

LONDON COLLEGE OF ENGINEERING AND MANAGEMENT



STUDENT HANDBOOK

2011

Promising Academic Excellence



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'PROMISING ACADEMIC EXCELLENCE'

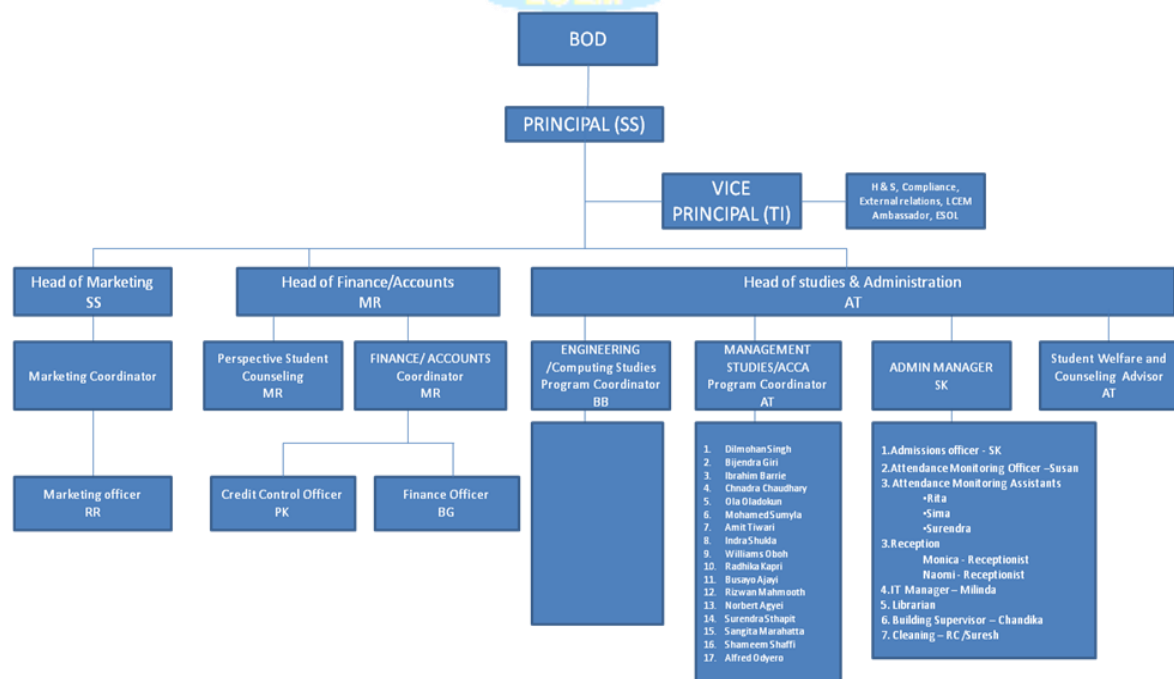
Welcome

LCEM extends to you a warm welcome. We are committed to providing you with a high quality education at a competitive rate. London is one of the most vibrant and dynamic cities in the world. It is a very exciting place for International students to come to study and experience firsthand our diverse cultures, traditions, backgrounds and languages.

The aim of this handbook is to give you all the information you might need during your time with us at LCEM. There is also more information about our range of courses and their specific requirements, policies etc. on our website.

Who We Are...

We have a dedicated team of teaching staff specialising in a wide range of subjects. They are supported by our Senior Management Team and our Office and Admin staff.



How to Contact Us

For information about our courses or any other query you may have, you can contact us in the following ways....

Telephone no; 020-88546158

Fax; 0044 020 8854 7916

Website; WWW.LCOEM.COM

Email; admin@lcoem.com

Change of Address / Personal Details

Any change of address, phone number or email address must be notified to the college immediately. It is extremely important to keep us informed of your current address; otherwise you may not receive urgent and important notifications.

Term Dates

Information is displayed on our Website and College Notice boards.

Timetables

Information is displayed on our electronic screen system, College notice boards and the Website. These are updated on a daily basis so please check them regularly for any changes or additional information.

General Information

- ✦ Students other than UK or EU *must* study on a full time basis.
- ✦ UKBA requires overseas students to take full time courses. These are a minimum 18 hours per week.
- ✦ International students are required to pay full fees in advance and manage their own accommodation and other living expenses.
- ✦ Therefore international students are required to make sure that they can afford to do this.

Registration Procedures

Home students

Students must return a completed application form with the following information:

- Two passport sized photographs;

- Photocopies of qualifications (if these are not English, please bring a translated certified copy only);
- Evidence of work experience, where applicable;
- Course booking fees, which must be paid in full before enrolling;
- Proof of identity (certified copy of passport) and a visa copy if applicable;

Once we receive the above details, we will issue a Conditional Offer Letter which will outline:

- The course name
- The course start date
- The course end date
- The cost required to complete the course

International students

For overseas students, a Conditional Offer Letter may be used to process foreign exchange through central banks. We issue Unconditional Offer letters featuring the above information after receiving the full College fees. Furthermore, a CAS number will be allocated. Students can then apply for a Visa at the British High Commission/Embassy from their respective countries.

Please visit our website on www.lcoem.com for details about how to apply for a visa and what additional information is required.

UKBA may change their requirements from time to time. Further information on the UKBA can be found on www.bia.homeoffice.gov.uk

Entry barriers for the courses

There may be some courses with entry qualification barriers. For further details we would advise you to read the College Brochures. Overseas students who do not have access to our brochures are advised to e-mail us their query at admin@lcoem.com or to meet with our local country representatives for assistance. This information is also on our website.

The enrolment and visa application procedure

You are advised to follow the following procedures. The process is simple to follow:

1. Choose the course you intend to study and complete the application form (this can be downloaded from our website which must be returned to us).
2. Upon receipt of your application form, we will review it and if you are eligible to enrol for the course you intend to study, we will then send you a Conditional Offer Letter. The Conditional Offer Letter explains the

total cost of the fees, commencement and the completion dates of the course etc. The letter will enable you to remit the course fees and to get the approval of Central Banks/other Commercial Banks for foreign currency exchange and transfers.

3. Upon receipt of the course fees in full, we will issue and send you an unconditional Offer letter with a CAS number and other relevant letters to process your Visa application. If the Visa is rejected, £150.00 will be deducted for administration charges.
- 4 In order to apply for your student visa, you need to complete the visa application. This can be obtained from your nearest British High Commission/Visa Counsellor Office. Please ensure the right amount of funds is available when applying. You will also need to provide them with the documents we have issued for you as proof.

Both Home Students and International Students can apply either post, fax, online or by visiting the College.

Post

London College of Engineering and Management

15 Spray Street

Woolwich

London

SE18 6AP

Tel: 0044-2088546158

Fax: 0044 2088547916

Email: admin@lcoem.com

Web: www.lcoem.com



Home Office requirement of the non-attendance and non-compliance of the rules

By the Home Office requirements and the College's quality control policy, the LCEM is required to report to the Home Office if students:

- do not commence their studies (i.e. do not attend or has arranged with the tuition provider for a late start owing to health or compassionate reasons); or
- terminates his/her program or its duration; or
- changes his/her program or its duration; or
- fails to comply with their visa conditions regarding attendance or academic performance;

The college has an obligation to report this to the Home Office. In these non-compliance cases, the system will generate a 'non-compliance notice' which is sent to the student. A 'non-compliance' notice may result in the cancellation of student sponsor.

Transfers to other institutions or changing tuition provider (international students)

Students intending to change education provider should contact their current provider for information. They must also inform the Home Office of the change of their situation. LCEM will also inform the Home Office of their change.

Payments of Fees

These should be paid before the commencement of the course and on enrolment to the college. If you are using an agent to pay college fees you must pay by Bankers draft and NOT cash as this could lead to fraud and no paper trail of student money.

A list of tuition fees can be found at www.lcoem.com by clicking on 'fees/scholarships/costs/refund policy'.

Tuition fees vary from course to course. Fees are based on a normal full-time study load. It is also important to remember that tuition fees may increase annually. Tuition fees for international students do not cover other expense.

In addition to tuition fees, you should take other costs into account, such as accommodation, food, textbooks, stationery, transport, clothing, entertainment etc. These will vary depending on your lifestyle preferences and location. Generally it is cheaper to live in South East London, where LCEM is based, rather than Central London, which can be expensive.

Attendance Policy

Students are expected to attend all their classes regularly and punctually. Failure to do so could affect their progress and could reduce their chances to achieve the qualifications for which they are studying. All Accrediting Bodies and UKBA require us to keep accurate records and to monitor attendance thoroughly. We *automatically* report students with poor attendance (less than 85%) and two weeks consecutive absence in accordance with UKBA rules.

Students must...

- Be punctual according to their time tables
- Sign in the **exact** time before class.
- Sign out the **exact** time after class.
- Report to the Admin Office immediately if their names are not on the Signing In Sheet. It means that they are either suspended or that there may be some other issues that need to be addressed.
- Attend **at least** 85% of the sessions - 18 hours per week.
- Inform the college administration (Vice-Principal) with a reason for being absent. Only serious illness will be considered as a valid reason to miss lectures.
- Produce a Medical Certificate/ appropriate documentary evidence
- **Remember that it is their responsibility to keep us informed.**

Students must not...

- Sign in for another student. This is considered as academic misconduct and LCEM will immediately withdraw its sponsorship from that particular student and report that to UKBA.
- Add their names to the list. They must report to the Admin Office to sort it out. If their names are not on the list, they will be marked absent for that day.
- Change groups without prior approval from the Head of Management Studies, Mr Arka Timsina.

Signing in & out

Signing in sheets will be removed 15 minutes after classes begin. Latecomers will not have access to them. They will be recorded as absent. Signing out sheets will be issued at the end of the session.

Code of Conduct

Students are expected to:-

- ✦ Attend all timetabled classes regularly and punctually
- ✦ Study to the best of their ability, recognising that their learning is their responsibility
- ✦ Hand in assignments on time
- ✦ Respect users of the College whether they are students, staff, volunteers or members of the public
- ✦ Behave in a way which respects the needs of others to learn, teach and work in a peaceful environment
- ✦ Respect college property, including that of staff and other students
- ✦ Be aware of the College Equal Opportunities policy and treat everyone with respect regardless of culture, race, gender, religion, sexual orientation, disability or social; status

- ✦ Inform the college if they feel harassed, bullied or assaulted on or off campus
- ✦ Pay tuition fees on time and inform the college of any changes in personal details, including address
- ✦ Carry their student ID card at all times and present it on request
- ✦ Turn off mobile phones while in lectures and tutorials
- ✦ Follow the College's Health and Safety Regulations and behave in a way which does not compromise their own safety and that of others
- ✦ Obey the No – Smoking Rule
- ✦ Not bring alcohol or drugs to college

SPECIAL LEAVE ARRANGEMENTS FOR PREGNANT STUDENTS

Our Special Leave arrangements for pregnant students are as follows;-

- Students will be granted a total of 6 weeks special leave.
- This will be one week before the birth and 5 weeks after the birth.
- The college will notify UKBA of a change of circumstances
- After this time students will be expected to resume their studies. They must report back to college.
- If students are unable to return after the 6 week period due to health reasons, they must produce a Medical Certificate from their GP which states the reason. Special arrangements can then be made on an individual basis, according to their particular circumstances.
- Sponsorship will be withdrawn where students do not comply with these arrangements. They must keep us informed at all times.

Academic Conduct - Plagiarism Policy

This Policy applies to all staff and students.

Plagiarism occurs when you submit someone else's work as your own. Some students do this without realising that they are doing it or that it is wrong to do so. Plagiarism is often done to gain higher marks, but it is intellectual dishonesty.

Examples of plagiarism include;-

- ✦ Copying small or large sections of assignments etc from fellow students
- ✦ Downloading original material from the internet without an acknowledgement of source

- ✦ Copying images, graphs or tables without an acknowledgement of source
- ✦ Imitating too closely an existing work of art, design ideas/concepts, or music

Whilst we encourage you to use relevant sources for research purposes, you must express the information or ideas from these sources ***in your own words*** and adopt a critical approach to any material that is not your own.

Copying is not permitted unless it is clearly identified as a quotation and properly acknowledged – ie. Give author's name, source title and page reference or website location.

Any student whose work can be shown to be plagiarised could be subject to one of the following courses of action;

- ✦ Disciplinary procedure
- ✦ May lead to loss of marks / credits

Courses available at LCEM.

LCEM is registered with the DFES as a tuition provider of Further and Higher Education. We offer a wide range of courses in the areas of Accountancy & Finance, Business & Management, Travel, Tourism and Hospitality Management, Computer and Information Technology to name a few. In addition to these we are running intensive practical Accountancy training programmes with practice attachment to enable the student to sharpen their professional career as an accountant and to meet the requirement of the ACCA to get the ACCA membership. All the courses are accredited by their respective authorities.

Intake for the courses

Our courses have three or four intakes per year. This will vary from course to course. Therefore you are advised to contact us for the course you are intending to pursue. Intensive Practical Accountancy Training courses with practice attachments are on the move through out the year

English language proficiency requirements

To be eligible for admission at LCEM 's programs, in addition to academic prerequisites, international applicants for all programmes are required to have an acceptable level of competence in writing, reading, speaking and understanding of English. Students wishing to undertake undergraduate programmes and postgraduate coursework are required to have an IELTS band score of 5.5 (with no individual band score of less than 5.0).Despite their good score in English but expenience still with language difficulty, the

student(s) can take the language classes at LCEM which are for free for the LCEM students.

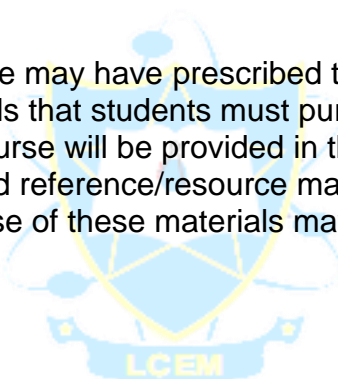
Teaching methods

Your success is our success. Students are always encouraged to ask their lecturers for help. The tutorial team is always happy to assist you. A variety of teaching methods are employed. Specific details of the teaching methods relevant to each course will be provided in the respective course profile provided to students at the beginning of each term, along with study guides and resource materials for most courses.

Class tests, Assessments and Mock exams will be conducted according to the requirements of the Awarding Body. Students' performance will be assessed and advice will be given to help improve areas of study that might need additional support. The frequency and mode of exams depend upon the requirements of the Awarding Body.

Learning resources

Each course within a degree may have prescribed texts and/or reference/resource materials that students must purchase or have access to. Specific details for each course will be provided in the respective course profile. Other recommended reference/resource materials may be listed in the course profiles, but purchase of these materials may not be compulsory



Facilities and equipment

LCEM is equipped with modern teaching facilities with overhead and /or data projection facilities. All students have access to computer and internet facilities.

Library

You can access the College library and you are encouraged to do so. Students can use computer and study room at any time during the College opening hours for their extra study purposes.

Using computers at the college

As a student at LCEM we want to help and to encourage you to use the computer facilities and computer based learning available to you. All we ask is that you use these facilities in a responsible manner and for activities which directly relate to your studies.

Internet Access

Students bringing their own laptops who wish to use wifi facilities should show their ID card to the reception to obtain the password.

e-Safety

Whenever you use the internet – whether in or outside college - always make sure you keep your personal details safe and take care of yourself – especially when you use chat and social networking sites like Facebook and Bebo etc.

Health, Safety and Security

The College has a Health and Safety Policy, which is designed to ensure the safety of everyone at the College. A copy of our policy is on the Website.

Health and Safety Rules

You should follow any reasonable instructions given to you by a member of staff. You must also follow any specific rules that apply to labs and workshops, including wearing safety clothing and/or equipment where necessary.

- Please do not run in the College as this may cause accidents.
- Please do not bring bicycles into the College buildings.
- The College has a No-Smoking, No-Alcohol, No-Drugs Policy which is rigorously enforced.

Fire Drill

We need to ensure that if there was a fire we would be able to evacuate the buildings quickly and effectively. If you hear the fire alarm you must:

- Leave the building immediately via the nearest exit. There are green arrows in all corridors directing you to the exits. Do not waste time collecting up your belongings.
- Once you have left the building assemble with your class at the assembly point well away from the building. Do not return to the building until you are given the all clear.

First Aid

There are qualified first aiders on duty at the College. First Aid boxes are available in every building. To locate them please see the wall signs. There is also a rest area in Building 1C. *If you feel unwell please tell your tutor or see the Reception staff. They will be able to help you.*

Security

Because we are very keen that the College is a welcoming place to be and to study we take security at the College seriously, and the following measures are in place to make sure our buildings are secure.

- All visitors must report to Reception before entering the buildings and will be asked to sign in and wear a visitor's badge whilst on the premises.

ID CARDS

- Are free and issued from the front desk
- Are valid for one year, according to registration date
- Must be carried at all times. This will be monitored and random checks will be made by staff for security purposes
- Damaged / faded cards will be replaced free of charge
- For security reasons, lost cards must be reported to the Admin Office. This will be logged.
- Lost cards will be replaced at a cost of £5.
- Are only to be used by the person named on the card. Any one attempting to help someone else without a valid card gain to access to the building will be subject to serious disciplinary measures.
- Must be returned at the end of the course or when they are due for renewal.

Student Support and Welfare

If you are having difficulties of any kind, with work or money, relationships or family, in fact anything which may stop you from succeeding at College, please see our Student Welfare Officer, Arka Timsina.

Student Council

We have introduced a Student Council. Each class will elect 2 representatives. The Senior Management Team and the Student Council will meet regularly and discuss any concerns or requests that you may have. We welcome your suggestions, thoughts and ideas.

Equal Opportunities

The College unequivocally opposes discrimination in all forms and is committed to the promotion of equal opportunities in all areas of its life and work. Please see our Policy on the Web site.

College Policies or Contracts

Most 'rules' about behaviour are common sense and we expect students to be able to abide by them without much difficulty. As a College we pride ourselves on the friendly atmosphere and that students and staff feel relaxed and able to give their best whilst they are here. HOWEVER, we do expect our student to abide by the Behaviour Codes and take all other College Policies seriously. We have a clear Disciplinary Procedure, which we will use when necessary if we do not feel that an individual's conduct at College is satisfactory.

The sort of behaviour that the College will not tolerate is:

- Any physical, verbal or written act that is discriminatory
- Harassment or bullying of any kind
- Violence of any kind
- Persistent disobedience
- Disruptive behaviour
- Refusal to follow a reasonable instruction
- Theft or deliberate damage to property
- Being in possession, or under the influence of alcohol or any illegal substances

If an incident is serious enough or if you had already been issued with a Final Written Warning you may be asked to leave your course.

Appeals Procedure

Details of how to appeal against an assessment / disciplinary decision are available from Reception or the website.

Airport Reception Service

Students arriving in the UK for the first time may wish to be received by a College representative at the airport. LCEM can arrange an airport pick-up service from either of the Airport, Heathrow or Gatwick. A small charge of £50 is payable if the pick up service is required. Please let the College know at least a week in advance if you require this service.

Employment law for Overseas Students

Overseas students can work up to 20 hours a week during the term time and can work full time during the vacation. This is a Home Office regulation. Students must comply with the Home Office rules and regulations. Student non-compliance with the Home Office rules and regulations may result in expulsion, visa refusal or even deportation.

Accommodation

Although LCEM does not provide accommodation facilities, it may be able to assist the students to find suitable accommodation locally. The rent for single economy accommodation is likely to be between £50 and £80 per week, depending upon the area. If you would like us to arrange accommodation, please write to the College at least 4 weeks in advance of your intended travel and please forward £200 as accommodation deposit which we will forward to your potential landlord. Please note that if you decide to cancel your accommodation, some of the landlords do not have a refund policy. On arrival you may have to pay a month's rent in advance and a month rent as deposit. This is the normal practice in the UK to rent a single room. After renting a

room and later wishing to move somewhere else, its an usual practice in London that you will have to notify to your landlord atleast one

Transport

As a full time student, you are entitled to apply for a Student Discount Card, which will give you 30% discount on travel. Forms are available at Reception. To apply for a student Oyster card, please go to <https://tfl.gov.uk/tfl/showLogon.do> , or the college website to apply.

Opening a Bank Account.

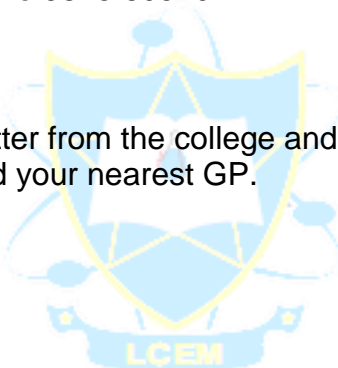
Opening a Bank Account is a formal procedure. Yow will need to provide them with the required documentation and satisfy them that you are genuine.

To get a National Insurance number

Please phone 0845 6000643. You should have a valid visa. You need to supply your personal details, address and passport number. If you do not hear anything within 7 days, phone 9845 6051074

To register with a GP

Please get an enrolment letter from the college and take it to your local GP. Reception can help you find your nearest GP.



Complaints Procedure

We take all complaints seriously and will always do our best to resolve them to your satisfaction. In the past, we have improved or changed aspects of our service as a result of students telling us when something is not working well. We cannot promise to offer a solution to every problem, but we can promise to listen and to explain our position to you clearly and honestly. Please make sure that we are aware if we have disappointed you.

How to use the Student Complaints Procedure

There are five steps in the Complaints Procedure and it is up to you how far you want it to go. You may simply want to let us know that you are dissatisfied. But if you do decide to proceed then we will do our best to resolve your complaint informally.

Helpful Hints on using the Complaints Procedure

- Talk to the Student Welfare Officer, your tutor or the Vice Principal if you are not sure how to tackle a problem.
- Remember your Tutor is also there to help you and can tell you where to find other members of staff.
- Take a friend with you for support if you are making a complaint.

- Keep copies of any relevant documents.

Step 1: If you have a complaint: Discuss your complaint straight away with the Student Welfare Officer. If you prefer, you can make an appointment with them so that you have time to think about what you want to say. Take a friend along with you for support if you like. You should be offered an appointment within 3 working days. Most complaints are satisfactorily dealt with at this stage.

Step 2: However, if after trying this you are not satisfied you should: Complete a Complaint Form (available from Reception) or write directly to the head of the relevant department. You will have a response from the Head of Department within 10 working days inviting you to a meeting to confirm details of your complaint which will then be investigated. You will get a response within a further 10 days.

Step 3: If you are not satisfied with the Head of Department's response, you can: Make an appointment to see the Principal or Vice Principal. Take any written evidence you think could be useful with you. You should be given an appointment within 10 working days.

Step 4/5: If after the meeting you are still not satisfied you can: Get the College Board to consider your complaint.

9. Frequently asked questions

Can I transfer to LCEM from other colleges?

Yes. But International students wishing to apply for a college transfer must inform UKBA after changing the College . You must seek permission first.

Can I defer admission?

You may but only where there is a good reason behind of such deferrals. Students require to defer their proposed course with good reason are requested to contact the College administration at least two weeks prior to the commencement of the course.

Who do I notify when I change my address?

Students need to notify the College as well as Home Office of the change of the address so that the correct data is kept and the relevant body can contact us when required.

Do I need to have a Health Insurance policy?

Public health in the UK is for free for its citizens and other permanent residents however the policy for the overseas students other than EU students is different. Public health is run by the public fund. Students are not allowed to recourse on public funds therefore need to have their private health insurance policy. Please note that recourse on public funds by international students is not allowed thus may result in cancellation of student visa therefore are requested to be aware of it.

Can I change my programme after I have enrolled at?

Yes, subject to approval from the relevant Faculty/ Course Director. But sometimes it may not be possible owing to the limited seats available. If the seats are available and the relevant Course Director is happy with your explanation to change the course you may be offered to the new course you intend to go for.

Can I change/transfer my course to another educational institution?

Yes. You can change but you must notify the Home Office of your new situation. The immigration rules are changing very often therefore you must check with the Home Office of the current law situation before you decide.

Please visit <http://www.homeoffice.gov.uk> for further details.

What is a full-time programme of study?

Full time course consists of at least 18 hours of tuition per week. Part time courses are those with less than 18 hours of tuition per week. The Home Office rules and regulation do not allow the overseas students to apply for student visa to follow a part time course, therefore must enrol on full time courses.

Can I apply for a leave of absence?

Overseas students are not permitted to take a leave of absence except in the following exceptional circumstances:

- illness evidenced by a recognised (Government approved Medical Practitioner) doctor's certificate; or
- exceptional compassionate circumstances, for example bereavement (death in the family). (Please note: any leave of more than six months, authorised on any grounds, may lead to mandatory cancellation of your visa. LCEM is obliged to inform the Home Office of all students undertaking a leave of absence.)

How soon do I have to leave the UK if I cancel my programme or my enrolment?

You have 28 working days to leave the UK. You must seek approval from the Home Office to stay in UK after this time.

Am I permitted to remain in UK for the duration of my student visa if I complete my programme one or more terms before it expires?

No, you must leave the country within 28 working days of completion of your program. If you wish to stay longer you must seek approval from the Home Office. Please be aware that LCEM is obliged to notify the Home Office of your early completion. You must also inform UKBA at migrant reporting

Contact:

LCEM Student Administration

Ph: +44 2088546158

Fax: +44 2088547916

Email: admin@Lcoem.com

WWW.LCOEM.COM

