

Learner Welfare, Learner Support and Resources

Premises

The MBS study site is situated at First Floor, Roebuck House, Roebuck Road, Hainault Business Park, Essex.IG6 3UG. The College is within the London Borough of Redbridge and the premises were completely refurbished and modernized at the end of 2020, a fit for purpose, comfortable, well equipped teaching and learning environment for our staff and students. The site is accessed from Fairlop Waters and Hainault Central Line Stations, and it is a healthy walk from these two stations, alternatively students and visitors can take a bus to reach the premise.

Our teaching and learning environment is centrally heated and air-conditioned and equipped with modern fit for purpose furniture, digital projectors, white boards

IT Facilities: All of our high spec computers have Internet connection and designated software and there are additional laptops in the learning centre with designated software applications. Students may also access the WI-FI network throughout the study site using their own laptops, notebooks and tablets.

Virtual Learning Environment (VLE): An internal VLE system is configured to meet our blended learning model of teaching and students will have access to learning materials, presentations, course updates, the academic planner, various feedback forms and reports and results.

Additional Support: The College endeavours to extend as much support as possible to our Learners and the Academic board and other sub committees take full account of learner feedback and requests and is tasked to respond in a sympathetic and timely manner: -

- Additional tutorial support, revision sessions and repeated classes on request
- Extended hours of use in the learning centre and IT Lab
- Soft skills tutoring and mentoring
- Study materials and handouts
- Class and Student/Learner representatives take part in the decision making process of the College through their participation in our committee system
- Learners who require English language and ICT support to improve their performance are offered additional support. Short courses and workshops in computing, internet skills, Business English and assignment writing and presentation skills are also available to Learners.

Student Common Room and break out area: Learners have a designated common room/break out area where they can refresh and relax during study breaks

Learner Induction

In the first week of academic sessions, all new Learners are required to attend induction/orientation sessions in the college. In addition to the general support and introduction for all new Learners, workshops on team building, cultural awareness and communication help students to settle down quickly in their respective fields of study. They are also given information on health and safety issues, fire drills, opening of bank accounts, oyster card systems and registration with a General Practitioner. It is in this period that Learners ask for any additional support

Learners are also introduced to various aspects of their chosen course; our operational planner; time tables and Learner engagement in the College committee system. Their module Tutors who provide them with information on their teaching and learning, assessment and feedback, grades, complaints and appeals and Learners are encouraged to express any concerns or seek further assistance on any matters concerning general and/or study-related support.

New Learners are introduced to essential Programme / Course / Unit information, Assessment Methods, Complaints and Appeals, Academic Integrity, Plagiarism and Academic Misconduct and the use of Plagiarism Scanners, Use of the VLE, and English Language support and other soft skills.

Academic Support: This mainly comprises of Tutor led “theory and practical sessions”, discussion and distribution of study materials, handouts, assignments and practical sessions.

Personal Tutors: All Learners are required to attend weekly tutorials and lectures as set out in the Operational Planner and their personal Timetable. Each Learner is allocated a named Personal Tutor within three weeks of the beginning of the course of study. The Personal Tutor is a member of our academic staff who will answer queries relating to the academic side of the course. The Personal Tutor will also act as a mentor to guide, help and support each Learner.

Help: Our Welfare staff can help Learners, particularly those from abroad, with a range of problems including: -

- Settling in the United Kingdom
- Obtaining your student travel card (Oyster Card)
- Obtaining your National Insurance Number
- Obtaining a Medical Card and Registering with your local doctor
- Opening a Bank Account and dealing with money matters

- Registering for Council Tax and obtaining a student discount
- Finding accommodation
- Help regarding attendance and non attendance at College

Support Letters: Our International Learners can request support letters from the administration office after Enrolment including bank letters; council tax exemption letters; spouse or dependent letter; travel discount forms; holiday letters.