

# LEYTON COLLEGE



**Student Handbook**

## **About Leyton College**

Welcome to the Leyton College's latest version of Student Handbook. The aim of this Handbook is to provide you with a clear, accurate and user-friendly guide to the College. You should use this Handbook as a reference source throughout your time here at Leyton College. It is not intended to be read at the start of your academic career and then forgotten; but you should make sure you are familiar with its contents, and look to it to provide the answers to many of the questions during your time as a student.

Please note that every effort is made to ensure that the information is accurate and up to date, but the College cannot accept liability for any errors or omissions. However, if you have any questions about information contained in the Student Handbook you should consult the Student's Department. Any and all feedback is appreciated.

## **Academic Honesty**

Leyton College requires all students to adhere to high standards of integrity in their academic work. Activities such as plagiarism and cheating will not be condoned by the College. Students involved in such activities are subject to serious disciplinary action. This may include being failed by the instructor, academic suspension or expulsion from the College.

Plagiarism is defined as the use, whether by paraphrase or direct quotation, of the published or unpublished work of another without full and clear acknowledgment. For examples of how to correctly document sources, refer to Robert C. Craven's "Documenting Sources".

Cheating includes the giving or receiving of unauthorized assistance on quizzes, examinations or written assignments from any source not approved by the instructor. Examples of cheating include but are not limited to:

- Submitting someone else's work as your own with or without the permission of the individual.
- Allowing someone to copy your work.
- Using a writing service or having someone else write a paper for you.
- Using someone else's work without proper citation.
- Submitting collaborative and/or group work as your own.
- Stealing an exam from an instructor or her/his office.
- Taking a course and/or exam for another student.
- Using unauthorized materials during a test or exam.

It is a student's responsibility to seek clarification from an instructor if the student has questions about what constitutes cheating.

Any additional violations of the Academic Honesty Policy reported to the management. A second offense will normally result in suspension from the College for at least one term or semester.

## **Faculty**

Faculties are the operational unit within the Leyton College focused around a similar set of academic and professional disciplines. Teaching at Leyton College is split into four faculties. Business Administration, Travel and Tourism, Information Technology and ESOL.

For any of queries related to any course, exam, career, job prospectus or for any other help or suggestion, students can consult our tutors personally. Students can also talk to any of the tutors for their queries irrelevant of their course of study.

If the students need to contact the academic staff apart from the class room hours, students need to book an appointment alternatively the admin staff will be able to provide the e-mails of the tutors.

### **Course Work**

Course work tasks, recommended reading and small group discussions are designed to help the students in achieving the learning outcomes.

It is very important for the students to organise their own course work and manage the assessments. If the Students want to improve the skills and learning, the tutors are here to help the students in effective study skills.

### **Assessment**

Assessment is a vital part of learning, teaching process and provides a measure of the student's achievement on qualification based courses. It also provides diagnostic information that assists both staff and students in ongoing improvement of the learning and teaching process.

Leyton College takes its responsibility for ensuring the quality and reliability of assessment very seriously. It recognises that high quality assessment practices are an important element of the student experience and that the outcomes of assessment influence students' future lives. The College Mission Statement emphasises the importance of providing teaching of international repute (this includes assessment) and the College Teaching and Learning Strategy recognises the need for well designed assignments. This policy outlines the purposes and principles that guide assessment across all programmes offered by the College and identifies where the major responsibilities for assessment lie.

A course is divided into stages that usually consists of course work and assessments. The students should make a serious attempt at passing the units by attending the teaching sessions, submitting the course work and undertaking the assessments.

### **Internal Assessment**

The internal assessment is transparent; in this regard it is clear to students, staff and external verifiers the criteria and methods by which students work is being judged. Internal assessments are reliable, ensuring that each assessment relates to the intended outcomes of the subjects studied. These assessments will be internally verified or moderated. Written and oral feedback must be given to students. Feedback should be as helpful as possible to the student. Internally assessed work is moderated by the Awarding body to ensure consistency. Such moderation can change the marks awarded for internally assessed work.

### **External assessment**

External assessment will be administered strictly in accordance with instructions with issued by the relevant awarding bodies.

At the end of the stage the Examination Board will decide whether the students can progress to next semester or they can receive the award of qualification.

## **Policy for submitting written work**

All the students are required to submit the assignment at admin office. Assignment work must be submitted on paper. Any assignments submitted after the hand in date will be identified as late submissions and they will be awarded zero marks. If for any reason you are unable to hand in a piece of work by the hand in day you will be required to submit a mitigation form directly to the relevant member of admin staff. Mitigation forms are only available from admin office.

Assignments may be submitted in advance of the hand-in date. Early completion and submission of work is good practice and may help you to avoid queues at busy times. On the final day for submission of assignments, please observe the hand-in times which are intended to ease congestion.

## **Plagiarism Policy**

Plagiarism is the act of taking or copying someone else's work, including another student's, and presenting it as if it were your own. Typical plagiarists use ideas, texts, theories, data, created artistic artifacts or other material without acknowledgement so that the person considering this work is given the impression that what they have before them is the student's own original work when it is not. Plagiarism also occurs where a student's own previously published work is re-presented without being properly referenced. Plagiarism is a form of cheating and is dishonest.

## **Supporting the students study**

Leyton College provides the following student services:

- Library Services
- IT Support
- Disability and Dyslexia Support
- Classes for the Students who have not studied in English

## **Library Services**

Leyton College provides a wide range of library resources to support the student services in a range of printed books, class materials, reading lists as many as possible of the optional reading.

## **IT Support**

IT support for all students are provided at Leyton College and all students are provided with separate accounts (user ID's and passwords). Students can access during the term time and in vacation time as well. The PC's are installed with the standard software's like MS-office and Adobe etc.

## **Wireless Access**

Wireless internet access for laptop users is available throughout the Leyton College.

Students can avail the facilities of photocopying, printing, scanning and can use their USB Pens. (Photocopying and printing are charged)

## **Disability and Dyslexia Support**

Dyslexia is defined as a congenital disorder which creates problems in processing language and symbols, particularly in reading and writing. Dyslexia is generally defined as a specific difficulty in the acquisition of reading and spelling which is not predicted by age or intelligence. It is a specific learning difficulty, probably

of genetic origin. Dyslexia affects the individual throughout their life-span, but its manifestations change with age.

Often students or tutors may suspect that the student has dyslexia which has not been recognised previously. Dyslexia has many common features and is usually characterised by a *pattern of difficulties* rather than isolated characteristics. The combination and level of these difficulties vary from person to person. Tutors noting *several of the following* might reasonably raise the issue with a student and suggest a referral to the Disability Officer for assessment.

The following list is an indicator of possible ways of recognising dyslexia in students:

- Discrepancy between verbal and written performance
- Severe problems with spelling
- Letters or syllables missed out or transposed
- Use of immature language or simplified vocabulary, particularly in written work
- Excessive or misplaced punctuation
- Word omissions
- Poor handwriting
- Poor sentence and essay structure, content which appears to 'meander'
- Repeated information or phrases
- Difficulty in seeing errors and proof reading
- Poor reading skills, for example mispronunciation of small words and poor phonic attack on unfamiliar words
- Forgetfulness or poor time management skills – missing deadlines, repeatedly forgetting appointments and dates
- Poor organisational skills, particularly with written work
- A lack of 'note-taking' in lectures or slow at taking down information from boards.
- Co-ordination or spatial problems
- Difficulty with sequencing e.g. numerical tables
- Difficulty in concentrating, especially with background noise
- Problems may not be immediately apparent. Many dyslexic students will rewrite an assignment several times before presenting it, often having had a friend or member of the family proof read the work first. Problems may become more apparent when the student is placed under pressure, for example giving a presentation, reading aloud in a seminar, or in examinations and time constrained assignments.
- A stilted style of writing which may not match oral performance Many of these characteristics are similar to those displayed by inexperienced students, although dyslexia may be a cause when the problems are persistent and intractable.

Evidence of several of the above need to be provided to the Disability Officer who can then arrange for a Psychological Assessment to be carried out (2 Grosvenor Gardens London SW1W 0DH, Tel: 0207 7308890, Fax: 0207 7300273, Email: london@dyslexiaaction.org.uk). Only then can special support and examination arrangements be provided through the psychologist's recommendations.

### **Classes for the Students who have not studied in English**

This is a service for international students who have not studied their previous courses in English and want to improve their study skills and ability to communicate in English.

Alternatively the students who studied their courses in English also can sit for these classes who want to develop their ability to write and read for academic purposes.

## **Supporting while students study**

### **Health and Safety**

It is an important duty of Leyton College, in the conduct of its business operations, to ensure a safe and healthy working environment for all its employees. The organisation accepts the fact that this implies a corresponding duty of ensuring that necessary organisation, equipment and training is provided to fulfil this obligation. An effective health and safety policy requires the full collaboration and co-operation of all employees; everybody is asked to read this policy and accept their own personal responsibility for health and safety at work.

### **Disability**

Leyton College is committed to a policy of equal opportunities for disabled staff and students and aims to create an environment which enables them to participate fully in the mainstream of College life. For the purposes of this policy, disability is understood in the broadest sense and, in addition to mobility and sensory impairments, includes mental health problems, specific learning difficulties and medical conditions which may have an impact on day-to-day activities.

### **Attendance Policy**

The Student Attendance Policy is intended to assist the Leyton College in enabling students to achieve their learning potential. Leyton College recognises the enormous investment that students make, both in time and money, in choosing to pursue a programme of Higher Education and, as a responsible Institution, believes it has a duty to follow-up promptly on matters of non-attendance so that students can be supported and given every opportunity to succeed.

Students are required to attend all classes and to take responsibility for their own learning. Learning is a shared experience and students are expected to play a part in promoting collective understanding.

Attendance is necessary to help to enhance educational development within the area of study, prepare for all assessments and undertake any practical work or group work (including working with others in seminars)

Students should check notice boards (including Blackboard, if appropriate) regularly for information that may include important timetabling or room changes.

### **Non Attendance**

Students should notify the administrator of any absence from classes. A student wishing to request a leave of absence from their studies should complete the form. This form is available from admin department. To comply with the UKBA rules, it is mandatory that all international students must attend a minimum of 15 hours of study per week. This includes lectures, lab sessions, workshops and seminars. The mandatory minimum Attendance Requirement is 85% and we have a stringent Attendance Policy and an Enforcement Procedure if students fail to meet the Attendance Requirements. If any student fails to meet the Attendance Requirement, the procedures are in place.

**Stage 1:** If a student is absent for four (4) expected classes, a verbal reminder is sent by telephone.

**Stage II:** If a student is absent for six (6) expected classes, a written reminder will be given.

**Stage III:** If a student is absent for ten (10) expected classes, the student will be suspended from the College and his/her name will be removed from the College Register.

**Stage IV:** The student will be reported to the UKBA

### **Action in the Event of Non Attendance**

If a student is identified as having persistent non attendance, the tutor reserves the right to refer the student to the Head of Institution.

Students who are referred to the Head of Institution on grounds of poor attendance, the Head of Institution will first reconfirm and offer appropriate support to assist with any difficulties experienced by individual students. Students will also be encouraged to seek support from Student Welfare Officer as appropriate.

The Head of Institution will arrange for each individual student referred on grounds of poor attendance to be seen. In the event that a student does not turn up to see the Head of Institution or non-attendance continues, the Centre Coordinator will be informed and the student will be sent a letter stating that they are 'assumed to have withdrawn' and will be reported to UKBA

If you are absent without notifying us, initially you will be marked as absent. Until you provide any evidence regarding your absence was genuine or justified, only then will your absence be amended.

### **Absence due to Sickness/Illness**

If you feel unwell and are unable to attend college you must inform us by phone or email in the morning, on the first day of your absence before the session starts.

If illness/sickness is for a period of less than 5 days you will be required to get a self certificate sick form and present it to us when you attend college after your absence.

If your illness/sickness is for a period longer than 5 days will be required to produce a GP sickness note or any kind of medical evidence.

If you should fall ill/sick during your class, you should inform tutor or admin department about the incident. You should not leave during the class without informing the tutor or Admin Dept. Students should fill a Leave sanction form before they leave.

### **Absence due to an appointment**

Appointments should be made outside Class hours. If you need to leave College during timetabled classes due to any appointment, you must inform tutor and Admin Dept at the time of leaving and you need to fill a Leave sanction form.

If you have a reason for being absent which the College decides is justified, then you will be marked as an 'authorised leave'. If the reason for absence is unjustified, they will be marked as absent.

Below are the reasons that would be considered for an authorised absence

- Medical appointments which could not be made outside of Class hours
- Compassionate leave
- Severe travel disruption that leaves students without alternative means of transport
- Adverse weather conditions

Each request will be considered on its own merit.

If your attendance falls below 85%, warning letters and warning calls will be made, to try and determine why your attendance is low.

### **Late coming**

Late coming shall be noted in the classroom attendance register and monitored by the relevant tutor.

If a student is late more than three times in a two week period, tutor will inform the administrator. The administrator will give a notice letter to the student.

If the same happens again, the student will be given the final notice letter.

In the third instance of the same, the Student Welfare Officer / Centre Co-ordinator will have a meeting with the particular student. He will discuss the reasons for the late coming with the student and finally depending upon the genuineness of the answers, he will take the decision whether to keep the student or expel him/her from the college.

### **Dismissal & Re-admission Policy**

#### **Disciplinary Dismissal**

Leyton College reserves the right to dismiss any student whose presence, following a hearing, is deemed detrimental to the best interest of the College. Students dismissed for other than academic reasons will have the notation of withdrawal put on their transcripts. Documentation outlining the disciplinary sanctions will be placed in the students' folders. This information will be used in evaluating re-admission applications.

#### **Re-admission**

Students suspended from Leyton College for academic causes may petition to be re-admitted when evidence can be presented that indicates College work can be successfully resumed. Ordinarily, dismissal shall be for not less than two semesters.

### **Copyright Policies**

#### **Preamble**

Leyton College abides by the provisions of the Copy Right Licencing Agency. Any person who infringes the copyright law is liable.

### **Quality Assurance Policy**

Leyton College works for the enhancement of the quality of the student learning experience and the maintenance of academic standards in the context of an increasingly diverse student population.

### **Equal Opportunities Policy**

Leyton College is committed to a policy of equal opportunities for all employees and students and shall adhere to such a policy at all times and will review on an on-going basis on all aspects of recruitment to avoid unlawful or undesirable discrimination. Leyton College will treat everyone equally irrespective of sex, sexual orientation, marital status, age, disability, race, colour, ethnic or national origin, religion, political

beliefs or membership or non-membership of a Trade Union and places an obligation upon all staff to respect and act in accordance with the policy.

## **Complaints Procedure**

This Procedure is the mechanism for students to raise concerns or complaints about the College's services or College members. The aim is to prevent unnecessary delay, whilst ensuring a full and fair assessment of the particular circumstances of any individual complaint.

### **Informal (Stage I)**

If the complaint is not resolved locally, a complaints form should be completed in all cases by the student. All complaints should normally be made within twenty-one (21) days of the alleged incident, matter or concern. Students must provide evidence to support any allegations they make. Where a student fails to provide evidence to substantiate their allegations, the College reserves the right not to progress the complaint to the formal stage of the procedure.

If the matter is not resolved, normally, within twenty-one days (21) of the informal discussions the complaint may progress to the formal stage.

### **Formal (Stage II): General Complaints**

The student should write to the Student Welfare Officer, outlining the reasons for the complaint progressing to the next stage. This should normally be done within 14 days of receipt of the response from the informal stage.

A committee will normally be convened within twenty-eight (28) days of the request being made and will act as the final arbiter in the matter after considering all the opinions.

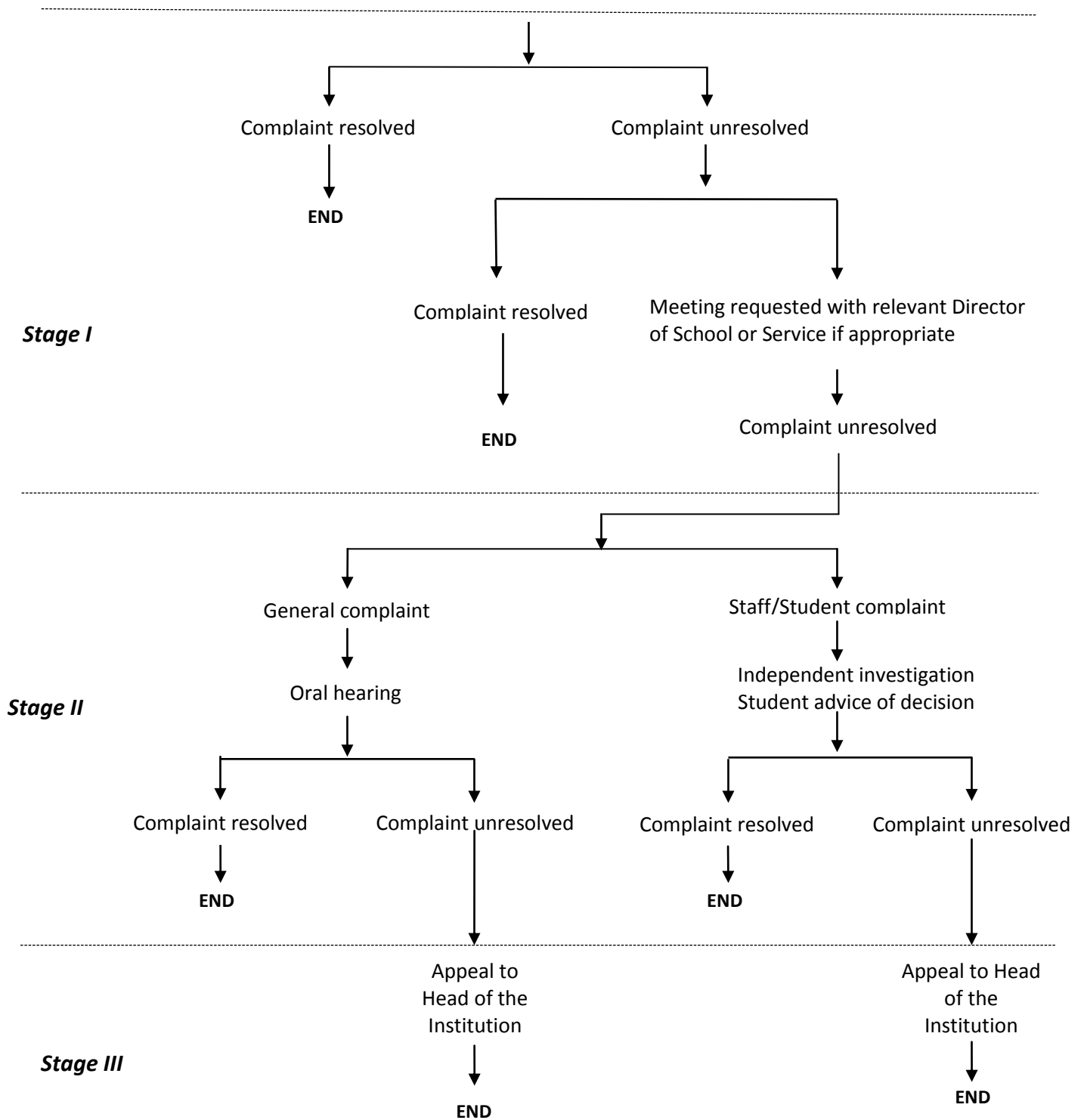
### **Formal (Stage II): Complaints against members of the College**

The student should write to the administration, outlining the reasons for the complaint progressing to the next stage. This should normally be done within 14 days of receipt of the response from stage I.

An Investigating Officer will be appointed. After collecting all evidences, the facts of the case will be identified, the Investigating Officer will act as the final arbiter in the complaint (i.e. if it has been upheld or not). The complainant will be notified of the decision and the basis for that decision.

## STUDENT COMPLAINTS PROCEDURE FLOWCHART

Students who wish to raise a formal complaint should either complete a student complaint form or write to Centre Administrator or Student Welfare Officer.



## **Appeals Procedure**

If the student feels that the procedures have not been followed or the decision is unreasonable, they have the right to appeal to the Head of the Institution within twenty-one (21) days of the announcement of the decision.

The grounds for the appeal should be clearly stated and evidenced in writing and sent, in the first instance, to the Director. Supporting papers should be included with the submission at this stage.

The appeal will not consider new evidence, including witnesses, at this stage. In the event that new evidence, including witnesses, has come to light which was not available for the individual at the first hearing, then the first hearing/investigation will be reconvened for the Centre Head to consider the implications and effects of the new evidence.

The papers will be forwarded to the Head of the Institution (or nominee) who will decide if the appeal can be considered on the paper evidence submitted or a hearing is required.

Where an appeal hearing is deemed appropriate, it should normally be held within twenty-one (21) days of the request being made. Notes, not verbatim minutes, of the hearing will be taken and made available to the student.

The Head of the Institution (or Nominee) of any appeal will act as the arbiter in the matter and if the student is still not happy, the appeal would be taken to the examination body (awarding body).

## **Students Rights and Responsibilities**

Leyton College is an academic community. In order for it to function, its members must respect certain rights and fulfill certain responsibilities.

Within the limits of its facilities, Leyton College is open to all applicants who are qualified according to its admission requirements.

Students who accept admission are obliged to fulfill academic and administrative requirements of the College.

Under no circumstances will an applicant be denied admission because of race, ethnic background, gender, age, sexual preference or disability.

Students are free to pursue their educational goals; appropriate opportunities for learning in the classroom and on the campus are provided by the College.

Discussion and expression of all views relevant to the subject matter are permitted in the classroom, subject only to the responsibility of the instructor to maintain order and meet time restrictions.

Students must refrain from any action that would deny their fellow students the right to enjoy the benefits of College programs.

The evaluation of student performance in academic work shall not be prejudiced.

## **Behavioral Expectations**

The College may hold you responsible for any conduct that disrupts or impairs the College community in the pursuit of its educational purpose, whether it occurs on or off campus.

**Alcoholic Beverages** - If you are not of legal age, you may not use or possess alcohol. If you are of legal age, drinking to become intoxicated and common sources are prohibited. Public consumption is allowed only in places and at times covered by appropriate licenses.

**Assault or Threat to Assault** - Any unprivileged contact is an assault. (Unprivileged contact is any unwanted touching that is not justified by proper cause or need.) The seriousness of an assault increases with the harm or potential to cause harm. No one may assault or threaten another person.

**Bullying** - All acts of Bullying are prohibited. Bullying is defined as treating someone abusively or affecting them by means of coercion of force.

**Damage to Property** - You may never damage or destroy property owned or operated by the College, other students, faculty, administration, staff or guests.

**Disorderly Conduct** - Any behavior that disturbs individuals or groups without justification is prohibited. This includes, but is not limited to, boisterous conduct, which is unreasonable in the place or time of its occurrence.

**Disruptive Activity** - You may never interfere with or disrupt normal activity and business of students, faculty, administration, or staff of the College or its buildings and facilities. Any form of expression that materially impedes ordinary operations or invades the rights of others, including public pledging activities, may be restricted or prohibited.

**Drugs** - Using, possessing, or suffering from the effects of any controlled substance, except by legal prescription, is prohibited.

**Electronic Stalking** – Using electronic media in a manner that persistently intrudes upon another person is prohibited.

**Endangering Acts or Behavior** – You may never create or cause a situation where harm to a person, including your self, may result. Examples include - but are not limited to – climbing in and out of windows, door propping, and various types of Health and Safety violations.

**Failure to Cooperate** - You must cooperate with College officials in the exercise of their duties. This includes participating in investigations and carrying out any sanction that is imposed on you.

**Flammable Materials and Fireworks** - You may not ignite or detonate anything that could cause damage by fire, explosion or similar means to persons or property, nor may you possess anything in the nature of fireworks or explosives on any property owned or operated by the College.

**Fraud or Lying** - Lying or fraudulent misrepresentation in, or with regard to any transaction with the College, whether oral or written, is prohibited.

**Harassment or Discrimination** – The College will not tolerate harassment or discrimination for any reason, including race, gender, religion, ethnic origin, age, sexual orientation or disability. If you feel sexually harassed by another student, you may choose to proceed with allegations using the disciplinary process or the informal guidelines in the College’s policy on sexual harassment.

**Hazing** - All hazing is prohibited. Hazing is any action taken or situation created, whether on or off College premises, which recklessly or intentionally produces mental or physical discomfort, embarrassment, harassment or ridicule to a member or prospective member of any organization or team. The willingness of another student to participate in such activities is not a consideration.

**Indecent Exposure** - Any inappropriate public exposure, including but not limited to inappropriate urination or defecation.

**Misuse of Computer Software** - Unauthorized reproduction or use of computer software is prohibited.

**Misuse of Electronic Equipment** – You may not use computers, fax machines, phones or any other electronic equipment for harassment, criminal mischief, threat, or for any other unlawful purpose.

**Misuse of Keys** - You may not use or possess a College key without proper authorization. You may never, under any circumstance, have a key (including your room key) duplicated.

**Misuse of Residence** - You may not allow the free use of your residence by people who are not assigned there. You are responsible for all violations that occur in your residence through your encouragement or neglect.

**Misuse of College Documents** - Forgery, alteration, or misuse of any College document is forbidden.

**Misuse of Telephone** - You may not make or assist in making annoying phone calls, or otherwise misuse or abuse telephone equipment at the College. You may never use College phones for personal or long distance calls without proper authorization.

**Pattern of Misconduct** - If during the review of your conduct status, a staff member finds that you have been involved in multiple violations and that your response to disciplinary measures indicates that you are unable or unwilling to adapt to the College's expectations, your situation may be presented the program director for possible suspension from that program. This would occur in addition to any penalty for the immediate violation.

**Possession of Firearms and Other Dangerous Weapons** - The possession or use of firearms or other deadly or dangerous weapons, such as-but not limited to-BB guns, paint pellet guns, slingshots, Ninja stars or other dangerous instruments is prohibited. These items will be confiscated and not returned.

**Sale of Textbooks** - You may never sell a textbook that belongs to someone else, without that person's prior written authorization.

**Sexual Misconduct** - Any unprivileged sexual contact is a Sexual Misconduct.

**Smoking in a Prohibited Area** – You are not permitted to smoke inside any College building. Smoking is permitted outdoors, but only at a distance of a minimum 25 feet away from any building.

**Theft or Misappropriation** - Any theft, including seizing, receiving, or concealing property with knowledge that it has been stolen, is forbidden. Sale, possession or misappropriation of any property, including Leyton College property, without the owner's permission is prohibited.

**Unauthorized or Forced Entry** – You may not, by force or otherwise, enter areas to which you are not authorized. To enter the residence room of another student, you must be granted access or invited by a resident of the room. Climbing in and out of windows is also not acceptable. You are also restricted from entering facilities and housekeeping closets, bathrooms designated for the opposite gender, and any other areas that may specifically restrict entry.

**College ID Cards** - You may not lend a College ID card to anyone, nor fail to present an ID card when requested by a College official. You must carry your ID card whenever you are on campus and outside your residence.

**Violence** - Intimidation, threats and acts of violence. (i.e. verbal threats, throwing/slamming/breaking things.)

## **UPDATE POLICY**

During Students time at Leyton College they may change their personal details. It is important to keep us informed at all times so that we can keep your records accurate and ensure that we have the correct details for correspondence.

The following details are needed to be amended as soon as you have noted that any known changes in your circumstances,

- Main address details
- Main contact telephone number
- Main email address
- Special interests
- Ethnicity (if incorrect or unknown to the College)
- Gender (if allocated incorrectly)
- Mailing preferences

## **Summary Suspension**

If your behavior becomes a danger or risk to the safety of the College community or to your own safety, the vice president for student affairs or designee may authorize your immediate temporary suspension. Once required to leave campus under such an order, you must depart immediately or face charges for trespassing and additional disciplinary action. If you are not physically able to leave the campus safely, then appropriate means will be provided.

If you must return to campus for any reason—for example, taking an exam, meeting with an administrator, pursuing rights to a hearing—and you are under summary suspension, you must have the permission of the College.

In the event that you are summarily suspended, the office requesting the suspension will notify your parents.

A summary suspension ends when lifted by the vice president for student affairs or his designee, or when the disciplinary finding on the incident is concluded

## **Refund**

Enrolment for a course, together with the payment of the required deposit or full tuition fee, creates a binding agreement. In the event of visa refusal, the College, at its discretion, may refund part of the fees paid by the student. A minimum administration fee of £250 will be made in any event without documentary originals, no refund, or part refund, will be considered. Refund claims will only be considered if these documents are presented within 3 months of the refusal notice date. Refunds will be paid within 6 weeks of receipt of the abovementioned documentation. Refunds will NOT be considered if the documentation used in the visa application has been deemed to be false.

Once the student has had their student visa approved, refunds will NOT be given under any circumstances, regardless whether a student is unable to take up the course or continue for any reason. If a cancellation is received after the commencement of a course, there will be no refund whatsoever. Transfer of fee to another student will be solely at the discretion of the Directors. A minimum of £250 transfer fee will apply.