



STUDENT HANDBOOK

2009/2010

Message from the Principal

We are delighted that you are interested in studying at Infonexus College London. Our mission is destined with the goal of providing educational opportunities to emphasise skills and knowledge that will allow the students to adjust through a lifetime of social and technological change. We recognise that education is vital in developing skills needed for a productive society and essential in promoting the individual's sense of worth, values and high ethical standards. The College is committed to offering quality education that meets the needs of its students and assisting them in clarifying and pursuing their professional and educational goals.

Accordingly, the mission of Infonexus College London is:

- To provide excellence in the fields of IT, Computing, Business, Travel & Tourism and Management Studies.
- To promote knowledge and skills to enhance students' employability, in particular, in commercial and business sectors.
- To promote the highest standards of practice among professionals.
- To develop the potential talent of those young men and women striving to achieve professional excellence.
- To develop in its students the, courage, confidence and initiative to bring about the positive change in human society around the globe.

Once again, from me and the entire team of the Infonexus College London, we would like to welcome you and wish you the best for your bright future.

Dr. Stanley Wilkins
Principal
Infonexus College London

ICL Office Opening Hours

Opening Hours (Monday to Friday)

Reception:	9.15am – 6.00pm
Registry & Admin:	9.15am – 6.00pm
Library & IT:	9.15am – 6.00pm

Application, Enrolment and Induction

Application Procedure:

Step 1: The application process of the college starts from the completed application form. The application form can be downloaded from the website or be collected from the admission office at the college. Students need to fill the application form and to make a careful check that all sections have been completed in full. The application form should be sent with the following documentary evidence of personal identification and academic achievements.

- Evidence of personal identification (full name, picture and date of birth)
- Candidates must send us a photocopy/ photocopies of one/all the documents listed below:
 - Passport and/or
 - National ID Card
 - Evidence of past qualifications

Candidates must bring all of their original academic and professional certificates and photocopies at the time of enrolment. If candidates are unable to bring the original documents then it has to be verified by notary public or the awarding bodies themselves.

Application form and fees statement must be signed, dated and returned to the office in person, no later than the course commencement date.

Applicants need to send forms and registration fees (non refundable) to the Admission Office in London along with documentary evidence of all qualifications and evidence of personal information. We can start processing the application but the enrolment process will not be finished until all the documents are verified by the admissions committee.

Step 2: Infonexus College has set the admissions policy and procedure. The committee chaired by the principal includes the academic advisor and heads of the Departments will assess the candidate's application form and their academic qualifications. We then send a letter of acceptance to indicate the acceptance of the application for the qualification applied with details of the start date, duration and fees as the outcome of the assessment of the application.

On the basis of the assessment, we may recommend foundation course or diploma in English before starting the intended course.

We also communicate with the candidate if the application is unsuccessful within two weeks of the date on which the application was received.

Step 3: The candidates should inform us whether he/she accept our offers to pursue the course. Overseas (Non UK and non EU Students) students can pursue their visa interview with the offer letter.

Enrolment

Enrolment is the administrative process whereby you are admitted to the College as a student. Enrolment occurs before the start of your academic year and involves all the new students. On completing the enrolment process, new students will have formally joined the College.

At enrolment the following will be checked

- Your academic qualifications
- Your identity
- Your assessment for Fees & Funding purposes (Student Assessment Procedure)
- Who is paying your fees (if appropriate)

A checklist for enrolment

Application Documentation:

ICL Offer Letter

Original Certificates / Transcripts e.g. GCSE's, A level Results, HND and first degree Certificates, Professional Qualifications, English Language Qualification Certificates

Student Status Assessment Documentation/ID Check:

Passport

Birth Certificate

EU Identity Card (if Applicable)

Any Document issued by the Home Office

Driving Licence

Other documents required for certain students:

Marriage/Civil Partnership Certificate

Parent(s)' EU Birth Certificate/Passport

Sponsor Letter or Financial notification or Payment (if applicable)

Visa entry for the UK

Induction

Induction is designed to orientate and inform you about ICL before you begin your classes. Before the academic session you will receive details about where and when you should come to the College for your induction.

At your induction you will be welcomed to the College and will receive information about your course and the College's services. It will also give you an opportunity to meet the academic staff and other students on the same course as you and to learn about your programme of study. Induction is designed to get you started at ICL and is an important first step.

You should make every effort to attend your induction as it is very beneficial for you to make this initial contact with your department and to familiarize yourself with the ICL campus you will be attending.

As well as the main induction sessions we also run an ICL International Induction Session, designed specifically to meet the needs of new international students. ICL strongly recommends that all international students (those from outside the UK and the EU) attend International Induction Session. This is a great opportunity to:

- Meet other international students from all over the world
- Mix with academic staff
- Speak to student advisers and staff from the College's Administration

Students from overseas are warmly offered support services with issues such as:

- Opening a Bank Account
- Finding a GP
- Accommodation
- Fees and Finance
- Police Registration
- Visa extension applications or other immigration questions
- Working in the UK during and after studies

After completion of all of the steps in the enrolment process, students will receive an ID card. This is a student's permanent College identification and you will need it throughout your time at the College.

Academic and Support Facilities

Academic Support and Guidance

There will be a number of opportunities in the course of the academic year to obtain advice and guidance relating to your academic programme and your performance. Sessions may vary in timing and frequency depending on the discipline, so you will need to check with the registry for details of meetings. However, at the very minimum, all students can expect the following academic support in addition to the feedback normally provided through your course tutors.

Advice on course choices and options

Your programme manager will invite you to a general meeting where you can gain an overview of course choices. As well as providing you with general advice, this will also be an opportunity for you to raise individual queries and ask more specific questions on course choices.

Advice on your own academic progress

At least once a year there will be an opportunity to meet with an Academic Advisor to discuss your progress. The purpose of this meeting is to review your marks and focus on issues relating to your academic performance.

Student Advisors

As well as the academic advice and guidance offered above, and any additional support provided by your department you can seek advice on a range of general academic issues. These include:

- Help in accessing information on programme structures, e.g. syllabus, timetables, course options to help you with decision making.
- Guidance on accessing information on progression criteria, credit systems, teaching and assessment modes.
- Advice on transfers of programmes.
- Guidance for students who may be at academic risk.
- Advice about some aspects of study skills, particularly organisational skills and time management.
- Guidance on accessing information on avoiding plagiarism and collusion and on procedures relating to academic misconduct.
- Advice on temporary withdrawal and drawing up Return to Study Plans.
- Advice and support in respect of complaints, appeals and allegations of misconduct.
- Providing information on academic services.
- Liaising on your behalf with academic staff where appropriate.

Students With Special Needs (or Disability):

Infonexus College welcomes any student or employee with special needs and a designated person (**Welfare Officer**) is assigned and responsible to attend their enquiry, needs and accommodate their issues as soon as possible.

Computer Lab

ICL is equipped with computer labs uploaded with the latest software which are available for the students to prepare their assignments and home work. It is also available to the lecturers to prepare their lectures if they wish. Internet facility is also provided with fast broadband service to browse and down load information required by the students or staff. Computer facilities are regularly reviewed and updated to cope with changing technology requirements. Any obscene material is blocked to download or browse from the central server.

Library

A library with reading room facility is available for students who wish to study in their spare time or after the class. There are several course books, reports and magazines available which can be borrowed for reference. For wider choice of reference books we encourage students to register with the, British Library or libraries at Ilford, which have substantial recourses available for your use, including photocopying facilities, Internet access and various books.

Fee Payment Policy

The following policies will apply to all the applicants making an application to study at **Infonexus College London** and all the students studying at the College. All the students are required to comply with the policies mentioned below.

Fees Deposits Policy

The students applying for admission to the college are required to pay deposit fee for admission. This deposit amount will be treated as a fee, depending on the students visa status, otherwise this amount will be refunded to the student after the deduction of administration fee of £150. The deposit amount depends on the course. Students are required to pay 50% of the fee as a deposit if the course is English Language. The deposit of all other courses is £1000. The students are required to pay the deposit fee through a bank transfer or bankers draft. Infonexus College will keep the deposit fee of the students in a separate bank account. If the students get the visa then this deposit fee will be transferred into the college regular account otherwise the deposit will be refunded to the student within 4 weeks after receiving all necessary refusal papers from the student.

Fees Payment Policy

This policy is in addition to our standard Terms & Conditions, as printed in the college prospectus and on the Website. www.infoexuscollege.co.uk Some course regulations such as our English language courses have course specific regulations and may replace the terms below.

Methods of Payment of Fees

1. Information for All Students

The fees for students attending Infonexus College are detailed on the fees list. The fees are paid from the following sources:

An employer or other recognised sponsor (see section 2 below)
Student or his/her family (see section 3 below)

Students who are unable to produce acceptable evidence of support from their sponsor will be liable for the payment of their fees in the category of "student or her/his family" as above.

All students must enroll at the start of their course, and each subsequent year. At that time they must either provide an acceptable written guarantee from an official sponsor accepting responsibility for all fees due or make full payment of their fees and any registration fees for the academic year concerned or elect to pay by installments. The College will only accept student enrolments upon receipt of the relevant payments or sponsor authorisation. Installments are due at the beginning of each month or as stated in the fees statement (see section 3 below). It is the responsibility of each student or

sponsor to ensure that the College receives payments by the due date irrespective of whether an invoice has been issued. A penalty charge of £25 will be applied for late payments as detailed in section 3 below.

The College reserves the right to change a student's fee classification in the light of changes in legislation, or where it can be shown that a student has withheld information relevant to his/her fee status.

Those whose funding will come from outside the UK should apply immediately for the necessary transfer of funds. The College will not agree to the delayed payment of fees because of exchange control problem.

2. Sponsored Students

The College reserves the right to accept the sponsor's guarantee. In a case where the guarantee is not acceptable, it is the student's responsibility to pay his/her fees at or before enrolment.

3. Payment by Student

Students who are on full time courses lasting more than six months and are financing themselves may pay their tuition fees in a single payment at the time of enrolment or by installments.

Single Payment

This should be paid within 14 days of the course start date, unless payment by installments has been agreed. If the entire fees are not paid within 14 days of the start date of the course or other notified date, the student will incur supplementary charges as detailed below.

Payment by Installments

Students who are on full time courses lasting more than six months may pay by monthly installments. The College reserves the right to accept a student's application to pay the fee in Installments.

Installment Details:

First Installment: total tuition fees or min £1000, excluding the Registration fee of £50, must be payable before enrolling on a course. The supplementary fee may be waived if the full fees are paid within 14 days of the course start date.

Subsequent Installments: the college reserves the right to change installment amounts. Normally, installment amounts are evenly spread over the chosen/agreed term. Students wishing to pay off balances earlier than the agreed term may do so and may obtain a rebate on the balance fees.

The following conditions will also apply to those paying by installments:

- Students who choose to pay by installment(s) must continue to do so until the full balance of the course fee and any charges are paid in full.
- A facility to pay by installment will normally be withdrawn from individuals who fail to meet installment deadlines promptly.

Late payment charges / Rejected transactions:

- A penalty charge of £25 will be applied for late payments. The College may not accept any reason for delayed payment. Any transactions rejected by the bank will be classified as late payment.
- The penalty charge will be applied in all instances where payment has not been received by the College at close of business on the installment due date.

Scholarships and Financial Aid

ICL is offering limited scholarships for the students who have excellent academic background and proof of their professional qualifications.

The scholarships will be decided on the admission board with the consent of the College Principal and Head of Department.

We would also like to make you aware of the fact that if you introduce a friend to Infonex College, you will be awarded 10% off of your annual tuition fees.

The students who want to pay the full amount of their course fee together at the time of their enrolment will be awarded 10% off their annual tuition fees.

Refund Policy

Registration Fees: Registration fees are non refundable.

Tuition Fees: In order to claim a refund of tuition fees the student or sponsor must meet the following conditions:

i) Advise the registrar in writing of withdrawal from the course four weeks before the start date of the course.

ii) Return Student card and other College property.

iii) Overseas students or their sponsors must return all original documents (acceptance/enrolment letter, receipts etc), which were issued by the College and the proof of rejection of student visa (a letter issued by the British Embassy/High Commission, confirming the refusal of visa/entry).

Refunds will be calculated as follows:

- i. **Full refund:** Full refund of tuition fees will be made if the College is unable to offer an advertised course.
- ii. **Home/Overseas students (based in the UK):** 75% of the total tuition fees paid will be refunded if they meet conditions (i, ii) set above, and the college must be satisfied that the student has not taken any advantage using college documents and references. This includes the extension of stay in the UK, Council Tax and other benefits or services.
- iii. **Overseas students (not based in the UK):** Tuition fees will be refunded only after they meet conditions (i, ii, iii) stated above. A deduction of £100 for administration costs will be done at the discretion of the College

Should the student wish to appeal against an entry clearance/visa decision, the College will provide documentation for the next available session at no extra fees only if the student/sponsor does not apply for a refund.

Refunds will be made to the person or organisation that initially made the payment.

No refund will be made under any circumstances if the student or sponsor is not meeting the conditions set above or the student is required by the Home Office to leave the UK because of none or poor attendance or because of any breach of the law

Outstanding Liabilities

The College will initiate the recovery of fees or property owing to it at the earliest practicable date after the liability has occurred. However, if a student still owes any fees (e.g. tuition fees) or yet to replace or reimbursement for property lost or damaged by him/her, admission to the course will be refused after informal notice until the debt is discharged in full.

Exceptional Arrangements

Where there is clear evidence of exceptional hardship, a student may, at the discretion of the Director of studies, be granted special payment arrangements. New students will not normally be eligible.

Student Complaint and Appeal Procedure

INFONEXUS COLLEGE LONDON is committed to monitor and evaluate all its services to enhance its quality. Feedback and comments on these services are always welcome. The Student Complaint Procedure is the mechanism by which students enrolled with the College can obtain redress, as far as possible, for any disadvantage, damage, or distress caused by acts of omission or commission of the College, its staff or agents.

In an effort to resolve misunderstandings or concerns, a student must first make every effort to resolve the problem by discussing his or her concerns with the faculty or staff member against whom the complaint is lodged. If the concern still persists, the student may discuss the complaint with the Principal.

In addressing the student's complaint, the Principal should solicit information from both the student and staff member, may confer with anyone having information about the complaint, and/or may hold a meeting between the student and the member of staff involved in an effort to mediate and resolve the complaint.

If the complaint is then still not resolved to the student's satisfaction, he/she may appeal in writing to the Director. The Director's decision is final in this regard and the decision shall be communicated to the concerned in writing as soon as it is taken.

For all the students of External Degree/Certificate Programmes, if they are still not satisfied with the decision made by the College, their application can be forwarded to the relevant external body if they so wish.

Non Attendance of Students

We treat absence for six consecutive classes as non-attendance for any registered student on any programme and the administrative office initiates procedure for non-attendance. If the concerned student fails to provide any satisfactory reason for his/her absence, his/her registration will be cancelled.

The Registrar keeps track of this record, issues Notice of Non-attendance to students and informs the Home Office accordingly.

Administrative Procedures for Non Attendance

Step 1: Notification

The Registrar notifies the student and asks to provide reasons for the absence within five working days of receiving the Notice of Non-attendance. The notification is sent by first class delivery. The student has to contact the administrative office in person for submitting the valid reason(s). If the student is unable to submit the reason(s) in person, he or she should inform the administrative office by telephone/ fax / email within the dead line.

Step 2: Review of the Evidence

Once the student submits the evidence, the Registrar or the Director of Studies reviews it within a week and the decision is sent to the student. If the student provides satisfactory explanation no action will be taken apart from reminding him/her the Home Office Regulations.

Step 3: Termination:

If the student fails to respond within five working days of notification, s/he will be terminated. The Director of Studies will send a notice of termination to the student and the Home Office immediately.

Unsatisfactory Attendance:

Any international student whose attendance falls below 80% (as per the requirement of the Home Office) is considered as student with unsatisfactory attendance. The Registrar examines the students' attendance every week and compiles a list of students with unsatisfactory attendance. S/he subsequently makes phone calls for an explanation. If the student gives a satisfactory explanation no action will be initiated apart from asking them to improve their attendance within two weeks and reminding Home Office regulations. Where the student is not contactable by phone the Registrar will issues a letter demanding satisfactory explanation of their poor attendance within five working days and to improve their attendance within a month. If the student fails to provide satisfactory explanation or improve his or her attendance during the two weeks, the Home office is informed about the unsatisfactory attendance within three working days.

Policy on Plagiarism

INFONEXUS COLLEGE LONDON views quality of education as learning and development of an individual who is capable of working independently in the job market. This can only happen if students learn and demonstrate application of knowledge in their academic work such as essays, assignments, course work and dissertation. Plagiarism in simple words is copying someone else's work and presenting it for assessment as if it was the individual's own work. We view this as impediment to individual learning and development that deteriorates quality of education and de-motivates students. ILC offers higher education under accreditation /partnership arrangements with most British educational institutions where assessment takes place through assignments, course work, essays and dissertation. These are the areas where Plagiarism occurs and students are warned that Plagiarism is a punishable offence.

ILC pledges to follow standard code very strictly to avoid plagiarism and warns students that under no circumstances plagiarism will be accepted. In this respect assistance is available for students to check their work before submitting for assessment. In case a student submits plagiarised work without taking proper precaution then the responsibility will strictly lie with the student concerned.

Students are advised that following codes, from a typical University handbook, (<http://www.mantex.co.uk/samples/plgrsm.htm>) must be taken into consideration while submitting their work for assessment

- a) Course work, dissertations, and essays submitted for assessment must be the student's own work, unless in the case of group projects a joint effort is expected and indicated as such.
- b) Unacknowledged direct copying from the work of another person, or the unacknowledged close paraphrasing of somebody else's work, is called plagiarism and is a serious offence, equated with cheating in examinations. This applies to copying both from other student's work and from published sources such as books, reports or journal articles.
- c) Use of quotations or data from the work of others is entirely acceptable, and is often very valuable provided that the source of the quotation or data is given. Failure to provide a source or put quotation marks around material that is taken from elsewhere gives the appearance that the comments are ostensibly one's own. When quoting word-for-word from the work of another person quotation marks or indenting (setting the quotation in from the margin) must be used and the source of the quoted material must be acknowledged.
- d) Paraphrasing when the original statement is still identifiable and has no acknowledgement, is plagiarism. A close paraphrase of another person's work must have an acknowledgement to the source. It is not acceptable to put together

unacknowledged passages from the same or from different sources link these together with a few words or sentences of your own and changing a few words from the original text: this is regarded as over-dependence on other sources, which is a form of plagiarism.

e) Direct quotation from an earlier piece of the student's own work, if un-attributed, suggests that the work is original, when in fact it is not. The direct copying of one's own writings qualifies as plagiarism if the fact that the work has been or is to be presented elsewhere is not acknowledged.

f) Sources of quotations used should be listed in full in a bibliography at the end of the piece of work and in a style required by the student's department.

g) Plagiarism is a serious offence and will always result in imposition of a penalty. In deciding upon the penalty the Institute concerned will take into account factors such as the year of study, the extent and proportion of the work that has been plagiarised and the apparent intent of the student. The penalties that can be imposed range from a minimum of zero mark for the work (without allowing resubmission) through to downgrading of degree class, the award of a lesser qualification (e.g. a Pass degree rather than Honours, a certificate rather than a diploma) to disciplinary measures such as suspension or expulsion.

Plagiarism and the Web

The World Wide Web makes available unlimited information on the internet to which people have unrestricted access. Although information on the internet appear to be free however copyright restrictions still apply and acknowledgement should be made to the person / institute to whom it belongs. Care must be taken while using material from web to ensure that copyright belongs to that particular publisher.

General Information

At ICL you will find a pleasant learning experience. Our location is in the heart of East London called Ilford. Our campus is situated in the middle of the Town Centre where local facilities are on your doorstep. Ilford town is blessed with a Grand Library, Leisure Centre, Churches, Mosques, Temples and a unique Shopping Centre with market facilities where a variety of good food and different merchandise are available at economical prices.

It is only five minutes walk from Ilford station with direct connection (Buses & British rail) to the City and West End; which will give you a unique opportunity to see the multicultural society of Great Britain and share the exhilarating food and tradition. ICL is the most innovative institute in the country. Since its foundation, the institute has sought to balance the tradition with the innovation.

ICL premises are professionally equipped with an environment conducive to learning. There are a number of experienced teachers who are precisely specialised in their subject areas they teach. The programmes are designed to provide more practical understanding and experience and after completion the students will be awarded by the recognised British Universities and Professional bodies.

At ICL we believe that all students deserve the right to high quality education, so we provide a friendly and supportive atmosphere for studying that contributes to the success of our students.

General College Rules & Regulations

There is to be no discrimination against others on any basis, be it race, religion, nationality, gender or sexual orientation. Any acts there of should immediately be reported to the College authorities.

Please observe rules of common courtesy and avoid foul language, shouting or any other misdemeanors when you are on the College premises. Instances of harassment in this form should be reported to the College authorities.

You should observe proper attire, suitable to a college atmosphere. This also means respecting each other's cultures by not wearing mini-skirts or other revealing clothing, cut-offs, soiled and inappropriate clothing (i.e., T-shirts with offensive messages on them, for example).

Avoid eating and drinking in classes and in the computer labs.

All mobile phones must be switched off in class.

Please keep the College tidy and clean by throwing all rubbish in the bins provided in the front lobby of each floor.

Contact Address:

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