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Student Handbook

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# Purpose

The purpose of the Student handbook is to inform new and current students about Oxford Business College`s procedures, policies and general information.

# Welcome!

It is a pleasure to welcome you to Oxford Business College (OBC).

OBC is an independent higher education college that originates from Oxford, a city that has provided some of the highest quality university education in the world for 700 years. Established 37 years ago, OBC is the oldest independent higher education college for business studies in Oxford. In recent years, we have become one of the fastest growing independent colleges, with over 5000 students studying our courses in four UK locations.

OBC is committed to providing every student with a supportive learning experience, which gives them the knowledge, skills and confidence they need to shape their own future. Many of our graduates have been able to develop rewarding careers in different parts of the world, and some have become successful entrepreneurs.

The OBC team of professionals has many years of experience in preparing students academically, whilst at the same time making students aware of the practical demands of business. All OBC tutors are qualified and experienced academic lecturers in business courses, many have held senior positions in established companies, and many have run their own businesses. You will benefit from the breadth and depth of knowledge and experience our tutors and academic supporting staff provide during lectures, tutorials and small group activities that encourage student interaction, critical thinking and discussion.

You will soon get to know all the academic and support staff at the College, who will always be available with guidance and support, and to answer questions you may have. Please do not hesitate to ask questions. But also, please take time to read this handbook because it explains the key policies and procedures you need to know so that you can take advantage of all the opportunities we have to offer. The handbook explains what you can expect from us and what we expect from you. You will find the handbook is always available on the College website and you may need to refer to it at different times in the future.

Whatever your background or starting point, the OBC team will do all we can to ensure that you, succeed in your studies, achieve your goals and have a transformative experience.

**Executive Principle**

# General Information

# This handbook contains a few hints and tips to help you settle into life at the Oxford Business College London Campus. It tells you what you can expect (who does what) and what is expected from you. We strongly advise you to read this handbook because it contains a lot of useful information that you will need to refer to throughout your stay at the College. From all of us at the College we wish you a very enjoyable and productive experience with your studies.

Staff contacts:

OXFORD BUSINESS COLLEGE

Windermere House,

Kendal Ave, London. W3 0XA.

Email: [enquiries@oxfordbusinesscollege.ac.uk](mailto:enquiries@oxfordbusinesscollege.ac.uk)

london@oxfordbusinesscollege.ac.uk

Web: www.oxfordbusinesscollege.ac.uk

Out of hours/emergency contacts:

07888337830 – Salman Haq

07918216478 - Petra

**Campus Principal**

# programmelead.uwl@oxfordbusinesscollege.ac.uk

# Head of Academics

# [programmelead.uwl@oxfordbusinesscollege.ac.uk](mailto:programmelead.uwl@oxfordbusinesscollege.ac.uk)

# Prevent Lead

# salman.haq@oxfordbusinesscollege.ac.uk

# Admissions

# [admissionsuk@oxfordbusinesscollege.ac.uk](mailto:admissionsuk@oxfordbusinesscollege.ac.uk)

# Student Welfare & Support (IT)

# aaa@oxfordbusinesscollege.ac.uk

# Health & Safety Officer

# puja.dalal@oxfordbusinesscollege.ac.uk

# Reception

# London@oxfordbusinesscollege.ac.uk

# Finance

# accounts@oxfordbusinesscollege.ac.uk

# Equality & Diversity

Introduction

Oxford Business College is committed to providing equal opportunities for students, staff and external contractors and will not tolerate any discriminatory behavior towards any member of our diverse community. The College will do everything we can to prevent and call out any act of discrimination on the basis of any of the following characteristics:

* Age
* Disability
* Gender reassignment
* Marriage and civil partnership
* Pregnancy and maternity
* Race
* Religion or belief
* Sex, sexual orientation

Oxford Business College will continually develop strategies and procedures to tackle the various forms of discrimination which may occur. These will broadly fit into the following categories:

* Direct discrimination: where a person is not treated equally due to any of the protected characteristics listed above
* Indirect discrimination: where a requirement, situation or condition, which is applied for all groups, has an adverse effect on one or more groups
* Harassment: where someone is subjected to unwanted conduct, i.e., unwelcome sexual attention or racial harassment
* Victimization: where someone is treated less favorably due to action taken against them
* Segregation: where someone is segregated due to his or her beliefs, attitudes or opinions

Roles and responsibilities

It is the responsibility of all individuals and groups associated with Oxford Business College to avoid discriminatory practices. Oxford Business College will encourage those who wish to report instances of discrimination and will provide a confidential process so there is a formal process for dealing with all allegations of discrimination.

Oxford Business College Senior Management Team will be responsible for monitoring equal opportunities. We encourage students to contact a member of staff information at first to discuss any form of discrimination they experience or witness at the College campus or during a class or College event online. For more details on how to complain about discrimination informally and formally, please see the Complaints Policy.

Oxford Business College will act against anyone at the College who Discriminates against another person or is in breach of the policy on Equal & Diversity.

Students

Oxford Business College will offer students equal access to all courses and will encourage the recruitment of students from the widest possible backgrounds. The College’s admissions process will be sensitive to, and supportive of, the needs of all students. The enrolment process includes an assessment of learning support for students who may have disabilities or special needs. The College will always try to make reasonable adjustments so that students with disabilities or learning needs are no excluded from access to our services.

Documentation relevant to Equality & Diversity includes the following:

* Admissions Policy
* Induction Procedures
* Assessment Policy
* Accreditation to Prior Learning (APL) Procedures
* Academic Appeals Policy
* Complaints Policy
* Module Evaluation Forms
* Equality & Diversity Policy
* Disability Policy

# Induction

Before a student may begin their studies, they are required to attend an induction. This is to ensure that students receive all the information they will need in order to have a rewarding and succeed time at the College. During Induction, the College welcomes you to the College with some general information about the College and the relevant external bodies the College works in partnership with or reports to. You will find out about your own course and the modules (units) you will study. We will inform you about important policies and procedures that are on the College website and some key services that are provided by the College. The general information, policies, procedures and services students are informed about during the induction include the following:

* College history and overview
* Key staff contacts
* Specific Course details
* Course timetable and the academic calendar
* Learning resources
* Using VLE systems such as Blackboard or Moodle
* Attendance policy, withdrawals and deferrals
* Requesting authorized absence
* Methods of learning and teaching
* Mode of learning (online and in-person)
* Methods and types of assessment
* Grading and feedback
* Requesting extensions for mitigating circumstances
* Late submissions, re-sits and retakes
* Submitting complaints and appeals
* Academic appeals
* Recognition of prior learning
* Academic Misconduct (e.g., plagiarism)
* Student Code of Conduct
* Prevent and safeguarding
* Non-Academic Misconduct (e.g., bullying and harassment)
* Additional workshops, seminars and tutorials
* Additional academic support
* Pastoral support and welfare services

# Learning Agreement

After you complete the enrolment and induction, you will be asked to sign a learning agreement with our relevant university or college partner. You will also have to sign the OBC terms and conditions. As you read through the learning agreement and terms and conditions, you will see a specific statement about Academic Misconduct (offence). This explains that students can face penalties if they cheat in their written assessment or present someone else's work for their assessment as if it were their own (plagiarism). In order to avoid plagiarism, you must learn how to reference your work appropriately. We will show you how to do this using the Harvard referencing system.

You will also see a specific statement about recording assessments. Students must accept that for assessment purposes only, the College may need to record students giving oral presentations. All recordings are kept for assessment purposes only and are not shown to anyone other the assessors and external examiners.

Student Feedback and Questionnaires

As part of OBC’s quality assurance obligations, students will be invited to complete a questionnaire after their induction and some module evaluations at the end of each term or semester. All information is collected and stored confidentially.

# Appointments with Staff

Staff will normally be able to answer any queries or concerns you may have about your course or the College in general. You can make appointments to see someone in Admissions, Academics, Student Support & Welfare or Student Finance. If a member of staff is not available, you can make an appointment to see them. This may be done by emailing the member of staff. If you are not sure who to contact of do not have their contact details, you can ask for help from either your Tutor, Programme Coordinator or the College Receptionist. There are Admissions Officers, Student Support & Welfare Officers and Academic Support Officers in your campus.

# Additional Academic Support

Personal Tutor (PT)

Soon after you start your course, you will be allocated a personal tutor (PT). This will normally be one of your Tutors but may be another member of the academic team.

You will be invited to attend tutorial sessions with your PT in order to discuss your attendance, academic progress and any additional support that you may need. A record of your progress during these meetings will be kept and reviewed periodically.

Additional Academic Support

If you feel that there are particular areas of study which you are finding difficult, the PT or and Academic Support Officer (ASO) will refer you to extra support workshops and seminars. You can attend academic study skills classes to help you improve your Harvard referencing, time management skills and general study techniques. You can join IT classes to help you with word processing skills, using power-point and excel spreadsheets. You may be invited to attend some workshops covering specific course content that you and perhaps some other students find difficult. All workshops are provided online so that they are convenient for you to attend. In addition, the College provides Seminars on different topics once every month. These are live on Facebook and open to all students to attend in-person or online.

# IT Facilities and Usage Policies

You will have access to the IT room where you can use the College computers. You will be given an email address that you should use for all communications with OBC staff, and before you start using the College computers. You will also be given login details for the VLE you will be using (Moodle or Blackboard). It is also recommended that you save your work to the cloud, an online drive, or email it to yourself. In line with data protection regulations, USB drives are not permitted for use anywhere in the College.

The College asks in return that you show respect for other students by keeping noise to a minimum when you are in the library or the IT room, and to turn off all mobile phones. Please also note that food and drink should not be brought into the computer area or the classrooms.

If you have any queries about using the IT facilities, please speak to campus IT and Operations Manager.

# Attendance Support and Engagement

Attending classes is very important to your success on the course. Students who attend 80% or more of their course are generally more successful than those who do not. Full details of the attendance policy and procedures regarding absence can be found on the College’s website. Registers are taken each day for each class. Students must inform the College in advance if they are going to be absent from class for any reason.

Absence due to illness or another good reason is called mitigating circumstances. This should be reported to the Tutor, Attendance Officers and/or Student Support Officers in your campus via email no later than the day of absence and every day after that. The Attendance Officers and Student Support Officers will do everything they can to support you with anything that may be preventing you from attending your classes.

If there is a problem of persistent absence from the College, which we are unable to account for, then the student will be asked to meet the Academic Registrar to discuss the concerns. If this continues with a suitable explanation, an email and a letter will be sent to the student confirming that a warning has been issued. Students who persistently fail to attend classes or engage with their studies in any meaningful way, may be withdrawn from the course. This is partly to save students from remaining on a course that they will not be able to pass due to absence and general lack of engagement.

# Assessments

The College offers degree courses at the London campus in partnership with the University of West London (UWL). The requirements of the body will be adhered for all students Assessments. The university Assessment Policy and Procedures will be made available to all students at induction. Students will be reminded of the relevant policy and procedures throughout their studies. Students may also refer to the relevant Programme Handbook on the College’s website for information on their units or modules of study and on Assessments.

# Complaints & Appeals

Oxford Business College is committed to providing the highest quality education possible, to ensure that students have a transformative academic and social experience. If a student has any concerns or feels that they have good reason to complain about an academic or non-academic matter, they may discuss this with any staff member. For full details regarding informal and formal complaints, please see the Concerns and Complaints Policy on the College website. You may also follow the flow chart below.



# Health and Safety Policy Statement

Oxford Business College (OBC) aims to maintain the highest standards of health, safety and welfare for students in our campuses or when they join an event online. OBC operates according to the Management of Health and Safety at Work Regulations 1999 and the Health and Safety at Work Act 1974.

It is the responsibility of every student to take care of their own safety and the safety of others who may be affected by their actions or their inactions. This responsibility is stated in Section 7 of the Health and Safety at Work Act 1974. Students should point out to OBC staff any Health and Safety matters that may affect them or anyone else.

Full Health and Safety regulations and procedures are available from the Health & Safety Officer/Student Welfare Officer and on our website.

# Fire Procedures

Once every week at or before 13.00 the fire alarms are tested in a short burst.

In the event of a real fire, you will hear a continuous ring. Please stop what you are doing and leave by the nearest exit quietly and promptly following the emergency lighting and signage down the stairs if necessary and out of the building to the **assembly point at the Front of Building in Parking Lot.**  Please do not wait to collect your belongings and ensure that you leave immediately in an orderly manner.

During your induction you will be instructed on the fire procedures and informed about the location of the assembly point. Once you have arrived at the assembly point, you should wait until your name has been checked against the register by your class teachers. You may re-enter the building only when you are told it is safe to return by one of the Fire Wardens. The names of all the Fire Wardens are clearly marked of the Fire Safety posters on the notice boards in your campus.

# First Aid

If you have an accident or are unwell, you should inform the College First Aiders. The names of the First aiders are clearly marked on the Health and Safety posters on the notice boards in your campus. They may give you basic first aid or arrange for you to be seen by a doctor or go to hospital if necessary.

An Accident Report Form & Accident Investigation Form must be filled in by the First Aiders/Student Welfare Officer for any illness or accident that has occurred at the campus.

**Ms Puja Dalal** is the Lead First Aider at the campus.

# Pastoral Student Support & Welfare

The Student Support & Welfare Officer is available anytime during office hours to help you with a range of issues and provide you with information on accommodation, health, transport, letters and help you to settle into the College. The Student Support Officer can also help you to get your Student ID card.

If there is something you would like to discuss in private, you may need to make an appointment. You may wish to talk through any worries or concerns you have, whether they are related to the College (assignment anxiety, study difficulties) or personal issues (family, loneliness, health problems).

The College has a trained Counsellor available every week for free confidential appointments. You may contact the counsellor yourself directly [lynda.plenty@oxfordbusinesscollege.ac.uk](mailto:lynda.plenty@oxfordbusinesscollege.ac.uk), or the Student Support & Welfare Officer can arrange an appointment for you.

The College may be able to provide or obtain support for you with your studies if you have a Disability or learning difficulty. This may include financial support for extra tuition/ equipment, organising mitigating circumstances for deadlines or assignments, reference to appropriate support agencies, or transport reductions in the area. You can make an appointment to discuss your concerns with the Student & Welfare Officer(s) or the Campus Principal.

# Emergencies

In cases of accident or emergency: Please contact

Please contact A&E at:

Ealing Hospital, Uxbridge Rd, Southall

UB1 3HW.

For advice on health issues call NHS

Direct to speak to a qualified Nurse

Telephone 111.

For advice on health issues call NHS Direct to speak to a qualified Nurse- Telephone 111.

Other useful numbers:

Fire, Police, Ambulance Dial 999

Central Middlesex Hospital,

Acton Lane, London NW10 7NS

Phone: 02089655733

Queen Charlotte's and Chelsea Hospital,

Du Cane Rd, London W12 0HS

Phone: 02033131111

# Transport

The campus has convenient bus services by Transport for London (TFL). The stops closest to the campus are Kendal Avenue, Alliance Road & Park Royal.

The bus services run regularly however it is always best to check the schedule in case of service interruptions.

The closest Tube stations are Park Royal station for the Piccadilly line & West Acton station for the Central line.

You can get more information from the website: tfl.gov.uk

Heathrow Airport: The Piccadilly line via the Tube network can take you to Heathrow Airport. You may also take the Heathrow Express from Paddington Station.

Gatwick Airport: Gatwick Express trains can be taken from the London Victoria Tube station. More information is available on <https://www.gatwickexpress.com/>

Stansted Airport: Stansted Express trains can be taken from Liverpool Street Tube station. More information is available on <https://www.stanstedexpress.com/>

Trains to our other campuses are available from Paddington Station.

You can buy a Young Person’s Rail card if you are under 26 to get 1/3rd off your rail fare. The card lasts for one year and is useful if you plan to travel regularly by train or on 1 or 2 long journeys.

Bicycles/ E-SCOOTERS

While London offers a number of E-scooters & Bicycle services they do not extend to our West London Campus at the moment. If you would like more information regarding these, please contact the Welfare Officer.

PARKING FACILITIES

Oxford Business College actively supports the use of public transport and eco-friendly methods of travelling.If you do need to travel by car, there are limited parking spaces available.

The closes parking space is Royale Leisure Park, Park Royal, London W3 0PA.

# Out and about!

London, the capital of United Kingdom offers is a very diverse and cosmopolitan city. As an international hub for business, education, tourism and so much more London offers something for everyone to explore: Universities, Musicals & Theatres, Parks, Clubs & Pubs, Restaurants to cater all cuisines and cravings, art galleries, cinemas, museums, markets and even the London Eye!

See website below for the best ‘What’s On’ guide in London. Use your student card to get student discounts for many things, shops, travel, cinema etc., it is always worth asking if you can use your student discount in shops.

**Useful Websites**

[www.tfl.gov.uk](http://www.tfl.gov.uk) London Transport

[www.postoffice.co.uk](http://www.postoffice.co.uk/) - Information on the postal service and an online address finder.

[www.thetrainline.com](http://www.thetrainline.com/) - Book train tickets online

[www.nhs.uk](http://www.nhs.uk/) - Information on the National Health Service

www.visitinglondon.com

**Places of Interest**

**Cinemas**

CINEWORLD, Designer Outlet, London, Wembley Park Blvd, Wembley HA9 0FD

ACTONONE CINEMA & CAFÉ, Acton Centre, The Old Library, High St W3 6NA

CINEWORLD Great West Rd, Brentford. TW8 9AG

**Other Activities**

Tenpin Acton - Bowling alley offering family deals and karaoke, also a cafe, a sports bar and arcade games. - Royale Leisure Park, Western Ave, London W3 0PA

Westfield Shopping Centre – One of London’s largest shopping centre with many shops and food options to choose from. - Ariel Way, London W12 7GF

# OBC Term Dates

Please click the link below for start and end dates for each term or semester of your course at Oxford Business College.

<https://oxfordbusinesscollege.ac.uk/admissions/academic-calendar/>