



## Staff Handbook

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## **Part 1**

### **Essential Information**

European College of Law Business (ECLB) regulations are designed, consistent with our statutory obligations, to provide a framework for conduct to ensure that the College is able to meet the needs of its beneficiaries and offer them the maximum support they require towards their learning and attainment of academic objectives. The information provided herein will enable you to understand mutual obligations and responsibilities and derive the best outcomes during the course of your study here at ECLB.

### **Our Staff**

ECLB interprets "Staff" to mean any person engaged by ECLB to work as volunteer, full time, part time, self-employed worker, under a contract signed by the Director. A sample 'Contract' is attached here. The time of employment will be calculated from the moment staff would start induction.

### **Conditions of Employment**

Please refer to the individual Employment Contract of each.

### **Information Advice & Guidance (IAG)**

In October 2009 the Government launched a new strategy to make careers education and Information, Advice and Guidance (IAG) more relevant to the 21st century. The Information Advice and Guidance strategy aims to make careers education more accessible for learners and ensure each one of them, whatever their background, can make the right education and training choices so they have the best possible chance of succeeding. The service is designed to help learners make an informed decision about how to improve job prospects or skills, obtain a qualification or just make the most out of a current job.

## **Our purpose**

The purpose of the Information, Advice and Guidance Service is to support enquirers / prospective learners considering study at ECLB and to support learners in achieving their aspirations, including their study and career goals.

## **Aim of the IAG service**

The Service aims to deliver IAG to enquirers, potential and registered learners for a qualification at ECLB or its alumnus. IAG Objectives

Our IAG objectives are to:

- 1) empower potential and existing learners to achieve their study and career goals and to develop independence in their decision making
- 2) ensure that the delivery of IAG within the College is responsive to changes and developments both internally and externally, including changes to our learner markets
- 3) support the improvement of learners' completion and progression rates
- 4) work proactively and collaboratively internally to enhance the effective delivery of IAG.
- 5) identify and work in partnership with external organisations to inform and enhance our service to learners.
- 6) provide learners' professional, timely, accurate, current, clear, impartial, and relevant advice. Advice provided is aimed to flourish in achieving goal, building confidence, boosting self-esteem, understand how funding works, informed decision making, break boundaries and raising aspiration.

(For full policy, please visit ECLB website at [www.eclb.co.uk](http://www.eclb.co.uk))

## **Attendance**

The College requires that the staff to attend 10 minutes before the working shifts, so that the actual work can be started in due time. The staff will log in since the time when start work. The staff is required to sign out and get ready to leave.

Any interim break should be reported to the Principal. Any sudden/planned delay, absence and leaving early should be formally notified and agreed by the Principal. All holidays MUST be agreed prior to the booking.

## **Appeals Policy**

### **Introduction**

European College of Law and Business aims to ensure that all decisions affecting learners are processed fairly, in order to produce reliable and valid judgments. Despite this there may be incidents when ECLB decisions are questioned. ECLB has developed procedures in order to allow candidates to enquire about, or appeal against, decisions that have been made.

### **Grounds for appeal**

The College's assessment process is subject to quality assurance procedures which are approved by its awarding Organisations and which conform to the guidance issued by the Quality Assurance Agency in its Quality Code. Learners of the College have the right of appeal against the decision of an Examination Sub Committee, where applicable.

## **Complaints Policy**

### **Introduction**

The College greatly values the views of its staff and students. It aims, therefore, to manage their complaints in a way that is sensitive to the needs of each specific case and supportive of the College's goal of providing an exceptional experience. There are a number of informal channels through which it is hoped that most problems can be resolved. If, however, you need to pursue a complaint formally, you can be sure that the College will treat it seriously and impartially, on the basis set out in this document.

### **Scope of the policy**

The College complaints Policy is available to all students of the College to enable them to raise any concerns about service provision, including matters relating to discrimination in any form.

The policy of the College is that no person (student, staff or visitor) is discriminated against, either directly or indirectly, on the grounds of their race, colour, ethnic or natural origin or nationality, gender, marital status, age, disability, sexual orientation, religious or political beliefs, disability or offending background. No person shall be discriminated against or adversely affected for making a complaint.

## Grounds for Complaints

Grounds for complaint might include:

- ❖ Dissatisfaction with standards of *academic provision* (e.g. the academic framework such as course design, content and structure; resources and facilities; arrangements for assessment; and information provided on the course)
- ❖ Dissatisfaction with the *quality of supervision and tuition*
- ❖ *Failure to meet obligations*, such as those set out in the Prospectus, Learner Handbook, the Equal Opportunity Policy etc or other promises or assurances agreed
- ❖ *Deficiencies in standards of service*, including lack of *support* facilities such as administrative services
- ❖ *Harassment, bullying and victimisations*, and
- ❖ Other deficiencies impacting on the quality of students' learning experience.

(For full policy, please visit ECLB website at [www.eclb.co.uk](http://www.eclb.co.uk))

## Insurance

European College of Law and Business has insurance to cover its legal liability for accidental injury, loss or damage sustained by third parties when learners are on campus or on official placements arranged by the College as part of a learner's programme. ECLB does not accept any responsibility for personal property lost or damaged on its premises or on official placements off campus. Any person causing loss or damage to ECLB property will be held personally responsible and liable for the cost of replacement or repair, as necessary. Learners wishing to insure either themselves or their possessions are strongly advised to make their own arrangements as no personal accident or contents cover is provided by the College.

## How will you ensure if there is a change?

You will be notified of any changes to employment and related issues. Please ensure that you visit them regularly to avoid disappointment.

- The college notice boards
- Notices circulated to the staff
- Email, SMS, Call
- Minutes of Meetings
- Others.

## How will you communicate with the College?

All formal communications must be made in writing or using prescribed forms for the purpose. Please ask for an acknowledgement and retain a copy for your records.

## **Part 2**

### **Welfare and Services**

#### **Introduction**

The staff are the fuel of this establishment. We ensure that staff's welfare, well-being and holistic development are given utmost priority at all times. The Management team of the College is responsible to provide you assistance that you may need during the employment, either you are in the UK or abroad.

#### **Contact person for welfare and pastoral support**

You need to contact Welfare Officer (P. B. Barua) for all matters related to your welfare and pastoral support. The Welfare Officer will direct you to the appropriate member of staff and ensure that the issues are resolved to your complete satisfaction.

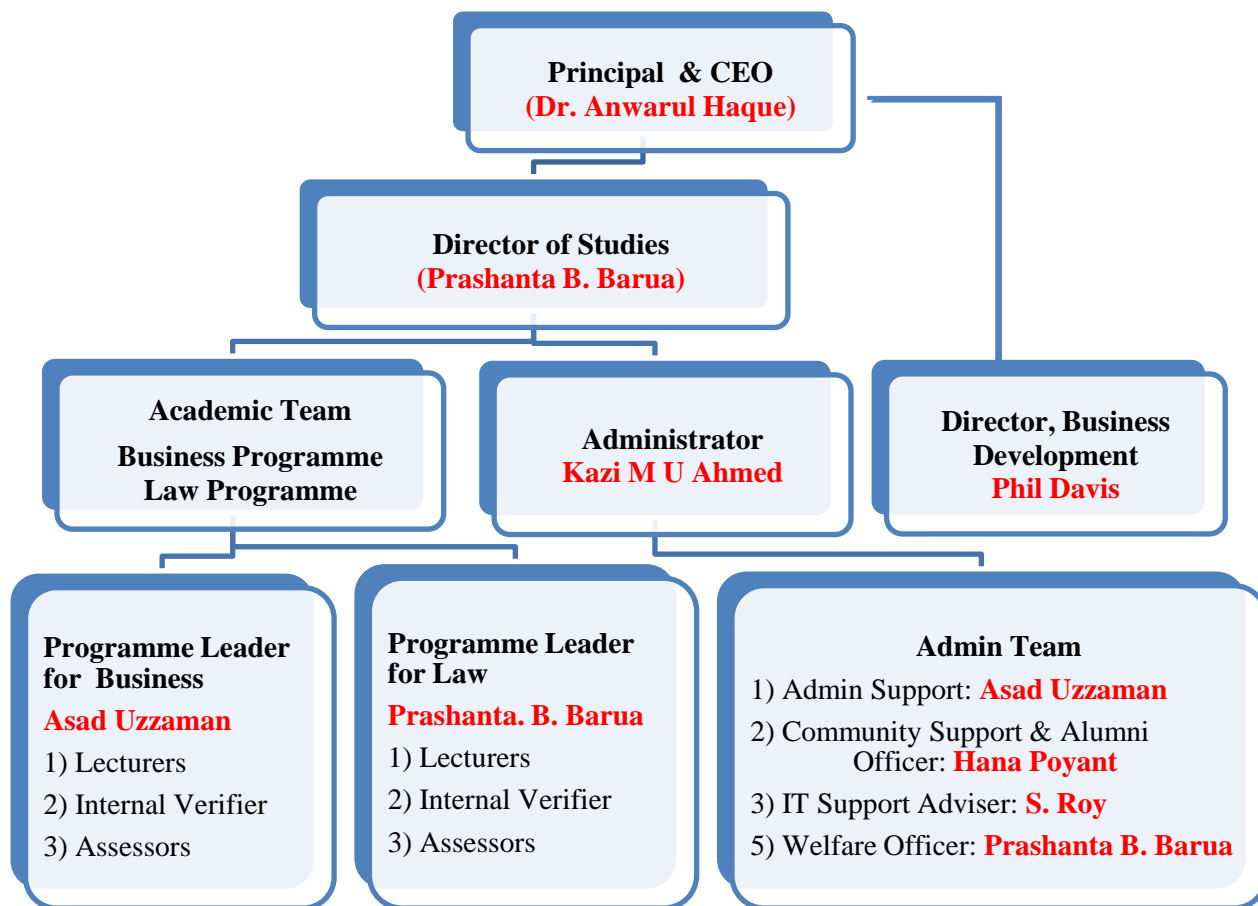
#### **Contact person for Employment Issues**

You need to contact, the HR Manager for any issues related to your employment. In absence of the HR Manager, you may also contact the Principal.

#### **Staff representatives**

It is a small establishment and we have very limited staff, who are mainly part time and self-employed. We do not have any Trade Union to represent you.

## ECLB Organisational Diagram



### Key Job Responsibilities:

**Principal:** Overall responsibilities for Academic and Admin matters, including quality assurance, policy making, finance, liaise with External reference Points.

**Director of Studies:** All academic matters including teaching & learning, exam, assessment, IV, EV and related matters.

**Programme Leaders:** To ensure a quality delivery of the programmes as per the requirement of the Awarding Organisations, including teaching, learning, assessment.

**Administrator:** Overall administrative matters including day to day administration, attendance, performance and related issues.

**Community Support & Alumni Officer:** Support local community who are disadvantaged and liaise with ECLB Alumni to obtain their progression and employability status.

**Lecturer:** Provide course introduction, lectures, prepare scheme of work, lesson plans, tutorials, one to one support, career advice and information and guidance.

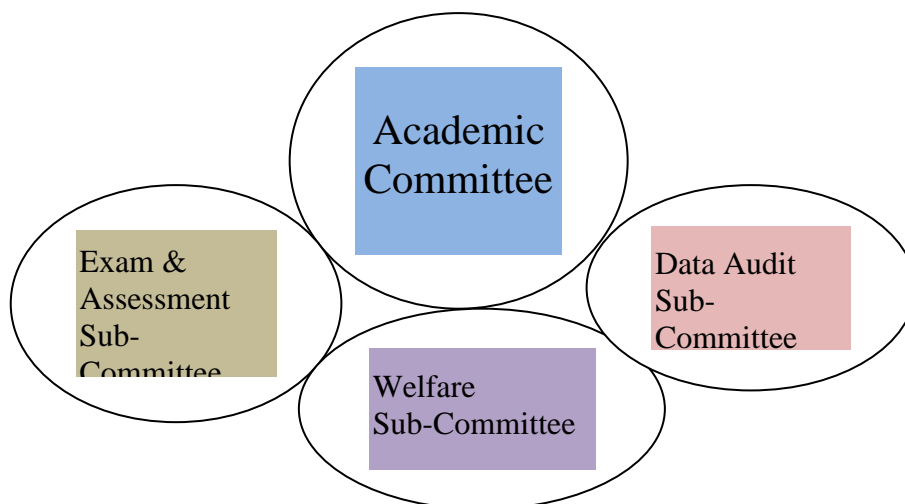
**Assessor:** Assess learner work to grade their work for Pass, Merit or Distinction following the Assessment and Verification Policy and provide feedback to the learners.

**Internal Verifier:** Verify assessors' work to justify that the assessors has assessed the learners' work accurately and provide constructive feedback.



## The Staff Participation at Committee Meetings

The College operates the following committee structure.



- Academic Committee (Meets bi-monthly to decide on all matters related to academic standard and quality of learning provision).
- All sub-Committees are to meet at least three times annually.
- Any committee can arrange a meeting outside of these specified time table on ad-hoc basis, if required.
- A yearly time table is available from the admin upon request.

| Name of the Committee           | Structure   | Frequency of Meetings  |
|---------------------------------|---|--|
| Board of Directors              | <b>Chair:</b> Director<br><b>Secretary:</b> Administrator<br><b>Member:</b> Principal, Director and External representative             | 1 <sup>st</sup> week – April<br>3 <sup>rd</sup> week – October<br>Ad hoc   |
| Academic Committee              | <b>Chair:</b> Principal<br><b>Secretary:</b> Administrator<br><b>Members:</b> Programme leaders, IV, Assessors, Learner representatives | 1 <sup>st</sup> week - January<br>1 <sup>st</sup> week - March<br>1 <sup>st</sup> week – May<br>1 <sup>st</sup> week - July<br>1 <sup>st</sup> week – September<br>1 <sup>st</sup> week – November<br>Ad hoc |
| Exam & Assessment Sub-Committee | <b>Chair:</b> Principal<br><b>Secretary:</b> Administrator<br><b>Members:</b> Programme leaders, IV, Assessors                          | 1 <sup>st</sup> week – February<br>1 <sup>st</sup> week – June<br>1 <sup>st</sup> week – October<br>Ad hoc   |

|                             |   |  |
|-----------------------------|---|--|
| Welfare<br>Sub-Committee    | <b>Chair:</b> Welfare Officer<br><b>Secretary:</b> Administrator<br><b>Member:</b> Principal, teaching staff, Learner representatives | 2 <sup>nd</sup> week - March<br>2 <sup>nd</sup> week - July<br>2 <sup>nd</sup> week – November<br>Ad hoc |
| Data Audit<br>Sub-Committee | <b>Chair:</b> Director of Studies<br><b>Secretary:</b> Administrator<br><b>Members:</b> Principal, Programme leaders                  | 3 <sup>rd</sup> week - April<br>3 <sup>rd</sup> week – Aug<br>3 <sup>rd</sup> week – December<br>Ad hoc  |

The College will invite learner representatives to attend these meetings at least for the part of the meeting where it related to the learning provision. The discussion and decisions are minuted and distributed to the committee members.

### IT Services

Access to the IT facilities at ECLB is normally available during the opening hours. Staff and learners are permitted to use workstations. Access to unlimited Broadband Internet access is available through all computers. All computers have Windows7 and a wide range of software, including Microsoft's Office suite, as well as other common applications, such as e-mail and Internet browsing facilities.

### Photocopying/Printing

Photocopy of teaching materials can be done from the ECLB by using our own photocopier, subject to the limits imposed by copyright regulations. ECLB has a copyright license to enable learners and staff to copy extracts from publications normally up to 5% of the work. There are black and white as well as colour copier and scanner for you to use. You can also use printing facilities from ECLB.

As a valued learner of the College, there will be no charge for a reasonable copying or printing. However, for large printing or copying a minimal charge will be applicable and is payable to the administration.

### Computers and Internet

ECLB has one computer lab equipped with sufficient computers that enable access to the internet. Learners can use these computers at their convenience at any time during the College opening hours. In addition to the computer lab, the College provides Wi-Fi facility for learners to use their laptops and other gadgets to access internet. The access to internet by learners is protected by appropriate firewall systems.

## **Library**

ECLB has a library with a collection of books on areas related to different courses offered. These books are usually provided to learners as reference material, to be used within the College premises.

Learners, tutors and all such relevant personnel can have access to the ECLB library. In no case more than two books will be issued to students at one time. Books can be retained for a maximum of 10 days. A fixed penalty of 25p per day for each material will be charged if you fail to return the books within the schedule deadlines.

## **Change of Address, Phone Number and E-mail Address**

Any change of address, phone number and e-mail address must be notified to the Admin immediately. It is essential that the students keep the College informed of their current address, without which ECLB cannot provide guarantee of service in regard to urgent notifications. To do this, you need to complete the 'Change of Circumstances Form'.

## **Notices and Information**

You must ensure that you read the notices displayed on the College Notice Boards and update yourselves regularly on ECLB affairs. Important information, handbooks, course books and course specific information, examinations/assessment schedules and changes initiated by the awarding organisations is also disseminated to you at the Induction.

## **First Aid**

ECLB has the statutorily required facilities for providing First Aid to the learners and members of Staff. The first aid box is placed outside the Principal's room on a little desk, close to the notice board. With its dedicated first aid personnel ECLB provides first aid whenever such support is needed. This is to mitigate with emergency medical conditions and they are referred to appropriate medical specialists immediately. You are advised to contact your GP to obtain follow up advice after the first aid.

## Learner Welfare

ECLB has a section for rendering learner welfare services where the learners get advice on a range of non-academic welfare issues. The College office also holds any lost property that is handed in. You can claim if you have lost anything and you may get it back showing appropriate description that matches with your lost property. Welfare officer also helps and guides you to organise any events that you wish to hold on behalf of all learners and provide information that may help you on matters such as:

- Job Centres & Part-Time Jobs
- Student Discounts/Transport for London (TfL) Travel Cards

You may contact the Welfare Officer for any help or support on any issues related to general welfare.

## Refreshment

ECLB has specified area for refreshment facilities lunch/tea/coffee etc where you can enjoy refreshing yourselves. However, eating and drinking is strictly prohibited in the Library, IT room and classrooms.

## Part 3

### Special Requirements

### Health and Safety Policy

#### Statement of Intent

European College of Law and Business recognises and accepts the responsibilities stated in the Health & Safety at Work Act 1974 and will, as far as is reasonably practicable, ensure the health, safety and welfare of all College staff, learners, visitors, contractors and members of the public who are, or may be, affected by its activities. The ultimate goal of this Health and Safety Policy is to promote a positive safety culture across the College, where everyone has the same set of values and beliefs in working safely.

ECLB will:

- Regularly monitor the effectiveness of health and safety through regular workplace inspections, audits and investigation of all incidents.
- Provide a safe environment for its learners in its care while they are studying at the College, visiting the College or participating in the College activities.
- ECLB requires the continuous commitment and involvement of everyone to:
- Identify and control hazards and risks
- Meet the expectations required of the College
- Conduct fire drills to ensure compliance with health/fire and safety regulations

### **Operation of Fire drills**

All ECLB learners must be attentive to the following fire alarm Regulations and safety measures: Both announced and unannounced fire drills take place throughout the year in the ECLB premises

- A continuous alarm sound signals that there is a fire; hence everybody in the ECLB premises must immediately vacate the building.
- All learners must be aware of the fire assembly point which is on the ground floor behind the ECLB building in front of the Iceland car park.
- Do not wait or stop to collect personal belongings and proceed to the nearest emergency exit and get out of the ECLB premises.
- Do not use the lift in case of a Fire alarm.

### **Data Protection**

European College of Law and Business is committed to a policy of protecting the rights and privacy of individuals (including students, staff and others) in accordance with the Data Protection Act of 1998 (DPA). ECLB needs to process certain information about its staff, students and other individuals it has dealings with for administrative purposes.

The purposes of the Data Protection Policy include the following:

- To recruit and pay staff
- To administer programmes of study
- To record progress
- To agree awards
- To collect fees, and
- To comply with legal obligations to funding organisations and government.

The DPA (1998) enhances and broadens the scope of the Data Protection Act of 1984. Its purpose is to protect the rights and privacy of living individuals and to ensure that personal data is not processed without their knowledge, and, wherever possible, is processed with their consent. To comply with the law, information about individuals must be collected and used fairly, stored safely and securely and not disclosed to any third party unlawfully.

(For full policy, please visit ECLB website at [www.eclb.co.uk](http://www.eclb.co.uk))

## **Equal Opportunities**

European College of Law and Business as an institution of learning is fully committed to equality of opportunity in all aspects of the life and work of its members with specific references of its commitment to the following:

- It recognises that discrimination of any kind is unacceptable in any form.
- All individuals will be treated with dignity and respect and be valued for their contribution
- The main Equal Opportunities Policy outlines the current legislation in this area together with roles and responsibilities, the scope and aims of the policy and how it will be implemented and monitored. This is achieved mainly through its Equality and Diversity.
- It has such policies that relate to equal opportunities to actively combat direct and indirect discrimination, to raise awareness so as to help unintentional discrimination and to ensure all its stakeholders comply with its policies, codes of practice and related legislation.
- It encourages all its stakeholders to participate fully in its endeavours, regardless of their gender, colour, race, religion, nationality, ethnic or national origin, sexual orientation, marital status, disability or age.

(For full policy, please visit ECLB website at [www.eclb.co.uk](http://www.eclb.co.uk))

## **Non-Smoking Policy**

Smoking is strictly prohibited in the ECLB campus as per law and the College is a declared non-smoking zone. No student or member of staff is allowed to smoke within the College premises.

## **Use of Mobile Phones**

Mobile phones must be switched off during class hours and during the period of examination. They must be handed in during examination to an invigilator or placed in a box at the back of the room.

## Termination/Dismissal

Any learner may be expelled, suspended, placed on review, or given a disciplinary warning for reasons such as:

- Submitting falsified documents or misrepresentation of identity
- Unauthorised entry to the College premises or being involved in abusive behaviour
- Intimidation or theft
- Damages to the College property
- Cheating on tests/examinations
- Obstructing College functions
- Unauthorised entry into the College premises or abuse of College property
- Possession of illegal substances, e.g. drugs, unless accompanied by the relevant medical certification
- Possession of items/weapons deemed "dangerous".

## Part 4

### Code of Conduct

European College of Law and Business only admits learners who are over 18, and consequently deemed adult and mature.

All learners are expected to conduct themselves in a reasonable and orderly manner having due regard for other people and ECLB property.

Learners are expected to observe all ECLB regulations, policies and procedures that govern the effective management of the College activities, including those relating to financial requirements, health and safety, the use of learning, computing and library. Copies of regulations, policies and procedures can be obtained from the ECLB website and from the College administration.

An act will be regarded as misconduct and therefore the subject of disciplinary action, if it constitutes or is likely to constitute improper interference with the normal and legitimate functioning and activities of the College or of those who work or study at ECLB, if it endangers the safety or property of others or if it damages or is likely to damage the reputation of ECLB.

The sale of goods or services by learners on ECLB premises is not permitted. Similarly, any form of gambling in the College premises is illegal and will result in disciplinary action. The use of any illegal drugs on ECLB premises is prohibited and any dealing in illegal drugs will always be reported to the police.

The following constitutes a non-exhaustive list of the types of misbehaviour or misconduct that this Code is intended to cover.

- Violent, indecent, disorderly, threatening or offensive behaviour or language (including possession of weapons, chemicals and acts of terrorism).
- Fraud, deceit, deception or dishonesty in relation to ECLB or its staff or in connection with holding any office in ECLB.
- Action likely to cause or impair the health, safety, and well-being of any learner, member of staff or other employee of ECLB or any authorised visitor to the College campus.
- Verbal abuse, bullying or any form of harassment, intimidation, victimisation or discrimination of any learner, member of staff or other employee of the College or authorised visitor to ECLB.
- Damage to, or defacement of, the College property or the property of other members of ECLB community caused intentionally or recklessly and misappropriation of such property.
- Misuse or unauthorised use of ECLB premises or items of property, including misuse of computers or other electronic devices to transmit, receive, view or display offensive, defamatory, discriminatory, obscene or otherwise illegal material or to introduce any virus, worm or other harmful or nuisance program or file into any IT facility.
- Failure to disclose a name and other relevant details to an officer or employee of ECLB in circumstances when it is reasonable to require such information.
- Failure to comply with a previously imposed penalty under that constitutes a criminal offence where it takes place on ECLB premises;
  - i. affects or concerns other members of the ECLB community
  - ii. damages the good name of the College or brings ECLB into disrepute

## **Complaints & Suggestions**

Please feel free to drop your comments and/or complaints for attention of the College authorities in the complaint/suggestion box placed near the reception. The ECLB administration welcomes feedback from learners so that the quality of services provided can be evaluated and monitored, consistent with the commitment to offer the desired high level of services.





**Contact Address/Opening Hours:**

**European College of Law and Business**

39B (First Floor) Westgate, Mansfield, NG18 1RX  
United Kingdom

**Opening Hours:**

Monday: 09.30-17.00

Tuesday: 09.30-17.00

Wednesday: 09.30-17.00

Thursday: 09.30-17.00

Friday: 09.30-17.00

Saturday: 10.00-16.00

Sunday: 10.00-16.00

**Admissions & General Enquiries**

☎ P: 01623661215

✉ E: info@eclb.co.uk

Website: [www.eclb.co.uk](http://www.eclb.co.uk)

**Online Enquiry**

Complete our Online Enquiry Form obtainable from the website and one of our team members will get back to you as soon as possible. You can download this from the link below:

**[Online Enquiry Form](#)**

## ECLB Employment Contract

|                              |   |
|------------------------------|---|
| Name of the Employer         |   |
| Name of the Employee         |   |
| Staff Contract status        |   |
| Job Title                    |   |
| Date of employment           |   |
| Place of work                | <b>European College of Law and Business (ECLB)</b><br>39B (First Floor) Westgate, Mansfield, NG18 1RX<br>United Kingdom   |
| Salary                       |   |
| Interval of payment          | You will be paid monthly on the last day of the month.  |
| Days & Hours of work         |   |
| Notice provisions            | Reasonable Notice required from both sides.<br><br>However, after 12 months of employment, 4 weeks' Notice is required, unless otherwise is mutually agreed.  |
| Holiday provisions           | Standard rules for self-employed staff will apply. 20 days per annum (Pro-rata will apply).   |
| Sickness / injury provisions | Standard rules for employed/self-employed staff will apply.<br><br>The weekly rate for Statutory Sick Pay (SSP) is £88.45 for up to 28 weeks.<br><br>SSP is paid when the employee is sick for at least 4 days in a row (including non-working days). |
| Pensions                     | The company does not offer access to a pension scheme with this employment.   |
| Fixed term provisions        | There are no fixed term provisions applicable to this employment.   |
| Collective agreements        | N/A   |

|  |  |
|--|--|
| Work outside the premises and outside the UK | <p>If the employee is required to work outside the premises for minimum a period of six hours, a full day will be considered. The travel time and other allowance will be considered in a reasonable way.</p> <p>If the employee is required to work outside the UK, the salary, transport allowance, hotel etc will be negotiated in each occasion.</p> |
| Work outside normal office hours             | The company may request to work for additional days, weekends, evenings, Bank holidays and from home, if needed. As an employee, you should consider there hours when requested.   |
| Disciplinary proceedings                     | The Company Disciplinary Policy applies to this employment. A copy of this policy is available from website and/or admin.  |
| Raising a grievance                          | The Company Grievance Policy applies to this employment and any grievance should be raised in accordance with the provisions of the policy. A copy of this policy is available from the website and/or admin.  |
| Other provision                              | The self-employed staff is liable to pay own taxes as per the relevant HMRC regulation.  |

Employer's signature:

Name:

Position:

Date:

Employee's signature:

Name:

Date:

Important Information:

1) The staff are strongly requested to read the Learner Handbook as our learners are the centre of our priority.

2) All policies are available in the College website and the staff should be well familiar with all policies.