



# **POLICIES AND PROCEDURES FOR LBA**

## **Admissions Policy**

Leicester Business Academy aims to offer a place on an appropriate program of learning to all suitably qualified applicants. In order to establish the most appropriate program suitable, applicants are likely to have several discussions with staff to ensure the right choice of course. The college will offer free, unbiased advice and guidance about all the programs available at the college. For further information on admissions, please contact the tutors on the Support Services team on 0116 285 2885 / 01162623883.

## **Enrolment Policy**

Leicester Business Academy aims to promote participation and completion in further and higher education.

Leicester Business Academy requires that every person admitted to the college must submit a completed application form, and receive a formal offer of a place before entry. Applications made for all Leicester Business Academy courses, shall be made on the appropriate application form.

At Leicester business academy we have no absolute prescriptive entry level to any of the courses that we offer. Motivation and commitment of the applicant are taken into account.

Competence assessments are carried out by the admissions team.

Academic staff are responsible for setting the academic criteria for each course. Decisions on entry to a program for standard application will be delegated to the administrative staff.

Admissions teams consist of members of staff who will liaise with staff involved in the teaching and management of the program for which they are recruiting.

### **Special help and facilities available at the College**

The College is committed to providing further and higher education for as many people as the facilities allow, regardless of their individual circumstances.

The college has special facilities to meet individual needs; these include

1. The college ensures that access to information about our learning programs and the College is made available to those whose first language is not necessarily English, additional specialist support for those who need it.
2. Supporting those with specific disabilities;
3. Providing a range of specialist courses and qualifications for those with learning difficulties.

Individuals will have their particular needs assessed by our Student Support Services team who can also provide more guidance.

The College also has an approach to learning that is much more suited to developing individuals, regardless of their previous educational experience, race or gender.

## **Codes of Conduct**

### **Introduction**

The College is a work place both for staff and students and would be to everybody's benefit that:

- **Our work is conducted in an excellent, orderly, purposeful, and friendly way;**
- **Both the working and learning environment is clean, smart and well equipped;**
- **The highest priority is given to health, safety and security of everybody in the College by each individual;**
- **The reputation of the College is not damaged by inconsiderate behavior by both staff and students.**

The following codes set out below should be adhered to and a breach of any may lead to disciplinary action being taken.

- 1. Attend your lectures as usual and participate fully in your chosen program of study.**
- 2. Behave at all times in a calm, quiet, orderly and sensible manner and treat others with respect and politeness**

- 3. Avoid the use of language that may be offensive to others**
- 4. The right of all individuals to be free from harassment of any kind, whether sexual, racial or otherwise should be respected**
- 5. Arrive punctually for all course meetings and tell us promptly if you are unable to come to the College, e.g. due to illness**
- 6. The possession of any illegal substances is a serious offence and this would normally lead to disciplinary action. The local police force may be informed in extreme cases.**
- 7. Abide by the rules and regulations and Code of Conduct of the College.**

## **Attendance**

You are expected to attend lessons as depicted on your timetable which is normally 4 days during the week. However programs do vary and we expect you to be flexible and fit part-time jobs around the curriculum and not vice versa. It is important that you make the college aware in advance if you are going to absent yourself from any lessons for any reason.

Your presence at the College should be in good time whatever the start time of your class. Regular attendance and punctuality are crucial factors in ensuring your success and it is mandatory that each student satisfy a minimum of 15hrs a week as stated by the Borders and Immigration Department. If you do not attend regularly or punctually, measures would be taken against you since it is the colleges aim to train you for a disciplined

profession and good working practices and also it is a Home Office Requirement.

## **Environmental Sanity**

Keeping the environment clean and tidy; and the proper use of equipments should be everybody's priority. This not only helps us to work better, but also helps prevent accidents, damage and theft. Based on the above, it is essential that each individual at the college ensures the adherence to the following:

- **Keeping your working areas clean and tidy**
- **Ensuring that all litter is placed in the bins provided**
- **Placing or putting up notices or posters should be done only by authorized members of staff or authorized Student Council members, using only the appropriate notice boards.**
- **Mobile phones must be switched off on entry to the College at lecture theaters and may not be used in the learning and working areas of the College including corridors and other general areas.**
- **The playing of musical instruments etc. or the use of any electrical or electronic equipment except as a supervised part of your working and learning activities is not permitted.**
- **The smoking or consumption of tobacco products is not permitted on College premises.**

## **Health, Safety and Security at the College**

Leicester Business Academy is fully committed to providing and maintaining a safe and healthy environment for all students and staff.

In accordance with the Health & Safety at work Act 1974, it is necessary for the College to:

1. Ensure that everyone knows what the College's safety policy is.
2. Make sure that staff and students know what their responsibilities are.

In that respect the College expects all staff, students and visitors to act appropriately following the basic guidelines stated below:

- **Don't interfere with health and safety equipment.**
- **Don't use equipment or machinery until you have received adequate training or instruction. If you are unsure, ask a member of staff in charge.**
- **Use the College's equipment and material only for the purpose of your College work.**
- **Don't take shortcuts if they compromise your own or others safety.**
- **Avoid obstructing the corridors, stairways, doors and entrances to the College. Sitting on the floor and arranging or holding meetings in the corridors, reception areas or entrances to the College may be dangerous thereby interfering with the safety of people at the college.**

- **Keep money, credit cards and other valuable items with you.**
- **Do not invite people who are not members of the College onto the premises. Visitors must report to Reception.**
  
- **Report all accidents or incidents, however minor, to a member of staff.**
- **Follow codes of practice and safe working practices as instructed by the member of staff in charge.**
- **If in doubt, ask.**

### **Policy on Harassment**

Harassment is defined as:” *Any unwelcome behavior, whether physical, written or verbal, which is considered offensive to the recipient*”

Often this behavior may cause a person to feel threatened, humiliated, patronized, bullied, ridiculed, intimidated, undermined, embarrassed or offended. It applies both to staff and students equally.

It is the duty of every member of the College and those visiting the College to take responsibility for their own behavior and modify it if necessary, as harassment is not acceptable under any circumstances. In the event of failure to behave appropriately, disciplinary action, in accordance with the College staff and student disciplinary procedures may be a consequence. Individuals may be held personally liable should the person who has been harassed undertake legal proceedings.

It is therefore important that every member of the College be they staff or student understand the College Policy on harassment. Members should take personal responsibility for ensuring that others are treated with dignity, and should take action, if harassment occurs.

### **Equal Opportunities Policy**

Leicester Business Academy is committed to equal opportunity for all learners and employees of the College. The college values equality of opportunity for all, regardless of race, religion, age, gender, marital status, sexual orientation, appearance or disability.

We aim to ensure that the environment is supportive, where all individuals are treated with courtesy and respect and their contribution to the learning process is valued. In this respect, the college works closely with all students and staff to build mutual trust and respect with regard to equality of opportunity. The college will also take positive action to redress any discrimination if and when it arises.

It is our aim to create and maintain the conditions whereby students and staff are treated solely on the basis of their merits, abilities and potential, regardless of ethnic or national origin, gender, age or other distinction.

The College will take all reasonable steps to prevent discrimination from occurring including raising awareness in learners and staff of the

significance of the policy and what is expected of them while they study or work at the College.

### **Relevant Legislation**

This policy has been written with regard to the Sex Discrimination Act 1986, the Race Relations Act 1976, the Disability Discrimination Act 1995, their relevant Codes of Practice and amendments to these acts – the Duty to Promote Racial Equality 2002 and the Special Educational Needs and Disability Act 2001.

**In general, for the equal opportunity Policy to be effective, it would be the duty of the college to,**

- Ensure the requirements of relevant legislation related to race relations, sex discrimination and disability discrimination are met through regular monitoring.
- Not discriminate against any individual in its publicity, recruitment, application process or offer of a course or employment.
- Be proactive in promoting and maintaining a conducive learning environment for all and in raising awareness among all staff and learners of what is expected of them whilst they study or work at the College.
- Implement effective processes for monitoring the harassment of learners and staff via the complaints and disciplinary procedures.

- Implement effective processes for monitoring and evaluating equal opportunities data in relation to ethnic origin, disability, gender and age for both learners and staff.
- Amend this policy and associated documentation in the light of further legislation and other requirements.

### **Accessing the Internet - Guidelines for students**

At Leicester Business Academy, you are provided with access to the Internet through all College PCs.

The Internet can be and should be a valuable resource to support you in successfully completing your studies. However there is also the potential for the Internet to be used in ways that are not appropriate for a College environment.

This differentiation between appropriate and inappropriate use of the Internet is explained by this document hence making you feel comfortable and safe when working on-line.

#### **Appropriate use of the Internet**

The list below is not exhaustive but provides examples of on-line activities which are considered appropriate while using College computers

- **Viewing websites which have been identified by a member of staff as relevant to your course**
- **Research using the World Wide Web to find resources to support your studies**
- **On-line communication via bulletin boards, chat-rooms, email, web mail which is relevant to your course**
- **Use of the Internet outside timetabled sessions for personal or social purposes.**

Note:

When using the Internet for personal reasons you must at all times consider the “inappropriate use” examples below.

### **Inappropriate use of the Internet**

The list below is not exhaustive but provides examples of on-line activities which are considered inappropriate while using College computers

- **On-line communication via any method, which may be considered harassment by any person reading the message, whether they are the intended or unintended recipient**
- **Accessing, attempting to access, printing or emailing any material which may be considered pornographic or abusive**
- **On-line gambling**
- **Playing of on-line games which are disruptive to the learning environment**
- **The installation or use of Messenger software.**

- **The download or installation of any software under any circumstances including the download of music files which are copyright.**
- **Uploading any material whatsoever**

If you are found to be using the Internet inappropriately you may be subject to disciplinary action according to the Student Disciplinary Procedure.

### **Monitoring of Internet Access**

All activity on the College network is monitored and all websites that are visited are logged. These logs are regularly reviewed in order to identify inappropriate use of the Internet.

### **What if somebody else uses my password to access the Internet?**

It is your responsibility as a user of the College Network to ensure that your password remains confidential. Please bear in mind that if your password is discovered and used by another person, you may be held responsible for their actions. If you believe another person has access to your password

- **Change your password immediately by contacting the College Computer Administrator for the change.**
- **Contact a member of staff and advise them of the situation.**

### **Complaints procedure**

There are two main channels for complaints. These are informal and formal

#### **Informal**

We are committed to dealing with complaints speedily and at the point of delivery wherever appropriate. For this reason we would ask you to raise your complaint initially with the member of staff providing the service. If you feel that this is not possible then you may raise the matter informally with the tutor immediately responsible for the service in question. This would normally be a Head of Support Services team. Our administrators can advise you as to who is the most appropriate person to whom you should raise an informal complaint. We hope the majority of complaints can be quickly and amicably resolved at this level

### **Formal**

In the event that you are dissatisfied with the response from an informal complaint or consider that your complaint is too serious to be pursued through informal means, you should address a formal complaint to the Quality Development Co-ordinator. Normally, such complaints should be made in writing, clearly stating the facts as you perceive them and with reference to any relevant dates or responses from informal complaints. In the event that it is not possible for a complaint to be put in writing, our Administrators are able to arrange an interview with the Quality Development Co-ordinator.

### **Responses to Formal Complaints**

Formal complaints will be acknowledged within three days of receipt and investigations of any formal complaint will normally be carried out by the

relevant tutor or Director. The College aims to give a full response within three weeks of receipt of the complaint. Where this is not possible, you will be contacted within three weeks and a progress report would be provided for you. Final responses to complaints will indicate outcomes to the investigation, redress where appropriate, and any action the College is taking regarding its service for the future.

### **Independent Review and Adjudication**

Where it is inappropriate for a formal complaint to be investigated by a tutor of the support services team or the Quality Development Co-ordinator, arrangements for an independent investigation, will be conducted by a senior member or members of staff within the College. In the event that you are dissatisfied with the response given to a formal complaint you may refer your complaint or complaints to the Principal who will adjudicate on the matter.

### **Confidentiality**

The College will make every effort to deal with complaints in confidence where this is requested. Where a complaint relates to the actions of a member of staff or a student, College disciplinary procedures require that the person against whom the complaint is made be fully informed of the nature of the complaint. If the setting up of an investigation or disciplinary procedures might result in a breach of requested confidentiality, the matter will be discussed with you before further action is taken.

## **In conclusion, these are what the student can expect from LBA**

- Help to choose a program of study that suits your needs
- An induction to your program of study
- Guarantee of delivery of your program
- Classes that start and end on time (and quick notification about unavoidable changes)
- Learning Centers and services to support your studies
- A clear picture of how you are to be assessed and regular advice on your progress
- Encouragement to help evaluate the course throughout your period of study
- Access to advice, information and counseling on any educational or personal matter throughout your time here
- An increasingly safe, secure, pleasant and accessible environment for your studies
- A quick response to any problem you tell us about and confidential support if necessary
- A caring and supportive atmosphere
- Respect and celebration of differences of all in our community, and promotion of the College Equal Opportunities Policy
- Up to date intervention about developments within the College which may affect you

## **LBA on the other hand also expect the following from students**

- Take pride in the good name of the College, abide by College rules and behave responsibly at all times

- Take responsibility for your learning by attending regularly and punctually, working hard at your studies and completing all your assignments on time
- Co-operate with your tutors and other College staff and make active use of learning support
- Seek help if you need it
- Help to make the College a safe place for all by adhering to the College's policies and health and safety
- Be considerate of the rights and interests of other College users  
Take care of the College buildings and furnishings, and respect other people's property
- Treat everyone with respect, regardless of differences in culture, ability, race, gender, age, sexual orientation nor social class
- Play an active part in Equal Opportunities by refusing to take part in jokes or behavior that degrade others, challenging and reporting discriminating behavior