

THRIVE. ACHIEVE. EXCEL.



# Student Handbook

## 2023 - 2024

**Approved by:** Academic/Quality Assurance Board

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## **INTRODUCTION**

This handbook outlines the policies, procedures, and amenities Mont Rose College of Management & Sciences provides. Distributed to students during their induction and accessible through the college website, its purpose is to furnish vital information pertinent to college life. Acknowledging the diverse student body, it endeavours to cater to varying needs, albeit recognising that certain sections may not directly apply to every individual.

## **MESSAGE FROM THE PRINCIPAL**

As the Principal of Mont Rose College of Management and Sciences, I warmly welcome all students. This handbook is meticulously crafted to facilitate your acquaintance with the college environment, encompassing its policies, procedures, facilities, and services. Our commitment to excellence in education, delivered through full-time and part-time studies by our proficient staff, underscores our dedication to fostering a conducive learning environment. Embracing inclusivity and diversity, we prioritise the well-being and safety of every college community member, ensuring an enriching educational journey. In an era witnessing rapid technological evolution impacting employment paradigms, we stand prepared to support students in their academic endeavours.

## **INDUCTION DAY**

The induction program is meticulously designed to acquaint students with essential college tenets such as policies, procedures, and regulations. Additionally, students can interface with crucial personnel, including Academic Heads of Departments, Welfare Officers, IT support, Registry Officials, Student Finance representatives, Employability Advisors, and Student Services staff. This session also entails familiarising the college premises, including fire exits, assembly points, and a comprehensive tour of facilities. Concurrently, any requisite documentation procedures will be addressed, ensuring a seamless transition into college life.

## **UPDATING PERSONAL DETAILS**

Maintaining accurate personal records with Mont Rose College is imperative. Students are urged to promptly notify the Student Services department of any changes in personal information, including address, contact number, or email. This ensures the college database remains up to date, facilitating effective communication and administrative processes.

## CONFIRMATION OF STATUS

Upon acceptance, students receive an unconditional offer letter from the MRC Admission team. Subsequently, proof of study letters can be obtained from the Student Services Department upon request. Please send your request to

**[Student.Assistant@mrcollege.ac.uk](mailto:Student.Assistant@mrcollege.ac.uk)**

**[Student.Services@mrcollege.ac.uk](mailto:Student.Services@mrcollege.ac.uk)**

and allow five working days from the date of the request for the letter to be emailed to you.

Urgent requests for same-day issuance incur a nominal fee of £10. Payment methods and collection protocols are stipulated for seamless processing. The college account details are as follows:

**Name: Mont Rose College**  
**Sort Code: 20-31-52**  
**Account: 90543063**  
**Reference: Student name – Letter (e.g. John-Letter)**

Please note that you must bring the payment receipt from the Student Services reception desk when collecting your letter. Also, any details you provide will be treated as confidential and not released to a third party except under the circumstances allowed for within the Data Protection Act 1988.

## COLLEGE IDENTITY CARD

Issuance of a College ID card upon enrolment is mandatory, serving various purposes, including access to college premises, library resources, photocopying & printing facilities, computer laboratories, and examination venues, as well as receiving discounts at some local stores. We aim to have your ID card ready for collection on your induction day; if this is not the case, your ID card will be ready for collection from the Student Services team before the first day of your class. It is mandatory to wear an ID while on the college premises.

Lost or stolen cards must be promptly reported to Student Services, with replacement subject to a nominal fee. The College ID card must be kept from being shared or misused, and adherence to specified usage guidelines is imperative.

## **ATTENDANCE**

Mont Rose College maintains stringent student discipline, punctuality, and attendance standards. Attendance records are diligently maintained by faculty and monitored by the Attendance Department, with non-compliance regarded as a severe offense. Students are expected to maintain a minimum attendance threshold of 80%, with Welfare Services available to provide pastoral support and guidance to those facing challenges affecting their attendance. Flexibility in attendance may be extended to students with documented disabilities, subject to approval by the Welfare Department.

The Attendance Department can only authorise two weeks of absence per semester for appointments, sicknesses, and emergencies and advises students to book non-emergency appointments outside class hours and holidays outside of term time. All absences need to be reported to

**[Attendance@mrcollege.ac.uk](mailto:Attendance@mrcollege.ac.uk)**

Please use the below link for more clarification on our Attendance Policy:

**[https://mrcollege.ac.uk/policies/4\\_Attendance\\_Policy\\_on\\_Student\\_Absence.pdf](https://mrcollege.ac.uk/policies/4_Attendance_Policy_on_Student_Absence.pdf)**

## **INTERRUPTING /WITHDRAWING FROM YOUR STUDIES**

Students contemplating interrupting or withdrawing from their studies are encouraged to engage with the Welfare Coordinator or Student Services department for guidance and support. Proper adherence to procedures, including submission of requisite documentation, is crucial, with failure to do so potentially bearing financial and visa implications. Indeed, should the grounds for seeking interruption /withdrawal from studies concern illness, maternity, personal challenges, or family bereavement, students must submit their request, including supporting documents.

Please note that it is crucial to adhere firmly to the college's correct procedure if students decide to re-enter higher education later because failure to do so may carry financial implications regarding tuition fees and student loan repayment.

## **COUNCIL TAX EXEMPTION**

Eligible students may apply for council tax exemption, facilitated by the College's Student Services department, upon receipt of requisite documentation, namely confirmation that your student finance has been granted.

The College does not decide whether you are exempt. Still, we are able to issue you an exemption letter, valid for one academic year, confirming you are a full-time student at our institution, provided you have attended your classes for at least one week in total. You can then present this council tax exemption letter to your local authority, which will make the ultimate decision.

To request the council tax exemption letter, please get in touch with the Student Services Team at

**[Student.Services@mrcollege.ac.uk](mailto:Student.Services@mrcollege.ac.uk)**

and allow five working days for it to be emailed to you. Please note that there is a £10 n administrative charge for all urgent requests to obtain a printed copy on the day, ensuring to use the payment reference:

**Ref: Student name – Council Tax Exemption Letter**

When collecting the letter from the 5<sup>th</sup> floor, please bring the payment receipt. Detailed procedures and processing timelines are outlined, with expedited services at a nominal charge.

## **NOTICE BOARDS**

Strategically located notice boards across college premises serve as conduits for disseminating vital information about courses, classes, results, and other pertinent activities. Additionally, students receive timely updates via digital platforms such as Moodle and direct communication from Student Services staff through emails or text messages.

## **STUDENT WELFARE**

The Welfare department operates as a confidential support service, offering a spectrum of assistance tailored to individual needs. From soft counseling sessions to well-being check-ins and personalised learning plans, the department addresses diverse challenges students face, with particular emphasis on mental and physical disability support. They also offer much-needed support to students experiencing acute personal/financial challenges that may hinder their progress and achievement.

- **Soft counseling: We offer this service to students who want mental health support; these sessions are 30-60 minutes long**, with one weekly session. These sessions allow students to disclose their feelings and what may bother them in a safe and confidential environment.

- **Wellbeing check-ins:** This service is provided to students going through challenging or changing life events; the check-ins' are carried out weekly, bi-weekly, or monthly, depending on the student. We offer this service to see how students are getting on and to help monitor their situation so that the correct support can be implemented. Examples of those who use this service are pregnant, homeless/housing issues, Domestic conflict, or injured students.
- **Individual learning plans:** This plan is based on the student's needs assessment; the welfare department will work with the academic team to find the best support for the student's educational needs. The student shall be assigned a tutor who will have three mandatory 1-2-1 sessions per term to track their progress. If students require more, they can request a session with the tutor once a week during their tutorial lesson. The welfare department is responsible for checking in with the students during the term to ensure that they receive the appropriate support.
- **Medical Risk Register:** high-risk medical condition students will be put on a risk register to be monitored by our welfare, health, and safety officer.

## **SUPPORT OFFERED TO STUDENT WITH DISABILITY OR PERSONAL CHALLENGES**

The welfare officer will conduct a needs assessment with all students who have a disability or personal challenges to ensure reasonable adjustments are made available for them to make their educational journey better and more fulfilled. Support is not limited to the named disabilities/challenges presented below and can be obtained by contacting our welfare officer at:

**[WelfareOfficer@mrcollege.ac.uk](mailto:WelfareOfficer@mrcollege.ac.uk)**

- **Dyslexia:** We offer printed materials on different coloured paper (available yellow, pink, blue, or green) and in various font styles and sizes | Extra time in exams and timed assessments | One-to-one tutorial sessions | Allowances will be made for spelling; assignments will be marked based on content, meaning, and understanding.
- **Mobility impairment(s):** Accessible toilets are found on the ground floor of both buildings (Shakespeare and Mont Rose house) | There are lifts, and those with mobility impairments have priority | One-to-one tutorial sessions | Flexibility in attendance if medical evidence is provided | Rest breaks to allow students to alleviate pain | Evacuation Plan for students who struggle to use the stairs | Designated Parking space | Ergonomic furniture.

- **Hearing impairment(s):** Induction Loop available | Printed-out lecture slides and handouts | Priority seating | Where possible, video materials have subtitles | One-to-one tutorial sessions.
- **Medical conditions:** Medical risk register | Reasonable adjustments | Flexibility in attendance if medical evidence is provided | Evacuation Plan for students who struggle to use the stairs | Designated Parking space.
- **Mental Health:** Soft counseling and well-being check-in services | Flexibility in attendance if medical evidence is provided | One-to-one tutorial sessions.
- **Pregnancy:** Ergonomic furniture | One-to-one tutorial sessions | Health and safety assessment | Wellbeing check-ins | Two-week leave from the day of birth.

## **DISABILITY STUDENT ALLOWANCE (DSA)**

Students with long-term illnesses or disabilities are encouraged to explore available support avenues, including the Disability Student Allowance (DSA). This grant provides assistance tailored to individual needs, encompassing provisions such as transport, equipment, and ergonomic furniture.

## **EQUALITY & DIVERSITY**

Mont Rose College espouses principles of equality and diversity, fostering an inclusive environment devoid of discrimination based on age, race, gender, marital status, religion, disability, or sexual orientation. The Equality and Diversity Policy underscores the college's commitment to upholding these principles. Our Equality and Diversity Policy can be accessed through the below link below:

**[https://mrcollege.ac.uk/policies/11\\_Equality\\_and\\_Diversity\\_Policy\\_&\\_Procedures.pdf](https://mrcollege.ac.uk/policies/11_Equality_and_Diversity_Policy_&_Procedures.pdf)**

## **RACIAL AND SEXUAL HARASSMENT**

The College staunchly condemns all forms of harassment, pledging to foster an environment characterised by mutual respect and dignity. It repudiates any form of harassment of either women or men on the grounds of sex, sexual orientation, race, ethnic origin, colour, nationality, or national origin. Clear guidelines and protocols are in place to prevent and address instances of harassment, ensuring a safe and conducive learning environment for all.

The College seeks to:

- Inform each member of the College and member of Staff of the College's determination to eliminate harassment.
- Prevent incidents of harassment that do occur from adversely affecting the work of any individual.
- Emphasis on the responsibility of each member of the College and member of Staff to assist in implementing this policy.
- Take such measures within the power of the College deemed necessary and as outlined in this policy.

The complete policy can be accessed through the following link:

**<https://mrcollege.ac.uk/mrc-policy/>**

## **STUDENT FEEDBACK**

The College values student feedback as a mechanism for continuous improvement. Multiple channels, including class representatives, the Student Union, and quarterly class meetings, facilitate the collection and resolution of student feedback, with anonymity preserved to encourage candid responses. The Student Services Department coordinates with IT team for student feedback through Moodle each semester, which helps the College monitor and improve our services. Feedback will be anonymous. Additionally, students can give Feedback to their class teachers, Class Representatives, Student Union, Programme Managers, and the Student Services department. The Student Services Department also conducts quarterly representative class meetings, another mechanism for collecting student feedback and resolving issues. All Feedback or suggestions will be considered seriously.

## **GROSS MISCONDUCT**

Our Gross misconduct policy underscores the College's commitment to upholding integrity and ethical conduct standards. Persistent rule-breaking and instances of gross misconduct breaches, including theft, plagiarism, cheating, Possession or distribution of illegal drugs and alcohol, fighting/assault, and physical abuse, are subject to stringent disciplinary action, potentially culminating in expulsion from the College.



## **PREVENT DUTY**

In compliance with the Counterterrorism and Security Act 2015, the College is obligated to implement measures to mitigate the risk of individuals becoming involved in terrorism. The Prevent Duty policy outlines the College's commitment to safeguarding vulnerable community members. For more information, please read our college Prevent Policy at

**[https://mrcollege.ac.uk/policies/19\\_Prevent\\_Policy.pdf](https://mrcollege.ac.uk/policies/19_Prevent_Policy.pdf)**

## **STUDENT COMPLAINTS POLICY**

Mont Rose College maintains a robust complaints procedure aimed at addressing student grievances fairly and on time. Complaints serve as catalysts for improvement, with clear channels delineated for lodging and resolving grievances. For more information, please check the following link:

**<https://mrcollege.ac.uk/mrc-policy/>**

Please use the emails below to submit and check the progress of your complaint:

**[Complaints@mrcollege.ac.uk](mailto:Complaints@mrcollege.ac.uk)**

**[Academic.complaints@mrcollege.ac.uk](mailto:Academic.complaints@mrcollege.ac.uk)**

## **ASSIGNMENT EXTENSION REQUESTS**

Students encountering extenuating circumstances impeding timely assignment submission may request an extension through the Mitigating Circumstances form. Procedures for submission and review are outlined, ensuring equitable treatment of all students. Please use the below link to access the complaints policy and Mitigating Circumstances form:

**[https://mrcollege.ac.uk/policies/32\\_Mitigating\\_Circumstances\\_Policy\\_Mont\\_Rose\\_College.pdf](https://mrcollege.ac.uk/policies/32_Mitigating_Circumstances_Policy_Mont_Rose_College.pdf)**

## **ACADEMIC APPEAL**

Students dissatisfied with Assessment Board decisions may lodge an academic appeal under specified grounds. The policy delineates the appeal process, emphasising procedural fairness and adherence to established guidelines. An academic appeal is a request for a review of a decision of the Assessment Board, which is the body responsible for student progression.

The permitted grounds for appeal are listed as follows:

DECISION-MAKING BODY	PERMITTED GROUNDS
Teacher / Assessor	Procedural irregularity/bias
Internal Verifier	Procedure irregularity
Assessment Board	Mitigating circumstances not made known earlier for valid reasons

No appeal is allowed on academic or professional judgment. However, if a student thinks that the assessor / IV has missed any evidence on the submission, they can point out the same for the appeal to be accepted.

An appeal can only be raised on the most recent decision, i.e., a decision made in the current or last semester. Appeals against the decisions in the semesters before the last one are not allowed. The appeals should be made within 20 days of the result being announced.

To find out further details, kindly click on the following link:

**<https://mrcollege.ac.uk/mrc-policy/>**

## HEALTH AND SAFETY

The College prioritises its stakeholders' health, safety, and welfare, adhering to statutory obligations and fostering a culture of safety awareness. Detailed protocols and responsibilities pertaining to health and safety are outlined, ensuring compliance with legislative requirements. The Board of Governors, the Principal, and the CEO accept their collective role in providing health and safety leadership of the College and understand their duties under the Health and Safety at Work, etc. Act (1974), and the Management of Health and Safety at Work Regulations (as amended) 2002, in the provision of

- A safe place to work and study,
- Plant and equipment that are safe and without risk of harm,
- Suitable and sufficient information, instruction, training, and supervision to enable employees and students to avoid hazards and contribute positively to their health and safety,
- Adequate and suitable welfare facilities and other related statutory provisions.

The College aims to achieve the highest possible standards of awareness and attention to matters of safety, health, and welfare at all levels of the organisation.

All employees and students are given adequate training and instructions as are deemed necessary in the safe management of educational activities. Management will ensure that work and teaching methods enable health and safety regulations to be always maintained and allow for proper supervision of activities where necessary. Employees, students, and visitors can raise issues regarding health and safety. Co-operation by each employee, regardless of position or rank, and all students must be maintained, as this will allow the statutory duties to be effective and successfully implemented. The legal obligation of taking reasonable and responsible care of one's own health and safety falls upon every one that is affected by their own activities and/or omissions.

At Mont Rose College, we are responsible for and are committed to the health, safety, and welfare of all our employees, students, and others who might be affected by activities on our premises, so far as is practicable and reasonably possible. We will ensure that our statutory duties are always met. For further details, please click on the below link:

**<https://mrcollege.ac.uk/mrc-policy/>**

## **REFUND AND COMPENSATION**

This policy delineates procedures and criteria governing eligibility for refunds or compensation in circumstances where students are adversely affected by changes to course programs or campus relocation. The College is committed to transparency and fairness in managing refund and compensation requests. It will provide all required information about the Course, timetables, and location to applicants at the time of enrolment before the start of each academic year. The College plans course programs well in advance to ensure that there will be no disruption to course and progress. To understand the college measures used to ensure course continuity please refer to the Student Protection Plan accessible from

**<https://mrcollege.ac.uk/student-protection-plan/>**

If the students concerned are adversely affected by such changes, they may be eligible for a refund of their tuition fees or/ and compensation for any extra costs. The College used the Refund and Compensation Policy to evaluate refund:

**[https://mrcollege.ac.uk/policies/22\\_Refund\\_and\\_Compensation\\_Policy.pdf](https://mrcollege.ac.uk/policies/22_Refund_and_Compensation_Policy.pdf)**

## INQUIRIES

For administrative inquiries or assistance, students are encouraged to liaise with Reception or Student Services, with operational hours clearly delineated for reference.

<b>Term Time:</b>	<b>Monday – Friday</b>	<b>09:00- 19.30</b>
<b>Term Break Time:</b>	<b>Monday – Friday</b>	<b>09:00- 18:00.</b>

## IT SUPPORT

The IT Service Desk provides comprehensive technical assistance, ensuring students' technology needs are met. Contact details and drop-in times are provided for ease of access. Department may request a laptop, subject to deposit requirements and completion of requisite documentation, facilitating access to essential resources.

During the term time, drop-in times are:

<b>Monday to Friday</b>	<b>09:30:00 to 20:00</b>	
<b>Telephone support:</b>	<b>0208-556-5009</b>	<b>Ext 1004/1028</b>
<b>Email:</b>	<b>ithelpdesk@mrcollege.ac.uk</b>	
	<b>vle@mrcollege.ac.uk</b>	

## POLICIES

For all the other relevant policies, please check the below-mentioned links:

**<https://mrcollege.ac.uk/mrc-policy/>**

**Student Laptop:** Department may request a laptop, subject to deposit requirements and completion of requisite documentation, facilitating access to essential resources. If you are registered with Welfare Department and waiting for your DSA (Disabled Student Allowance) you can request for a laptop, which may include paying a refundable deposit, paid back once you return the laptop in the same condition. This will also facilitate timely processing of certificates and documentation.

## **NATIONAL STUDENT SURVEY AND GRADUATE OUTCOMES**

The National Student Survey (NSS) serve to gauge student satisfaction and post-graduation outcomes, enabling prospective students to make informed decisions and assess the value of their educational investment. NSS helps prospective students see if they are investing in the right course and making the right decision. The Graduate Outcome (GO) survey, on the other hand, collects data for all graduates 15 months following graduation. Its goal is to establish what kind of work, income or further education graduates are engaged in. It serves as a tool that captures what success will look like when you graduate. For more information, please contact:

**[nss@mrcollege.ac.uk](mailto:nss@mrcollege.ac.uk)**

## **ELECTORAL REGISTRATION**

Encouraging civic engagement, the College assists students in the electoral registration process, facilitating access to relevant information and support services.

If you need assistance to register, please contact Student Services Officer at:

**[Student.Assistant@mrcollege.ac.uk](mailto:Student.Assistant@mrcollege.ac.uk)**

**[Student.Services@mrcollege.ac.uk](mailto:Student.Services@mrcollege.ac.uk)**

by confirming your full name, Student ID number and address current postcode.

Student Support Officer will contact you with relevant information within 3 to 5 working days. If you would like to discuss this face-to-face then please visit Student Support Officer at Shakespeare House (Ilford Branch) or Mont Rose House (Gants Hill Branch).

In conclusion, this handbook serves as a holistic resource, encapsulating vital information and support services aimed at enhancing the student experience and fostering academic success at Mont Rose College of Management & Sciences.

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