



BUILDING TOMORROW'S LEADERS TODAY

LEARNING SUPPORT SYSTEMS - POLICIES

2023

Arthur Portland College will put several mechanisms that are meant to ensure that all learners have appropriate support and guidance in order to meet their learning needs and goals.

Arthur Portland College will implement the following Policies and procedures in order to ensure that learners have appropriate support and guidance in order to meet their learning needs and goals;

- Disciplinary policy
- Whistle blowing policy
- Welfare services procedures
- Processes for communication and consultation with learners
- Policy on the enrollment of international students

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Arthur Portland College



BUILDING TOMORROW'S LEADERS TODAY

STUDENT DISCIPLINARY POLICY

1. Rationale

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1.1 The purpose of this Policy is to ensure a positive environment for all students in which effective learning can take place. This Policy will help to encourage all students to achieve and maintain acceptable standards of conduct and academic performance; it will also make clear that there are consequences for inappropriate behaviour. The College is committed to ensuring that all students who may be subject to disciplinary processes are dealt with in a fair and equitable manner, whilst taking into account the individual circumstances of each student.

1.2 This policy is expressed through a Code of Conduct. Students are expected to adhere to this Code in return for being admitted to the College and being provided with education and other services and facilities. It also sets out the procedure which should be followed where the Code of Conduct is breached.

1.3 Breach of the Code of Conduct may lead to disciplinary action being taken against a student and repeated breaches or a single serious breach may result in a student being suspended or expelled from the College.

2. Scope

This policy applies to all students of the College consistently.

3. Responsibilities

- Vice Principal is responsible overall for this policy.
- Heads of Departments are responsible for the management, implementation and delivery of this policy.

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4. Arthur Portland College promotes equality, diversity and human rights for all.

In doing so, the College will:

- Foster good relations based on dignity and respect,
- Advance equality of opportunity for individuals; and,
- Eliminate harassment, victimisation and unlawful discrimination.

5. Student Code of Conduct

Students are expected to:

- Behave in a way which respects the needs and aspirations of others to learn, teach and live within the community of the College when using any of the College facilities (including work placements and external activities).
- Be punctual, attend all sessions required by their course timetable and undertake all associated work.
- Understand and adhere to College rules, regulations and policies.
- Familiarise themselves with the College's Health and Safety regulations, comply with those regulations and act at all times with due regard for their own safety and that of others.

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- Respect the property of the College, and its staff, other students and visitors complying with the College's diversity and equalities obligation.
- Support staff and other students in the maintenance of a clean and tidy environment throughout the College.
- Follow the reasonable instructions of any member of College Staff.

Misconduct

The following are examples of misconduct which may result in disciplinary action being taken against students. The list is not exhaustive:

- ✓ Any breach of any of the students' obligations set out above (any breach of Health and Safety or other regulations of the College).
- ✓ Any failure to follow the reasonable instructions of a member of staff (NB Failure to follow reasonable instructions may result in a student's removal from College premises).
- ✓ Any smoking on College premises (both in and buildings, in undesignated smoking areas, or any property owned or operated by the College not designated for smoking).
- ✓ Any cheating, plagiarism or copying of the work of other students.

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- ✓ Any aggressive behaviour or the use of foul or abusive language.
- ✓ Deliberately or by gross negligence causing damage to any College buildings, equipment, books or furnishings or any property of others.
- ✓ Participating in, or willingly permitting, unauthorised interference with software or data belonging to or used by the College.
- ✓ Any theft of property or any other dishonest acts.
- ✓ Any drunkenness while on College premises or while engaging in activity associated with the College (e.g. work experience, college trips).
- ✓ The use, possession, supply, or intent to supply, of any controlled substance or alcoholic beverage.
- ✓ Any bullying, intimidation, taunting, verbal abuse or the use of any violence or threat of violence towards any person.
- ✓ Any behaviour which is racially or sexually offensive or which is offensive to those with learning difficulties and/or disabilities.
- ✓ Any behaviour which could bring the College into disrepute.

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- ✓ Any illegal act which may have an adverse effect on the work or reputation of the College, other students, staff or visitors.

5.1 Possible outcomes of a Disciplinary Hearing

Stage 1 disciplinary outcomes include verbal warnings and an action plan. Verbal warnings will be disregarded after one full term.

Stage 2 and stage 3 disciplinary outcomes include first written warnings and an action plan, these will be disregarded after 1 academic year, final written warnings after 2 academic years, and records of exclusions will be kept indefinitely. All Stage 2 & 3 warning letter will be issued.

The Assistant Principal - Will make an annual report to the Principal on the numbers of students subject to the disciplinary procedure, and any students asked to leave the College as part of the process.

Depending on the seriousness of a student's actions, or the persistent disregard for College procedures, a student can be disciplined through this procedure at the stage which the College considers to be the most appropriate. In extreme circumstances for example, Gross Misconduct, a student can be taken straight to stage 3, without having to go through stages 1 and 2.

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5.2 Format and procedures for student disciplinary cases and appeals against warnings

5.2.1 Disciplinary Cases

The disciplinary procedure may be exercised by any member of staff who has appropriate authority. This includes the Principal, any member of the Senior Leadership Team, Director, Head of Department, Trainer Assessor or Moderator.

Stage 1 (Inappropriate behaviour) of the disciplinary procedure may be dealt with by way of an investigation and disciplinary interview. The member of staff conducting the interview reserves the right to exclude the student if the Code of Conduct is breached. If the student does not attend any interview, disciplinary action may proceed. This is the initial stage of the disciplinary process.

A formal meeting with the student will explain the inappropriate behaviour. The student must be informed they are in stage 1 of the disciplinary process. The meeting should be conducted as soon as possible after the incident has been identified and within one week. A subject lecturer, Assessor or Head of Department can chair the meeting. The student may be accompanied by a Student Rep or if under 18 by their parent or guardian. Possible outcomes of the meeting are;

1. No Action or
2. A Verbal Warning with an action plan to improve and parent/guardian informed.

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The meeting will be recorded on the individual learner record. The student may appeal in writing within five working days of the meeting to the Head of Department.

Stage 2 (serious and repeated misbehaviour) will be dealt with by way of an investigation and a disciplinary hearing. The student may be suspended; students will be kept up-to-date with work/study activities. The disciplinary hearing will be conducted fairly by the Head of Department.

The second stage of the disciplinary process is for persistent inappropriate behaviour, failing to meet stage 1 action plan or for more serious allegations. Students must be informed they are at stage 2 of the process. The meeting should be conducted as soon as possible after the incident has been identified and within one week. The student will be presented with their conduct and then invited to present their statement. The student may be accompanied by a Student Rep or if under 18 by their parent or guardian. Possible outcomes of the meeting are;

1. No Action or
2. A Written Warning with an action plan to improve and parent/guardian informed.

The meeting will be recorded on the individual learner record. The student may appeal in writing within five working days of the meeting to the Assistant Principal.

Stage 3 (gross misconduct) of the disciplinary process is for serious and gross misconduct and for when students have failed to meet the terms of the action plan at stage 2. Students must be informed there are at stage 3 of the process.

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The Assistant Principal will hold the disciplinary hearing within 7 working days of suspension or the incident. The Assistant Principal will explain the process to the student and the parent/guardian and present the conduct issue. The Head of Department will present the student's academic report. The student will be given the opportunity to present their statement. The student may be accompanied by a Student Rep or if under 18 by their parent or guardian. Possible outcomes of the meeting are;

1. No Action or
2. A Final Warning with an action plan to improve or
3. Exclusion.

If exclusion is an outcome this will be confirmed with the student and their parent or guardian as appropriate within three working days of the hearing. The outcome will be recorded on the individual learner record. The student may appeal in writing within five working days of the meeting to the Vice Principal.

Note: At any time during the operation of this procedure either side has the right to request an adjournment, the adjournment request will be considered by the Chair, if considered reasonable, it will be granted.

5.2.2 Making an Appeal

- Students who wish to make an appeal must do so in writing, within five working days from the outcome of the meeting.

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- An appeal hearing will be held with the Vice Principal as described above and another independent Head of Department

- Any appeal must state the grounds for appeal. The possible grounds for appeal are:
 - The punishment is too severe for the offence
 - The student is not guilty of the behaviour of which he or she is being accused
 - The procedures outlined have not been followed

- An appeal hearing will be arranged within 10 working days of the notice of an appeal being lodged.

- An appeal hearing will be arranged which will follow the same format as a disciplinary hearing as detailed above, save that the student will start the hearing by explaining the grounds for his/her appeal.

- The final decision of the appeal panel will be communicated in writing to the student and parent/guardian within 2 working days of the appeal panel interview. The decision will be final.

6. Gross Misconduct

To protect the learning environment, the College takes seriously any breaches of the College policies and will follow the College's Student Disciplinary Procedure should this happen.

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Furthermore, this Disciplinary Procedure will be used in cases where students are involved in:

- theft of any kind;
- threatening behaviour or assault;
- discrimination of any kind (including racial, homophobic and disability);
- bullying or harassment including cyber bullying;
- deliberate damage to property (College and personal property);
- endangering the health and safety of others;
- any potentially criminal activities affecting the College or other students;
- possession and/or use of alcohol;
- possession and/or use of illegal substances;
- cheating, plagiarism, forgery and gambling;
- inappropriate access to web material deemed unsuitable;
- inappropriate use of college e-mail;
- committing a criminal offence.

This is not an exhaustive list and each incident will be reviewed individually.

7. Breaching a suspension

Breaching a suspension will be regarded as a further serious breach of the disciplinary code, and subject to further disciplinary action.

8. Re-enrolment following exclusion

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Students who are excluded are not permitted to re-enroll at the college on any learning programme without express permission from the Vice Principal/Deputy Principal. Such permission will be granted if the student can make a convincing case that their behaviour in the future will comply with College expectations and that they are ready and prepared for learning (for example by providing references from an employer, probation officer, other learning provider etc). It is likely the student will be placed on a Conditional Contract.

Evaluation and Review

THIS POLICY WAS APPROVED AND AUTHORISED BY THE BOARD OF THE COLLEGE ON 7 SEPTEMBER 2018 AND WILL BE REVIEWED AFTER EVERY 3 YEARS OR EARLIER WHEN NECESSARY.

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WHISTLE BLOWING POLICY

2020

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1 Introduction

Arthur Portland College is committed to operating in an ethical and principled way.

- 1.1 The aim of this policy and procedure is to provide employees and learners (referred to as 'workers' in this policy) with a means for raising genuine concerns of suspected bribery, breaches of the law, Prevent-related issues and other serious wrongdoings.
- 1.2 Arthur Portland College encourages workers to raise genuine concerns about suspected wrongdoing at the earliest practicable stage. This policy and procedure is intended to provide safeguards to enable members of staff to raise concerns about malpractice or radicalisation or extremism in connection with The College or members of its staff.
- 1.3 This policy and procedure also aims to encourage workers to raise genuine concerns through internal College procedures without fear of adverse repercussions being taken against them. The law allows workers to raise such concerns externally and this policy informs workers how they can do so. However, a failure to raise a concern under this procedure may result in a disclosure losing its protected status under the law.
- 1.4 This policy and procedure also seeks to balance the need to allow a culture of openness against the need to protect other workers against vexatious allegations or allegations which are not well-founded.

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1.5 The principles of openness and accountability which underpin legislation protecting whistle-blowers are reflected in this policy and procedure. The College is also committed to ensuring that workers help to fight bribery and corruption.

2 Applicability of this policy and procedure

- 2.1 This policy applies to all employees of The College, including apprentices; and
- 2.2 Workers which includes any casual workers; home-based casual workers; and employees of subcontractors; and
- 2.3 Agency workers engaged by the College.
- 2.4 Workers might be unsure whether it is appropriate to raise their concern under this policy and procedure or whether it is a personal grievance, which is more appropriate to raise under the College's grievance procedure. Any worker in this situation is encouraged to approach the Director of Human Resources in confidence for advice.

3 Protected disclosures

- 3.1 The law protects workers who, out of a sense of public duty, want to reveal suspected wrongdoing or malpractice.
- 3.2 The law allows workers to raise what it defines as a 'protected disclosure'. In order to be a protected disclosure, a disclosure must relate to a specific subject matter (see Section 4 below) and the disclosure must also be made in an appropriate way (see Section 5). A 'protected disclosure' must, in the reasonable belief of the worker making it, also be made in the public interest. A protected disclosure must consist of information and not merely be allegations of suspected malpractice.

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4 Specific Subject Matter

If, in the course of employment, a worker becomes aware of information which they reasonably believe tends to show one or more of the following, they must use this policy and procedure:

- That a criminal offence has been committed, is being committed or is likely to be committed;
- That an individual has failed, is failing or is likely to fail to comply with any legal obligation to which they are subject;
- That a miscarriage of justice has occurred, is occurring, or is likely to occur.
- That the health or safety of any individual has been, is being, or is likely to be, endangered.
- That the environment, has been, is being, or is likely to be, damaged.
- That information tending to show any of the above, is being, or is likely to be, deliberately concealed.

5 Procedure for making a disclosure

5.1 Information which a worker reasonably believes tends to show one or more of the situations given in Section 4 should promptly be disclosed to the Director of Human Resources so that any appropriate action can be taken. In the case of a Prevent-related disclosure, the Director of Human Resources must liaise with the College's Prevent Lead to ensure that the Prevent procedure is followed.

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- 5.2 If the disclosure relates to a member of the College Executive, a worker can raise the issue with the Principal.
- 5.3 If the disclosure relates to the Principal, a worker can raise the issue with the any of the college Directors.
- 5.4 It is important that workers follow exactly this line of reporting. Failure to do so will mean that the College may not be able to guarantee absolute confidentiality if the worker has made a disclosure elsewhere.
- 5.5 Workers are encouraged to identify themselves when making a disclosure. If an anonymous disclosure is made the College will not be in a position to notify the individual making the disclosure of the outcome of action taken by the College. Anonymity also means that The College will have difficulty in investigating such a concern. The College reserves the right to determine whether to apply this procedure in respect of an anonymised disclosure in light of the following considerations:
- ✓ The seriousness of the issues raised in the disclosure;
 - ✓ The credibility of the concern; and
 - ✓ How likely it is that the concern can be confirmed from attributable sources.
- 5.6 A worker has the right to make a disclosure to an appropriate external body – see Section 8 for further details.
- 5.7 For further guidance in relation to this policy and procedure, or concerning the use of the disclosure procedure generally, employees should speak in confidence to the Director of Human Resources.

6 Procedure for investigation of a disclosure

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(NB This does not apply to Prevent-related issues – the Prevent procedure will take precedence in such cases.)

- 6.1 When a worker makes a disclosure the College will acknowledge its receipt, in writing, within a reasonable time.
- 6.2 The College will then determine whether or not it believes that the disclosure is wholly without substance or merit. If The College considers that the disclosure does not have sufficient merit to warrant further action, the worker will be notified in writing of the reasons for the College’s decision and advised that no further action will be taken by the College under this policy and procedure. Considerations to be taken into account when making this determination may include the following:
- ✓ If The College is satisfied that a worker does not have a reasonable belief that suspected malpractice is occurring; or
 - ✓ If the matter is already the subject of legal proceedings or appropriate action by an external body; or
 - ✓ If the matter is already subject to another, appropriate College procedure.
- 6.3 When a worker makes a disclosure which has sufficient substance or merit warranting further action the College will take action it deems appropriate (including action under any other applicable College policy or procedure). Possible actions could include internal investigation; referral to the College’s auditors; or referral to relevant external bodies such as the police, Health and Safety Executive and so on.

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6.4 If appropriate, any internal investigation would be conducted by a manager of the College without any direct association with the individual to whom the disclosure relates, or by an external investigator appointed by the College as appropriate.

[Guidance note: Depending on the seriousness of the concern raised and the seniority of the worker making the disclosure, it would be appropriate for a senior manager or a designated officer to investigate the concern].

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- 6.5 Any recommendations for further action made by the College will be addressed to the Director as appropriate in the circumstances. The recipient will take all steps within their power to ensure the recommendations are implemented unless there are good reasons for not doing so.
- 6.6 The worker making the disclosure will be notified of the outcome of any action taken by the College under this policy and procedure within a reasonable period of time. If the worker is not satisfied that their concern has been appropriately addressed they can appeal against the outcome by raising the issue with the Director within 5 working days. The Principal or Director will make a final decision on action to be taken and notify the worker making the disclosure.

[Guidance note: The procedure should encourage the expeditious investigation of disclosures and can specify timelines for different stages of the procedure. However, timescales should be flexible, taking into account that different types of concerns will require varying time for investigation.]

All communications with the worker making the disclosure should be in writing and sent to the worker's home address rather than through the College's internal mail. If investigations into the concern are prolonged the College should keep the worker concerned updated as to the progress of the investigation and an estimated timeframe for its conclusion].

7 Safeguards for workers making a disclosure

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- 1.1 A worker making a disclosure under this procedure can expect their matter to be treated confidentially by the College and, where applicable, their name will not be disclosed to anyone implicated in the suspected wrongdoing, without their prior approval.

[Guidance note: For confidentiality purposes, if the worker requests to raise their concern verbally, it would be appropriate for the College to allow the worker to do so.]

- 7.2 The College will take all reasonable steps to ensure that any report of recommendations or other relevant documentation produced by the College does not identify the worker making the disclosure without their written consent, or unless the College is legally obliged to do so, or for the purposes of seeking legal advice.
- 7.3 No formal disciplinary action will be taken against a worker on the grounds of making a disclosure made under this policy or procedure. This does not prevent the College from bringing disciplinary action against a worker where the College has grounds to believe that a disclosure was made maliciously or vexatiously, or where a disclosure is made outside of the College without reasonable grounds.
- 7.4 A worker will not suffer dismissal or any detrimental action or omission of any type (including informal pressure or any form of victimisation) by the College for making a disclosure in accordance with this policy and procedure. Equally, where a worker is threatened, bullied, pressurised or victimised by a colleague for making a disclosure, disciplinary action will be taken by The College against the colleague in question.

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8 Disclosure to external bodies

- 8.1 This policy and procedure has been implemented to allow workers to raise disclosures internally within the College. A worker has the right to make a disclosure outside of the College where there are reasonable grounds to do so and in accordance with the law.
- 8.2 Workers may make a disclosure to an appropriate external body prescribed by the law.
- 8.3 Workers can also make disclosures on a confidential basis to a practising solicitor or barrister.
- 8.4 If a worker seeks advice outside of the College, they must be careful not to breach any confidentiality obligations or damage the College's reputation in so doing.

9 Accountability

- 9.1 The Director of Human Resources will keep a record of all concerns raised under this policy and procedure (including cases where Arthur Portland College Management deems that there is no case to answer and therefore that no action should be taken) and will report to the Board on an annual basis as appropriate.

10 Further assistance for workers

- 10.1 The College will not tolerate any harassment or victimisation of workers who make disclosures. If, at any stage of this procedure a worker feels that they are being subject to informal pressures, bullying or harassment due to making a disclosure, they should raise this matter, in writing, to the Director.

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10.2 A worker making a disclosure may want to confidentially request counseling or other support from the College’s occupational health service. Any such request for counseling or support services should be addressed to the Director of Human Resources. Such a request would be made in confidence.

11 Evaluations and Review

THIS POLICY WAS APPROVED AND AUTHORISED BY THE BOARD OF THE COLLEGE ON 7 SEPTEMBER 2018 AND WILL BE REVIEWED AFTER EVRY 3 YEARS OR EARLIER WHEN NECESSARY.

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WELFARE SERVICES POLICY

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WELFARE SERVICES

Career Guidance and Counseling

Arthur Portland College Management takes the provision of guidance and support as key to provision of quality Education.

The guidance process within Arthur Portland College starts from the moment a potential student walks into the premises.

Firstly the Career Guidance and Counseling Team will discuss with the individual as to why they wish to pursue a particular qualification.

Secondly the team will examine with the prospective learner as to whether they qualify for that particular qualification and indeed if it will meet the aspirations of the learner.

The next stage involves a detailed explanation to the prospective learner as to what will be involved in pursuing a particular qualification. This usually is in relation to time and study commitment as well as career prospects or job opportunities as well as progression paths.

This is also the stage at which the learner is made aware of facilities that are available to all Arthur Portland College enrolled learners - facilities of Recognition of Prior Learning (RPL)

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and Credit Accumulation Transfer (CAT) that were outlined under the Section 18 (Assessment and Moderation Policy).

Learners are made aware of this facility and they may decide whether to use it or not.

Learners are also made aware of the health and safety policy of the institution. The Counseling team will explain the role of Arthur Portland College in the provision of a health and safe learning environment and what is expected of each learner in protecting themselves and others from exposure to any risks of health and safety.

Evacuation procedures are explained, including identifying the Emergency Assembly Point for the learners, as well as the use of the First Aid Kit.

After the initial enrolment guidance, the academic staff will continue to provide guidance to learners.

Firstly as the organization believes in continuous assessment through weekly test, academic team is in a unique position to provide academic guidance to the learner in terms of key areas where the learner needs to improve.

Secondly as exam period approaches the management team does overall performance reviews to identify if students are ready for the exams. Students who appear not to be meeting the work pressure are usually met and advised on the best course of action, this

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may vary from reducing the number of papers a learner is taking to suggesting the duration of leave that the learner would need for adequate review of course material.

Apart from academic support, the organization also serves to further support students through an array of social problems that they may encounter. This may range from assistance in time of bereavement to support in social activities like marriage.

Each learner is given a chance to go through Arthur Portland College Prospectus for further information.

See prospectus from our website

[Arthur Portland College – Building Tomorrow's Leaders Today](https://arthurportlandcollege.com/)

<https://arthurportlandcollege.com/>

COMMUNICATION AND CONSULTATION WITH LEARNERS

As a way of supporting the learners, Arthur Portland College has procedures in place that are part of Quality Assurance Procedures, yet they are also support services offered to learners.

First of all, on the day of registration, each enrolled learner will be given a Semester Schedule. This document is very important because it communicates important events and dates for that particular semester such as;

- i. deadlines for paying monthly installments and consequences for late payments

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- ii. dates for paying Membership and Exam fees
- iii. Dates for Internal Assessments
- iv. Dates for Final Exams
- v. Dates for receiving Feedback Questionnaires
- vi. Dates for Management Meet Learners meetings
- vii. Dates for receiving results
- viii. Dates by when Appeals should be done
- ix. Dates for re-assessment if necessary
- x. Expected dates for receipt of certificates
- xi. Expected dates for going on attachment

Items in bulletins v) and iv) are important students support services that provide a fair platform for our learners to both directly communicate with the College Management, particularly the Principal.

It is expected that each of the two procedures has its own merits as a Learner-Management Consultation procedure.

a). Students Feedback Questionnaires

Once in each semester, students will be given Feedback questionnaires in which they are asked to respond honestly about their views or comments on the quality of service starting from the Lecturers, Reception and Management.

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The Questionnaire is generally an appraisal of the quality of service rendered at Arthur Portland College to our learners. **Below is the Student questionnaire** used for this exercise

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STUDENTS' EVALUATION:

Lecturer:.....

Course & Level :..... Subject:

Department:..... Date administered:.....

We would very much like your reactions to this lecturer and the course generally. The first part of the form consists of a series of statements referring to teaching and the course. Use the three-point scale below to rate performance of the lecturer or your reactions to the course on each item. Please respond by filling in a number from 1-3, in the appropriate space.

3	2	1
Very Good	Good	Poor

SECTION A TEACHING [Let's talk about our lecturers]

1. (Command of the subject matter) Do you think the lecturer is good in this subject?
.....
2. (Clarity of the lecturer's communication) Does the lecturer communicate clearly?
.....
3. (Ability to explain concepts) Is the lecturer able to explain so that you understand?
.....
4. (Organization and structuring of sessions) Is the lecturer organized in his/her teaching?
5. (Syllabus coverage). How is the pace of covering the syllabus?
6. (Level of interest generated) Does the lecturer make you like the subject?
.....
7. (Concern for student's academic welfare). Do you think that the lecturer cares about your future?
8. (Punctuality for lessons). Does the lecturer come for lessons in time?

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9. (Assignments). Does the lecturer give you exercises or homework or research work or assignments regularly?
10. (Assignments marking). Are the assignments marked or checked and returned to you in time ?.....
11. Did you join or register late? If YES, did the lecturer give you extra lessons to cover what was learnt before you joined

(Indicate the correct answer by circling)

13. Has the lecturer cancelled or postponed lessons and how many times?

- i). Yes a) Once b) twice c) Thrice
ii). No

14.

<p>What do you like most about the lecturer?</p> <ul style="list-style-type: none"> ▪ ▪ ▪

15.

<p>What do you dislike about the lecturer?</p> <ul style="list-style-type: none"> ▪ ▪ ▪

16.

<p>What should the lecturer do to improve?</p>

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-
-
-

17.

Please make any general suggestions that would improve your college studies?

-
-
-

SECTION B [Your health is important]

3	2	1
Very Good	Good	Poor

(Fill in the number 1, 2 or 3 in the appropriate space)

1. Are the class rooms clean?.....
2. Are the toilets clean?.....

SECTION C [The customer is the most important person for us !!!]

RECEPTION

1. Is the Reception presentable?.....
2. How are you received at the Reception?

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3. How fast is your work attended to at the Reception?.....

MANAGEMENT

4. How does the Management address to your complaints?.....

5. Do you have any problem that is still not solved and the Management is not approachable at all. Please state it here briefly.

.....

6. Would you recommend your friend to study at Arthur Portland College?

7. Do you have any specific comment or praise for us.....

.....

For Official Use Only

REMARKS.....

.....

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.....

After these questionnaires are administered a meeting with all staff is held in which questionnaires pertaining to a particular staff member are analysed so that concerns given by students are noted down including positives.

Action plans will be agreed by all staff and recorded on a **Review of Students Lecturer Evaluation Questionnaire Forms** and then meetings with the various student groups will be held to give feedback on the corrective action plan.

Below is the form that is used to evaluate the Student Questionnaires;

REVIEW OF STUDENTS' LECTURER EVALUATION QUESTIONNAIRES FORM

NAME OF LECTURER:

COURSE:

DATE OF STUDENTS' EVALUATION:

1. Lecturer's Teaching Ability

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2. Other Concerns From Students

3. Agreed Action Plans

Vice Principal's Signature: Lecturer's Signature:

.....

Date:.....

Date:

The advantage of questionnaires is that learners will be free to express themselves without fear of victimization because learners do not write their names on the questionnaires.

b). Management-Students Consultations

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During the course of every semester, the Vice Principal holds consultation meetings with various students in the respective courses. The Vice Principal, a member of the Student Representative Council and one other senior staff member, who will act as the Consultation Secretary will move from one class to another asking learners to give an honest appraisal of the quality of service at Arthur Portland College.

Below is the **Principal and Students Consultation Form** used to record what will be discussed during the consultation meetings.

MANAGEMENT AND STUDENTS CONSULTATION

<u>DATE</u>	<u>CLASS/GROUP VISITED</u>	<u>ISSUES DISCUSSED</u>	<u>ACTION AGREED ON</u>

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The following students attended the consultation...

- | | |
|---------|------------------|
| 1. | Signature: |
| 2. | Signature: |
| 3. | Signature: |
| 4. | Signature: |
| 5. | Signature: |
| 6. | Signature: |
| 7. | Signature: |
| 8. | Signature: |
| 9. | Signature: |
| 10..... | Signature: |

Name of Recorder: Signature:

Name of Chairperson..... Signature:

Action plans will be agreed upon between students and Management. Any other issues not concluded will be noted down and the Vice Principal will give report backs on the agreed dates.

As can be seen, each attending learner is required to write their name and sign. The Vice Principal and the Minutes Secretary will also sign this document.

REVIEW

THIS POLICY WAS APPROVED AND AUTHORISED BY THE BOARD OF THE COLLEGE ON 7 SEPTEMBER 2018 AND WILL BE REVIEWED AFTER EVRY 3 YEARS OR EARLIER WHEN NECESSARY.

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Arthur
Portland
College

POLICY ON ENROLLMENT OF INTERNATIONAL STUDENTS
2020

BUILDING TOMORROW'S LEADERS TODAY

1. Rationale/Purpose

This policy seeks to establish a dogma for the admission of international students to Arthur Portland College and to specific programs offered by academic units. This policy shall be supplementary to existing general admission policies and procedures of the college outlined earlier in preceding sections

2. Policy Statement

Pre-existing admission policies have recognized the desirability of having various cultures of the world represented by international students and the potential contribution such

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students provide the general student body with regard to the understanding of the nations and cultures represented. Arthur Portland College will seek admission of those applicants who are deemed highly qualified and whose enrollment can be readily accommodated within the resources of the specific program to which admission is sought.

3. Statement of Policy and Procedures

The Director of Admissions is given responsibility for the establishment and maintenance of such procedures as may be necessary to control the initial admission of international students to the college in accordance with the provisions of this Policy.

Such procedures shall provide for review and consultation with the various academic colleges and departments concerning such matters as may be relevant to the final admission of international student applicants and the making of the admission decision by the department in accordance with any governing college and University standards.

A. After the effective date of this Policy, the admission of all new international students shall be subject to the provisions herein contained.

B. The admission of an international student to Arthur Portland College is conditioned upon pursuit of the specific programme objective for which application was originally made. Abandonment of such a programme objective, denial by a college of continuation in the original programme objective, or academic suspension from Arthur Portland College, shall cause termination of any continued enrollment in the college. However, in the foregoing situations, the student may petition a department of the same or other college for acceptance in a specific programme.

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C. International students may be admitted to Arthur Portland College the beginning of every intake, that, is January or July. International students must submit all application materials by October for January intake or by April for July to enable the processing of Students' Study Permits.

Basic requirements shall include the following:

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1. Proof in proficiency in both written and spoken English must accompany official academic records provided by the applicant. Applicants must complete all applications and correspondence in English.

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2. International student applicants for whom English is not the native language must furnish scores from the "Test of English as a Foreign Language" (TOEFL) or other comparable evidence of English proficiency accepted by the Career Guidance and Counseling Team. Attendance at foreign schools in which English is utilized, will not be accepted as a substitute for this requirement

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3. The Curriculum Development Committee shall establish minimum acceptable scores for admission for each test of English proficiency used by applicants. Minimum acceptable scores will be published in Arthur Portland College Prospectus.
4. Applicants must demonstrate that financial resources are available to them which are sufficient to meet the costs of tuition and fees, books and supplies, living expenses during their stay in Botswana, and transportation expenses to return to their country.
5. Having valid Student Study Permit issued by Botswana Immigration office. A foreign student will not be admitted in class if he/she does not such a valid residence permit.

D. In addition to the requirements delineated above international students must meet all other applicable standards for admission as indicated in general Enrollment Policy and Procedures.

E. Applicants must agree that they will undergo a medical examination as part of Botswana's Immigration Policy on issuance of Students' Study Permit.

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4. Selection of applicants for admission

The credentials of all international applicants for admission who meet minimum standards shall be considered for the purpose of selecting those who are judged best qualified and whose enrollment can be accommodated within the available resources, programs and interests of Arthur Portland College.

The following factors may be considered:

- Academic record and English ability.
- Contractual or other formalized programs providing for the admission and sponsorship of international students.
- Availability of other forms of assistance.

5. Accountabilities

Student Support Services

In addition the following policies and procedures apply regarding pastoral care and student support services

Designated Staff Members

The Enrolments Officer (Receptionist), Vice Principal, Career Guidance and Counselor are the key staff members in charge of the pastoral care of International students whilst studying at Arthur Portland College.

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During the orientation process these staff are identified to the families, guardians and students and key information is provided relevant to their successful transition to studying in Botswana and at Arthur Portland College

.

The Enrolments Officer works in close association with the Vice Principal and the Career Guidance Counselor to provide ongoing academic and pastoral support to the student, parents and guardians.

All teaching staff involved with International students are briefed by the Vice Principals to their involvement and the requirements of an International student, including obligations concerning attendance and academic progress.

International Student Orientation Programme

Orientation programmes are an important part of the student support programme that Arthur Portland College offers to International students. The orientation process should prepare new International students to fully participate in the academic and co-curricular programmes offered by the college. It should also provide the students with the necessary information to be a part of the community in which they are living.

Orientation programmes have a focus on familiarising the new students with the college, its programmes, and the students at their year level and college routines.

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International students need more intensive and individualized programmes to cover many of the aspects of studying not only in a new college but also a new education system and country, often without the support of parents.

Fees Payment

1. Fee payment is outlined in the enrolment policy and updated each year and emailed to parents.
2. As with all students enrolled at the college, fees can be paid upfront before the start of a student's course.
3. Students have a choice in line with current school payment policy in how much of their tuition fees are paid up front.
4. Payments for all students can be currently made:
 - In full upfront
 - Weekly, fortnightly or monthly payment plan by direct debit or credit card
5. The School does require an International student to pay more than 50% of their total annual course fee upfront on enrollment
6. The School requires all application and enrolment fees to be paid in full before a student's place in the college is confirmed.

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Evaluation and Review

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