have any queries or concerns about cultural differences in the UK.
7. Report any signs of sickness or ill health to your homestay provider, the welfare manager or your personal tutor.
8. Inform your personal tutor immediately if you are concerned about any issue including bullying and harassment, or any issues relating to alcohol or drug abuse.
9. Make sure you take some physical exercise, eg there are facilities in the College to play football and table tennis. You can go to one of the leisure centres to swim or join an aerobics class.

Please note you need your own parents' permission:

1. To stay out overnight with friends.
2. To arrange your own holidays with friends.
3. To take part in high risk activities, for example, climbing, sailing, skiing.
4. To take part in College activities: work experience, field events and educational visits.
5. To move from supervised homestay accommodation to unsupervised self catering accommodation.

10. Attendance and Punctuality

You are expected to be "in attendance" at the college for the full duration of your published programme. That means you are expected to attend all scheduled classes and other associated activities. Research shows that if you attend regularly you are more likely to achieve a better result than those who do not.

Your attendance will be monitored and failure to attend regularly will result in disciplinary actions and will also be reported to interested parties such as parents/guardians, agents and the border agency.

The College believes that being late for classes is not only detrimental to the academic progress of the late comer, but also disruptive for the entire class. A student can be marked as absent if he/she arrives for class more than 10 minutes after the start or leaves the class more than 10 minutes before the end. All students are required to attend daytime classes for a minimum of 15 hours per week.

11. Study

Your independent study time should be spent preparing for assessments and interactive classes - you will be expected to turn up for classes on time, having prepared appropriately.

You should be able to contribute constructively to the session and be able to engage with any questions raised or in any discussions. Reading often takes longer than you expect and it is worth learning how to manage reading effectively, using a mix of skim reading with more detailed attention to the text.

We anticipate that you need to plan for an average term-time study week of 40 hours.

12. Quality assurance and improvement

12.1 Getting feedback from students

Listening to feedback from students is an important part of the College's quality assurance processes through which it seeks to identify issues and make changes. You can participate in helping us to ensure that your feedback informs our decision making in these ways:

- Completing programme evaluation questionnaires. These are usually completed towards the end of the programme, although staff are also open to informal feedback.
- Students elected to act as representatives of their peers and attending the College Academic Board
- Day to day feedback to lecturers, tutors and services staff are welcomed. This helps us all to better understand the good things and resolve the difficulties
- Focus groups are a great opportunity for you to make suggestions for improvements to cross College services
- Informal one to one chats with College managers to hear your thoughts on how we're doing as a College
- The chance to participate in 'mock lessons' when we recruit new members of teaching staff
- The Complaints and Compliments procedure also provides feedback opportunities

Training will be offered to all Student Representatives so that they are aware of their rights and responsibilities and are able to really make a difference within this consultative framework

The Board of Directors of the College has ultimate responsibility for the direction, policies and leadership of the College.

The Academic Board is a group that meets specifically to discuss academic matters at the College.

13.0 Differences in teaching and learning style

These ideas may help you to enjoy yourself more and get more out of your time with us.

Fluency over accuracy

- Work on improving spoken fluency and do not worry so much about accuracy – this is what will be demanded in the class in the UK
- Do some exercises with your teacher where the aim is communication not accuracy

Cultural Awareness

- In the UK classroom it is considered rude not to say something when asked a question. “I’m sorry, I do not know” is a polite response. Silence to a question is seen as rude.
- Students from Spain and Italy often interrupt each other and do not leave many gaps between exchanges. This may seem rude to a Japanese person who may prefer to leave a short gap between exchanges.
- English people say “thank you, please, sorry, excuse me” too much! But it will help you if you do the same. Direct requests (“I want a coffee.”) sound rude to English ears – they are expecting “May I have a coffee please?”

How to extend your answers

In class you will often be asked to say what you feel about something.

- If you are asked a question in class, try to give more than a one-word answer.
- If your teacher and other students ask you what you think about a topic, they will become frustrated if you can only say “I do not know” or “I have no opinion”.
- One technique is to give your answer > then a reason for it > then an example.

Here is a possible example:

TEACHER: What subject do you want to study at university?

STUDENT A: I want to study Business ... because I want to work in a multinational company ... for example Sony who produce and sell products all round the world.

STUDENT B: Maths

It is obvious that student A gives a much better answer.

If you find it hard to talk about a topic because it is outside your own experience try to imagine how someone else might feel about it for example: child, teenager, parent, old person. Or try to think about the topic from different perspectives: past, present, future, or personal, local, global, or social, political, historical.

Another way of generating ideas so you have something to say is to put yourself in a situation where the topic/issue would matter to you.

How to speak when you haven’t thought about the topic/question before

Here is some useful classroom language to use, when you haven’t understood – remember that silence may seem rude and it’s better to say that you do not know.

- “I’m sorry I do not know”
- “I didn’t understand, could you explain that again?”
- “Could you repeat that more slowly?”
- “I know what you mean but I do not know how to say it in English.”

Hesitation strategies

Another cultural difference is that English people are often uncomfortable with silence in conversation – that’s one reason why we talk about the weather so much!

When you are asked a question try to start communicating immediately by using the following techniques: noises to show you are thinking eg “Ummm”, “Ahhhh”, “Ohhh” words to show you are thinking eg “Well...”, “Let me think ...”, “I suppose ...” circumlocution – this means saying what you mean another way. For example, if you couldn’t remember the word “pen”, you could say, “one of those things you use for writing” – it’s often made of plastic and it’s small and thin”.

13.2 Module Teacher

The module teacher is responsible for preparing and delivering a programme of study for each module. He/she is a model of excellence for the students.

The module teacher will guide you through the subject he/she has been entrusted with. You will be ensured by the module teacher that you are going through the whole curriculum properly. If you have any problems or concerns regarding your studies, you can consult your module teacher without any hesitation.

13.3 Personal Tutor

As a student you will be allocated a personal tutor. Your personal tutor will monitor your progress, agree targets, acts as a source of advice, guidance and support as required

In cases where personal difficulties are affecting your academic work, the Personal Tutor may consider initiating appropriate consultation with you and/or the Programme Leader and Director of Curriculum and Quality

13.4 Programme Leader

There is a Programme Leader for each Programme administered by Cambridge Melchior College. The Programme Leader deals with overall management of the academic affairs of the relevant programme and acts as a leader of the programme. He/she is responsible for ensuring that lesson plans and practical activities are relevant and appropriate. He/she conducts teaching observations in line with the quality improvement of teaching, learning and assessment.

The Programme Leader gives feedback and leads on where the quality of teaching needs to improve; and suggests development activities.

You can consult your Programme Leader for any of your academic matters, however you need to book an appointment with him/her through Reception.

13.5 Director of Curriculum and Quality

The Director of Curriculum and Quality leads the College in the development and implementation of its academic quality assurance and enhancement strategies and procedures. He/she is responsible for ensuring that the academic sessions of the College run smoothly. He/she is also responsible for advising and contributing to the development of the College's programmes. You can consult the Director of Curriculum and Quality for any of your academic matters especially if you have any serious problems in making progress; however you need to book an appointment with him/her through your Module Teacher.

13.6 Assessment and Progress

For details of the assessment pattern for your programme please consult your programme guide.

You are responsible for checking any assessment deadline dates for the submission of your work and for checking the dates for your tests. You are expected to plan your work around your assessment and test deadlines accordingly.

Information on the rules for exams and assessments can be found in the College Regulations.

Illness and accidents do happen and can affect your assessed work, so do familiarise yourself with the procedures for late or non-submissions and for making a claim for mitigation. Remember, though, that mitigation claims will only be accepted in cases of sudden or unforeseen events or circumstances that you believe will have a significant or serious impact on your assessed work. If your claim for mitigation is accepted, this will not alter any of your marks but may allow you an opportunity to retake the assessment as if for the first time and to demonstrate your full academic potential.

Your teachers can explain more about the process if you feel you have experienced difficulties in meeting deadlines.

13.7 Academic Progress

You are required to make overall significant progress in order to achieve your goal; enhance your career prospect and comply with the regulations of the immigration department. You are permitted to proceed with your approved course of study only if you maintain satisfactory progress as evidenced by attendance at classes, satisfactory performance in assessments and examinations and the proper completion of such other work/task as may be allotted to you. Please note that if your progress is unsatisfactory, you will be given extra care and support and other relevant remedial measures to help you make progress. At the same time, you will be warned about the consequences you might face due to your unsatisfactory progress. If you persistently make unsatisfactory progress even after pursuing our remedial measures under a given a period of time, you may eventually be excluded from the Institution and your details will be reported to the immigration department

You are strongly encouraged to contact your personal tutor who will be able to assist you should you have any queries regarding your academic progress.

13.8 Procedure for managing unsatisfactory performance

It is recognised that some students fail to make satisfactory progress during their studies at the College. This procedure outlines the stages in managing unsatisfactory performance.

Stages in the procedure

Informal stage: The personal tutor will discuss the poor academic performance with the student and agree a plan of action to address the areas of concern. E.g. an action plan to address failure in formative assessment.

Stage 1: First written warning. In the event of continued and/or serious unsatisfactory performance the student will be invited to a meeting with the Programme Leader and his/her personal tutor. **The student can be accompanied by a friend or support worker.** The meeting will review his/her progress, the impact and completion of the actions in the plan agreed at the informal stage. If there is evidence of continued unsatisfactory performance, then a first written warning will be issued. Examples of unsatisfactory academic performance include continued and repeated failure of formative assessments or failing an external examination.

Stage 2: Final written warning. In the event of continued and/or serious unsatisfactory performance the student will be invited to a meeting with the Director of Curriculum & Quality, Programme Leader and his/her personal tutor. **The student can be accompanied by a friend or support worker.** The meeting will review his/her progress, the impact and completion of the actions in the plan agreed at the Formal Stage 1 meeting. If there is evidence of continued unsatisfactory performance, then a final written warning will be issued. Examples of unsatisfactory academic performance include continued and repeated failure of formative assessments or failing a resit of an external examination.

Stage 3: Exclusion for the College. In the event of a student failing to secure the necessary improvement in either formative or summative assessments the student will then be invited to a meeting with the Managing Director (or nominee), Director of Curriculum & Quality, and the Programme Leader. **The student can be accompanied by a friend or support worker.** The meeting will review his/her progress, the impact and completion of the actions in the plan agreed at the Formal Stage 2 meeting. If there is evidence of continued unsatisfactory performance, then the student will be excluded from the College. Examples of unsatisfactory academic performance include continued and repeated failure of formative assessments or failing a second resit of an external examination.

Please note: Copies of any letters or exclusions will be copied to parents (for students under the age 18), agents and the **Border Agency** (if appropriate).

Please see appendix 2 for a copy of the Procedure for managing unsatisfactory performance

13.9 Marking your work

Feedback on your assessments is Subject to certain conditions, feedback will normally communicated to you, within 20 working days from submission/examination date.

Internal verification a sample of all assessed work.

This is an internal process that checks that your assessed work is marked in accordance with the agreed grading and assessment criteria.

13.10 Appeals

The appeals procedure provides a formal means for reviewing decisions in relation to student progression, assessment and awards, and resolving concerns in a fair and considered manner. The decision against which you have the right to appeal are listed in the College Regulations. /if you a have query about your academic results, you should speak to your personal tutor in the first instance. If you wish to make an appeal you must follow the process outlined in the College Regulations. Please not that there is no right of appeal against the academic judgement of external examiners verifiers or invigilators.

14 Complaints

If you are unhappy about any part of your College experience, we want to hear about it. If you tell us about any concerns or problems that you have, it gives us the opportunity to try to improve things for you, and for others who might have the same issues. The College has a complaints procedure to help you to tell us about your concerns and problems. A copy of the full complaints procedure is available for you to read at Reception. If you want to take a copy away with you, you can.

Complaints Procedure

Stage 1 Before you decide to make a formal complaint you should, if possible, talk to your Personal Tutor or Subject teacher; most issues and concerns can be resolved in this way. If you feel that your concerns or problems cannot be discussed with your subject teacher or tutor then you can either:

Speak to, or make an appointment to meet with, your teacher, tutor, course leader or the Director of Curriculum and Quality. The Administration office will help you make an appointment

Stage 2 If at this stage you still decide you want to make an official complaint, you can either:

- Pick up a Complaints Form (and envelope) available from Reception,
- Complain in person to the Director of Curriculum and Quality.
- Write direct to the Director of Curriculum and Quality by letter, email or complete the complaints form by visiting our website.
- Telephone the Quality Assurance Office on 01954 261020

15 Compliments and suggestions

The College welcomes any feedback from our students, staff and the wider community of the College. So, if you have a really great, exciting, excellent or positive experience during your time at College or wish to let us know how we can improve our service to you, please let us know.

16 Absence of Teacher

It is important to know that if a teacher is absent as a result of any emergency circumstance e.g. accident, illness etc, cover teachers will be provided for you.

17 Academic misconduct

The college takes cheating in assessment (this is referred to as “academic misconduct”) very seriously, and you are expected to understand College academic conventions and expectations.

To find out more go to your programme handbook. If you are still unclear about what is expected of you, ask!

18 Administrative and financial matters

You are expected to check your emails and/or the main College notice board.

The sorts of thing you may need to respond to are:

Registration issues around personal details, visa queries, awarding body registrations, financial issues, fees, academic matters relating to your programme and your progress.

It is important that if you run into problems you contact our tutor or our staff in the administrative offices who will help you to resolve them. There are also a range of other services available which may also be of assistance such as medical, counselling, and learning support.

It is essential that you keep us informed of your current email address and mobile phone number, a contact in the event of an emergency.

19. How will we support you?

You can expect the following academic support in addition to the feedback normally provided through your subject teachers.

19.1 Induction

The induction programme will provide an introduction to academic work and support available at the 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.

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

19.2 Libraries

Cambridge Melchior College library is located at the top and to the right of the main entrance staircase. The library is in fact resourceful as it contains numerous leading textbooks, journals, prospectuses of different universities and so on. Apart from your studies in the library, you can borrow books and other study materials from the library as well following the Library Procedures. Please note that you need to show the Institution ID Card to use library facilities. In addition to the books you can access drop –in IT facilities, eBooks and online resources via the internet. Wi-Fi access is available throughout the campus. You can also use the library in the village. Please see page 24

19.3 IT facilities

The College provides excellent IT support for the students. There is Wi-Fi across the whole campus, computers in every classroom and drop in facilities in the library and student common room.

19.4 Study Room

Cambridge Melchior College has a common room located at the top of the main entrance staircase. The room is specially designed for individual and group study.

19.5 Special assessment arrangements for those with medical problems, ill health or disability

Special examination arrangements, such as extra time or separate accommodation for unseen tests may be possible.

Applications for special test arrangements and exceptionally requests for alternative modes of assessment should be made as part of the application process.

19.6 Religious observance

If a religious festival or holy day is likely to affect your studies or ability to undertake formal assessment activities you should notify the College during the normal application process.

19.7 Student account Logon

As an enrolled student at Cambridge Melchior College you will receive a free personal network and wireless account. The network and wireless accounts are automatically created for you once you have enrolled.

19.8 Printing & photocopying

The College provides copying and printing facilities. For photocopying please go to Reception. You will also have your own personal print quota which will allow you to print off up to 500 pages free of charge each year. Any additional page credit can be added by visiting the administration team.

19.9 General Counseling

Cambridge Melchior College provides counseling services to those students who are struggling with their studies. This is assistance to those students who have ability to follow the course but for some reasons they have failed to perform well. Cambridge Melchior College teachers usually hold meeting with the students and try to understand as to why the students have failed to maintain required level of progress. If appropriate a counselor can then provide advice and necessary supports, or give indication to teaching personnel the required assistance, if it is purely an academic matter.

20. Study Skills

20.1 Revision planning

Cambridge Melchior College strongly advise that you prepare your own study plan. This will help you make the appropriate level of preparation for any examinations. Here are some suggestions which we believe will help you make an effective plan.

- Know your syllabuses.
- Know the dates of your examinations.
- Calculate weeks that you have to finish your syllabuses.
- Assess how much you have to study a week to keep pace with your syllabuses.
- Assess the levels and urgency of your commitments.
- Make a priority list as per your existing commitments.
- Now try to fix the time that you can allocate for your studies.
- Prepare the time table for your studies.
- Stick to your time table until the examinations take place.

20.2 Getting the best out of your lessons

You are advised to do the following to make sure you get the best out of your lessons

- Listen carefully and actively to the lesson. You may find taking notes really helpful
- Participate fully in the lesson- complete the activities set, ask and answer questions.
- Seek help for anything you do not understand (the teacher is there to help)

- Do your homework – complete any activities set, read through your notes and/or do any wider reading and/or studying to prepare for the next lesson

20.3 Revision Classes

When all lectures are finished, you need to understand the style of questions and effective ways to give answer to those questions. Although you may have full realization of the topic, however, you may not be able to do well in the examinations, if you do not know how to answer effectively or to the satisfaction of the examiners.

We have seen that although students have revised, they fail to achieve good results because of lack of understanding of examinations techniques. Cambridge Melchior College is keen to provide revision lectures to prepare you explaining essential techniques of examinations.

21. Examinations and coursework

21.1 External Examinations

Awarding Body entries are organised by CMC and examinations are arranged by the Awarding Bodies. It is essential that you consult your Programme Leader thoroughly about your examination entry and collect any forms promptly when requested to do so by our Administration team.

Awarding bodies will assess your examination scripts; publish your results and let you know directly or through the College according to their own principles and policies.

21.2 Examination Entry Form

Students on iGCSE or A Levels should be aware that there are examinations at the end of the course. The examinations are conducted by the relevant awarding bodies and their own examiners examine the papers.

However you must fill in the relevant Awarding Body's Examination Entry Form. Without filling the Examination Entry Form, you will not be able to appear in the examination.

21.3 Submitting Coursework/Assignment

You must submit all the coursework/assignments in due time. One of the main purposes of assignments is to assess your understanding of a subject area. They also serve other intellectual purposes:

- To organise your thinking.
- To bring a wide range of material to bear on a given problem or issue.
- To respond critically and with your own ideas to the issue.
- To select and use information to support an argument.
- To present this argument in a clearly structured and literate way.

Please note that failure to submit your assignments in due time may result in unsatisfactory progress in the final assessment.

21.4 Re-Sits & Retakes

You are expected to finish your intended course on time in accordance with the advised College course start and end dates. Each student is also expected to pass their examinations/assignments as per the Awarding Body schedule. If you are unable to complete the course and pass the examinations you will have to pay an additional fee to the College and the awarding body in order to re-sit or re-take examinations in accordance with their specific guidelines. Students' at Cambridge Melchior College will only be allowed to re-sit

examinations or repeat any part of their course up to two times per individual examination or module.

21.5 Sickness and Mitigating Circumstances

It is obvious that there are some circumstances that genuinely prohibit some students from performing well in their studies. Please find the circumstances below that will be considered in mitigation:

- Severe illness,
- Sudden accidents,
- Parental illness or accidents,
- Illness or accidents of mother, father, sisters, brothers, or close relations,

If you are faced with any of the above situations, you must immediately inform your teachers, you will then be advised to put in writing. However, there is no automatic guarantee that consideration will be given. Each case will be dealt with individually and on merit.

Cambridge Melchior College understands that no human has control over illnesses. It is natural that students may suffer illness and therefore, students' performances and attendance at lectures may severely be affected. In such circumstances the students must see a doctor to get medical attention and treatment. The student who suffers illness must submit relevant documents in support of his or her illness.

The Academic Board of the College will decide about extra classes or extension of time to submit coursework or assignment, if any. The Academic Board will communicate its decisions after due assessment of your case.

22. Keeping Your Records Up to date

The College will keep all students' passport pages, showing all personal details (including biometric details) and leave stamps or immigration status documents – including evidence of their entitlement to study in the UK and the period that they have permission to stay in the UK. The College will update these records as necessary. It is your responsibility to ensure that you notify the College immediately if there is any change in your contact details e.g. address, telephone number, mobile telephone number, or any other change in your personal circumstances. You can notify any changes by completing the Change of Details Form which is available at the reception.

You must provide the details of your next of kin at the time of application and notify the Institution immediately should there be any change pertaining to your next of kin.

Your whereabouts is very important for us to know. We will from time to time be sending you letters and information in connection with your study with us such as attendance notification letter, examination notice & schedules, examination admission notice, course materials, or other kind of academic letters. Obviously, we will not be able to communicate with you properly, if we do not have your exact address. So, make sure that you duly inform us about any change in your address. If you do not give us your up to date address, we will not be able to provide exact address details which will result the refusal of your application to bank, reference etc. and most importantly, failure to notify your current address to the Institution may even jeopardise your studentship at Cambridge Melchior College.

23. Visa Issues

If you have any questions regarding visa issues please get in touch with the Administrative Support Team, or a student Support Officer who will be happy to help you in any way they can.

24. Student welfare issues

24.1 Health and safety

Everyone in the College has a responsibility to those around us, and to ourselves, to ensure that we all remain safe in the College environment. You are requested to go through the 'Health and Safety Policy' of the College and know the arrangements provided by the College.

Do not bring knives and other sharp implements into the College. Do not misuse the College's property or equipment.

24.2 Fire Drills

Make sure that you know where the fire exits are and how to use them. Do not tamper with fire alarms or fire extinguishers. The College will hold fire drills at regular intervals; make sure you know the procedures to follow.

Your induction programme will include instructions on what to do in the event of a fire.

24.3 Procedures in the Event of a Fire

On discovering a fire, activate the nearest fire alarm.

On hearing the fire alarm, leave the building immediately by the nearest available exit (including fire exit doors). Teachers are responsible for ensuring that the classroom in which they are teaching is evacuated.

Every student and staff must know the fire assembly point

On hearing fire at alarm, go to the fire assembly point at the front main gates. Do not re-enter the premises until told by the controlling officer.

24.4 Accidents & Incidents

If you see anything that could be of danger to anyone then report it immediately to a member of staff – do not try to deal with it yourself.

In the case of an accident or incident, contact the nearest member of staff or go to Reception. Please ensure you are aware of the location of the 'First Aid Boxes', a member of staff will be able to help you with this.

24.5 Smoking Policy

With regard to the health and comfort of all members of the College and its visitors, and to comply with recent Government Policy, smoking is only permitted in the designated areas. Please note that smoking is completely prohibited inside the College premises.

24.6 First Aid

Cambridge Melchior College has trained First Aiders who can be called if there is an injury. Should you need assistance, please contact a member of staff, or go to Reception.

Our First Aiders are:

Penny Richold (Head of HR and Administration)

25. Local Library Information

Apart from the Cambridge Melchior College library, you have many other libraries not far away from the Cambridge Melchior College campus. You can take membership and use books as per their rules & regulations. Generally, you need to have a proof of your identity and proof of address in order to apply for membership of the library. The following libraries are within easy reach in terms of locality.

Willingham Library, Church Street, Willingham, Cambridge, CB24 5HS
your.library@cambridgeshire.gov.uk
Tel 0345 045 5225

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Closed	10.00 – 1.00 2.00 – 5.00	Closed	4.00-7.00	10.00 – 1.00	10.0 – 1.00

26. Other useful information

26.1 Equal Opportunity

Cambridge Melchior College aims to promote equal opportunity for all, and to ensure that no one is discriminated because of gender, race, ethnic origin, disability, nationality, colour, religion, political/religious beliefs, age, sexual orientation, marital status, or family responsibilities.

26.2 Data Protection

Next to its people, Cambridge Melchior College regards information as its most important asset. Because of this, the Institution recognises the importance of protecting its information assets and, in particular, the information relating to its staff, students and other individuals in whatever form that information is held. All data, whether held electronically or manually, are kept securely and not disclosed unlawfully.

26.3 Disability Strategy

Cambridge Melchior College is keen to consider all the potential students irrespective of their abilities in terms of physical and mental health. For disabled students who cannot follow the course due to their disability, Cambridge Melchior College will take the necessary steps to consider their application for admission.

Please refer to the 'Disability Strategy' of the College for more information.

27. Disclaimer

This Handbook does not replace Cambridge Melchior College's regulations. All students will be required, as a condition of enrolment, to abide by and submit to the procedures of Cambridge Melchior College which are amended from time to time.

Every effort has been made to ensure the accuracy of the information contained within this Handbook, but it is subject to alteration without notice. Cambridge Melchior College will use all reasonable endeavours to deliver programmes in accordance with the descriptions set out in this Handbook. However, Cambridge Melchior College reserves the right to make variations to the contents or methods of delivery of programmes, to discontinue programmes and to merge or combine programmes, if such action is reasonably considered to be necessary by Cambridge Melchior College. If Cambridge Melchior College discontinues any programme it will use its reasonable endeavours to provide a suitable alternative programme.

Appendix I: Induction questionnaire

Induction Questionnaire	
Who is the College Managing Director?	
Who is the College Director of Curriculum?	
Who are your teachers?	
What am I studying?	
What is the name of the person sitting next to you?	
Where am I studying?	
Where do I go if I hear the fire alarm?	
Where do I go to enroll?	
Where do I go to get my ID card?	
Who do I discuss any course problems with?	
Where can I get some food?	
Where is the Library?	
What do I do if I need first aid?	
What do I do if I have a compliment or a complaint?	
What can I do if I am being bullied?	
Who do I go to if I have a problem with my accommodation?	

Appendix 2: Procedure for managing unsatisfactory performance

Introduction

All the teachers and managers at the College are committed to working with students to ensure their academic success. However, it is recognised that some students fail to make satisfactory progress during their studies at the College. This procedure outlines the stages in managing unsatisfactory performance.

Scope of the procedure

All internally and externally assessed programmes offered by the College. This procedure operates in conjunction with the College's disciplinary procedure.

Stages in the procedure

Informal stage: The personal tutor will discuss the poor academic performance with the student and agree a plan of action to address the areas of concern. E.g. an action plan to address failure in formative assessment.

Stage 1: First written warning. In the event of continued and/or serious unsatisfactory performance the student will be invited to a meeting with the Programme Leader and his/her personal tutor. **The student can be accompanied by a friend or support worker.** The meeting will review his/her progress, the impact and completion of the actions in the plan agreed at the informal stage. If there is evidence of continued unsatisfactory performance, then a first written warning will be issued. Examples of unsatisfactory academic performance include continued and repeated failure of formative assessments or failing an external examination.

Stage 2: Final written warning. In the event of continued and/or serious unsatisfactory performance the student will be invited to a meeting with the Director of Curriculum & Quality, Programme Leader and his/her personal tutor. **The student can be accompanied by a friend or support worker.** The meeting will review his/her progress, the impact and completion of the actions in the plan agreed at the Formal Stage 1 meeting. If there is evidence of continued unsatisfactory performance, then a final written warning will be issued. Examples of unsatisfactory academic performance include continued and repeated failure of formative assessments or failing a resit of an external examination.

Stage 3: Exclusion for the College. In the event of a student failing to secure the necessary improvement in either formative or summative assessments the student will then be invited to a meeting with the Managing Director (or nominee), Director of Curriculum & Quality, and the Programme Leader. **The student can be accompanied by a friend or support worker.** The meeting will review his/her progress, the impact and completion of the actions in the plan agreed at the Formal Stage 2 meeting. If there is evidence of continued unsatisfactory performance, then the student will be excluded from the College. Examples of unsatisfactory academic performance include continued and repeated failure of formative assessments or failing a second resit of an external examination.

Please note: Copies of any letters or exclusions will be copied to parents (for students under the age 18), agents and the **Border Agency**.

Appendix 3: Learner Disciplinary Procedures

1. A summary of the Learner Disciplinary Procedure is set out in the following table. Irrespective of the detailed procedures set out, learners are expected to behave at all times in a manner which respects the property, integrity, well-being and reputation of the College and of all members of the College community, including learners, staff and visitors to the College.
2. Most minor infringements of the Learner Code of Behaviour will be dealt with informally by members of the College staff. The main aim of such informal warnings is to draw to the attention of the learner that the conduct in question is not acceptable in a College community environment due to the detrimental implications for the learner or others. However, if the behaviour in question is of a more serious nature or a learner's conduct or performance does not improve following informal warnings the learner will be required to account for their behaviour and if the explanation is unsatisfactory then disciplinary action will be instigated within the following framework.
3. Relevant disciplinary letters and reports for learners enrolled on the Pre 16 programmes will be sent to the home institution for their records.

Stage 1 – Formal Oral Warning

The learner will be given a Formal Oral Warning by their Personal Tutor or Programme Leader. It may also be issued by the Facilities Manager for off-site incidents (including out of classroom). It will be explained why their behaviour or performance does not meet the acceptable standard and they will be made aware of what they are required to do in order to meet a standard that is acceptable. A letter confirming the oral warning will be sent to the learner and copied to agents and parents/carers if the learner is under 18 years of age, or turns 18 during the academic year, and to sponsors if appropriate. The letter will give details of the incident or complaint against them and will detail the consequences of further offences. A copy of the letter will be kept in the learner's file for the remainder of the academic year but may also be retained on file should the learner wish to re-enrol next year.

Attendance: 1 unexplained absence will lead to a formal oral warning

Stage 2 – First Written Warning

If the behaviour or set of behaviours recurs or if the misconduct is more serious then the learner will be required to attend an interview with the relevant Programme/Sector Leader, Head of Academic Programmes or Facilities Manager (for off-site incidents) where they will be issued with a First Formal Written Warning. This written warning will be sent to the learner and copied to agents and parents/carers if the learner is under 18 years of age, or turns 18 during the academic year, and to sponsors if appropriate. The written warning will give details of the incident or complaint against them and will detail the consequences of further offences. A copy of the written warning will be kept in the learner's file for the remainder of the academic year but may also be retained on file should the learner wish to re-enrol next year. 18

Attendance: 3 unexplained absences will lead to a first written warning

Stage 3 – Final Written Warning

If the learner fails to comply with conditions of the First Written Warning or they engage in behaviour regarded as serious misconduct then they will receive a Final Written Warning at a formal interview with the Head of Academic Programmes. The written warning will give details of the incident or complaint against them, any sanctions imposed as a result of the misconduct and will detail the consequences of further offences. This written warning will be copied to agents and parents/carers of learners under 18 years of age, or turns 18 during the academic year, and to sponsors if appropriate. A copy of the written warning will be kept in the learner's file for the remainder of the for the remainder of the academic year and will also be retained on file should the learner wish to re-enrol next year. Incidents of serious misconduct may require temporary suspension of the learner to allow for a period of investigation to confirm the details of any incident and to determine the appropriate sanction to be imposed following consideration of the learner's previous conduct.

Attendance: 6 unexplained absences will lead to a final written warning

Stage 4 – Exclusion

If a learner fails to comply with the conditions or reach the prescribed standard required by a final written warning or where an incident of gross misconduct occurs then the learner will be required to attend an Exclusion Panel. The Panel will review all available evidence and consider the learner's explanation of their behaviour. The Panel may decide to exclude the learner from the College either permanently or for a specified period. Alternatively, depending on the circumstances the Panel may allow the learner to remain in College subject to compliance with a behaviour contract. The length of time that the exclusion stands for is to be determined by the circumstances leading up to the exclusion and is at the discretion of the Panel. The conclusions of the Panel will be detailed in a written letter copied to agents and parents/carers of learners under 18 years of age and for those who turn 18 during the academic year. A learner may be subject to a suspension from College pending the formal Exclusion Panel. A learner who has been excluded from the College for a specified period (normally for the remainder of the academic year) may be re-enrolled subject to specified conditions and following an interview or consultation with the Managing Director.

Attendance: 10 unexplained absences or less than an overall attendance of less than 90% will lead to exclusion from the programme and the College

4. The disciplinary procedure is based on the following principles:

- The procedure is designed to deal fairly and consistently with disciplinary matters;
- Disciplinary action will not be taken until incidents have been investigated as fully as is necessary and reasonable to establish the factual details. However, this does not preclude learners being temporarily suspended from all College activities whilst an investigation is in process. Such a temporary suspension is not regarded as a disciplinary sanction;
- At every stage of the disciplinary procedure learners will be given full details of the complaint against them and given the opportunity to present their case prior to any decision;
- The procedure will be implemented at any stage dependent on the nature and seriousness of the alleged misconduct;
- The learner has a right of appeal against any formal disciplinary action;

- At the stage when a disciplinary action can lead directly to exclusion from the College then the learner has a right to be accompanied by another person to the formal exclusion interview and any subsequent appeal.

At the discretion of the Managing Director or the Director of Curriculum & Quality an individual, deemed guilty of Gross Misconduct may be excluded without a hearing.

Circumstances resulting in this action would involve an individual behaving in such a way that is considered dangerous, or of causing harm to others, or of bringing the College, or its learners or staff into disrepute. In other circumstances, it may be more relevant to conduct a hearing.

Appeals

Learners have the right to appeal against any disciplinary decision if they believe that they have not been treated fairly. The staff member hearing their appeal must not be any member of staff involved in the original disciplinary judgement.

An appeal against an Oral Warning should be made formally (usually in writing) to the appropriate Head of Academic Programmes (or Programme Leader if they were not the originator of the warning) within five working days of the original warning. However, if the Head of Academic Programmes was the originator of the first written warning, the appeal should be submitted to the Director of Curriculum & Quality. The learner will be interviewed within five working days of the appeal being received and be informed in writing of the appeal decision with five working days of the interview.

An appeal against a First Written Warning should be made formally (usually in writing) to the appropriate Head of Faculty within five working days of the original warning. The learner will be interviewed within five working days of the appeal being received and be informed in writing of the appeal decision with five working days of the interview.

An appeal against a Final Written Warning should be made formally (usually in writing) to the Director of Curriculum & Quality within five working days of the original warning. The learner will be interviewed within five working days of the appeal being received and be informed in writing of the appeal decision within five working days of the interview.

An appeal against Exclusion should be made formally (usually in writing) to the Deputy Principal, Teaching and Learning within ten working days of receipt of the written notice of exclusion clearly stating the grounds on which the learner will base their appeal. The appeal will be heard by a member of SMT or their deputy and an independent member of the College Management Group. The appeal hearing will take place within ten working days of the appeal being received and the learner will be sent written confirmation of the final decision within five working days of the appeal hearing. The learner may be accompanied by a friend or relative to the appeal hearing but we would not normally expect the learner to be legally represented. However, if the learner does wish for legal representation he/she must give notice in writing to the Chairperson, also stating why it is believed to be necessary. In this event, the College may also wish to have legal representation and the hearing may have to be postponed in order to arrange this. If no appeal is made within the time allowed there will be no further opportunity for the learner's case to be heard. If the

learner does not attend the appeal hearing, without good cause or reason, the case will be heard and a decision made in their absence.

The normal procedure for a disciplinary or appeal hearing will be:

1. Members of the panel will be introduced by the Chair.
2. The learner will introduce any person brought as a supporter whose name was submitted prior to the hearing.
3. The member of staff presenting the complaint will present the College's case, which may include presenting documentary evidence or calling witnesses.
4. The learner or his/her supporter will be given the opportunity to question the member of staff presenting the College's case.
5. The Panel will be given the opportunity to question the member of staff presenting the College's case.
6. The learner or his/her supporter will present evidence in support of the learner's position, which may include presenting documentary evidence or calling witnesses.
7. The member of staff presenting the College's case will be given the opportunity to question the learner or his/her supporter.
8. The Panel will be given the opportunity to question the learner or his/her supporter.
9. Summing up by the member of staff presenting the College's case.
10. Summing up by the learner or his/her supporter.
11. The Panel will consider what action is appropriate. Others present will withdraw to allow this process to take place.
12. The member of staff presenting the College's case and the learner and his/her supporter will be invited to return to hear the decision of the Panel conveyed verbally by the Chair.
13. The decision, confirmation of any action to be taken and details of the appeals procedure will be sent in writing to the learner within 5 working days.

General Notes

Please note, authority levels as described below indicate the minimum required to carry out disciplinary actions.

- a. All disciplinary actions (including informal warnings) should be noted and kept to ensure a full record of all disciplinary action relating to a learner can be readily accessed to inform subsequent stages in the disciplinary procedures.
- b. Records of disciplinary action should be stored in the learner's individual file. The incident should also be reported to the relevant manager (see table page 23).
- c. All staff have the authority to issue informal oral warnings to learners in cases of minor misconduct. The staff member should make a brief note of the warning and send a copy to the Learner's Personal Tutor if known, or the appropriate Programme/Sector Leader.
- d. Formal Oral Warnings should be issued by Personal Tutors or Programme/Sector Leaders, depending on the circumstances. These can also be issued by the Security Manager when appropriate eg for off-site incidents.
- e. First Written Warnings should be issued as a minimum by Programme/Sector Leaders/ Heads of Faculty, or Security Manager for off-site incidents.
- f. Heads of Faculty are authorised to take any of the measures up to, and including, Final Written Warning. They will inform the Head of Learner Services of any action taken.

- g. Copies of correspondence etc. will normally be sent to parents of learners under the age of 18 years and to the parent or carer of a learner who was under 18 years of age at the start of the academic year. Copies will also be forwarded to the home institution of learners on the Pathfinder or Young Apprentices programme.

Guidelines on Disciplinary Stages

a. Minor misconduct

It is not possible to provide a comprehensive definition of what constitutes minor misconduct. Examples of minor misconduct would include: refusal to comply with instructions given by a member of staff; failure to produce a learner ID card on request; rowdy or inconsiderate behaviour; a minor breach of the learner Code of Behaviour. Three occurrences of minor misconduct would be regarded as repeated misconduct.

b. Repeated misconduct

A Formal Oral Warning will be given in circumstances where it will be made clear to the learner that the formal disciplinary procedure is being used. The letter confirming the oral warning will normally be sent by the Personal Tutor or Programme Leader. In the case of learners under 18 years of age, and those who turn 18 during the academic year, a copy of the letter will be sent to the learner's parents or carer. Three occurrences of the behaviour which led to the initial oral warning would be regarded as persistent or serious misconduct.

c. Persistent or serious misconduct

As with cases of minor misconduct, a comprehensive definition of serious misconduct cannot be given. Examples of serious misconduct would include: breach of College safety rules; wilful damage to College property or other learner's work/property; plagiarism, collusion or cheating; threat to the safety of other College members; conduct or language which breaches the College policies on Equality and Diversity and Safeguarding; discrimination, harassment or victimisation of another member of the College community; knowingly inviting or aiding non-learners to access College premises. Persistent or serious misconduct would normally be dealt with by a First or Final Written Warning

d. Gross misconduct

Gross misconduct would cover areas such as violence or a threat of violence to any College member; discrimination, harassment or victimisation of another member of the College community; possession and/or use of alcohol or illegal substances; theft; use or possession of offensive weapon; wilful and potentially significant damage to College property; assault on a learner or member of staff; sharing inappropriate images taken on smartphones, mobile phones, MP3s etc of learners or staff; any potentially criminal activity affecting the College or other members of the College. Please note that this list is not exhaustive. Gross misconduct would result in a final written warning or exclusion from the College depending on the circumstances.

The College does not tolerate any form of discrimination, harassment or victimisation. The Equality Act 2010 introduces the Public Sector Equality Duty. This supports the College's position of taking robust action against those who have knowingly discriminated, harassed or victimised another member of the College community. Learners who are found to have **deliberately** behaved in such a way as to cause offence in relation to someone's disability,

race, sex/gender, age, religion or beliefs, sexual orientation or gender re-assignment will be disciplined as follows:

- 1st instance - Issued with a Final Written Warning to stay on the learner's file for the duration of the academic year and subsequent years of study.
- 2nd instance - Excluded for gross misconduct, subject to investigation.

Levels of Authority and Reporting Arrangements for Learner Disciplinary

Procedure Stage	Minimum Level of Authority	Reported to:
Informal Warning: For minor misconduct – the learner being advised that their behaviour is not acceptable in College community	Any member of College staff	Personal tutor wherever possible & Head of Administration & HR
Formal Oral Warning: For repeated occurrences of minor misconduct	Personal Tutor or Facilities Manager (for off-site incidents inc. College buses)	Head of Academic Programmes or Programme Leader & Head of Administration & HR
First Written Warning: Failure to adhere to conditions of oral warning or incidents of more serious nature	Programme Leader or Facilities Manager (for off-site incidents inc. College buses)	Head of Academic Programmes & Head of Administration & HR
Final Written Warning: Failure to comply with conditions of first written warning or instance of serious misconduct	Head of Academic Programmes Facilities Manager for off-site incidents and serious criminal actions (involving violence, serious drugs offences, weapons, security risks)	Director of Curriculum & Quality & Head of Administration & HR
Fixed Term or Permanent Exclusion: Failure to comply with conditions of final written warning or instance of gross misconduct	Director of Curriculum & Quality	Managing Director & Head of Administration & HR

Suspension pending investigation: Following allegation of serious or gross misconduct which require further investigation over period of time to confirm relevant facts	Programme Leader or Facilities Manager	Head of Academic Programmes & Head of Administration & HR
Appeal against Formal Oral Warning:	Programme Leader	Head of Academic Programmes & Head of Administration & HR
Appeal against First Written Warning:	Head of Academic Programmes	Director of Curriculum & Quality & Head of Administration & HR
Appeal against Final Written Warning:	Director of Curriculum & Quality	Managing Director & Head of Administration & HR
Appeal against Exclusion:	Appeals Panel; Managing Director and a neutral College Manager	Head of Administration & HR
Appeal against Exclusion resulting from act of gross misconduct against Principal:	Appeals Panel of two members of the Board of Directors	Board of Directors

Appendix 4: Complaints Procedure

Policy Overview

Cambridge Melchior College is keen to minimize all kinds of non-conformities and to encounter those non-conformities through an established system of receiving and dealing with complaints. Appropriate systems of receiving and dealing with the complaints provide the gateway to learn the views of those who experienced the institution's services. This gives the college an opportunity to rectify the non-conformities and thus brighten the image of the institution when correctional actions to remedy the non-conformities are taken.

Who can complain?

The following people may bring complaints:

- those who are not satisfied with any services received from Cambridge Melchior College ;
- students (or those acting on student's behalf)
- visitors
- service users
- staff members

Reasons for Complaints

Complainants may bring complaints for any of the reasons set out below:

- That the advice provided was not appropriate or wrong;
- That the personnel did not provide appropriate guidance;
- That the matter has been dealt with negligently;
- That the institution did not update the complainant properly and in time, thus complainant failed to take appropriate action and suffered loss and damage;
- That the complainant received substandard services;
- That the complainant had been misled about the matter;
- That the institution did not deal with complainant's problem expeditiously and thus had caused him/her problems of a substantial nature;
- That the institution has charged in excess of the fee scheme;
- That the institution had never provided the complainant with the services for which he/she had already paid;

You may also add any other reasons that suit you most in your complaint. Please give details of the reasons as much as possible. State your reasons clearly and without any apparent ambiguity.

Purpose of the Complaints Procedure

The purpose of the Complaints Procedure is to establish an effective monitoring system in the organization. Cambridge Melchior College can identify any on-going irregularities or ineffectiveness of systems, when there is a complaint about the matter from an interested party. The complaints procedures are also used as indicators of standards of customer service that have been successfully established and tested.

When a complainant approaches Cambridge Melchior College with a genuine complaint, it is believed that the complainant has given Cambridge Melchior College a chance to rectify the errors or ineffectiveness or unfairness in the system. It also helps Cambridge Melchior College to take appropriate policy decisions after careful consideration and investigation of the complaint. The most important purpose of the complaints procedure is to ensure that no student leaves the organisation with bad experience, dissatisfactions or grievance.

Informal Complaints Procedure

Introduction

This is a less formal procedure where a complainant may raise his or her concern about the way a particular service was provided. The complainant may meet with the complaints officer and discuss the matter that will be then immediately dealt with. However, if the matter is serious and complicated and the complainant is still dissatisfied, the complaints officer may accept the complaint as a formal one.

Report to the Complaints Officer

If a student, visitor, or other interested party is dissatisfied because of the way she or he was dealt with, the dissatisfied person may complain about the matter. The Complaints Officer will record the complaint in writing and will immediately look into the matter.

Investigation

The Complaints Officer will then immediately investigate the matter. If necessary, the Complaints Officer will contact the department from which the complaint emanated. If the complaint is able to be immediately resolved, the Complaints Officer will take a decision as to the resolution of the complaint and inform the relevant parties. However, if it is not possible to investigate the matter on the same day, the Complaints Officer will provide a possible time frame to deal with the complaint, explaining to the complainant why it was not possible to give a decision immediately. If, upon investigation, the Complaints Officer feels that the situation is serious enough to warrant a formal complaint, the complainant will be advised of this, and encouraged to pursue this.

Decision

If the Complaints Officer is able to resolve the complaint and provide a decision, this will be done so orally, but should be followed by a written confirmation of the decision to the relevant parties. A copy of the written decision must be given to the senior management of the academic or the administrative head. If the Complaints Officer is unable to satisfactorily resolve the complaint, the advice of the Senior Management Team may be sought, or the complaint may be escalated to the status of a Formal Complaint.

Formal Complaints Procedure

If a complainant wishes to bring a serious complaint about any matter in relation to the way services are provided, or the way they have been dealt with, or if an informal complaint has not been dealt with satisfactorily, the complainant may bring a formal complaint.

A complaint form should be completed, with documentary evidence attached as appropriate, and this should be submitted to the Complaints Officer for consideration. At this stage, the documentary evidence submitted need not be the original copies.

Letter of acknowledgement

When the Complaints Officer receives a formal complaint, a letter of acknowledgement will be sent. The letter must set out the next steps to be taken and indicate a time frame of the investigation. The maximum time for an investigation will be four weeks.

Investigation

After receiving the formal complaint, the Complaints Officer must contact the department or the member of the staff against whom the complaint has been brought. Details of the complaint will be provided for their prompt response. The Complaints Officer will consider the evidence brought by both parties, and may interview witnesses if appropriate in order to accumulate further evidence.

Report of Findings

The Complaints Officer will report their findings in writing to the academic or administrative head and will inform both parties in writing of his/her decision in the matter, along with recommendations as to steps to be taken in order that the matter may be fully resolved. The written decision must indicate the following:

- Background of complaint
- Summary of investigation
- Summary of evidence or documents and witness statements
- Summary of findings
- Decision
- Reasons for such decisions
- Conclusion

The letter must clearly explain the steps already taken in relation to the complaint such as suspension or reprimand.

Appeal of Decision

If the complainant is not satisfied with the decision given by the Complaints Officer, he/she may submit an appeal. The appeal will be heard by the academic or administrative head.

Appeals should be submitted in writing to the academic or administrative head within 14 days of the Complaints Officer's original decision. Additional evidence which the complainant wishes to submit should be attached. The head will consider all evidence available, both new evidence and that from the Complaints Officer's investigation, and shall provide the staff member or department against whom the complaint has been lodged the opportunity to respond to the accusations in writing.

The head will then complete a report, in line with the guidance above, and make a decision as to the outcome of the appeal. He/she may decide to support to the original decision of the Complaints Officer, or may make alternative recommendations as to the resolution of the complaint. The decision of the academic or administrative head will be final and no further right of appeal will be offered.

Appendix 5: CMC Student Induction Programme

Day	Timings	Activity	Facilitator
I	09:00	Welcome & introduction Student Handbook Ice breaker	Head of Academic Programmes
	09:20	Introduction to the College	Managing Director
	09:40	Tour of the College	Head of Facilities
	10:00	Health & Safety including road safety & potential hazards in the local area	Head of Facilities
	10:45	Tea/Coffee break	
	11:00	Enrolment at Cambridge Melchior College: <ul style="list-style-type: none"> ○ Getting your Identity card (ID) ○ Checking personal details including qualifications, mobile phone and personal property record ○ Opening a bank account ○ Registering with a local doctor ○ Pay fees ○ Enrol ○ Awarding body forms 	Head of Administration & HR
	11:45	Introduction to: <ul style="list-style-type: none"> ○ British culture ○ English education system ○ Cultural differences between the UK & students' home cultures ○ Being assertive & remaining polite ○ Basic English etiquette 	Teacher
	12:30	Lunch	
	13:30	Academic <ul style="list-style-type: none"> ○ Introduction to your course: ○ Go through timetable ○ Explanation of how you will be assessed ○ An explanation about the College's approach to teaching and learning ○ Visits and activities ○ Programme handbook 	Teacher
	15:00	Tea/Coffee break	
	15:30 – 17:00	Student timetable starts	Teacher

2	09:00	Safeguarding & Child Protection	Teacher
	10:30	Tea/Coffee break	
	10:45	<p>Basic rules and regulations for the College & accommodation to cover:</p> <ul style="list-style-type: none"> ○ Academic regulations ○ Code of conduct ○ Laundry ○ Laws relating to alcohol, cigarettes, drugs, offensive weapons and driving ○ Reporting to UKVI ○ Respect for the local community <p>Reference to:</p> <ul style="list-style-type: none"> ○ Discipline & complaint procedures ○ Bullying & Harassment policies 	Teacher
	11:15	Equality & Diversity	Teacher
	11:45	Introduction to the College support system & meet the Welfare Officer	Welfare Officer
	12:30	Lunch	
	13:30 – 17:00	Student timetable starts	Teacher

Appendix 6:

DECLARATION

I, the undersigned, have read and understood the residential rules and agree to abide by the rules and conditions laid down.

Signed:

Full Name (Please Print):

Date:

Appendix 7:

Letter Request Form

The Administrations Office are able to provide current students with a standard status letter. These are particularly useful for students wishing to open student bank accounts.

A status letter confirms a student's full name (as noted on their student record), date of birth, course title, registration date, completion date, home address, term-time address and term dates. To provide assurance regarding the validity of status letters, they are signed by an appropriate College administrator and stamped with the College stamp.

All current students who wish to request a status letter should email Head of HR and Administration penny.richold@cambridgemelchiorcollege.org with the following information:

Full Name	
Date of Birth	
Student ID number	
E-mail address	
Name of course studying	
Start date	
Completion date	
Residential address	
Home country residential address	
The name of the bank (only if the letter is required for the opening of a bank account)	