



LEARNER HANDBOOK

Part 1

Essential Information

European College of Law's (ECL) regulations are designed, consistent with our statutory obligations, to provide a framework for conduct to ensure that the College is able to meet the needs of its beneficiaries and offer them the maximum support they require towards their learning and attainment of academic objectives. The information provided herein will enable you to understand mutual obligations and responsibilities and derive the best outcomes during the course of your study here at ECL.

Our Learner

ECL interprets "learner" to mean any person enrolled by ECL to follow a course or programme of studies, which has been approved by the College's Academic Committee. You are required to enrol before the start of your programme of study. The dates for enrolment are determined by ECL.

Enrolment

Once you report to the ECL and provide all the requisite documents, the College will complete all procedural requirements and you will be formally enrolled. In doing so you must abide by the Rules and Regulations of the College and completely fulfil your obligations as a learner. You must ensure that you understand the regulations thoroughly. Failure to comply with these requirements at any stage of your study in the College may lead to an exclusion from your study at ECL.

Conditions of Enrolment

Please make sure you have satisfactorily complied with the following conditions. You will not be able to enrol and will not be able to start your programme if you fail to meet any of these conditions.

- i. An ECL enrolment form has been satisfactorily completed.
- ii. Payment of fees or arrangement for the payment of fees has been made or arrangement for loan application has been made.
- iii. Your entry qualifications have been verified.
- iv. Any other procedures, documents which may be required have been completed.

Information Advice & Guidance (IAG)

In October 2009 the Government launched a new strategy to make careers education and Information, Advice and Guidance (IAG) more relevant to the 21st century. The Information Advice and Guidance strategy aims to make careers education more accessible for learners and ensure each one of them, whatever their background, can make the right education and training choices so they have the best possible chance of succeeding. The service is designed to help learners make an informed decision about how to improve job prospects or skills, obtain a qualification or just make the most out of a current job.

Our purpose

The purpose of the Information, Advice and Guidance Service is to support enquirers / prospective learners considering study at ECL and to support learners in achieving their aspirations, including their study and career goals.

Aim of the IAG service

The Service aims to deliver IAG to enquirers, potential and registered learners for a qualification at ECL or its alumnus. IAG Objectives

Our IAG objectives are to:

- 1) empower potential and existing learners to achieve their study and career goals and to develop independence in their decision making
- 2) ensure that the delivery of IAG within the College is responsive to changes and developments both internally and externally, including changes to our learner markets
- 3) support the improvement of learners' completion and progression rates
- 4) work proactively and collaboratively internally to enhance the effective delivery of IAG.
- 5) identify and work in partnership with external organisations to inform and enhance our service to learners.
- 6) provide learners' professional, timely, accurate, current, clear, impartial, and relevant advice. Advice provided is aimed to flourish in achieving goal, building confidence, boosting self esteem, understand how funding works, informed decision making, break boundaries and raising aspiration.

[For full policy, please visit ECL website.](#)

Academic Calendar

The Academic Calendar for 2016 – 2017 is at the end of the handbook as Appendix 1.

Attendance

The College requires that all learners attend a minimum of 80% of scheduled sessions. Learners are informed of the importance of regular attendance at enrolment and induction. Details of attendance requirements are displayed on notice boards and contained in induction packs. Attendance rates are monitored constantly and students will be counselled and supported if an attendance problem is seen to be developing.

Registers

Registers are taken within the first 20 minutes of all lessons. Learners who arrive late are noted. Three incidents of lateness count as a missed session. At the end of a session teachers count the number of learners remaining in the class.

Late arrives/Early leavers

Learners who arrive late for a lesson are required to complete a late arrival form giving time of arrival and reasons for lateness. Learners who leave a session early are also required to fill in a form giving time and reason for leaving early.

Absences

We take proactive initiative by contacting absentee learners so that they do not miss the next class.

Course details and Assessments

The course details like the units/modules and content are included in course handbooks and are provided during the induction.

[Awarding organisation website](#) is an important source of updated information to you on all matters related to your course, including learning resources and assessments. You need to make yourself thoroughly conversant with the awarding organisation website which offers your course and ensure that you are planning your learning activities in line with the expectations specified in that website.

You will need to know exactly how you are going to be assessed on your course of studies. Your tutor will give you full details of what you are required and expected to do for respective modules of your course. The information can also be found in respective course books and relevant policies.

Assessment & Verification Policy & Procedures

Aims and Objectives of the policy

Aims

ECL is committed to ensuring that standards of assessment are consistent, transparent and in line with the requirements of our awarding organisations. The way learners' work is assessed must serve to achieve the stated learning objectives of the programmes we offer and facilitate the achievement of our learners' qualification and their wider development.

Objectives

To assess learners' work with integrity by being consistent and transparent in our assessment judgments and processes so that the outcomes are fair, reliable and valid. To ensure that assessment standards and specifications are implemented fully so that no risk is posed to the reputation of the awarding organisations or the qualifications we offer. To establish quality control and recording mechanisms for assignments and their assessment through a system of sampling, internal verification as appropriate to the requirements of the programmes.

Appeals Policy

Introduction

European College of Law aims to ensure that all decisions affecting learners are processed fairly, in order to produce reliable and valid judgments. Despite this there may be incidents when ECL decisions are questioned. ECL has developed procedures in order to allow candidates to enquire about, or appeal against, decisions that have been made.

Grounds for appeal

The College's assessment process is subject to quality assurance procedures which are approved by its awarding Organisations and which conform to the guidance issued by the Quality Assurance Agency in its Quality Code. Learners of the College have the right of appeal against the decision of an Examination Sub Committee, where applicable.

Complaints Policy

Introduction

The College greatly values the views of its staff and students. It aims, therefore, to manage their complaints in a way that is sensitive to the needs of each specific case and supportive of the College's goal of providing an exceptional experience. There are a number of informal channels through which it is hoped that most problems can be resolved. If, however, you need to pursue a complaint formally, you can be sure that the College will treat it seriously and impartially, on the basis set out in this document.

Scope of the policy

The College complaints Policy is available to all students of the College to enable them to raise any concerns about service provision, including matters relating to discrimination in any form.

The policy of the College is that no person (student, staff or visitor) is discriminated against, either directly or indirectly, on the grounds of their race, colour, ethnic or natural origin or nationality, gender, marital status, age, disability, sexual orientation, religious or political beliefs, disability or offending background. No person shall be discriminated against or adversely affected for making a complaint.

Grounds for Complaints

Grounds for complaint might include:

- ❖ Dissatisfaction with standards of *academic provision* (e.g. the academic framework such as course design, content and structure; resources and facilities; arrangements for assessment; and information provided on the course)
- ❖ Dissatisfaction with the *quality of supervision and tuition*
- ❖ *Failure to meet obligations*, such as those set out in the Prospectus, Student Handbook, the Equal Opportunities Policy etc or other promises or assurances agreed
- ❖ *Deficiencies in standards of service*, including lack of *support* facilities such as administrative services
- ❖ *Harassment, bullying and victimisations*, and
- ❖ Other deficiencies impacting on the quality of students' learning experience.

Examinations

You need to ensure that you are familiar with the regulations of any examination you are going to take. It is your responsibility to know when and where your examinations are taking place. You will need to ensure that you arrived before the start of the examination. You will not be allowed in if you are late by more than half an hour. You will also not be allowed to leave until 45 minutes of the examination has passed.

If you are ill or have had an accident and/or cannot take the exam, then you must report this as soon as possible and send a medical certificate to the College. Should you require any special provisions for an examination, due to a verified disability you need to apply for this as soon as possible prior to your examination. Such requests must be accompanied by appropriate documentary evidence. During the examination you are not permitted to bring any material into the examination room that may lead to suspicion of unfair practice. A separate document will be issued on detail rules and guidance prior to the examination series.

[For full policy, please visit ECL website.](#)

Insurance

ECL has insurance to cover its legal liability for accidental injury, loss or damage sustained by third parties when learners are on campus or on official placements arranged by ECL as part of a learner's programme. ECL does not accept any responsibility for personal property lost or damaged on its premises or on official placements off campus. Any person causing loss or damage to ECL property will be held personally responsible and liable for the cost of replacement or repair, as necessary. Learners wishing to insure either themselves or their possessions are strongly advised to make their own arrangements as no personal accident or contents cover is provided by ECL.

How will you ensure if there is a change?

You will be notified of any changes to tutoring sessions, instructions, welfare initiatives through the following means. Please ensure that you visit them regularly to avoid disappointment.

- The college notice boards
- Notices circulated to the classrooms
- Email messages sent to your registered email address and texts on your mobile phones

How will you communicate with the College?

All formal communications must be made in writing or using prescribed forms for the purpose. Please ask for an acknowledgement and retain a copy of your submission.

Part 2

Student Welfare and Services

Introduction

Learners are the focal point of all the initiatives of ECL. We ensure that learners' welfare, well being and holistic development are given utmost priority at all times. The Academic and Administrative teams of the College are responsible to provide you assistance that you may need during the course of your study.

Contact person for welfare and pastoral support

You need to contact Welfare Officer for all matters related to your welfare and pastoral support. The welfare officer will direct you to the appropriate member of staff and ensure that the issues are resolved to your complete satisfaction.

Contact person for Academic Issues

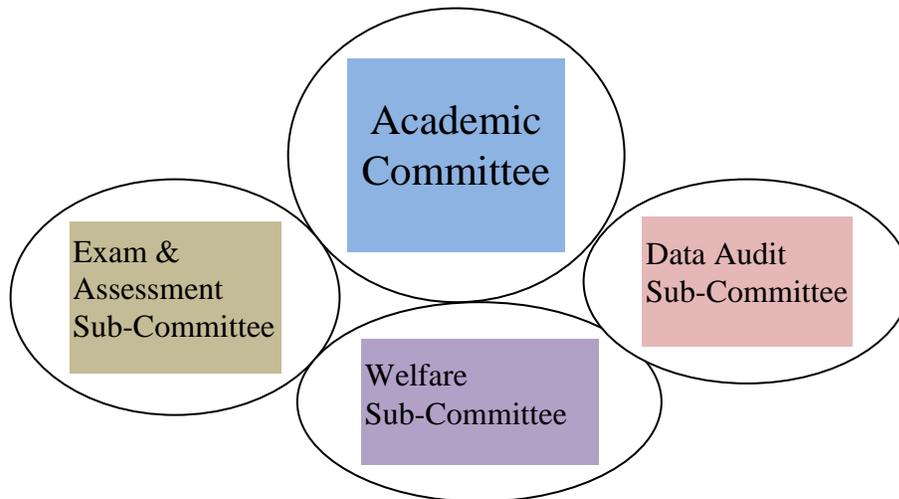
You need to contact, the Director of Studies (DOS) for any issues related to your academic learning. In absence of DOS, you may also contact the Principal.

Learners representatives

Learners are thoroughly encouraged to participate in the decision making process at ECL. The College is committed to provide ample platforms for capturing and acting upon the learner voice through all possible activities. In this direction, learners of various courses and intakes will be asked to nominate their representatives for each cohort. The representatives will function as an effective link between the learners and the College management, to ensure that all areas of importance and learners' concerns are adequately addressed and the right support systems are developed.

Learners Participation at Committee Meetings

The College operates the following committee structure.



- Academic Committee (Meets bi-monthly to decide on all matters related to academic standard and quality of learning provision).
- All sub Committees are to meet at least three times annually.
- Any committee can arrange a meeting outside of these specified time table on ad-hoc basis, if required.
- A yearly time table is available from the admin upon request.

The College invite learner representatives to attend these meetings at least for the part of the meeting where it related to the learning provision. The discussion and decisions are minuted and distributed to the committee members.

IT Services

Access to the IT facilities at ECL is normally available during the opening hours. Staff and learners are permitted to use workstations. Access to unlimited Broadband Internet access is available through all computers. All computers have Windows7 and a wide range of software, including Microsoft's Office suite, as well as other common applications, such as e-mail and Internet browsing facilities.

Photocopying/Printing

Photocopy of teaching materials can be done from the ECL by using ECL photocopier, subject to the limits imposed by copyright regulations. ECL has a copyright license to enable learners and staff to copy extracts from publications normally up to 5% of the work. There are black and white as well as colour copier and scanner for you to use. You can also use printing facilities from ECL.

As a valued learner of the College, there will be no charge for a reasonable copying or printing. However, for large printing or copying a minimal charge will be applicable and is payable to the administration.

Computers and Internet

ECL has one computer lab equipped with sufficient computers that enable access to the internet. Learners can use these computers at their convenience at any time during the College opening hours. In addition to the computer lab, the College provides Wi-Fi facility for learners to use their laptops and other gadgets to access internet. The access to internet by learners is protected by appropriate firewall systems.

Library

ECL has a library with a collection of books on areas related to different courses offered. These books are usually provided to learners as reference material, to be used within the College premises.

Learners, tutors and all such relevant personnel can have access to the ECL library. If you wish to loan any books and take them home for study, a refundable security deposit of £30 per book is charged. In no case more than two books will be issued to students at one time. Books can be retained for a maximum of 10 days. A fixed penalty of 25p per day for each material will be charged if you fail to return the books within the deadlines.

Change of Address, Phone Number and E-mail Address

Any change of address, phone number and e-mail address must be notified to the Admin immediately. It is essential that the students keep the College informed of their current address, without which ECL cannot provide guarantee of service in regard to urgent notifications. To do this, you need to complete the 'Change of Circumstances Form'.

Notices and Information

You must ensure that you read the notices displayed on the College Notice Boards and update yourselves regularly on ECL affairs. Important information, handbooks, course books and course specific information, examinations/assessment schedules and changes initiated by the awarding organisations is also disseminated to you at the Induction.

First Aid

ECL has the statutorily required facilities for providing First Aid to the learners and members of Staff. The first aid box is placed outside the Principal's room on a little desk, close to the notice board. With its dedicated first aid personnel ECL provides first aid whenever such support is needed. This is to mitigate with emergency medical conditions and they are referred to appropriate medical specialists immediately. You are advised to contact your GP to obtain follow up advice after the first aid.

Learner Welfare

ECL has a section for rendering learner welfare services where the learners get advice on a range of non-academic welfare issues. The College office also holds any lost property that is handed in. You can claim if you have lost anything and you may get it back showing appropriate description that matches with your lost property. Welfare officer also helps and guides you to organise any events that you wish to hold on behalf of all learners and provide information that may help you on matters such as:

- Job Centres & Part-Time Jobs
- Student Discounts/Transport for London (TfL) Travel Cards

You may contact the Welfare Officer for any help or support on any issues related to general welfare.

Refreshment

ECL has specified area for refreshment facilities lunch/tea/coffee etc where you can enjoy refreshing yourselves. However, eating and drinking is strictly prohibited in the Library, IT room and classrooms.

Part 3

Special Requirements

Health and Safety Policy

STATEMENT OF INTENT

European College of Law recognises and accepts the responsibilities stated in the Health & Safety at Work Act 1974 and will, as far as is reasonably practicable, ensure the health, safety and welfare of all College staff, learners, visitors, contractors and members of the public who are, or may be, affected by its activities. The ultimate goal of this Health and Safety Policy is to promote a positive safety culture across the College, where everyone has the same set of values and beliefs in working safely.

ECL will:

- Regularly monitor the effectiveness of health and safety through regular workplace inspections, audits and investigation of all incidents.
- Provide a safe environment for its learners in its care while they are studying at the College, visiting the College or participating in the College activities.
- ECL requires the continuous commitment and involvement of everyone to:
 - Identify and control hazards and risks
 - Meet the expectations required of the College
 - Conduct fire drills to ensure compliance with health/fire and safety regulations

Operation of Fire drills

All ECL learners must be attentive to the following fire alarm Regulations and safety measures:

Both announced and unannounced fire drills take place throughout the year in the ECL premises

- A continuous alarm sound signals that there is a fire; hence everybody in the ECL premises must immediately vacate the building.
- All learners must be aware of the fire assembly point which is on the ground floor behind the ECL building in front of the Iceland car park.
- Do not wait or stop to collect personal belongings and proceed to the nearest emergency exit and get out of the ECL premises.
- Do not use the lift in case of a Fire alarm.

Data Protection

European College of Law is committed to a policy of protecting the rights and privacy of individuals (including students, staff and others) in accordance with the Data Protection Act of 1998 (DPA). ECL needs to process certain information about its staff, students and other individuals it has dealings with for administrative purposes.

The purposes of the Data Protection Policy include the following:

- To recruit and pay staff
- To administer programmes of study
- To record progress
- To agree awards
- To collect fees, and
- To comply with legal obligations to funding organisations and government.

The DPA (1998) enhances and broadens the scope of the Data Protection Act of 1984. Its purpose is to protect the rights and privacy of living individuals and to ensure that personal data is not processed without their knowledge, and, wherever possible, is processed with their

consent. To comply with the law, information about individuals must be collected and used fairly, stored safely and securely and not disclosed to any third party unlawfully.

[For full policy, please visit ECL website.](#)

Equal Opportunities

ECL as an institution of learning is fully committed to equality of opportunity in all aspects of the life and work of its members with specific references of its commitment to the following:

- It recognises that discrimination of any kind is unacceptable in any form.
- All individuals will be treated with dignity and respect and be valued for their contribution
- The main Equal Opportunities Policy outlines the current legislation in this area together with roles and responsibilities, the scope and aims of the policy and how it will be implemented and monitored. This is achieved mainly through its Equality and Diversity.
- It has such policies that relate to equal opportunities to actively combat direct and indirect discrimination, to raise awareness so as to help unintentional discrimination and to ensure all its stakeholders comply with its policies, codes of practice and related legislation.
- It encourages all its stakeholders to participate fully in its endeavours, regardless of their gender, colour, race, religion, nationality, ethnic or national origin, sexual orientation, marital status, disability or age.

[For full policy, please visit ECL website.](#)

Non-Smoking Policy

Smoking is strictly prohibited in the ECL campus as per law and the College is a declared non-smoking zone. No student or member of staff is allowed to smoke within the College premises.

Use of Mobile Phones

Mobile phones must be switched off during class hours and during the period of examination. They must be handed in during examination to an invigilator or placed in a box at the back of the room.

Termination/Dismissal

Any learner may be expelled, suspended, placed on review, or given a disciplinary warning for reasons such as:

- Submitting falsified documents or misrepresentation of identity
- Unauthorised entry to the College premises or being involved in abusive behaviour
- Intimidation or theft
- Damages to the College property
- Cheating on tests/examinations
- Obstructing College functions
- Unauthorised entry into the College premises or abuse of College property
- Possession of illegal substances, e.g. drugs, unless accompanied by the relevant medical certification
- Possession of items/weapons deemed "dangerous".

Part 4

Code of Conduct

ECL only admits learners who are over 18, and consequently deemed adult and mature.

All learners are expected to conduct themselves in a reasonable and orderly manner having due regard for other people and ECL property.

Learners are expected to observe all ECL regulations, policies and procedures that govern the effective management of ECL activities, including those relating to financial requirements, health and safety, the use of learning, computing and library. Copies of regulations, policies and procedures can be obtained from the ECL website and from the College administration.

An act will be regarded as misconduct and therefore the subject of disciplinary action, if it constitutes or is likely to constitute improper interference with the normal and legitimate functioning and activities of ECL or of those who work or study at ECL, if it endangers the safety or property of others or if it damages or is likely to damage the reputation of ECL.

The sale of goods or services by learners on ECL premises is not permitted. Similarly, any form of gambling on ECL premises is illegal and will result in disciplinary action. The use of any illegal drugs on ECL premises is prohibited and any dealing in illegal drugs will always be reported to the police.

The following constitutes a non-exhaustive list of the types of misbehaviour or misconduct that this Code is intended to cover.

- Violent, indecent, disorderly, threatening or offensive behaviour or language (including possession of weapons, chemicals and acts of terrorism).
- Fraud, deceit, deception or dishonesty in relation to ECL or its staff or in connection with holding any office in ECL or in relation to being a learner of ECL
- Action likely to cause or impair the health, safety, and well-being of any learner, member of staff or other employee of ECL or any authorised visitor to ECL
- Verbal abuse, bullying or any form of harassment, intimidation, victimisation or discrimination of any learner, member of staff or other employee of ECL or authorised visitor to ECL
- Damage to, or defacement of, ECL property or the property of other members of the ECL community caused intentionally or recklessly and misappropriation of such property
- Misuse or unauthorised use of ECL premises or items of property, including misuse of computers or other electronic devices to transmit, receive, view or display offensive,

defamatory, discriminatory, obscene or otherwise illegal material or to introduce any virus, worm or other harmful or nuisance program or file into any IT facility

- Failure to disclose a name and other relevant details to an officer or employee of ECL in circumstances when it is reasonable to require such information
- Failure to comply with a previously imposed penalty under that constitutes a criminal offence where it takes place on ECL premises;
 - i. affects or concerns other members of the ECL community
 - ii. damages the good name of ECL or brings ECL into disrepute

Complaints & Suggestions

Please feel free to drop your comments and/or complaints for attention of the College authorities in the complaint/suggestion box placed near the reception. The ECL administration welcomes feedback from learners so that the quality of services provided can be evaluated and monitored, consistent with the commitment to offer the desired high level of services.

Learner Handbook 2017
Reviewed: January 2017
Version 2
Review date: December 2017
Dr Anwarul Haque



ECL Student Induction Checklist

LEARNERS FEEDBACK ON INDUCTION AND IAG				
Learners name:		Date of Induction:		
Please tick (✓) yes/no for each question. Use the comments box to record relevant information.				
Question	Yes	No	N/A	Comments
Have you received Health & Safety induction and training?				
Have you received class timetable?				
Have you received all the relevant policies and procedures such as Equal Opportunities Policy, Safeguarding and Prevent Policy, Appeals and Complaints Policy, Health and Safety policy etc. to guide you accomplish your study smoothly?				
Have you been advised that this activity is part financed by the European Union via the European Social Fund?				
Did you receive advice and guidance on the course specification				
Did you receive advice and guidance on the progression to further study?				
How did you rate the Induction today – was it informative?				
Did you receive genuine information, advice and guidance which may help you to achieve your goal?				
Do you know where the Identified Assembly Point is in case of a fire?				
Do you know where the First Aid Box is located?				
Do you know the name of your Tutor?				

I certify that all the listed topics above have been thoroughly explained to me during the Induction. I am aware of my responsibilities as a student of European College of Law and will ensure that I shall abide by all the rules and regulations of the College.

Name of the learner

Name of the College staff

Signature of the learner

Signature of the College staff

Useful websites for learners

Education

BBC Learning

www.bbc.co.uk/learning/

Learning resources for adults, children, parents, and teachers

Directgov -Education and Learning

www.direct.gov.uk/en/EducationAndLearning/

All the latest information about education and learning

Learning at the British Library

www.bl.uk/learning/index.html

Careers

Careers advice-Prospect

www.prospects.ac.uk/

Helpful advice on career planning and service

Writing a CV

www.direct.gov.uk/en/Employment

Guideline on how to create a CV

Career Advice- Telegraph Jobs

jobs.telegraph.co.uk

Expert advice on planning career

NHS-Career

www.nhscareers.nhs.uk/

The information service for careers in the NHS in England

Careers Development Institute

<http://www.thecdi.net/>

RAF Careers Home

www.raf.mod.uk/careers/

Offers information about the careers in the Royal Air Force

National Career Service

<https://nationalcareersservice.direct.gov.uk>

Skills Development Agency

www.s-da.org.uk/

Contact Address/Opening Hours:

European College of Law

Forest House, 16-20 Clements Road,
Ilford, Essex, IG1 1BA
United Kingdom

Opening Hours:

Monday: 09.30-17.00

Tuesday: 09.30-17.00

Wednesday : 09.30-17.00

Thursday: 09.30-17.00

Friday: 09.30-17.00

Saturday: 10.00-16.00

Sunday: 10.00-16.00

Admission & General Enquiries

 02036453642
020847 88 349

E info@europeancollegeoflaw.org.uk

Online Enquiry

Complete our Online Enquiry Form obtainable from the website and one of our team members will get back to you as soon as possible. You can download this from the link below:

Online Enquiry Form

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