



**LONDON PT COLLEGE**

# **STUDENT --- HANDBOOK**



## **Welcome**

Welcome to London PT College.

We are located on Unit 4, Westmoreland House, Cumberland Park, White City, London NW10 6RE and accessible by Harlesden Junction Station served by London Overground and by London Underground Bakerloo line trains., in addition to Bus 220 at the door step of the college. We provide short course in Accountancy, Management, English and Maths.

The emphasis of our courses is on flexibility and accessibility. Our students come from a wide variety of backgrounds and bring with them different perspectives based on varied life experiences. We value this diversity and encourage learners to make best use of their existing skills and knowledge.

We recognize that students have diverse needs and the programmes have been structured to allow students to fulfil those needs in their own time and at their own pace. For some students, our short courses provide an opportunity to update their professional skills to get further in their chosen field, whilst others simply wish to pursue an interest.

We hope that you will enjoy taking courses at London PT College.

## **London PT College**



## **About our Courses**

We understand and value the diverse experiences of our students and seek to provide opportunities for them to develop their skills and enhance their knowledge. To help us do this we have tried to set out our expectations of you and in return indicate what you should expect of us.

## **What you can expect of us**

1. To be treated with fairness and respect by tutors, other staff and fellow course participants;
2. To learn in a safe and healthy environment;
3. To have comments and complaints taken seriously by our staff;
4. To be given opportunities to develop your skills and knowledge;
5. To be taught by staff who have wide knowledge, often through professional experience;
6. To be given correct information about the college and your chosen course.

## **What we expect from you**

1. To help us create a safe learning environment for all by treating others with fairness and respect;
2. To fulfil attendance requirement and to achieve the Certificate award;
3. To participate fully in the teaching and learning activities and contribute positively to discussions and debates within classes;
4. To respect the buildings and equipment you use and those who work in them;
5. To follow the instructions of our staff;
6. To take responsibility for your own learning and make full use of the learning opportunities provided;
7. To be given opportunities to develop your skills and knowledge.
8. Attendance:
  - We expect all students to attend all assigned lessons as per their academic director course guide.
  - We expect all students to be punctual for their classes so not to waste the teacher's time and delay them for their next





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- We expect all students to be punctual for their classes so not to waste the teacher's time and delay them for their next lessons.
- We expect all students to notify the college of their authorised absence i.e doctors or dentist appointments in advance.
- If the student falls in ill on the day of the lesson, he/she must call the college to notify it of their intended urgent absence.
- Any unauthorised absence will be registered in the course attendance sheet.
- International Students who entered the UK in a visa student visa must attend the course intended in their visa application as per the Home Office regulations, otherwise the college will inform the Home Office of their absence and their visa will be affected or even cancelled and their stay in the UK will be jeopardised.

### **Tutors**

Tutors are responsible for the teaching and assessment on their own individual module. They are not normally contactable outside class times. Messages for tutors can be sent to their college allocated emails or left with the administrative team.

### **Term Dates**

For most courses, classes take place over one ten-week term on one day per week. Please see [www.lptcollege.com](http://www.lptcollege.com) for details on timings and dates of teaching.

### **How to contact us**

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

**Post**                    Unit 4, Westmoreland House, Cumberland Park, White City, London NW10 6RE

**Email**                [enquiry@lptcollege.co.uk](mailto:enquiry@lptcollege.co.uk)

**Phone**                020 89698560



**Subject Area Coordinators:**

Subject area coordinators have responsibility for all academic aspects of the program, including teaching and learning. They can also provide detailed advice on individual courses, pathways through the program and further study options. Contact details are as follows or call **02089698560**

Languages	Mary Glaspole
Accountancy	Ibrahim Al Ani
Management	Sam Mohamad
Financial Management	Sam Mohamad

**About the short courses provision**

**Information and advice about our courses, fees and services before you enrol**

Our prospectus and websites [www.lptcollege.co.uk](http://www.lptcollege.co.uk) and [www.lptcollege.com](http://www.lptcollege.com) provide information about each of our courses. Our websites contain a detailed course outline and a set of learning outcomes.

A good standard of teaching  
Our teaching staffs are appropriately qualified to teach their specialist subjects. The work of teaching staff is reviewed as part of our quality assurance procedures and all staff receives in-service training and support.

Consistent and accurate information  
We will endeavour to ensure that all the information you receive is accurate, up-to-date and consistent.

Help in choosing a course that suits your needs  
Our enrolment staff will advise you on the course syllabi, learning outcomes and any previous experience required. More detailed guidance on individual courses, pathways through our program and further study options is available from our subject coordinators and websites.



### **Dealing with applications**

We will deal with your application fairly and efficiently. Enrolments, accompanied by payment, will be dealt with on a first come, first served basis. We regret we cannot reserve a place without payment. Subject to availability, you can enrol on the day the class starts but you are strongly advised to book in advance.

We will process your enrolment as quickly as possible and send you a confirmation of enrolment and directions to the college.

### **Induction**

In the first class your tutor will provide you with a set of learning outcomes for your course. S/he will outline how the course will proceed and how your work will be assessed. S/he will also outline arrangements for emergency evacuation.

### **Cancellation of Courses by the College**

We aim to run the first meeting of every class, even if there are few enrolments. However, the College reserves the right to cancel a course if low enrolments mean that it is not viable. If this occurs, we will make a full refund to your credit/debit card.

There is no guarantee that the course will run as advertised. The information is correct at the time of the prospectus going to press. The college reserves the right to make changes in regulations, syllabi, fees, etc. without prior notice.

### **Cancellation of an Individual Class**

It may be necessary, on occasions, to cancel a particular class at short notice, for example, if the class tutor is ill. If this happens, we will contact you on the telephone number/email address given on your application form. Hours will be made up, wherever possible, at a time mutually convenient to the class and the tutor.

### **Cancellation by You**

Please refer to our online refund policy guide for further details found on our website: [www.lptcollege.co.uk](http://www.lptcollege.co.uk)

### **Certificate**

If you attend over 70 per cent of the classes in your chosen course, you will receive a certificate of attendance at the final session. One certificate will be issued for each course that you attended.



## Discount

Current students and alumni receive 10% discount on all short courses. Please note that in all instances we will ask for proof of eligibility. We reserve the right to withdraw this discount at any time.

## Payment Options

1. Online via PayPal - once you have completed the online booking form for your chosen course, you will be directed to PayPal to complete payment.
2. Cheque - please send a cheque payable to 'Blu Corners LTD' with your name, contact number, email address and the course that you wish to pay for enclosed to our address
3. In Person – please proceed to the financial department to proceed payment using your debit/credit card.
4. BAC transfer: Please contact us for further details.

## Sexual and racial harassment

The college is committed to maintaining a working environment that is free of unlawful discrimination.

## Student feedback – compliments, comments or complaints

London PT College is committed to providing high quality services to its students. We value your feedback on areas we do well and areas that require improvement. Your feedback provides us with valuable information that enables us to improve our courses and services to students.

## CCTV

It is essential that all courses take place in a welcoming, positive and, most importantly, safe environment. CCTV recording is in operation throughout the premises and these cameras are monitored throughout the day for the security of our staff and students.

## How do I give the College feedback on its level of service?

### Informal

Our tutors welcome your comments on course content, teaching style and whether the stated learning outcomes are being met. You may prefer to contact the subject coordinator for the subject you are studying or the administrator (see **How to contact us** section).





### **Written**

You should send any written comments to the Program Director. You may wish to use the form at the back of this handbook.

### **Online**

At the end of each term all students are sent a feedback questionnaire which they can use to leave any comments about the course.

### **What happens next?**

If you make an oral complaint to a staff member, every effort will be made to resolve your complaint immediately. All written complaints will normally be acknowledged in writing within ten working days.

All complaints will receive a full and fair investigation and the content be known only to those concerned with the complaint. Every effort will be made to respond fully to your complaint within a twenty-eight-day period. Where this is not possible, you will be advised of the reasons for delay and anticipated completion date. We will not investigate complaints received without a named complainant.

### **What if I am unhappy with the response to my complaint?**

If you are not satisfied with steps taken at local level you may make a formal complaint to the principal, regarding a student service matter.

In some cases, there might be an additional right of review of your complaint by the College Visitor. Further information on the College Visitor and the procedure to be followed can be provided by the Registry.

The complaints procedure outlined above does not cover areas where there are more specific procedures such as:

- Academic assessment appeals
- Disciplinary matters
- Racial/sexual harassment and discrimination complaints.





## **Learning Resources**

### **Computing facilities**

Computing facilities are available to students enrolled on the **Computing Class only** during the term for which you are enrolled.

In the first class, you will receive a log-in ID and password that will allow you access to London PT College computing facilities during class time and also outside of taught hours. The computing facilities are open between 09.00 and 18.00, Monday to Friday during term time only.

### **Health and Safety**

As a member of the college you are accorded a similar level of care to that of staff. You are expected to participate in maintaining safety arrangements, including observing safety precautions, using protective devices and equipment and not interfering with or misusing anything provided for safety. Please read the safety procedures and rules relating to your activities and work areas. If you are not sure of any safety requirements you should ask your tutor.

## **What to do in the event of a fire**

Plan your personal escape procedure in advance.

If you discover a fire:

- Make your way out of the building to the nearest assembly point.
- Inform the reception staff.
- After raising the alarm, and only if you judge it safe to do so, attack the fire using a suitable extinguisher. If the fire is not quickly extinguished, leave the building.



On hearing the alarm:

- Leave the building by the nearest EXIT route and go quickly to the assembly point.
- All staff will escort or direct visitors and students out of the building.
- Walk quickly and calmly. Do not wait to collect possessions.
- Close doors behind you.
- Do not wait to be told to leave the building.
- Do not take any risks.
- Do not return to the buildings until authorized to do so by security personnel.

### **How to summon first-aid assistance**

1. Call your nearest first-aider if you know their location.
2. State the location of the casualty and, if possible, the number of the room or door nearest the casualty.  
Reception will arrange for a first-aider to attend.
3. In the case of serious injury or illness needing urgent medical attention, consider ringing the emergency services directly (999) to save time, then proceed as at 1 above
4. Ensure the incident is reported to the Department.

### **Personal Data**

The college is registered under current UK Data Protection law. It holds data in electronic and paper form with your personal details, academic and administrative history or any relevant financial transactions and use of College facilities. Most of this information is necessary for us to properly administer your studies with the College and for the production of management information statistics.

In addition, the college is required by law to collect and provide information on every student for certain external agencies. These bodies include the Higher Education Statistics agency, local education authorities and other grant-awarding bodies, the Student Loans Company and taxation authorities. We are also obligated to release information to the Police and similar law officers as part of criminal investigations, and in some instances, to officers of the Court in



relation to civil proceedings. In certain circumstances relating to the recovery of outstanding debt, data may be passed to debt collection agencies acting as agents for the college.

Any queries concerning Data Protection should be addressed to the college's Data Protection Officer.

## **Other Information**

### **Catering**

There are many cafés and restaurants around the college.

### **Incidents**

You should immediately report any incident (e.g. theft, assault, criminal damage, etc.) that occurs on the premises.

### **No smoking policy**

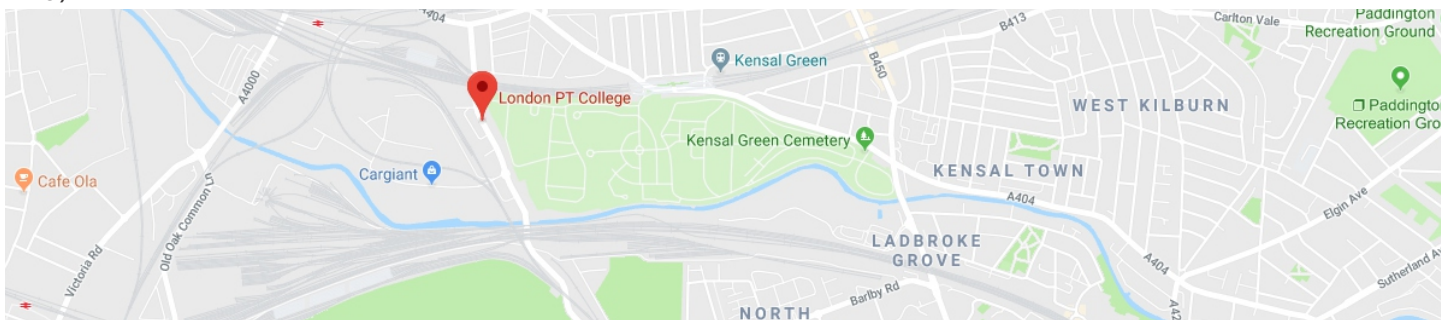
Smoking is strictly prohibited inside the premises; however, you can smoke outside the building during the breaks.

### **Getting to London PT College**

Classes take place at Unit 4, Westmoreland House, Cumberland Park, White City, London NW10 6RE. For the first meeting of your course, you should go to the Reception where you can find out the location of your classroom.

### **Public Transport**

The college is 8 minutes' walk from Harlesden Junction Station and the bus station is just at the college's entrance (bus 220)







## Feedback Form (Comments & Complaints)

Date complaint made:

Your name: (Complaints received without a named complainant will not be investigated)

Address, email and contact details:

Course Title:

Course Code:

Course dates:

Details of compliment, comment or complaint:



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Unit 4, Westmoreland House, Cumberland Park,  
White City, LONDON Nw10 6RE  
Tel. : 0044 2089698560 / 020 89698560  
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Web : [www.lptcollege.co.uk](http://www.lptcollege.co.uk)