

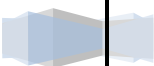


Student Handbook

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Welcome to Altamira Training Academy

Altamira Training Academy offers an extensive range of affordable application courses in the areas of Art, Media and Publishing; Photography; Information and Communication Technology; Business; Management; Administration; Hospitality; Health and Social Care and Child Care.

Our academic staff members are commercially experienced either in the management capacity or as consultants as well as having a wide range of lecturing and training experience. Our focus is on students, with small class sizes in a friendly and supportive environment.

How to use the handbook?

The handbook contains information on admission, enrolment, examinations, student support and courses. It is the student's responsibility to read, know and understand the rules and requirements set out in the handbook.

Application and Admission

Offers of student places in the Academy are made by the management in accordance with the rules, policies and procedures. Academy reserves the right to withdraw an offer and cancel the enrolment of any person where an offer was made on the basis of incomplete or inaccurate information supplied by the applicant or by a certifying authority. For all programs offered through Altamira Training Academy (ATA), successful applicants are forwarded a response offer letter, Admission letter, fees and other relevant information.

Information for Overseas Students

There are two types of overseas students in the UK: EU and Non-EU. In fact, under the current practice, EU students are treated as UK students. They can also work in the UK as EU nationals, but they should notify their employers that they are EU nationals. They can study in the UK either on a full-time or part-time basis.



Registration with the Police

Your passport should indicate whether you are required to register with the police or not. If you are required to register, you must do so. You are also required to notify the police each time you change your address while in the UK. The following documents are usually necessary for registration with the police:

Your passport;

Two passport size photographs; and the registration fee

The address of the Alien's Registration Office is:

180 Burrough High Street

London SE1 1LH

Telephone: 020 7230 1208

The office is open from 9am to 4.30pm Monday to Friday.

Registration with a General Practitioner: The National Health Service (NHS) in the UK provides medical services to UK residents; you are advised to register your name with a General Practitioner's surgery nearest to your home. In relation to immediate health-related problems, please consult the Student Welfare Officer. Who will discuss your problems in confidence and give you appropriate advice.

Academy facilities: The Academy has extensive computing facilities, including access to the Internet.

1. Computer laboratories are open Monday to Friday from 9.30 am till 5pm.
2. Students can use the library Monday to Friday from 9.30 am till 5pm.
3. If you are dyslexic and need special help or advice, you should contact the Student Welfare Officer who may be able to make special arrangements for your examinations.

The organisation that helps dyslexic people may also be contacted on: <http://www.bda-dyslexia.org.uk>

Fees and Charges: Your offer of Admission letter will state the fees you will be liable for. For enquires regarding fees please contact the Admission Office.

Academy Policies: Please consult the Administrator for all the policies in place at any time for a full copy of the policies. Full list of Academy policies are available on request. It is the responsibility of the students to read and understand the rules and policies relating to the students.

Refund Policy:

- All fees must be paid in full via cheque, cash or bank transfer, prior to course commencement. If paying by bank transfer, please contact the Finance Officer who will provide the Academy bank details.

- No refund will be made if student fails to meet the conditions accepted by signing the enrolment form.
- No refund will be made for whatever reason after semester/course commencement.

Students are required to attend the classes and progress throughout the duration of their course. If a student has been excluded due to poor attendance or progress, there will be no refund made to the student. In addition, the student may be asked to pay the remaining course fee, if any.

- In a case where a prospective student is eligible for a refund w.r.t the mentioned terms, the Academy will refund all fees paid, minus £300.00 enrolment fee and it will take a minimum 28 days from the date of a written application received. Applicant must be able to provide all original documents such as receipts, enrolment letter and ID card to Academy admin staff at the time of submitting refund application.
- If the student gained admission into the Academy through a recruiting agent, the refund claim should be submitted through the same recruiting agent to whom the student paid the tuition fees.
- The refund if applicable will be made using the same mode of payment, which the student used to pay his tuition fees.
- The refund of tuition fee if applicable will be limited to the actual amount of tuition fee received by the Academy from the recruiting agent. The Academy will not be responsible for any fee paid by the student to the recruiting agent apart from the Academy tuition fees.

A. Registration with awarding organisation

All applicants agree to register with the relevant Professional Body and allow Academy to provide their examination results to such bodies for evaluation purposes.

Introduction Course: All the students are invited to attend an induction class prior to the beginning of term. The class gives you the opportunity to meet people and to find out more about living and studying in Britain.

Programme Handbook: Programme handbook can be downloaded from the awarding body website. Most of the course information, assessment, and reading materials can be found on the awarding body websites.

Assessment: Assessment takes place throughout the course. Progress will be recorded throughout the course. Mock test, past question papers and online assessments will be available before the actual exams.

Examinations: Examinations are scheduled according to the course end dates or as prescribed by the relevant examination bodies. The rules of the examination will be in accordance of the examination bodies.

Attendance Procedure: Altamira Training Academy maintains a rigid student attendance policy. However, the Academy warns its students that in the event of their absent they will require to face the consequences.

Exam Registration: the dates for exam registration and for student membership applications are very important. Please read your Induction Fact Sheet very carefully. If you do not register on time, it is likely that you will not be able to enter the exams.

Public Holidays: The Academy is closed on Christmas Eve, Christmas Day and Boxing Day (24th, 25th and 26th December), New Year's Eve and New Year's Day (31st and 1st January), Easter Friday, & Monday (dates vary), the first and last Mondays in May and the last Monday in August (Bank Holidays).

Student ID Cards: Please always carry your card when you are at the Academy. The card remains the property of the Academy.

Books (Library): see the notice board and the teaching floor landing for lists of new books in the library. Please note that Library books are for reference use only and may not be taken home.

First Aid Box: is kept at the reception. In the event of an accident the Student Welfare Officer or the Registrar must be contacted immediately.

Trained staff provides first aid to students and members of the staff.

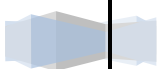
Alcohol and Drugs: The Academy does not allow any student to consume or possess any alcohol or illegal drugs on its premises. These offences are taken very seriously by the British Government and any conviction may lead to deportation or imprisonment. The Academy does not tolerate any abuse of these substances.

Smoking is totally prohibited within the Academy premises, including toilets, passages, refectory and the student Common Room.

Criminal Convictions: Student with criminal convictions should submit a complete history of the conviction and charges. Students with criminal conviction will be referred to the senior management and a decision will be taken to accept or reject the application on basis of legal advice. If accepted, it is prerogative of local British High Commission to issue the visa based on the nature of the conviction. Information on criminal convictions can be found on the visa application.

Rules of the Academy:

1. Good discipline is expected of all students.



2. Students must not use abusive language or show bad manners whereby students from foreign countries and cultures may feel offended.

3. The attention of students is particularly drawn to the following:

a. The Academy maintains a strict attendance policy.

b. Smoking is totally prohibited within the Academy premises, including toilets, passages, refectory and the student Common Room.

c. Students are strongly advised to ensure that the Academy's telephone numbers are not used for their own purposes. The Academy may however be prepared to receive calls in emergencies on behalf of students from their parents or guardians.

d. **Mobile Devices** of all kinds must be switched off while attending lectures and seminars in laboratories or using the Academy library.

e. **Students** are required to notify the Registrar of the Academy if they change their address from what have been provided to the Academy.

f. **All** absences owing to illness must be established by medical certificates. In the event of any illness of an ordinary nature, including psychiatric problems, students are advised to see the Student Welfare Officer at the initial stage.

No students carrying any contagious/infectious diseases must enter the Academy premises. He/She must notify the registrar of the nature of the illness immediately.

g. Students having any disability or learning difficulty must notify the Student Welfare Officer of the nature of the disability or learning difficulty at the point of enrolment. The nature of the disability or learning difficulty must be evidenced by certificates from doctors or registered professionals. The Student Welfare Officer shall take appropriate measures in consultation with the Registrar and Principal.

This provision equally applies to students suffering from dyslexia

a. On the orientation day students are provide the basic information on **Health and Safety**; however, they are required to familiarise themselves with the instructions on display at various places in the Academy building and act accordingly.

b. Students are reminded that use of computers **for a prolonged period at a stretch may be harmful to eye sight and health**. They are warned that they should try their best to minimise the risk of Repetitive Strain Injury.

c. In the event of a fire, students must evacuate the building immediately without using the lifts in accordance with the instruction of the Fire Marshals

d. **Alcohol and Drugs:** The Academy does not allow any student to consume or possess any alcohol or illegal drugs on its premises. The Academy does not tolerate any abuse of these substances.

e. **Eating and Drinking** are not permitted at all in classrooms or any area other than the designated eating and drinking place. In the event of any breach of this rule a student may be subject to disciplinary action by the Academy.

f. **Cleanliness:** Students must keep the building clean; they must throw waste in designated bins and the library area must be kept tidy at all times.

Basic information on medical facilities, accommodation and job facilities:

- Registration with the nearest GP
- Accommodation must be arranged by yourself but the Academy will be prepared to give you a letter of status as a student, if necessary
- A number of discounted fares and prices are offered by various bodies, please keep an eye on those offers

COMPLAINTS POLICY

1. Purpose

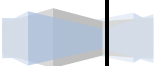
This policy aims to bring about the rapid resolution of complaints/grievances, without recourse to formal proceedings wherever possible. It applies to all students of the Altamira Training Academy (ATA).

2. Scope

A complaint and grievance can arise when a student is dissatisfied with their course, has problems with other student(s) or member(s) of academic/administrative staff. In cases of grievance a quick and efficient is in the interests of all concerned.

- Nothing in this procedure impinges on the legal rights or obligations of staff and students.
- Complaints/Grievances will be regarded as confidential and individuals concerned will be interviewed if the grievance is to be resolved.
- Complaints/Grievances which are anonymous or based on rumour cannot be investigated.

ATA reserves the right to take disciplinary action against any student whose complaint/grievance is found to be based on false allegations.



2. Equality and Diversity Statement

ATA is committed to the promotion and development of equality and diversity. The primary aim is to provide a working and learning environment which values individuals equally regardless of age, disability, ethnic origin, gender, sexual orientation, marital status, religious belief or trade union membership.

This procedure is implemented in accordance with our policies on equality and diversity, disability and race equality, and is subject to an equality and decisions/actions taken in relation to a student complaint/grievance are not influenced by the student's background or situation, and each case is dealt with on its own merits.

3. Informal Procedure - Complaints

If a student has a complaint, before invoking the formal procedure every effort should be made to resolve the issue informally by raising his/her concerns with the person(s) involved, with a student's tutor/teacher or with a member of staff from Student Welfare Officer to Principal, who will help and advice.

If this does not lead to a satisfactory outcome, or if a student feels unable to discuss the matter with the person(s) involved, the student may opt to invoke the formal grievance procedure. If the complaint has been resolved informally, no record will be kept on the student file unless both parties wish to have a note of what has been agreed. If the issue has been resolved by the Student Welfare Officer a Student Counselling Report will be filled in. Issues relating to bullying/harassment should be raised in the first instance with the Student Welfare Officer and Principal.

In case of complaints students should opt for one of the following:

1. Submit a written complaint explaining the nature of the issue by writing to the Student welfare officer
 - The Student welfare officer will give a written reply within 3 working days and arrange a meeting with the student if necessary.
2. Arrange to see the Student Welfare Officer or Principal and discuss the issue.
 - The Principal or Student Welfare Officer will make a written record form the issue in the Student Counselling Form and provide a student with a potential solution to the problem.

4. Formal Procedure - Grievance

A student may proceed from one stage of the procedure to the next only within the time scales detailed in each stage. If, other than by mutual agreement, the time allowed for any stage has elapsed and no decision has been taken to proceed to the next stage, then the matter is closed.

Stage 1

If the matter has not been resolved informally to student's satisfaction, the Student Welfare Officer will arrange a meeting with the student and give the student to make a written record of the grievance by filling in a Student Grievance Report, where all the details of the complaint will be recorded and reasons why the issue has not been resolved. The student Welfare officer will consult the Principal and within one working day arrange the meeting with the student where a solution to the problem will be offered.

Stage 2

If the issue is still not resolved, the student will be having a meeting arranged with the Principal. The Principal will record in written the nature of the grievance and provide the student with a solution to the problem.

Stage 3

If the student is still not satisfied with the provided solution the Student Committee, (The Principal, Student Representative, and a third independent party) - will arrange a meeting with a student where the grievance will be discussed and dealt with.

If the grievance is against another student the grievance will be submitted within two working days to the principal. The Principal will send a letter of acknowledgement within five working days and conduct an investigation.

Following the investigation, written notification of the outcome will be given as soon as possible, normally within ten working days of the grievance being notified. The written notification will include reasons for the outcome, the right of appeal and an explanation of the appeal procedure. If the grievance is against a member of staff the grievance will be referred immediately to the Principal who will investigate the matter through the Academy complaints procedure.

5. Appeals

If the student wishes to appeal against the outcome of the grievance the student should do so in writing within 10 working days of the decision being notified. The letter will explain who to write to. The outcome of the appeal will be sent in writing within a further five working days. It is student's right to seek advice from outside the Academy at any stage of the proceedings.

6. Monitoring

The conduct of investigations and responses to grievances will be monitored by the Principal and discussed at the management meetings.



Complaints Procedure

At ATA we seek to provide an excellent service to our staff. Regular staff feedback as well as the ATA complaints procedure is an important part of recognising and maintaining the optimum experience of everyone working the Academy. The company furthermore wishes to ensure that all staff concerns are addressed and resolved promptly. **(Please see the complaint procedures)**

If the complaints are related to academic including (assessment), learners can contact their respective tutors first and can resolve the complaints. However, if it is not resolved in the first contact, learners can follow the Altamira Training Academy's Complaint form against the decision made by the tutor.

The Academic committee will investigate and provide the outcomes of the complaints by 15 working days from the complaints made formally. If the learner is not still satisfied with the decision made by the academic committee he/she would be advised to contact awarding organisations (HABC, ABC Awards, TQUK) using their complaints procedure and if the learner still remains unhappy with the final decision that is made by HABC/ABC Awards/TQUK, the learner can then raise their complaint to the Qualification Regulator whose decision will be final.

Code of Conduct:

The Altamira Training Academy is particular about good manners and conduct of students. Violation of good manners and conduct is not tolerated by the Academy and any student in breach of discipline will be referred to the Academy management for necessary action.

The Academy does not tolerate any discrimination on the basis of race, sex, colour, creed and culture; students are advised not to refer to any of these in their discussion with fellow students.

Declaration

I..... Student at Altamira Training Academy, Promise to the following

I agree to follow the rules and regulations contained in the student Handbook. I confirm that I will follow the provisions of the Student handbook. I can confirm that I understood the contents of it.

Signed by:

Date:

Name: