

MBS PROSPECTUS

Welcome Message

At the Meridian Business School (MBS) we offer a modern, fit for purpose study site and facilities with friendly staff helping you to realise your potential in a welcoming and supportive environment. We wish you all the very best with your studies and look forward to welcoming you to be part of the MBS community.

MBS underwent a review for educational oversight by the Quality Assurance Agency for Higher Education (QAA) in May 2012 and maintained its academic standards and successfully reviewed until 2016. The final report is available in full at:

<http://www.qaa.ac.uk/InstitutionReports/reports/Documents/RG960Meridian.pdf>

We received the following judgements from QAA:

- The review team has **confidence** in the Meridian Business School's management of its responsibilities for the standards of the awards it offers on behalf of its awarding bodies.
- The review team has **confidence** that the Meridian Business School is fulfilling its responsibilities for managing and enhancing the quality of the intended learning opportunities it provides for students.
- The review team concludes that **reliance** can be placed on the accuracy and completeness of the information that the Meridian Business School is responsible for publishing about itself and the programmes it delivers.

QAA Annual Review 2013 – 2015

MBS underwent a Monitoring Visit by the Quality Assurance Agency for Higher Education in May 2013 and the final report is available at: -

<http://www.qaa.ac.uk/InstitutionReports/reports/Documents/REO-AM-Meridian-13.pdf>

We received the following judgement from QAA; -

“Based upon its analysis of the provider's annual return, other documentary evidence and from its meetings with staff and students, the team concludes that:

- *The provider is making acceptable progress.”*

Vision and Mission Statement

Our Vision

- ❖ To provide a " Gateway to Affordable UK Education"

Our Mission

- ❖ To provide affordable further and higher education opportunities for domestic, European Union and international students in the United Kingdom.
- ❖ To work with our awarding body partners to provide globally recognised educational qualifications which encourage our students to achieve their full potential

Core Values

Our 'core values' express what, as an organisation, we stand for and how we conduct ourselves in the pursuit of our objectives. Our core values have been developed in consultation with our staff and students. The following statements embody these values:

- As an educational organisation, we place our students and their interests at the heart of everything we do;
- We encourage our students to develop as independent and critical thinkers, with a responsible approach towards themselves and society;
- We foster an environment characterised by trust, open and honest communication and respect for the individual;

We approach all our dealings with our students, staff, other stakeholders and external agencies and organisations with integrity, honesty and the highest ethical standards

Principles that guide our approach to our students

An inclusive environment

We seek to provide an inclusive environment where the needs of all of our students are valued and considered

Student engagement

We seek to ensure that our students are represented in student engagement activities and that their feedback is taken into account in making enhancements to existing policies and practice.

Clear and accessible information

We seek to ensure that the information we provide at all stages of the student lifecycle, from marketing and recruitment through to support for learning and graduation, is accessible to all of our students.

Shared responsibility

We seek to take responsibility for meeting the needs of a diverse student body by ensuring that all of our staff are fully engaged with and committed to the task of meeting those needs.

Staff development

We seek to ensure that all of our staff working with our students have access to

appropriate training and development opportunities, which support them in recognising and addressing the particular needs of all of our students.

Governance

MBS is a private company registered in England and Wales in 2003 under Company Registration No.04968600. The company is funded by its shareholders and by tuition fees and consultancy services. It is managed by the founding company directors who are assisted by a team of specialist advisors and governed by an Academic Board made up of the company directors, the specialist advisors, members of the academic and operations staff and student representatives. A structure of sub-committees coordinates with the operations and compliance teams to enable staff and students to take part in the decision making process that shapes the quality of learning opportunities offered to students. The teaching and learning experience is supported by IT and administrative systems designed to enhance academic and regulatory compliance.

Premises

The MBS study site is situated at First Floor, Roebuck House, Roebuck Road, Hainault Business Park, Essex.IG6 3UG. The College is within 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.

Facilities

Classrooms: Our teaching and learning environment is centrally heated and air-conditioned and equipped with modern fit for purpose furniture, digital projectors, smart screens and 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 and access to printing and copying facilities. Students may also access the WI-FI network throughout the study site using their own laptops, netbooks and tablets.

Intranet System/SAMS: We are developing an intranet community website for our students, staff and stake holders enabling them to access information from the Operations Team and our Academic staff as well as news updates and details about extra-curricular activities. Students are encouraged to use the intranet and our dedicated SAMS system to communicate with the Operations Team and to request specific support letters and permissions.

Webmail: All new students are assigned with a dedicated webmail id which they can use for all internal communication throughout the duration of their studies. Students can interact with their Module Tutors, members of the Operations Team and their fellow students and gain access to personal web space for document and course work storage.

Virtual Learning Environment (Moodle System): An internal VLE system is being developed and students will have access to learning materials, presentations, course updates, the academic planner, various feedback forms and reports and results.

Learning Centre: The College has a Learning Centre/Library containing 3000 text books and journals together with 10 laptops with designated software and access to photocopying and printing facilities. We operate a one week loan facility for all the books in our library.

Additional support: The College endeavours to extend as much support as possible to our students and the Academic Board and other committees take full account of student 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/Handouts
- ❖ Class and Student Representatives take part in the decision making process of the College through their participation in the MBS Committee system
- ❖ Workshop/conference room for students use.

Student Common Room/Breakout Area: Students have a designated common room /breakout area where they can refresh and relax during study breaks.

COURSES

English Language Programmes:

GENERAL ENGLISH

General Information:

Course Code: MBS/GEN/ENG-101

Study Options: Teacher Led Classroom Learning – Virtual Learning

Intakes: January/April/July/September

Duration: 11 Months

Course Level: A2 Elementary and above

Minimum Age: 18 and above

Teaching Week: Monday to Friday

Morning Session: 8.30 AM to 1.00 PM

Afternoon Session: 1.30 PM to 5.30

Tuition Fees:

EU Students: £ 3000 (Classroom)/ £ 1500 (Online)

International Students: £ 5000 (Classroom)/ £ 1500 (Online)

Overview: The general English programme is directed towards students that seeks a broader prospect of education. It excessively assists students with their communication skills and boosts confidence and help students to excel in any given field with the help of reading and writing courses that integrate grammar and vocabulary skills.

The course is available in six levels from beginner to advanced. Students undertake weekly unit assessment based on the material covered. Furthermore they are assessed on their results and class performance, they may also level up any week since there is no minimum entry level requirement. Student will attend 20 hours per week with an option to attend extra 5 hours of free classes and 5 hours of supervised library assistance.

Entry Requirements: Learner must be 18 years or older at the beginning of the courses and must have a minimum qualification of GCSE O Level or equivalent.

Learner must provide evidence of English language competency if he/she is not from a majority English-speaking country

Learning Outcomes: Learning the English language will help you learn more about how language itself works and how to use it to communicate with others in all kinds of social, educational and professional settings. This course will assist you with

- Listening
- Speaking
- Pronunciation
- Reading
- Writing
- Vocabulary
- Grammar and Activities

ACADEMIC ENGLISH

General Information

Course Code: MBS/AE/ENG-102

Study Options: Teacher Led Classroom Learning – Virtual Learning

Intakes: January/April/July/September

Duration: 11 Months

Course Level: A2 Elementary and above

Minimum Age: 18 and above

Teaching Week: Monday to Friday

Morning Session: 8.30 AM to 1.00 PM

Afternoon Session: 1.30 PM to 5.30

Tuition Fees:

EU Students: £ 3000 (Classroom)/ £ 1500 (Online)

International Students: £ 4500 (Classroom)/ £ 1500 (Online)

An academic English course will prepare you to study in English at college or university our Academic English courses are designed to equip you with the language skills. Qualified and experienced teachers who are specialised in English for academic purposes teach this course. This means students have all the support they need to plan their pathways to progress to UK college or university to pursue your higher education.

Students who want to learn, prepare and feel confident, with the language and culture at English-speaking higher education learning environments, including university and colleges in the UK

Entry Requirements: Learner must be 18 years or older at the beginning of the course. Learners must check with the delivery centre regarding this experience prior to registering for the programme. Learners must have completed GCSE O levels or equivalent qualifications.

English Requirements: If a learner is not from a majority English-speaking country must provide evidence of English language competency.

What will you learn?

The course is designed to inspire and prepare you for higher education in English There is a clear focus on academic writing and the teachers will cover a wide range of topics to help you research, take notes and develop your academic English. You will also explore university culture and expectations in the UK and develop your critical thinking skills.

How will you learn?

- Listen to different talks and lectures and explore strategies for note-taking skills.

- Read a wide range of academic texts such as reports, articles and essays.
- Will be given tailored feedback on your academic written English
- Expand and explore your knowledge of academic vocabulary
- Discuss and debate a wide range of topics to improve fluency and accuracy

IELTS PREPARATION

General Information

Course Code: MBS/IELTS/ENG-103

Study Options: Teacher Led Classroom Learning – Virtual Learning

Intakes: January/April/July/September

Duration: 6 Months

Course Level: B1 – C1

Minimum Age: 18 and above

Teaching Week: Monday to Friday

Morning Session: 8.30 AM to 1.00 PM

Afternoon Session: 1.30 PM to 5.30

Tuition Fees:

EU Students: £ 3000 (Classroom)/ £ 1500 (Online)

International Students: £ 4500 (Classroom)/ £ 1500 (Online)

With this programme, you will be studying to improve your IELTS score for academic and professional purposes. IELTS scores serve to demonstrate your English level to potential businesses and universities and can help secure visas for working and travelling. Prepare with qualified IELTS teachers who have helped many students reach their required scores. With this course, you will learn techniques to develop all four key English skills Listening, Reading, Writing and Speaking (including pronunciation) to raise your English level before the exam. You will also prepare and practice common questions and tasks in the IELTS exam

This course is for students who are looking to attain their highest possible academic IELTS score you will be placed in an online class or classroom with people of similar language levels as you. The course is perfect for those who need expert language tuition wherever they are in the world.

What will I learn?

- Understand the IELTS Academic exam
- Feel more confident when you take the exam
- Use a range of academic language and communicate more fluently
- Think critically and express your opinions in both written and spoken English
- Use strategies and techniques to help improve all four skills listening, reading, writing and speaking.

VOCATIONAL COURSES

CARE CERTIFICATE IN HEALTH AND SOCIAL CARE

General Information

The Care Certificate is an agreed set of standards that define the knowledge, skills and behaviours of specific job roles in the health and social care sectors.

The Care Certificate is made up of the 15 minimum standards that should be covered if you are new to care and should form part of a robust induction programme. This was developed jointly by Skills for Care, Health Education England and Skills for Health.

Course Code: MBS/HSC/CC-201
Study Options: Teacher Led Classroom Learning – Virtual Learning
Intakes: January/April/July/September
Duration: 6 Months
Course Level: Level1
Minimum Age: 18 and above
Teaching Week: Monday to Friday
Morning Session: 8.30 AM to 1.00 PM
Afternoon Session: 1.30 PM to 5.30
Tuition Fees:
EU Students: £ 3000 (Classroom)/ £ 1500 (Online)
International Students: £ 4500 (Classroom)/ £ 1500 (Online)

With this programme, you will be studying to get the knowledge, skills and behaviours of specific job roles in the UK health and social care sector. The Care Certificate offers opportunities for new and existing members of the healthcare staff at various levels to refresh and improve their knowledge and skills.

Following modules and standards are covered in the Care Certificate;

- Understand your role
- Your personal development
- Duty of care
- Equality and diversity
- Person centred care
- Communication
- Privacy and dignity
- Fluids and nutrition
- Awareness of mental health, dementia and learning disabilities
- Safeguarding adults
- Safeguarding children
- Basic life support
- Health and safety
- Handling information
- Infection prevention and control

Equality and Diversity Policy

1. Purpose

1.1 MBS is committed to promoting equality and diversity and promoting a culture that actively values difference and recognises that people from different backgrounds and experiences can bring valuable insights to the teaching and learning environment and enhance the way we deliver our services to our students. MBS aims to be an inclusive community where diversity is valued, respected and built upon, with the ability to recruit and retain a diverse student body. Within this framework MBS specifically refers to measures it has in place to provide equality of opportunity and the facilities that it can provide to its diverse student body and prospective students.

1.2 MBS is also committed to compliance with relevant equality legislation, the Equality Act 2010, Codes of Practice and relevant best practice guidance. This policy pursues and builds on the statutory position to ensure effective policies and practice of promoting equality.

1.3 MBS aims to pro-actively tackle discrimination or disadvantage and aims to ensure that no individual or group is directly or indirectly discriminated against for any reason with regard to accessing its services.

1.4 However, MBS is also mindful of the provision in discrimination law for the rare circumstances when an organisation may need to justify discrimination rather than have a disproportionate effect. This could be, for instance, where there is a conflict with other legislation that MBS has to comply with or between service needs. In such circumstances MBS is committed to following the required proper assessment and objective justification of any decision in order to demonstrate that the provision, criterion or practice is a proportionate means of achieving a legitimate aim.

2. The Definition of Equality and Diversity

2.1 Equality can be described as breaking down barriers, eliminating discrimination and ensuring equal opportunity and access for all groups both in employment and in the supply of goods and services, the basis of which is supported and protected by legislation.

2.2 Diversity can be described as celebrating differences and valuing everyone. Each person is an individual with visible and non-visible differences and by respecting this everyone can feel valued for their contributions which is beneficial not only for the individual but for MBS.

2.3 Equality and Diversity are not inter-changeable but inter-dependent. There can be no equality of opportunity if difference is not valued and harnessed and taken account of.

3. Scope

3.1 This policy applies to students of MBS and all those applying to study at MBS

3.2 Where MBS's services are provided by external contractors or third parties on the basis of a specification set by MBS, these contractors or third parties are responsible for adhering to MBS's Equality and Diversity Policy whilst providing services on behalf of MBS.

3.3 This policy also applies to sub-contractors and MBS will monitor the performance of contractors and/or third parties and take all necessary steps to ensure good performance and compliance with appropriate behaviours. However, if any issues become apparent with regards to diversity or equality in relation to any contractor or third party, these will be taken very seriously by MBS and raised in the strongest possible terms with the contractor or third party.

4. Policy statement

4.1 MBS is committed to ensuring

- that students and prospective students are treated fairly in an environment which is free from any form of discrimination with regard to nine of the protected characteristics identified by the Equality Act 2010: -
 1. age;
 2. disability;
 3. gender reassignment;
 4. marriage and civil partnership;
 5. pregnancy and maternity;
 6. race (includes colour, nationality and ethnic origins);
 7. religion and or belief;

8. sex;
 9. sexual orientation;
- all student-related policies, practices and procedures are applied impartially and objectively;
 - equality of opportunity to all and to provide students with the opportunity to develop and realise their full potential;
 - that MBS works towards achieving a diverse student body
 - that students of MBS can learn and study in an atmosphere of dignity and respect.

4.2 The Equality and Diversity policy provides a clear framework for translating our policy into action. It outlines the responsibilities of the Director, Academic Board, Director of Studies and teaching and administration staff to comply with the Equality Act 2010 and expresses our strong commitment to its full and active implementation.

4.3 MBS will not tolerate processes, attitudes and behaviour that amounts to direct discrimination, associative discrimination, discrimination by perception indirect discrimination including harassment (harassment by a third party) or victimisation and bullying through prejudice, ignorance, thoughtlessness and stereotyping.

4.4 MBS recognises the importance of monitoring, reviewing and reporting on its equality and diversity policy and practice and to measure progress in meeting our policy statement.

5. Practical support for a diverse workforce

5.1 As a teaching provider committed to diversity and equality MBS recognises its success depends on creating a teaching and learning environment which supports the diverse make-up of its staff and students with supporting policies and procedures to create a framework of assistance and support.

6. MBS Policies

6.1 All MBS policies are designed to promote equal opportunity and protection against discrimination for all students.

7. Review and monitoring

7.1 MBS will undertake monitoring that not only meets statutory requirements but also aims for best practice. This is used to inform and improve our employment and recruitment practices. If through monitoring any discrimination is identified MBS will take corrective action to eliminate it.

7.2 Such monitoring will be carried out using appropriate statistical analysis and would normally deal with areas such as race, disability, gender and age and ensure compliance with legislation.

8. Training

8.1 MBS is committed to ensuring its staff and managers are trained in equality and diversity and aims to ensure that adequate training is provided so that managers are able to operate this policy. Examples include specific training on race, gender, gender identity, disability, sexuality, age and religion or belief, in accordance with the requirements of the law and good practice.

8.2 Diversity and equality forms an integral part of MBS's induction package. Administration staff and Teaching staff will ensure that all new students are made aware of our Equality and Diversity Policy

9. Communication

9.1 The Equality and Diversity policy is available on MBS's external website. Please contact Administration if you require a copy in an alternative format.

9.2 The details of this policy will be proactively communicated and promoted to all current staff and new starters.

10. Discrimination

10.1 Discrimination may take seven main forms and is defined in law along with the protective characteristics associated with each provision: -

- **Direct discrimination** occurs when someone is treated less favourably than another person because of a protected characteristic. Relevant protected characteristics include age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, pregnancy and maternity.
- **Associative discrimination** occurs when someone is discriminated against because they associate with another person who possesses a protected characteristic. Relevant protected characteristics include age, disability, gender reassignment, race, religion or belief, sex and sexual orientation.
- **Discrimination by perception** occurs when someone discriminates against an individual because they think they possess a particular protected characteristic. It applies even if the person does not actually possess that characteristic. Relevant protected characteristics include age, disability, gender reassignment, race, religion or belief, sex and sexual orientation.
- **Indirect discrimination** occurs when a seemingly neutral provision, criterion or practice that applies to everyone places a group who share a characteristic at a particular disadvantage. Indirect discrimination may be justified if it can be shown that the provision, criterion or practice is a proportionate means of achieving a legitimate aim.
- **Dual Discrimination** occurs when someone is treated less favourably because of a combination of two relevant protected characteristics. Relevant protected characteristics include age, disability, gender reassignment, race, religion or belief, sex and sexual orientation.
- **Detriment arising from a disability** arises when a person with a disability is treated unfavourably because of something connected with their disability. This type of discrimination is unlawful where the employer or education provider or other person acting for them knows, or could reasonably be expected to know, that the person had a disability. This type of discrimination is only lawful if the action can be justified and the employer or education provider can show that it is a proportionate means of achieving a legitimate aim arising from a disability.

- **Victimisation** occurs when a student is treated unfavourably, disadvantaged or subjected to a detriment because they have made or supported a complaint of discrimination or raised a grievance under the Equality Act, this policy or because they are suspected of doing so. (However, a student is not protected from victimisation if they have maliciously made or supported an untrue complaint).

11. Complaints of Discrimination

11.1 MBS takes all claims of discrimination very seriously and will take appropriate action against those concerned. Discrimination occurs when someone directly or indirectly treats a person or a group of people unfavourably because of a protected characteristic of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. This covers all behaviour - including remarks and insinuation, both verbal and non-verbal - which cause offence.

12. Responsibility

12.1 All staff have a responsibility to guard against any form of discrimination and avoid any action which goes against the spirit of this policy. Staff at all levels must ensure that there is no discrimination in any of their decisions or behaviour. This includes the provision that all staff must:

- report any suspected discriminatory acts or practices;
- not induce or attempt to induce others to practice unlawful discrimination;
- co-operate with any measures introduced to ensure equality of opportunity;
- not victimise anyone as a result of them having complained about, reported or provided evidence of discrimination;
- not harass abuse or intimidate others.

12.2 All staff have a collective responsibility to ensure this policy is successfully implemented.

The Director, Academic Board and the Director of Studies and Quality Assurance are responsible for:

- Providing leadership on the equality and diversity strategy and policy, acting as overall champions to ensure the policy is implemented;
- Communicating the strategy and policy, internally and externally;

Teaching staff and administrators at all levels are responsible for:

- Implementing the policy as part of their day-to-day management and in applying policies and practices in a fair and equitable way
- Ensuring equality and diversity issues are addressed in performance.
- Ensuring all staff and students act in accordance with the equality and diversity policy providing necessary support and direction;
- Effectively manage and deal promptly when investigating issues relating to potential discrimination,

Each member of staff at MBS is responsible for:

- Implementing the policy in their day-to-day work and their dealings with students
- Ensuring their behaviour is appropriate to the policy and that they treat students with respect and dignity;
- Not discriminating against students
- Notifying their line manager of any concerns with regard to the conduct of other employees, service users, the public or third parties.

The Director of Studies and the Operations Manager are responsible for:

- Developing policy and strategy on equality and diversity;
- Providing guidance to teaching and operations staff;
- Supporting staff in investigating issues relating to potential discrimination,
- Monitoring student policies and practices;
- Facilitating training and development initiatives on equality and diversity,

12.3 Non- Compliance with Policy - MBS will not tolerate any behaviour from staff or students which breaches our equality and diversity policy. Any such breaches will be regarded as misconduct except for serious offences such as discrimination on protected grounds; serious offences including harassment, bullying, or victimisation will be treated as gross misconduct and may lead to disciplinary action including dismissal from employment without notice or in the case of a student, dismissal from the college. (Refer to MBS Code of Conduct and Disciplinary Procedure Policy).

Code of Conduct and Disciplinary Procedure

1. Purpose and scope

Students must maintain an appropriate standard of conduct. They must obey the general law and College Regulations, demonstrate respect for all persons on the study site and display mature conduct. MBS will maintain an environment conducive to teaching and learning and will treat students with consideration and respect.

Members of the teaching and administrative staff all share the responsibility for dealing with minor misconduct by students. The Director has the authority to respond to more serious breaches of conduct. The power to suspend or expel a student from MBS resides entirely with the Director of Studies and Quality Assurance.

Failure by students to maintain appropriate standards of conduct may result in the initiation of disciplinary action by MBS. Without limiting the generality of the foregoing, students may be subject to disciplinary action in the event of: -

- Conduct disruptive to the teaching and learning process
- Failure to comply with the reasonable directions of MBS staff or faculty
- Failure to meet basic attendance requirements as stipulated for continuation in courses and programs.
- Falsification of any document or the supplying of false information to MBS
- Theft

- Unauthorized entry to College premises.
- Physical abuse or threats of violence, disorderly conduct and disturbing the peace
- Sexual harassment or racial abuse.
- Behaviour that significantly interferes with the College operations
- Behaviour that may endanger the health or safety of staff or students of MBS.
- Damage to or misuse of College property
- Plagiarism or cheating
- Use of mobile phone during the class duration.
- Access to inappropriate websites.
- Causing damage to college machinery, equipment, computers, books or other property.

This procedure is designed to help and encourage all students to achieve and maintain appropriate standards of conduct, attendance and performance. The aim is to ensure consistent and fair treatment for everyone in our community. This policy should be read in conjunction with MBS's policy on **Attendance and Reporting Requirements** which covers MBS's statutory duties as a TIER 4 Sponsor of international students to record student attendance at "expected contacts" and report absences as required to the United Kingdom Border Agency (UKBA).

2. Principles

- Counselling will be offered to students, where appropriate, to resolve problems.
- No disciplinary action will be taken against a student until the case has been fully investigated.
- At every stage in the procedure the student will be advised of the nature of the complaint against him or her and will be given the opportunity to state his or her case before any decision is made.
- At all stages of the procedure the student will have the right to be accompanied by a student representative or fellow student.
- No student will be dismissed for a first breach of discipline except in the case of gross misconduct.
- A student will have the right to appeal against any discipline imposed.
- The procedure may be implemented at any stage if the student's alleged misconduct warrants such action.

3. The Procedure

Stage 1 - improvement note: unsatisfactory performance

If a student's performance does not meet acceptable standards the student will normally be given an **improvement note**. This will set out the performance problem, the improvement that is required, the timescale and any help that may be given. The student will be advised that it constitutes the first stage of the formal procedure. A record of the improvement note will be kept for 12 months, but will then be considered spent - subject to achievement and sustainment of satisfactory performance.

Stage 2 - first warning: misconduct

If a student's conduct does not meet acceptable standards then s/he will normally be given a **written warning**. This will set out the nature of the misconduct and the change in behaviour required. The warning will inform the student that a final written warning may be considered if there is no sustained satisfactory improvement or change. A record of the warning will be kept for a period of 12 months but will then be considered spent - subject to achievement and sustainment of satisfactory conduct.

Stage 3: final written warning

If the offence is sufficiently serious or there is a failure to improve during the currency of a prior warning for the same type of offence, a **final written warning** may be given to the student. This will give details of the complaint, the improvement required and the timescale. It will also warn that failure to improve may lead to action under Stage 3 (dismissal from the college or some other action short of dismissal), and will confirm the

right of appeal. A copy of this written warning will be kept by MBS but will be disregarded for disciplinary purposes after 12 months - subject to achievement and sustainment of satisfactory conduct or performance.

Stage 4 - dismissal or other sanction

If there is still a failure to improve the final step in the procedure may be **dismissal** or some other action short of dismissal such as disciplinary suspension. Dismissal decisions can only be taken by the Director or the Director of Studies and Quality Assurance and the student will be provided, as soon as reasonably practicable, with written reasons for dismissal, the date on which the enrolment with the college will terminate and confirmation of the right to appeal.

If some sanction short of dismissal is imposed, the student will receive details of the complaint, will be warned that dismissal could result if there is no satisfactory improvement, and will be advised of the right of appeal. A copy of the written warning will be kept by MBS but will be disregarded for disciplinary purposes after 12 months subject to achievement and sustainment of satisfactory conduct or performance.

4. Gross misconduct

The following list – which is not exclusive - provides examples of offences which are normally regarded as gross misconduct:

- theft, fraud, deliberate falsification of records;
- fighting, assault on another person;
- deliberate damage to MBS property;
- serious incapability through alcohol or being under the influence of illegal drug;
- serious negligence which causes unacceptable loss, damage or injury;
- serious act of insubordination;
- unauthorised entry to MBS computer or other confidential records;

If a student is accused of an act of gross misconduct s/he will be suspended for 10 days while the alleged offence is investigated. If, on completion of the investigation, MBS is satisfied that gross misconduct has occurred the student may be summarily dismissed from the college and removed from the roll of students following which MBS will notify UKBA within ten working days.

5. Appeals

- A student who wishes to appeal against a disciplinary decision must notify the Operations Manager or the Director of Studies and Quality Assurance in writing within 10 days.
- The student will be notified in writing of the date of the appeal hearing within a further 10 days.
- The Director of Studies and Quality Assurance or his duly appointed representative will hear the appeal.
- At the hearing any disciplinary penalty imposed will be reviewed by the Director and the student and/or his or her student representative or fellow student may make further representations.
- The decision of the Director of Studies and Quality Assurance will be notified to the student in writing and is final

Zero Tolerance of abuse of staff

MBS adopts a zero tolerance policy regarding abuse of their staff. Students and visitors must behave with courtesy and respect towards all tutors and other members of staff and breach of this policy can lead to suspension and removal from MBS. Members of staff are instructed to deal with all requests for assistance from students expeditiously and with respect and courtesy and our staff has the right to expect the same in return.

Zero Tolerance of abuse of MBS property

MBS adopts a zero tolerance policy regarding abuse of MBS resources and damage to MBS property including unauthorised removal of books and learning resource materials and misuse of computers and internet and intranet facilities and breaches of this policy can lead to suspension and removal from MBS.

MBS Non – Academic Student Complaints and Grievance Policy

1. Purpose of the procedure

MBS's aim is to ensure that students with a grievance relating to their stay with us can use a procedure which can help to resolve grievances as quickly and as fairly as possible.

2. Informal discussions

If a student has a grievance s/he should discuss it informally with the person responsible for the decision from which the grievance arises. We hope that the majority of concerns can be resolved in this way

3. Stage 1 – statement of grievance

If a student feels that the matter has not been resolved through informal discussion s/he should put the grievance in writing setting out

- A chronological account of the circumstances giving rise to the grievance
- The remedy being sought
- Copies of any relevant documents
- Statements from other people that relate to the grievance

Stage 2 – the grievance meeting

- Within 10 working days the Operations Manager or his duly appointed representative will respond in writing to the statement of grievance, notifying the student of the date of a meeting where the grievance can be discussed and at which the student will have the right to be accompanied by a student representative or fellow student.
- After hearing the grievance the Operations Manager or his duly appointed representative will notify the student in writing of his/her decision and the reason for it and confirm the right of appeal to the Director of Studies and Quality Assurance

Stage 3 – the appeal

- The student may appeal against the decision of the Operations Manager by sending written grounds of appeal to the Director of Studies and Quality Assurance within 10 working days of receipt of the decision.
- The student will be notified in writing of the date of the appeal hearing within a further 10 days. The Director of Studies and Quality Assurance or his duly appointed representative will hear the appeal.
- At the hearing the grievance will be reviewed by the Director of Studies and Quality Assurance or his duly appointed representative and the student and/or his

or her student representative or fellow student may make further representations.

- The decision of the Director of Studies and Quality Assurance will be notified to the student in writing and is final and not subject to any further appeal.

Attendance Policy

Objectives of our Attendance Policy:

- To keep accurate records and use this data to maintain high levels of attendance and punctuality
- To encourage and assist all students to achieve the best possible levels of attendance and punctuality.
- To identify the rights, responsibilities and expectations of members of the College community regarding student attendance.
- To outline and explain our position regarding student attendance.
- To outline and explain our procedures for monitoring attendance.
- To outline and explain our procedures for dealing with unacceptable patterns of attendance.
- To minimize unauthorized absence by students

Students are required to attend "expected contacts

- attendance at any lesson, lecture, tutorial or seminar;
- attendance at any test, examination or assessment;
- submission of assessed or un-assessed coursework;
- attendance at any meeting with a supervisor or personal tutor;
- registration (matriculation/enrolment);
- attendance at an appointment with a member of the operations/Compliance Team.

Record of Attendance

Attendance at expected contacts is important to your progression as a student. Research shows that failure to attend classes can impair students' academic performance. Irregular attendance by a student can also seriously disrupt the work rhythm of other students in a group.

Teaching staff record attendance in a Register of Attendance for each class. Students attending more than 15 minutes late will be refused entry until after the first break.

Attendance Monitoring

Data from the Register of Attendance is entered into our electronic monitoring system (SAMS) daily and reviewed weekly by the Compliance Officer who monitors student absence

The Compliance Officer sends an email reminder to students who miss four consecutive expected contacts without having obtained permission. A further email reminder is sent to students who miss six consecutive expected contacts without having obtained permission.

Students who miss six expected contacts without prior permission are invited to attend an **Attendance Review Meeting** to discuss their non-attendance with the Compliance

Officer. If a student produces documentary evidence to explain his/her absence (such as a medical certificate) then the "unauthorised absence" will be re-recorded as an "authorised absence"

Admin Review Meeting

Persistent defaulters in terms of poor attendance, poor academic progress or non-payment of fees will be invited to attend an **Admin Review Meeting** held on three occasions in each term where they will have the opportunity to discuss their default with members of the Operations, Finance, Compliance and Academic teams.

Notification of Absence

All students are issued with a dedicated email address at Induction and they must use this email to notify us of any absence due to illness or for domestic or compassionate reasons.

Policies and Procedures

Details of all of our policies and procedures are available on our website

INFORMATION FOR INTERNATIONAL STUDENTS

English Language

All courses are taught in English and students have to demonstrate proficiency in English and show that they will be able to follow their course of study. Each course has its own academic and English language eligibility criteria and prospective students must meet these criteria in order to be accepted.

Recruitment Partners

The selection and appointment of agents and consultants is carried out by MBS through its Recruitment Partner Programme under the terms of which selection and appointment criteria set down from time to time by MBS are implemented through Agreements signed by MBS and the selected Recruitment Partner. We only use a small number of Recruitment Partners who have met our rigorous selection criteria. They must be: -

- Informed and knowledgeable in their chosen field of education and immigration
- Competent in their business organisation
- Truthful in their dealings with us and prospective students
- Fair in their application of MBS student selection criteria
- Professional in their dealings when representing MBS

Above all, our Recruitment Partners must be transparent and open in their dealings with individuals and act at all times with integrity and in the best interests of our students and prospective students.

Profiles of our Recruitment Partners are available on our website.

How to obtain a Student Visa

Please refer to UKVI website and follow the information and guidance as to how you can apply for the student visa

For further information see the UKBA website:-
<https://www.gov.uk/government/organisations/uk-visas-and-immigration>

Admission Procedure

MBS applies a policy of equal opportunity in its recruitment of students and we do not discriminate on the basis of age, gender, marital status, sexual orientation, race, ethnicity, national origin, religion, belief or disability.

Applicants submit a completed application form together with the original qualifications relied upon to support their application. The qualifications are assessed by our Academic and Marketing Teams and reference is made –where necessary – to the UK NARIC website. The National Recognition Information Centre for the United Kingdom (UK NARIC), is the National Agency providing the only official source of comparison information and advice on international education and training systems and overseas skills and qualifications. Once the qualifications have been assessed and checked against the academic eligibility criteria and English language requirement of the course selected the application is either refused or a Conditional Offer is made to the applicant giving provisional admission for a specific course and in take date. We keep a full record of all unsuccessful applications.

When accepting a Conditional Offer from the college a prospective student is required to sign a Declaration confirming that the acceptance is subject to our Terms and Conditions and pay the first year’s Tuition Fee as described in the ‘Payment of Tuition Fees’ section.

MBS will then arrange for the issue of an Unconditional Offer Letter and the Acceptance Letter in the required form. The student then submits a completed Visa Application Form and the original qualifications relied upon and evidence of the required English language competence together with proof of sufficient maintenance funds to the appropriate Embassy/British High Commission.

Any Offer to Study at The Meridian Business School (MBS) is made subject to

- the information set out in our Prospectus and Website from time to time
- the completion of our Application Form
- These Terms and Conditions

A prospective student must

- Meet the academic criteria for the course of study as set out in our Prospectus and / or Website.
- Meet the English Language criteria for the course of study as set out in our Prospectus and / or Website.
- Be able to speak English without the aid of an interpreter at any interview that s/he is required to attend before the issue of a student visa or at any interview conducted by immigration officials at the port of entry into the United Kingdom.

Verification of Documentation submitted by prospective students

MBS is required by UKBA to check and verify the authenticity of all documents submitted by a prospective student in support of an application to study at MBS and a prospective student **agrees** that MBS has the right to make all necessary and reasonable enquiries in this regard and that MBS’s decision on the authenticity or otherwise of documents submitted in support an application to study is final and not subject to any appeal.

Payment of Tuition Fees – Prospective Students

The Meridian Business School (MBS) is a private college based in London. When accepting a Conditional Offer of a place at MBS a prospective student is required to pay 100% of the Tuition Fee for the first year of study as set out in our Prospectus / Website by way of a Bank or Demand Draft payable to “The Meridian Business School” or by telegraphic transfer to our bank account, which sum will be held by MBS on trust until the visa is issued. A prospective student should not make the Draft payable to any person or body other than “The Meridian Business School” or make payments in cash or by personal cheque or send any form of payment by post. Any additional costs incurred as a result of Bank/Demand draft expiry, incorrect payment of Tuition Fee or the imposition of banking or other incidental charges will be borne by the prospective student. When the tuition fee is received by MBS we will arrange for the issue of an unconditional offer and acceptance to enable the Visa Application to be made (where applicable). If a prospective student obtains unconditional offer and acceptance from MBS but chooses not to use it to make an application for entry clearance, MBS will be entitled to financial compensation from the prospective student and MBS will be entitled to retain the sum of £ 1000.00 from any tuition fees paid by the prospective student or retain any demand draft paid by the prospective student until such time as the said payment of £1000.00 is received.

Refund of Tuition Fees:

Fees will be refunded: -

- If a prospective student fails to obtain a visa to study at MBS and scanned copies of the Refusal Letter and Passport are sent by the student or his/her consultant to MBS for verification. The student must also return all original documentation issued by MBS including all Offer Letters. MBS require a minimum period of 42 days to process and make authorised refunds. MBS is not liable for any monetary loss suffered due to currency fluctuations or bank charges incurred.

Fees may be refunded

- at our discretion where there are strong compassionate or health grounds.

Fees will not be refunded: -

- If a student obtains a visa to study at MBS but chooses not to take up the offer of admission for any reason
- If a student is refused entry to the United Kingdom by immigration officers at the port of entry because of fraud, a failure to disclose previous immigration history, or a failure to speak English without the aid of an interpreter
- If a student fails to report their arrival in the United Kingdom to MBS by the end of the 10th day following the Start Date stated in the offer letter. A student who is unable for any reason to register with MBS on or before the Start Date stated in the offer letter must obtain written confirmation from MBS of a new Start Date otherwise the offer letter will be withdrawn and notified to UKVI.
- If the visa application of a dependant of a student or of a prospective student is refused for any reason
- If a student obtains a visa to study at MBS, enters the UK, is inducted into MBS, enrolls on the chosen course of study and discontinues the course and leaves MBS for any reason.
- If a student is removed from MBS following action taken under the MBS Code of Conduct and Disciplinary Procedure Policy (a copy of this Policy is available on our website) or action taken by UKVI for non-compliance with visa requirements or conditions of stay or breach of the Immigration Rules.

Awarding Body Registration Fees

MBS is not an Awarding Body. The qualifications offered by MBS are awarded by our Awarding Body partners (such as Edexcel, Qualifi, ATHE or OTHM). MBS Tuition Fees do not include any Registration Fee payable to an Awarding Body. It is a condition of an Offer to Study at MBS that a prospective student **agrees** to pay the appropriate Registration Fee to the Awarding Body responsible for his / her qualification within one month of the Course Commencement Date.

Tuition Fees: Instalment options for second/third year students

Instalment plans are available on request for second and third year students. Students are required to sign an Agreed Payment Plan. Payments must be made as agreed. Failure to honour the terms of the plan can lead to suspension and eventual removal from MBS and the appointment of debt collectors to recover sums owed and the referral of defaulters to consumer credit agencies.

Visa Application Outcomes

MBS is not responsible for the outcome of a student visa application or a dependant visa application or for any decision made by an Entry Clearance Officer (ECO). MBS is required by its accreditation agencies and awarding organisations to employ responsible recruitment practices to ensure that only genuine students come to the UK to study. Prospective students must follow all Migrant Guidance and advice issued by UKVI regarding the visa application process in order to avoid a refusal of their visa application.

Delays in obtaining Visas

An offer of a place at MBS must be taken up before the Start Date set out in the acceptance letter. If this is not possible for any reason a prospective student must obtain a new Start Date from MBS. We are not responsible for delays in dealing with an application for a student visa and if the Start Date expires before the visa is granted the offer to a student is deemed to have lapsed.

Visa extensions

MBS follows UKVI guidelines regarding applications to extend visas by their students. Students must: -

- Complete their existing course of study within the stipulated time frame
- Pass all examinations and otherwise demonstrate academic progression
- Satisfy the Attendance Requirement
- Show evidence of sufficient funds to pay the next years Tuition Fees
- Show evidence of sufficient Maintenance Funds according to current UKVI requirements
- Apply before the current Visa expires

MBS is not an authorised Immigration Advisor and cannot make applications for visa extensions on behalf of students although designated members of staff can provide information regarding the Visa Application process; the appropriate forms and guidance notes to use and the supporting documentation required by UKVI.

UKVI Points Based System (PLEASE REFER TO LATEST GUIDANCE ON UKVI WEBSITE)

The United Kingdom Visas and Immigration (UKVI) regulate the entry and stay of international students in the United Kingdom. A prospective student when accepting an Offer to Study at MBS **agrees** that s/he is taking admission with MBS for study purposes

only and with the intention of completing his /her course of study within the stipulated time frame. If for any reason the prospective student is not able to complete his / her course of study, MBS will provide additional support to allow the prospective student to complete the course of study within the stipulated timeframe and by accepting an Offer to Study at MBS a prospective student **agrees** to pay for such additional tuition calculated on a *pro rata* basis.

The Immigration Rules and UKBA Guidance

The UKVI administers the PBS and is responsible for enforcement of the Immigration Rules and publishes Policy Guidance for the benefit of Sponsors and Migrants from time to time. A student's admission to MBS is subject to all current Immigration Rules and all Sponsor and Migrant Guidance issued by UKVI from time to time and MBS is not responsible for any changes that may alter the conditions of stay of students either during their current visa or when seeking to renew their permission to remain in the United Kingdom as a student. Any changes affecting – inter alia - a student's right to work, or to be joined by their dependants, or their length of stay in the United Kingdom or right to switch into another category of the PBS are outside the control of MBS and a student, by accepting a place at MBS, agrees that no liability is incurred by MBS for any such changes. **Students must not breach the terms of their student visas and must comply with the terms of the current Immigrations Rules and UKBA Policy Guidance and any such breach or failure may lead to disciplinary action by MBS under the MBS Code of Conduct and Disciplinary Procedure Policy and/or removal from the United Kingdom by UKBA.**

Arrival in the United Kingdom

We have requested our Recruitment Partners to prepare students for their arrival in the United Kingdom before their departure. We have supplied them with all of the necessary documentation and information to enable them to supply students with a Briefing Pack containing the documents that they need before travelling. Students are asked to advise the College of their proposed date of arrival in the United Kingdom at least 14 days before their departure date so that arrangements can be made for an airport pick-up and short term accommodation if required. Otherwise, students should advise the college of their proposed date of arrival at least 7 days before their departure date. Our Recruitment Partners can advise students of the likely cost of these services and the payment options. Our Operations Team gives advice and assistance on obtaining longer term accommodation and settling in London.

Students are then invited to **register** with the college so that we can enter personal, passport and visa details into our electronic data base and arrange for the issue of a unique student identity card. It is essential that students supply correct and up to date information regarding their current address, email and mobile phone number and keep staff updated about any changes. A range of support letters are then issued over the following days to enable students to obtain Student Oyster Cards and National Insurance Cards and to assist them in opening bank accounts and registering with a local doctor. Students then attend their **Induction Programme** - when they are issued with an induction pack containing essential information about the college and a copy of the Student Handbook containing information setting out their rights and responsibilities and welcomed by members of the academic and operations teams. Students are subsequently **enrolled** onto their respective courses and advised how to register with the appropriate Awarding Body.

Sources of further information, advice and guidance

The British Council

Education UK website - information, advice and guidance aimed at international students coming to the UK:

www.educationuk.org

Comfort zone - a guide aimed at international students coming to the UK

www.ukvisas.gov.uk/resources/en/docs/comfortzone

UKCISA

Information sheets for international students on aspects of life and study in the UK

www.ukcisa.org.uk/student/information_sheets.php

UKCISA/PMI2

Prepare for Success - an online resource comprising learning activities designed to enable international students to prepare for their studies in the UK:

www.prepareforsuccess.org.uk

The International Student Calculator - an online student lifestyle calculator designed to help international students to plan and manage their finances for study in the UK:

www.studentcalculator.org.uk/international

Student Handbook

MBS issues a Student Handbook to each student during their Induction. The purpose of the Handbook is to provide each student with all of the necessary information about our internal codes of conduct, safety standards and procedures, policies and procedures and rules and regulations. Relevant policies and procedures relating to Edexcel courses are published on their website and are also contained in handbooks available to all students

Course Deferral

MBS does not allow Course Deferral unless there are strong compassionate grounds which may be considered by the Director of Studies whose decision will be final and not subject to any appeal.

Change of Course

MBS will consider all reasonable requests by students to change their chosen course of study PROVIDED that the request is made before or at any time within the first four (4) weeks following the Course Start Date. Any decision is entirely at the discretion of the Director of Studies; is not subject to any appeal and is subject to the following conditions: -

- The new course must be at the equivalent or higher QCF level
- The student must meet the new course entry requirements
- The student must pay any additional fee due in respect of the new course
- If the new course is charged at a lower fee no refund will be made by MBS.

Reporting Personal Information

After admission to MBS students agree to the capture and storage by MBS of biometric, personal and photographic information for the purpose of compliance with UKBA requirements and students must

- Keep MBS informed without delay of any changes to their residential address and telephone numbers
- Keep MBS informed without delay of any changes to their passport details, next of kin or any significant changes to personal circumstances
- Use the personal email address provided by MBS for all communications with MBS
- To ensure the efficient operation of appropriate systems to enhance attendance and punctuality by students
- To provide guidance to students and to operational and academic staff

Reporting and Attendance Requirements

MBS is licensed by the United Kingdom Border Agency (UKBA) to recruit students from abroad under TIER 4 of the Points Based System. UKBA requires international students in further education to attend at least 15 hours of "expected contacts" per week. Regular and consistent attendance is fundamental to academic success and the achievement of learning goals. All students must comply with current Immigration Rules and Guidance issued from time to time by UKBA. Students who apply to extend their visa must demonstrate high levels of attendance and progression with their studies.

Our Reporting Duties as a TIER 4 Sponsor

All sponsors must report the following information to UKBA: -

- If a student does not enrol on her/his course within 10 days of the date of enrolment we must tell UKBA within 10 working days
- If a student misses 10 "consecutive expected contacts" on their course of study without our reasonably granted permission, and we withdraw sponsorship as a result we must tell UKBA within 10 working days of the 10th missed contact.
- If a student stops their studies we must tell UKBA within 10 working days and give them the name and address of any new Education Provider.
- If we stop sponsoring a student for any other reason (for example, if the student moves into an immigration category with a different sponsor or one that that does not need a sponsor, or their permission to stay in the United Kingdom ends because their course of study ends) we must tell UKBA within 10 working days.
- If there are any significant changes in a student's circumstances - for example a change in the length of their course of study or a change of study location - we must tell UKBA within 10 working days.
- If we have any information which suggests that a student is breaching the conditions of their leave, we must tell UKBA within 10 working days.

According to UKBA Guidance "expected contact" includes: -

- attendance at any lesson, lecture, tutorial or seminar;
- attendance at any test, examination or assessment board;
- submission of assessed or un-assessed coursework;
- submission of "interim" dissertation/coursework/reports;
- attendance at any meeting with a supervisor or personal tutor;
- attendance at any "research method" or "research panel" meetings or "writing up" seminars
- registration (matriculation/enrolment);

- attendance at an appointment with a welfare/student advisor;

Authorised Absence

Students will not usually be given permission for extended leave of absence during term time. Students who take extended leave of absence without permission may be treated as having abandoned their course of study and reported to UKBA.

Students who leave the United Kingdom during their student visa risk being stopped by an Immigration Officer on re-entry to the United Kingdom. Enquiries may be made about the student's attendance record. MBS are obliged to give accurate information about attendance to UKBA/UK Immigration Service. Students with poor attendance records may be refused re-entry to the United Kingdom.

MBS may at its discretion classify a missed attendance as "authorised" because of compassionate reasons, ill health or pregnancy -

Absence due to Compassionate Grounds

- Students may be granted leave on compassionate grounds at the discretion of the Director of Studies / Operations Manager depending on the individual circumstances.

Absence due to Ill Health

Students are advised to speak to a member of the Operations Team if they have any concerns about health or general well being. If a student is going to be absent from a lecture or other appointment s/he must telephone on **020 7403 2318** between 9.30am and 10.30 am and give the reason for absence or send an email

Absence due to Pregnancy

- UKBA Guidelines allows us to give leave of absence to students who are pregnant.
- If a student obtains confirmation from her GP or Hospital that she cannot attend college on medical grounds due to pregnancy/maternity we will treat the absence as being on health grounds.
- Leave to remain as a student will not automatically be extended because of pregnancy. If a student takes extended leave of absence because of pregnancy and her visa expires she can apply for an extension. UKBA will make a decision whether to extend the visa taking into account all of the usual considerations - attendance rate; examination/dissertation pass rate etc and also whether there is any medical evidence to support/justify the amount of time taken off.
- We are happy for students to continue to study whilst they are pregnant and after they have had their baby. However the student should make suitable child care arrangements so that she can continue to attend college for lectures and to take exams.

Consequences of taking extended leave

After any period of authorized absence MBS must judge whether a student will be able to pick up their studies again without having to repeat a previous period of study. Where a repeat of study is deemed to be necessary this is likely to be regarded by UKBA as a decision to "defer the course of study". MBS is required to report to UKBA any deferment of study with the likely result that the student's leave will be curtailed and the student will be required to return home and seek further leave in order to return to the UK to continue their studies.

Objectives of our Attendance Policy:

- To keep accurate records and use this data to maintain high levels of attendance and punctuality
- To encourage and assist all students to achieve the best possible levels of attendance and punctuality. (students who apply to extend their visa must demonstrate high levels of attendance and progression with their studies)
- To identify the rights, responsibilities and expectations of members of the MBS community regarding student attendance.
- To outline and explain our position regarding student attendance.
- To outline and explain MBS procedures for monitoring attendance.
- To outline and explain MBS procedures for dealing with unacceptable patterns of attendance.
- To minimize unauthorized absence by students
- To ensure the efficient operation of appropriate systems to enhance attendance and punctuality by students
- To provide guidance to students and to operational and academic staff of MBS
- **Attendance at lectures, seminars, tutorials, workshops, supervised study and examinations is required. Research shows that failure to attend classes can impair students' academic performance. Irregular attendance by a student can also seriously disrupt the work rhythm of other students in a group.**

Records of Attendance

MBS maintains records of individual student attendance in order to comply with its reporting requirement as a TIER 4 sponsor.

Warning Emails

MBS will monitor records of student attendance and send a reminder email to those students who miss consecutive expected contacts. A further warning email will be sent if a student continues to miss consecutive expected contacts. Students who miss ten consecutive expected contacts will be reported to UKBA. MBS seeks to encourage the best possible attendance by students. Students who miss expected contacts will be invited to attend an "Attendance Awareness Meeting" with a member of the Operations Team to discuss the reasons for the poor attendance and to discuss ways of improving performance in the future. Students who persistently fail to attend expected contacts will also be invited to attend an Admin Meeting at which they will have to explain their poor performance to their Module Tutors and the Compliance Officer.

Admin Review Meeting

Persistent defaulters in terms of poor attendance, poor academic progress or non-payment of fees will be invited to attend an **Admin Review Meeting** held on three occasions in each term where they will have the opportunity to discuss their default with members of the Operations, Finance, Compliance and Academic Teams.

Notification of Absence

All students are issued with a dedicated email address at Induction and they must use this email to notify us of any absence due to illness or for domestic or compassionate reasons.

Confirmation and Change of Contact Details

International students must inform us of any change in their contact details without delay using the "**change of contact details form**" which is issued to each student at Induction and is available on request from Reception. The form can also be emailed to

International students must also confirm their contact details by email at the end of each Term using the appropriate template to ensure that the Compliance Team is able to communicate with them in a timely manner.

Disclaimer

This document contains the best available information at the time of publication. Statements contained herein do not amount to contractual obligations and any subsequent verbal or other representations that are inconsistent with or not contained within these pages are not binding. The College of IT and Ecommerce reserves the right to alter or change without notice details of academic and English language criteria, courses, fees, entry dates, policies, accreditations and affiliations. All qualifications referred to in this prospectus are awarded by External Bodies who may change their rules and regulations and entry criteria at any time without notice. Course structure and content may change, be added to or removed entirely at our discretion and without notice. Students may be relocated to alternative study sites owned by MBS on giving reasonable notice.

Head Office and Main Study Site:

- **First Floor, Roebuck House, Roebuck Road, Hainault Business Park, Essex. IG6 3UG**
- **Telephone: + 44 (0) 207 403 2317:**
- **Fax: + 44 (0) 207 403 2372:**
- **Email: enquiries@MBSlondon.org**
- **Website: www.MBSlondon.org**

Transport Information:

London Transport

Fairlop Waters Underground Station: **Central Line**

Hainault Underground Station: **Central Line**

Bus Routes: From Ilford, Barking Side, Hainault and Romford