



# **Learner Handbook 2021-2022**

## Learning at ECLB

### Facilities

At ECLB we hope we are able to provide you with a comfortable space for you to learn in and enough resources for you to be able to complete your course.

### Classrooms

We offer you a safe and comfortable classroom, where we have a board, chairs and tables (or chairs with tables attached) so that you can follow the class easily and comfortably.

### IT facilities

We have IT facilities which you can use to research and write up your homework or assignments. There are strict rules about what you access on the computers, including no social media or websites with adult content, or any websites which suggest hate or harm to others.

### Library

We also offer you the use of a library with a range of books to support your studies. You are welcome to use these to work on your assignments and to help you understand the topics you learn about in your classroom.

### Washrooms

We have access to suitable washroom facilities for all learners.

### Conduct and Behaviour

To make sure that you get the most out of studying at ECLB, we expect high standards of behaviour from you.

### Physical resources at ECLB at a glance

The College is located in the first and second floor of an office building and it has the following facilities.

1. Four classrooms accommodating a total of 60 students at one time
  - classroom 1 - accommodates 20 students;
  - classroom 2 - accommodates 12 students;
  - classroom 3 - accommodates 18 students; and
  - classroom 4 - accommodates 10 students.
2. Library with computer terminals for 12 students at a time.
3. Office suite

- one room for the Principal;
  - one room for Director of Studies; and
  - one Admin wing to accommodate 4 staff.
4. One lounge to accommodate 4 visitors
  5. One lounge to accommodate 6 teachers
  6. One large refrigerator to store food for 20 students
  7. Tea making facilities with hot water container for around 100 cups
  8. Microwave oven Plus cutleries.
  9. Two WC, one for ladies and one for gents.
  10. We also have a store room; a secure Vault storage cabinet to store sensitive exam related documents.
  11. We also have a photocopier cum printer scanner in our possession. Both our staff and students can use the photocopier and the ICO registration allows our students to print/copy their further reading materials @ 3p per page.

## Attendance

When you are enrolled on any course at ECLB, we expect you to attend all of your classes. If you are unable to attend a class for any reason, you must tell your Tutor immediately. If your attendance is less than 80%, we may take disciplinary action.

## Referencing and Plagiarism

Plagiarism is the action of submitting work that is not your own but pretending that it is, or not crediting the original creators of the work. All your assignments will be checked for plagiarism and it should not be more than 20% similar to another person's work. We encourage learners to check with their teachers to avoid this problem.

In order to avoid plagiarism, it is important to reference other people's ideas properly. We expect you to use the Harvard Referencing System (HRS). To help you how to correctly reference different types of work, this link might be useful: <https://libweb.anglia.ac.uk/referencing/harvard.htm>

## Coursework and Deadlines

When you are asked to complete a piece of work, you will be given a deadline - a date by which you should submit it. It is important that you submit it by this date, otherwise you might find it difficult to complete all of your course work on time. From this date, you can expect your assessor to give you feedback on it within **14 days**. Based upon this feedback if required, you are then given another **7 days** to make any changes or corrections. This is called a re-submission.

If for any reason you are not able to submit your work on the first deadline, you **must** let your teacher know **immediately**, and at least **48 hours before** the deadline. You should have a valid reason that you can provide evidence for. Work commitments are not a reason we will accept. You should also complete a mitigating circumstances form with evidence of the problem. You can also contact the Welfare Officer for help if it is a personal matter that is preventing you from submitting your coursework.

## **British Values**

ECLB is dedicated to preparing learners for their life beyond the classroom and promoting and reinforcing British values to all its students. The Government emphasises to ensure that key 'British Values' are included in what you are taught. The government set out its definition of British values in the 2011 Prevent Strategy.

The five British Values are:

### **1. Democracy**

This is the process by which people have a voice in the decision-making process.

### **2. The rule of law**

Understanding the importance of laws, whether they be those that govern the class, the school, or the country.

### **3. Individual liberty**

Being encouraged to make independent informed choices, with the knowledge that they are in a safe, secure and supportive environment.

### **4. Mutual Respect**

Understanding that your behaviour has an effect on your own rights and those of others. All members of the ECLB community treat each other with respect and this is reiterated through its teaching and learning environments.

### **5. Tolerance of those of different faiths and beliefs**

Understanding that we are part of a diverse global community of many different beliefs and cultures, and respecting each other's rights to have and express their beliefs.

## **Use of substances**

At ECLB, we expect all learners to come to classes in a condition appropriate for learning. That means that we may refuse to let you in the class if you are found to be in possession of or under the influence of alcohol or illegal drugs. We also ask all adult learners, not to smoke (including vaping or e-cigarettes) at ECLB premise.

## **Disciplinary Action**

If you are found to be breaking the conditions of your study, or engaging in behaviour which is unacceptable or potentially hurtful or harmful to others, you may face disciplinary action.

The exact procedure would depend on what the reasons for the disciplinary action are. Normally, and wherever possible the issue would be raised with you before it becomes a disciplinary matter. When it comes to discipline, you may be told via a formal letter stating the reasons for the action being taken. You have the right to disagree, and this conducted in accordance with our complaints and grievance policy as explained on page 5 of this handbook.

The first step is to attempt to make right whatever was wrong where possible. This would mean a discussion with you to change the unacceptable behaviour. If no improvement is seen within an agreed period of time, an ultimatum will be given. If this it is not resolved by the ultimatum, your enrolment may be withdrawn.

If the action is very serious, or you are believed to pose a risk to the safety of yourself or others, you may have your enrolment withdrawn immediately, but we will also always try to help you get the necessary support for your next steps. This is called signposting.

## **Policies**

Following is a brief summary of our policies that relate to your study at ECLB. Full policies may be found on the College website at [www.eclb.co.uk](http://www.eclb.co.uk) and on request from ECLB office.

### **Equal Opportunities Policy**

We are a diverse community at European College of law and Business, and we will treat everyone equally and fairly. All ages, races, sexes, religions, abilities are welcome. To support the Equality Act (2010), it is the policy of ECLB that we give an equal opportunity to everyone, and we ask all learners to show similar respect to others. This includes a person's:

- Race or ethnic background.
- Gender (male, female and transgender)
- Age (except where that is a condition of government funding)
- Religion (including those with no religion)
- Sexual orientation (straight, gay, lesbian, bisexual, asexual etc.)
- Disability (including unseen disabilities and mental health/learning difficulties),
- Family status
- Political views

No-one should use bad language or share offensive material. All forms of harassment are unacceptable and we will take action against those who break this rule. We will also try to make sure that we reflect our diverse community in our learning material and actively celebrate our diversity together.

## Health and Safety

We want you to be safe at ECLB. To ensure this we have to make sure that the chances of accident or injury are small. All equipment, rooms and activities are checked to ensure that the chance of an accident stays as small as possible - this is called a Risk Assessment. If you notice something in the environment which may cause an accident or harm yourself or others, you must report it to a member of staff immediately. This way we can try our best to make sure that it does not cause a problem.

You should always listen to what staff tell you about safe practice, and pay attention to signs for your safety (e.g. Wet Floor signs). If you see behaviour that may cause an accident or is unsafe, you are encouraged to ask that behaviour to stop, provided that doing so does not put yourself at risk. If you are asked to stop doing something because it is unsafe, please do so immediately.

If you experience an accident, our First Aiders can help. If you hear a fire alarm or are asked to evacuate the building, please follow the instructions detailed in the *First Aid and Emergencies* section on page 5.

## Safeguarding

Safeguarding is also to do with safety whilst at ECLB. It covers the welfare of our learners and staff as a whole. It includes areas such as extremist behaviour or radicalisation and all other forms of behaviour which may cause personal harm to an individual. **If you suspect that you or someone else is at risk from or has experienced such behaviour, you must report it to us**

If you have concerns about another person being a safeguarding risk, you should not tell them but contact the Welfare Officer of the College immediately. All discussions with the Welfare Officer are confidential. Sometimes external agencies may occasionally need to be involved to help resolve the situation.

## E-Safety

Safeguarding also includes E-Safety. This means using computers in a way which is safe. This means that we do not allow you to access anything on the internet which may cause offence [such as sexually explicit material or material which promotes hatred or harm to other groups]. It also

means we encourage responsible use of computers, by ensuring that your information is safe and that you do not share your bank details or other personal information in an unsafe way.

### **Extremism and Radicalisation**

These are two different but closely related ideas. Extremism is a system of beliefs, which can be political, racial or religious ideas which encourage hatred of or harm to other groups. These beliefs are those that do not support the basic 'British Values'. These values are explored in detail on page 3.

Radicalisation is the process by which a person gradually comes to believe extremist ideas. This is a gradual process that is often shown by changes in a person's behaviour over time, such as them becoming more isolated or spending more time with others with extremist ideas. If you notice this type of behaviour, please let a member of staff or the Welfare Officer know. Your report will be dealt with anonymously – no one will know your name.

Sometimes people will show behaviours or make comments that may appear extreme because they do not know better. If you hear any extremist comments, you are encouraged to challenge them provided it does not put yourself at risk. Your teachers and other members of staff will do the same if they hear it.

### **Data Protection**

When you enrol at European College of law and Business, you will fill some forms. These forms ask for some of your personal information. In some cases, we take this information because we are required by the government or the organisation funding a course. The information is used to make sure that we are offering our courses fairly and equally to all as stated in our Equal Opportunity Policy [see page 5]. It is also to help us understand who is enrolling onto each course so that we can keep it as representative as possible. Some information, such as the disability and learning difficulties information, is used to ensure that extra study support can be made available if a need has been identified.

Your information is not shared with any other person or organisation except where we have to by law, such as at to funders of a course or at a government audit. Wherever legally possible your data is dealt with anonymously. If we need to share your data, you will be asked before we do so and told at the point of collecting the data that this is what it is for. In all cases, your data is used in an acceptable way under the *General Data Protection Regulations (GDPR)* as applied under the Data Protection Act 2018.

### **Complaints and Grievances**

We hope that your time with ECLB is good and that you don't experience any problems with your studies. We will always try our best to ensure your experience is a positive one. However, we do

understand that sometimes things may not be perfect. If you feel that you have been treated in a way which is not fair and respectful, you are free to make a complaint.

The first thing you should do, is let the person who treated you poorly know what they have done. In most cases they will not have realised they have upset you, and it is easy to sort it out at this stage. If this does not work, then you may contact learner services. This is so that they can help support you finding a solution. They will keep a written record of the complaint and any actions taken or agreed. If things have not gotten better in 10 days, you can make a formal complaint and this is the **third step**. This can be done by email to [principal@eclb.co.uk](mailto:principal@eclb.co.uk).

You should tell the Principal all that has happened and they will contact you to take things further. A written record will be taken throughout. If this does not work, you may ask for a hearing at a complaints panel. Full details of the process are outlined in the Complaints Policy.

## Support

This looks at the things which may not be concerned with your studies directly, but are meant to give you the support that you need to help you progress with your studies or to ensure that our commitments to you, as suggested by our policies, are kept.

## First Aid and Emergencies

This deals with those circumstances that fall outside of the normal routine of your studies, where an injury has occurred or an alarm has been raised.

### First Aid

**If you have or witness an accident whilst at ECLB, however small, you should let one of the First Aiders know.** The First Aiders names are displayed at the reception area. The First Aider will be able to provide basic medical help and decide if further action is necessary. When the First Aider is treating somebody, they may ask you to do something to help. It is important that you do as you are asked.

First Aid boxes are kept at the reception area and are maintained by the First Aiders. Once they have treated you, they will need to make a record of what has happened in the Accident Record Book. If the accident is one which is reportable under the Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR) 2013, the First Aider or the Welfare Officer may be able to advise you of this.

## Emergency Evacuation

**If you hear a fire alarm that was not intended to go off, please evacuate the premise immediately using the fire exit doors and walk to the assembly point. Do not use lifts and do**



**not stop to collect your belongings. Once you are at the assembly point, stay there.** The member of staff responsible for your class will check your name on a register. **Do not go back in the building until instructed to do so** by the Fire Marshal. Alarms will be set off regularly to practice the evacuation procedure. You will not know whether the alarm is real or not each time, and you must **treat it as a real event.**

## Disability and Special Needs

We want to ensure that all of our services are accessible to all. This includes people who may have a disability, a learning difficulty, or other type of special educational need.

When you enrol, we asked you to inform us of any disability you may have, so that we are able to provide you extra support that you might need. This is called ‘reasonable adjustments’ which can be anything from a little more time to do things or other.

We understand that disabilities and learning difficulties may include a wide range of conditions:

### 1. Seen disabilities:

Where the disability itself is easily noticed by others, such as where you may need to use crutches or a wheelchair, or where physical movement is obviously difficult.

### 2. Unseen disabilities:

Where the disability is not immediately noticeable, such as colour-blindness, diabetes, epilepsy, ME or similar conditions.

### 3. Mental health conditions:

Disability doesn't always just affect the body; it can also affect the mind. This includes conditions such as Bi- polar disorder, depression or similar conditions.

### 4. Learning difficulties:

This includes those conditions that make it harder than average for someone to learn something new such as dyslexia, dyscalculia, dyspraxia or Asperger's syndrome/autism.

We also understand that some disabilities may be temporary and others permanent. Some people may experience good days, and others where they may find it very difficult to function. Therefore, it is advisable to make us aware of your condition so that we are able to find ways in which we can support your ability to study.

## Pastoral Support

Sometimes we go through things that make our lives feel hard, and we need someone to talk to, or discuss their ideas, problems or situations with. Pastoral support is provided through the Welfare Officer. It is meant to give you the opportunity to have someone to talk to about problems, seek

support as well as give you information, advice and guidance.

This can range from things such as finding a bank, experiencing exam stress, experiencing bullying or domestic violence. Whatever the problem, the Welfare Officer will always work with you to find a way to support you. If you feel that you need to speak to a female member of staff, please let the Welfare Officer know about it.

All support given, and anything disclosed to the Welfare team is treated in strict confidence. If we need to engage a third party we would always do so with your permission. However, if there is a clear and immediate risk to your life, or that of another person, especially a child, we are legally obliged to report it.

### Study support

In addition, to giving you support to learn the topics of your course ECLB will also offer you support in gaining the skills needed to complete your course. This is done through monthly reviews which you will have with your teacher and/or assessor. This will help you set targets and reflect on what skills you need to develop. You will also receive feedback on your work after you submit it and it is assessed. The key skills that we will focus on are:

#### English

This is to ensure that the level of language you are using is appropriate for the course you are on. It includes feedback on Spelling, Punctuation and Grammar (SPaG). In your feedback you will see the following being used to mark the English in your work:

#### Maths

Where you need to complete mathematical calculations, you will receive feedback on your use of numbers.

#### Information Technology

You will also receive support in using Microsoft Office to type up your assignments, and safely using the internet to research your work.

#### Religion and Faith

At ECLB we are a supportive and inclusive community. We have members from many faith backgrounds as well as those with none. We will actively celebrate this diversity within the classroom and respect each other's beliefs. We will, wherever feasible, support the inclusion of quiet spaces for prayer and reflection. We will also attempt to accommodate religious festivities in the planning of work and submission wherever possible.

## Careers and Progression Support

As you progress through your course, there will come a point where you will start to think ‘what next?’ You may have a particular type of job in mind, or you might want to do another course. Maybe you have no idea what you want to do.

The admin department works with your teachers to give you information, advice and guidance on what your next steps might be, and how to achieve them. You can also contact the National Careers Service which can give you additional support on everything from CV writing and interview skills to deciding career paths and options for further study.

More details can be found at: <https://nationalcareersservice.direct.gov.uk/>

## Your course: a checklist

When you begin your course, you should know the following information:

- The full name of your course (including the awarding organisation)
- Your course structure including duration and units (both mandatory/optional)
- Your level of Study
- Who ECLB is in relation to your course?
- Your timetable
- Who your teachers are?
- What books/materials you need to do your course
- Who the first aiders are?
- What to do in an emergency/fire (evacuation procedure)
- Who the welfare officer is?
- What Prevent means
- What Plagiarism means
- Support available for your learning needs
- Support available for your pastoral/welfare needs
- Where to find the College policies