



**BRISTOL COLLEGE** *of* **ACCOUNTANCY**  
*For Professional Excellence*



# Student Handbook

**2010**

British Education Excellence

## 1. CENTRE INFORMATION

### 1.1 INTRODUCTION OF BRISTOL COLLEGE OF ACCOUNTANCY

Bristol College of Accountancy has been established to impart true educational standards to students while developing their personality and academic confidence in a way that lets them advance successfully in their careers. Our diverse range of professional courses cater for the needs of all students who wish to study in the fields of accountancy, management, business, IT and law. We at Bristol College of Accountancy ensure that the students are provided with the best training, facilities and value for money. Our aim is to be a centre of excellence for professional and personal development and that is why our focus is on those subjects which can find the widest range of practical applicability in the majority countries around the world. So, if you are trying to make a difference to yourself and the world, Bristol College of Accountancy is the place to be studying at.

### 1.2 OUR MISSION

Studying should be an enjoyable and a rewarding experience, whatever the student's level and whichever chosen subject. Bristol College of Accountancy is all about the freedom to experiment, to think differently and to be an individual.

Our aim is to be a centre of excellence for professional and personal development and that is why our focus is on those subjects which can find the widest range of practical applicability in the majority of the countries of the world. The education programs that we have developed integrate theory and practice for the best results. We follow a personalized approach with a close relationship between the faculty and students and emphasize centre based learning.

We intend to create a curriculum that meets the highest international standards for each subject which shall help students to not only acquire knowledge to the highest standards but also to develop their analytical and problem solving skills. In addition to all the professional training, we pay particular pay attention to the personal development of each student and strive to promote a sense of

responsibility amongst them so that they can contribute positively to world's economy.

### 1.3 OUR VALUES

- **Student centred:** Bristol College of Accountancy ensures that students are at the centre of all that we do.
- **Inclusive:** Bristol College of Accountancy ensures that all students should have equal access to educational opportunities.
- **A learning organisation:** Bristol College of Accountancy believes in supporting and encouraging the development of its staff and improving the quality of its services.

### 1.4 CURRENT STRATEGIC OBJECTIVES

- To be a leading advocate and centre of excellence for further and higher education.
- To provide quality education reaching increasing numbers of students.

### 1.5 HOW DO WE PROVIDE EDUCATION?

Accounting & Finance, Management, Business, IT, Law and further and higher education courses are offered at the College with the collaboration of different professional bodies on full time, part time and weekend basis. Interested students can join the course they wish in the time schedule that suits them. Our lecturers are experienced and qualified educators and dedicated professionals in their concerned field who try to impart true educational standards to every individual student.

### 1.6 ACCREDITATIONS

Bristol College of Accountancy has been accredited by BAC (The British Accreditation Council) and is an accredited tuition centre of different professional bodies such as ACCA (The Association of Certified Chartered Accountants) an approved computer base examination centre, CIMA (The Chartered Institute of Management Accountants) listed partner and approved CBA centre, IAB (International Association of Book-keepers), BCS (British Computer Society) and ICM (The Institute for Commercial Management).

## 1.7 SUPPORT FOR BRISTOL COLLEGE OF ACCOUNTANCY'S LEARNERS

Bristol College of Accountancy facilitates its students during their studies at the college as:

- Students are given appropriate pre arrival information in the UK.
- Before the start of each course an induction period is organized giving students all the information about the college and other useful information.
- The student handbook provides important information about the college and other useful information.
- Students have free access to internet.
- Photocopier and Printing facilities are available at the college premises.
- They are provided with all kinds of feedback material that help the college to work on the students suggestions.

### Furthermore:

- **College self study area:**  
Bristol College of Accountancy has a self study room for private study.
- **College computer Lab with free InternetFor facility:**  
BCA has dedicated instructional computing facilities and specific PCs for Internet browsing for all students.
- **Student Common Room:**  
Bristol College of Accountancy provides a common room for all students where they can eat their food and relax during their breaks.
- **Career advice facilities:**  
In Bristol College of Accountancy all students are entitled to free careers advice from professional career advisor. The college will organizes a quarterly career advice session with professionals from different sectors. This event will offer students an opportunity to share their experience and skills for their professional career growth.

- **Airport pick up facility:**  
Bristol College of Accountancy has arrangements in place for picking up students from the airport. This facility is available on request provided they have paid relevant service charges in advance.

## 1.8 HOW TO FIND OUT MORE

This handbook is a brief overview to student life, study and support.

Students can receive more information through the following sources:

- By visiting the college website at:  
[www.bcoa.co.uk](http://www.bcoa.co.uk)
- By Emailing us at:  
[info@bcoa.co.uk](mailto:info@bcoa.co.uk)
- Be Calling us at:  
**+44 (0) 117 952 5500**  
**+44 (0) 117 951 1003**
- Course handbooks or information packs.

### International Students:

- By visiting the Home Office website:  
[www.ukba.homeoffice.gov.uk/studyingintheuk](http://www.ukba.homeoffice.gov.uk/studyingintheuk)

## 2. COLLEGE AND STUDY MATTERS

### 2.1 COURSE HANDBOOK

Once you are enrolled with us and have registered with your Awarding Body, you will receive a course handbook or information pack which will include:

- Your programme's content
- The individual modules
- The method of assessment for modules

### 2.2 KEY CONTACT PERSONS

**Mr. M A Choudhary** - Principal / Managing Director  
General Enquiries and Support, Complaints, Financial Matters, Counselling, overall Quality Monitoring.

**Mr. Zahid Baloch** - Director of Studies  
National & International Students Counselling, Careers advice and Marketing

**Mr. Abdulqadir Chaudhary** – Operations Director  
Admissions, Finance, Complaints and IT.

**Mr. Michael Ellis** - Registrar  
Student Welfare, Registration and Career Advice

**Mrs. N Zlender** – Administrator  
General Enquiries, Accommodation and General Support, Student Advice

**Lecturers** - Study Guidance, General Help and Support

### 2.3 REGULATIONS FOR PROGRAMME OF STUDY

#### 2.3.1 FORMING THE CONTRACT

When you enrol with us, you enter a legal contract which comes into force when we have accepted your application, in line with the terms and conditions listed in this handbook. To avoid any doubt, if we receive an application for admission, this does not mean that we accept it.

The contract comes into force when we confirm formally (by letter or email) that we have accepted your application.

#### 2.3.2 Registration

- Once we have accepted a student's application for enrolment, we will inform the student of registration dates for the course.
- It is compulsory for students to register for each semester that they wish to attend. New students must register in person for their first year of study.

Students will be able to register by post in later years, provided they pass their exams and have no debts to the college.

- A student who misses to report to the college during registration will be reported to the UKBA.
- If a student is unable to attend registration due to circumstances beyond their control, they must inform the college as soon as possible.
- The principle purposes of the registration events for students are to:
  - Confirm and amend (where necessary) the information already held on their personal and academic college record.
  - Ensure that fee payment arrangements are in place.
  - Check original documents (used during application) and passport and make photocopies.
  - Confirm contact details (address, phone number, email)
  - Take "In case of emergency details"
  - Complete the "module selection" process for courses (where applicable)
- Once students have registered they will be issued with a Student ID card and will have access to College services.

### 2.3.3 AFTER YOU HAVE REGISTERED

As soon as your registration has been processed and appropriate tuition fee have been paid, you will receive the following:

- Your Student-ID Card (provided that you have issued us with a passport size photo)
- Confirmation Letter and Statement
- Student Handbook (also available from our website and reception desk)
- Lecture overview / teaching plan for your selected courses.
- Lecturer contact details (will be issued closer to course commencement date).
- Study Material such as lecture handouts (if full payment has been received by the College).
- Consent release form which is to be completed if the student wishes to release their contact details for the purpose of a student study group.

### 2.3.4 OUR OBLIGATIONS TO YOU

- We will provide you with the course tuition for your programme.

The College must manage its resources efficiently and shall be entitled:

- To change timetable, location, number of classes and method of delivery of your course if these alterations are reasonable.
- To make reasonable variations to the content and syllabus of your course.
- To discontinue your course (for example if a staff member falls ill or leaves the College).
- Not to provide your course or to combine it with other courses, if the College reasonably considers this to be necessary (for example if we do not receive enough enrolments to join the course).

In the unlikely event that the College does not provide a course or changes it significantly before it begins:

- The College will tell you at the earliest possible opportunity
- You will be entitled to withdraw your application by telling the College in writing.
- The College will make an appropriate refund of tuition fees / deposits you have paid. (Subject to

the terms and conditions mentioned in enrolment form)

We will not be liable for any failure to perform our obligations where that failure is due to the actions of someone else or cause beyond our reasonable control.

Further, the College does not accept responsibility or liability for loss or damage of students' property or belonging.

### 2.3.5 OUR RIGHT TO END THIS REGISTRATION AGREEMENT

We may end your registration agreement at any time if:

- we find that you have given us information which is untrue or misleading
- you fail to pay your course fee or you are in debt to us
- you break any of the conditions set out in this handbook

### 2.3.6 CANCELLING YOUR REGISTRATION OR CHANGING YOUR COURSE

This part of the conditions explains the procedure that you must follow if you want to change your course or cancel your registration agreement. It is important that you read this section carefully because if you fail to follow the proper procedure when cancelling or changing your course, you may have to pay the full course fee.

A student may transfer from one programme of study to another within the college on the condition that they meet the conditions of entry, including module prerequisites, for the new programme of study.

You may cancel your course at any time up to three weeks before the course commencement date by informing the college in writing. It is not enough to simply tell your lecturer. Your cancellation will take effect on the date we receive your letter, fax, or email. You may request any qualification for which you are eligible. Any cancellation request received within three weeks of course start date will be subject to BCA refunds policy described in section 4.

As long as we receive your cancellation three weeks before your course start date, you will receive a refund of your course fees paid less an administration charge of £200.00. Please note, this provision is not available for overseas students if they have obtained a visa on the basis of BCA.

We will not give you any further course materials after you have cancelled your course agreement and you will be required to handover all the study materials given and/or any letter issued for third parties by the college.

You can change your course to another up to three weeks before the start date of your original course, as long as there are enough places on your new choice of course.

Any refund of fees due to you will be transferred to your new course. You must pay any differences between the original fee and the fee for your new course before we can register the change. If your new course is cheaper than the original, you will not be entitled to get refund of the difference between the course you enrolled and the new course.

For your protection you should get and keep proof of posting for any letter you have sent us to cancel your course. We will acknowledge your cancellation either by letter or email.

### 2.3.7 CHANGING COURSE AFTER START DATE

Bristol College of Accountancy will only accept requests for course changes or transfer to another semester in writing. If your requested course is available, your course fees **may** be transferred to the new course in full less an administration charge of £200.

### 2.3.8 INTERRUPTION

A student who wishes to interrupt their period of study with the college before completion of their programme of study shall give notice in writing to the administrator. Students who interrupt their studies should be aware that their current academic programme cannot guarantee to resume following re-admission as if no interruption had occurred and that

is their responsibility to make themselves familiar with any changes in assessment policy or practice in the programme of study syllabus that may have taken place during their absence.

**Overseas students may not be eligible unless permission is granted by UKBA.**

## 2.4 ATTENDANCE

- Every student must attend those classes and/or tutorials and undertake such assignments (as specified in the regulations governing the module) to be eligible for formal assessment and/or continuation on their programme of study.
- Where a student's attendance fails to meet the minimum required to meet the learning outcomes of the module as published in module, subject or programme handbook, the student may be excluded from the assessment and be graded X (ineligible for assessment due to unsatisfactory attendance/participation but may be taken with permission) in the module. If an X grade is awarded, the student may have the opportunity of taking the whole module again with permission from the curriculum leader, and paying the module registration fee, without grade penalty.

The formal minimum requirement may exceptionally be waived in individual cases where the module tutor or curriculum leader judges that the student has made the adequate alternative arrangements to be prepared for assessments.

- It is the responsibility of the student to ensure that their attendance fulfils the given requirements. Prior warning (written or oral) of the intention to award an X grade shall be given by the curriculum leader/module tutor. Where attendance is required registers must be kept.
- Where a student's attendance falls below the required minimum as a result of personal extenuating circumstances, and these are supported by relevant documentation (eg medical certificates), a curriculum leader/module tutor/assessment committee may decide to allow

a student to be assessed (either as a first attempt or as a reassessment).

- Students must make themselves available at all times to attend all formal assessments of the programme of study at the times given, including viva voce examinations. Failure to do so without good reason will result in a Q grade in that module.

**The College's Attendance Policy is outlined in this handbook in Section 8.**

## 2.5 STUDENT RESPONSIBILITIES

The college and its staff have responsibilities to assist you in your studies. But you also have responsibilities to its staff, fellow students and for your own learning. These responsibilities mean that you should:

- Comply with the College's Rules, Regulations, Complaint and Discipline Procedures.
- Treat all members of the College with courtesy, respect and dignity.
- Take personal responsibility for your own learning and development.
- Attend your lectures as per time table provided.
- Inform the college about personal difficulties which could affect your studies as soon as possible.
- Complete Student Feedback Questionnaires
- Give consent to the college providing your exam results after each exam sitting.
- Ensure that you have access to the essential textbooks required in connection with subjects.
- Bring in your own notebooks and other stationary.

### 2.5.1 REGISTRATION

Students must attend the registration sessions at the time notified to them and register for the appropriate modules for their programme of study. Students will also be asked to provide up to date contact details and "in case of emergency contact details" during registration. See section 2.3.2 for further details.

### 2.5.2 CONTACT ADDRESS

It is the responsibility of the students to notify the college:

- Immediately (within a maximum of 5 working days) of any change of address, email or contact phone numbers.
- Of a correspondence address immediately following the completion of a programme of study. Students who fail to notify the college of an up-to-date address after completion of the programme of study will be expected to pay in full for the replacement of any certificate sent to a previous address.

Monthly reminder emails will be sent to all students reminding them to notify the college of any change of contact details. It is hence important that the student provides us their active email address which is checked regularly.

Student should then fill out the appropriate form which can be obtained at the college reception.

### 2.5.3 CHANGING YOUR NAME

We have to be sure of your true identity so that we can maintain the security of the confidential information we hold in our student records. If you change your name, you must tell the administrator in writing and provide necessary supportive documents i.e. marriage certificate as evidence.

### 2.5.4 MATERIALS AND EQUIPMENT

It is the responsibility of students to return all materials, tool kits and other equipment loaned by the college no later than the date of completion of the programme of study. Failure to do so will result in student not receiving results, confirmation of a qualification, certificate or transcript until the equipment is returned or the college compensated for its loss.

## 2.5.5 STUDENT PROGRESS

Students normally complete their courses without any problems. However, if you are having difficulties with your studies, please seek support from your lecturer, the administrator or manager of studies before things get too serious.

Please also see Section 4 of this handbook for further information.

To be able to monitor students' progress and to ascertain exam pass rates, the College keeps record of students' results in mock tests and exams. It is the responsibility of the student to inform the College on their exam results where applicable.

## 2.5.6 CONDUCT

Bristol College of Accountancy's students, staff and policies must be respected and adhered to at all times. If you are found to be disrespectful, you may be asked to leave the college and may even be removed from the course – without any refunds. If necessary, appropriate authorised may also be informed.

## 2.6 CENTRE COMMUNICATION

- **Reception**  
Receptionist (or another designated member of the administration team) has responsibility for answering the intercom and welcoming visitors to the college.
- **Administration Team**  
The administration team currently consists of the Managing Director, Operations Director, Director of Studies, Principal, Administrator, Registrar, Finance manager, Marketing manager.
- **Student Survey**  
The success of BCA courses is based on quality and professionalism of the lecturing and admin team. However your feedback is essential to maintain our quality at regular stages on our services and education such as lecturers' feedback, communications feedback, suggestions to improve our services etc. The College attaches great importance to these surveys as they will be key model in forming

future policies in facilitating and imparting true quality education to our students.

- **Communication with Awarding Bodies**  
Senior management personal will be responsible to deal with the Awarding Bodies in matters of accreditation, qualifications etc.
- **Communication to Students**  
We will send information and general notices via email or by letter to the latest address that we hold for you. It is essential that we have the most up-to-date contact details for you. It is your responsibility to ensure that you notify the administrator of any changes to your personal details as soon as possible. All general updates will be placed on notice board.

## 2.7 STUDENT COMPLAINTS AND GRIEVANCE PROCEDURES

### 2.7.1 INTRODUCTION:

- These procedures seek to ensure that complaints against the College made by students are treated seriously and, if found to be valid, are acted upon to ensure that the students' interests are protected as far as it is possible for the College to do so.
- Specific procedures exist already for dealing with the following matters. These are:
  - Appeals against Assessment Committee decisions
  - Alleged harassment
  - Alleged inequality of opportunity
  - Matters which fall within the remit of the college's student disciplinary procedures
- The procedures detailed below are designed for all other forms of student complaints which do not fall within one of the above procedures.
- It should be noted that these complaints procedures are not designed to deal with problems such as: missing course work; unexplained absence of a lecturer; late return of work, except in so far that such concerns are not

resolved through simpler procedures or are persistent.

- These complaints procedures and any decisions made under them are not intended to give rise to legal rights, or obligations on the college to pay compensation either in respect of a decision made pursuant to the procedures or for a breach of these procedures. These procedures are intended to facilitate the resolution of grievances by the college. Anonymous complaints will not normally be considered.

### **2.7.2 PRINCIPLES WHICH UNDERPIN THE GENERAL STUDENT COMPLAINTS PROCEDURES**

The guiding principles of these procedures are that complaints shall be:

- Treated seriously and with fairness
- Dealt with quickly, simply as far as is possible
- Treated consistently across the college
- Subject to the principles of natural justice
- Progressed through two stages- an informal stage and if necessary, a formal stage
- Dealt with and resolved wherever possible, at the informal stage, and shall be
- Without prejudice to a student's or group of students' right to pursue legal remedies outside the college having exhausted the college's complaints procedure.

### **2.7.3 THE PROCEDURE**

#### **INFORMAL STAGE 1:**

In the first instance students who wish to make a complaint shall discuss it with their course administrator, who will advise whether or not the complaint is best progressed through:

- The Curriculum Leader or Director of Studies
- One of the alternative procedures set out in paragraph 1.2 below
- These general complaints procedures

1.1 Reference to these general complaints procedures should only be necessary in exceptional circumstances since most

complaints, other than related to persistent problems, should be resolved informally.

1.2 Assuming it is agreed that the complaint shall be progressed through these general procedures, the member of staff consulted shall discuss the complaint fully with the student and - with the student's consent - anyone else involved, to see if it can be resolved informally. This may involve referral of the complaint to a third party. The outcome of complaints dealt with informally should be briefly documented. Normally, complaints handled through informal stage 1 shall be dealt with within, 10 working days, briefly documented, and a copy of the outcome sent to the student.

#### **INFORMAL STAGE 2:**

If the student is dissatisfied with the result of Informal Stage 1, the complaint shall be sent in writing to the Student Advisor within 10 working days of completion of Informal Stage 1. If the complaint is made to the Director of Studies it shall proceed directly to the formal stage. The Student Advisor to whom the complaint is referred shall investigate the complaint fully and shall seek to achieve an informal resolution of the problem(s), either by correspondence or through discussion with the complainant as soon as possible.

#### **FORMAL STAGE:**

If a student is dissatisfied with the result of the two informal stages, they shall proceed to the formal stage. They shall put the complaint and the reason why they are dissatisfied with the outcome of the two informal stages in writing to the Director of Studies within 10 working days of the completion of Informal Stage 2. This person shall:

- Acknowledge receipt of the written complaint within three weekdays .
- Advise, in writing and within three working days, any member (s) of staff or students involved that a formal complaint has been received.
- Consider the evidence, written or otherwise, and, if necessary, hold such discussions with the complainant and any other persons they deem appropriate in order to fully investigate the complaint.

The Director of Studies, having fully investigated the complaint over a period not normally exceeding 10 working days from its receipt, shall decide whether:

- The complaint should be progressed through other procedures (eg disciplinary procedures or other procedures indicated in paragraph 1.2) in which case the complaint shall be terminated at this stage.
- There is a reasonable justification for the complaint; or whether.
- There is no reasonable justification for the complaint.

The Director of Studies shall:

- Make their decision known in writing to the student and to members of staff or other students involved
- Seek to resolve any justifiable complaint through recommendations which all parties involved in the complaint shall be invited to accept; and shall
- If the recommendations are agreed, take steps to ensure that they are implemented in full within the agreed time period.

#### **APPEALS:**

If the student is not satisfied with the decision at the conclusion of the Formal stage or if the recommendations made at this stage are not implemented, they may appeal to the principal who did not hear the case under the Formal Stage. The student shall submit the appeal in writing within 10 working days of receiving the outcome of the Formal Stage.

The person receiving the appeal shall:

- Acknowledge its receipt within three working days
- Decide to enforce the implementation of the recommendations made at the end of the Formal stage.
- Dismiss the case, giving reasons in writing
- Seek agreement to an alternative set of recommendations
- Determine whether there are sufficient grounds to convene a Student Complaint Panel and, if so, shall
- Establish a Student Complaint Panel to hear the appeal. In such cases the decision shall be final.

The Students Complaints Panel shall involve two persons. These shall be the member of the Academic Board who considered the appeal.

A Students Complaint Panel shall hear the complaint within ten weekdays of receipt in accordance with the procedures detailed in Appendix 1.

The Panel shall submit, within five weekdays of the last Panel meeting a written report to the principal. The decision of the Panel shall be final.

The Panel shall seek to ensure that any actions arising from the decision of the Panel are taken within the timescale identified in the report and shall report any failure to complete actions to the principal and Director of studies.

#### **2.7.4 NOTES**

##### **In these procedures:**

- Reference to a student is taken to mean an individual student or groups of students
- In absence (e. g. vacations or illness) of the person holding a named post in the procedures the person deputising for them during the time of their absence shall substitute. In cases when the complaint involves the nominated person, the principal or Director of Studies shall be consulted and shall determine who shall be responsible for handling the complaint.

##### **Interpretation:**

The Academic Registrar is responsible for interpreting these procedures and his/her decision shall be final except in cases where the interpretation involves a complaint against the Academic Registrar in which case interpretations of the procedures shall be the responsibility of a Director of studies.

'Working day' refers to a day on which the college is normally open; it does not include Saturday, Sunday, Bank Holidays, or other designated periods of closure outside the academic terms.

### 3. ASSESSMENT

Students are strongly advised to go through the Course Handbook provided from the college. If you seek help please contact the administrator or your lecturer.

For more information about entry route, Registration and Examination dates on a specific course please visit the website of your chosen course:

ACCA:

[www.accaglobal.com](http://www.accaglobal.com)

BCS:

[www.bcs.org](http://www.bcs.org)

BSc (Honour) in Applied Accounting:

[www.accaglobal.com](http://www.accaglobal.com)

CAT:

[www.acca.global.com](http://www.acca.global.com)

CIMA:

[www.cimaglobal.com](http://www.cimaglobal.com)

IAB:

[www.iab.org.uk](http://www.iab.org.uk)

ICM:

[www.icm.ac.uk](http://www.icm.ac.uk)

## 4. MONEY MATTERS

### 4.1 TUITION FEES

It is the responsibility of students to pay all fees in advance or, by arrangement, in instalments, except where students produce written evidence, satisfactory to the college, that they are holders of an award, scholarship or sponsorship which includes payment of fees. Only evidence certified by, or on behalf of, the award or scholarship donor or the sponsor will be accepted. However, in all cases, even when fees are payable by a third party, students remain personally liable to the college for fees notified to them.

#### Notes

- The enrolment form is a financial contract between Bristol College of Accountancy and the signing student. Once the enrolment form has been signed and received by the college, the student will be liable to pay the full course fees stated on the application form, unless under points refund refusal. The student agrees to pay the course fee shown on the registration agreement.
- The College fees exclude any amounts payable to professional bodies for registrations, exemptions and examinations.
- All deposited fees are non-refundable, and cannot be transferred to later start date or to other students.
- To receive letters to a third party confirming your enrolment with us, students need to pay full tuition fee on which the student is enrolled for.
- It is the student's responsibility to register with the appropriate Awarding Body. Students can contact us should they need help with this.
- A charge of £50 will be made to students for all dishonoured payments.
- Fees are under continuous review and revised fees will be payable by all students admitted to, or continuing, programmes of study. The college reserves the right to reassess tuition fee charges should further information come to light that may affect the original assessment.
- Fees normally continue to be payable up to and including the term/semester in which the programme of study ends.
- No student shall have an automatic entitlement to be notified of their results or to receive a

certificate or transcript. The college reserves the right to withhold the conferment of qualifications unless or until all fees for tuition and other sums due to the college have been paid, and/or rightful property of the college returned.

- Students with outstanding debts will not be entitled to register to continue further with their programme of study. Persistent failure by enrolled students to meet financial or material obligations to the college may lead to the suspension or exclusion of a student. Such students will, exceptionally, have any work submitted for assessment assessed in the usual way but will not have their results formally confirmed by entry on the pass lists or results listings nor disclosed to them until they have paid their tuition fees in full.
- Students who withdraw from the college before the completion of the programme of study will have outstanding debts deducted from any due refunds or tuition fees.
- If you are a late applicant and wish to enrol for a course which term commencement date has past, your tuition fee becomes due immediately.

### 4.2 PAYMENT

#### PAYMENT METHODS:

We accept payments by cash, direct debit, credit / debit card, cheque, bank draft or bank transfer.

#### LATE PAYMENT / NON PAYMENT OF FEES:

The College uses actions from additional administration charges to suspension from your classes. Please see also notes under Rules and Regulations.

If you know a payment is going to be late or have difficulties over payment of your tuition fees, please contact the administrator or principal immediately. If possible, a realistic plan will be agreed with you.

#### IF YOU FAIL TO PAY:

Should you fail to settle your account, you will be suspended from your course until payment in full is received. We will notify you of this through a letter. Should this be necessary, you will be marked as 'absent' which may have a detrimental affect on you, especially if you are an international student.

A charge of £10 will be added to your account for every letter sent to you.

A charge of £50 will be made for late payment of fees.

If you fail to pay your course fee or are in debt to us, we may end your registration agreement and / or bring legal action against you. We must advise you that this may harm your credit rating and you may have difficulty receiving credit afterwards.

If we continue to provide services to students who are in debt to us, we can still take the actions shown above at a later date.

Students with any kind of debt to the College are not permitted to register for the next session until their debts have been cleared.

#### **4.3 REFUNDS**

Bristol College of Accountancy will only consider refund requests in writing.

##### **If you cancel in writing three weeks before your course commencement date:**

A refund less an administration charge of £200 will be made provided written request for course cancellation is received by the College at least three weeks prior to the start date of the course booked. After this date (3 weeks prior to the start date of the first course booked) neither complete nor partial refunds can be made.

##### **If you withdraw after commencement date or any time during your course:**

Neither complete nor partial refunds can be made.

##### **If you change from full-time course to part-time course:**

Provided that a written request is received by the college at least three weeks prior to the start date of the course booked, the fee paid can be adjusted for later semesters.

Overseas students on student visas can not study part time courses alone.

#### **OVERSEAS STUDENTS (IF APPLICABLE)**

##### **Refund if your visa application has been refused:**

Tuition fees paid by international students who's visa has been refused and who do not wish to re-apply for a visa, will be refunded, less an administration charge of £200 after 4 weeks (on receipt of a written request supported by a copy of the visa refusal letter, copy of the passport and the documents provided for visa process).

##### **Refund if your application for visa extension has been refused:**

You may be entitled to full refund for your future semester and partial refund for current semester (calculation will be based on the duration you have studied) if you made a full payment. Please provide with your application for refund your passport and a copy of Home Office refusal letter and confirmation of leaving the country.

If your visa extension application is refused on the grounds other than college's fault, there will be no refund and you will be liable for the total fee.

##### **Refund if your visa application has been approved:**

No complete or partial refunds can be made for your current or future semesters.

## 5. STUDY SUPPORT

### 5.1 TIME MANAGEMENT

#### Planning and prioritising

Make sure you are familiar with your course, especially with;

- What is required to pass the course?
- When are the assignment cut-off dates?
- What are the learning outcomes?
- How much time do I need to allocate to study?

#### Planning your study time

- Plan ahead by creating a schedule that includes all your commitments relating to study, work, and personal or social life for the next few months. You could use our course calendar template or timetable for this by adding the other commitments you have.
- Work out how much study time you need to put aside and review this regularly as you go through your studies.
- Do the most difficult work when your concentration is strongest.
- Take regular breaks.
- Be flexible – reflect on whether your study pattern is successful. For example, if you are getting less done in the evenings than you hoped, try something different, perhaps by studying in the early morning.
- Be sure that your family, friends or people you live with are aware that you live with are aware that your study time is your own.

### 5.2 FALLING BEHIND WITH YOUR STUDIES

If you are getting behind in your study you may not be able to catch up with your course material.

It might help you to know that nearly all students get behind sometime – it's quite normal, so don't panic.

- Talk to your tutor or study adviser to find out where you should focus your efforts and if there is any material you can leave aside.
- Ask for advice as soon as you realise there is a problem. Your tutor will be able to advise you.
- If a particular aspect of the course is slowing you down, speak to the tutor, who may be able to clarify things for you.
- If you can't make it to a tutorial, let the tutor know beforehand and ask for a copy of any notes provided.
- If you have difficulties or are ill around the time of the final exam, your tutor or regional centre may be able to help.
- If circumstances are such that you are considering giving up, please talk to your tutor, administrator or principal first. One possible solution could be to defer study until a later date, but this could affect your future plans and financial commitment to the course.

If you cannot continue with your studies, you may wish to choose one of the following options.

- You could transfer to the next semester of the same course.
- You could transfer to a different course starting the next available semester, with permission granted from the UKBA (applicable to students on student visa).

In Each 24 Hour Day

								Totals
Hours in the day	24	24	24	24	24	24	24	168
	Mon	Tues	Wed	Thu	Fri	Sat	Sun	
Work hours								0
Travelling time								0
Quality family time								0
Socialising								0
Housework								0
Shopping								0
Exercise/Fitness								0
Eating								0
Sleeping								0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Time available for study</b>	<b>24</b>	<b>24</b>	<b>24</b>	<b>24</b>	<b>24</b>	<b>24</b>	<b>24</b>	<b>168</b>

Study Time Calculator Template

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Study Total
am								
pm								
evening								

Study Timetable Template

### 5.3 STUDY HABITS

- Set up an area that you would like to use to study, so that you will associate with studying. Make sure that the environment, of your chosen study place, distracts you as little as possible and that you have got all your equipment you need.
- Decide how long you are going to study and schedule it for a time when you are awake and able to concentrate.
- Notes, diagrams or mind maps will help you to retain structure and progression and can be used as revision for exams.
- File carefully and be organised.

### 5.4 COPING WITH DIFFICULT CONTENT

At times during your course you may come across ideas and content that are difficult to understand. Try the following strategies to help you make sense of this material.

- Take a step back and look through headings and sub-headings that might signpost the direction the content is taking. Also look for summaries and conclusions that could restate the material in a way you find understandable.
- Use a dictionary or subject-specific glossary to look up any unknown words.
- Photocopy the text or print out the article so you can write on it.
- If you have a question to answer, note it down and keep asking yourself how it relates to the piece.
- Try to write a few points in your own words about what you *do* understand.
- Ask also for help from a fellow student – but always check that you do understand and agree with their interpretation.
- Look online to see if the article or book has been reviewed by other people. Or look for overview books on the same subject – they might summarise the author's point of view. Once you can understand the basics, go back and look at the detail.
- Don't assume the content is always correct. There might be a hidden agenda leading to bias - check the funding behind the article or find out why the article has been written.

- If all else fails, leave it for a few days then come back to it.

### 5.5 STUDY RESOURCES

#### • **Library Services**

You can borrow books from the reception. Once items have been issued you are responsible for their safe keeping: do not pass them on to others. Lost or damaged items will be charged for, together with an administration charge. You will be required to pay cost of replacing items that are damaged and marked in any way.

The College will soon provide a dedicated library for its students.

#### • **Books for further reading and studying**

BCA is pleased to help its students in obtaining authentic study materials.

BCA student can get a discount on most of the study material provided by Kaplan and BPP.

If you are interested in purchasing a book or pass first time, eSuccess CD, Pocket Notes, Pass cards, Oxford Brookes Project Guide, i-Pass or MCQ, please come to reception where we can help you.

### 5.6 REVISION AND EXAM PREPARATION

Use the time you have for revision to do what you will do in the exam.

- Remember course material
- Plan your answer
- Write your answer
- Check your answer

Develop an overview of your course material, linking topics and themes together. Work out which areas you need to work on so you can answer questions on them.

Be realistic about what you can cover in the exam and the details you can put in an answer, given that

you have limited time, and keep this level of detail in mind as you work through your revision.

It's generally best to do a little revision, often – regularly checking back that you know and understand the material.

If you begin to get anxious about the exam it's worth remembering that it's less stressful to actually do some revision than it is to think about doing it – and at the same time you will be reviewing material that you need to know.

Remind yourself why you chose to do the course and take the exam, and how good you will feel when you have finished it.

Summaries on notes or index cards are particularly handy as you can carry them with you and review them on a train or bus, or while waiting in a queue in the supermarket!

## **6. INTERNATIONAL STUDENTS (WHERE APPLICABLE):**

### **6.1 ACCOMMODATION SUPPORT**

The College is non-residential but we can assist and advice on all matters relating to accommodation such as how to find a room or to rent a house.

Please contact main reception or check our website for further information.

Here is some general guidance on what to consider whilst arranging for accommodation:

- Check that your accommodation is close to the College
- Inform yourself on local Public Transport
- Check that your room is spacious and quiet enough to arrange your study place
- Receive confirmation of your accommodation before you arrive in Bristol and sign tenancy agreement. If you are unsure about your tenancy agreement and wish to discuss it first, before signing the contract, you can contact the College in this matter.
- Arrange for furnished accommodation
- Be prepared to cook and clean for yourself and bring necessary equipment with you such as towels, bed linen or kitchen utensils
- Be aware of damage to the property before you move in and make sure that your landlord or agency do the required maintenance.
- Consider that Council Tax will be exempted in an educational institution or a shared home with other full time students.
- Be aware of additional payments of bills.

### **6.2 STUDENT VISA**

Help and advice for international students is also available on the following websites:

**To obtain / extend your VISA:**

<http://www.ukba.homeoffice.gov.uk/studyingintheuk/quickguideforstudent/adultstudents/extendingadultstudentvisa/>

**For general information :**

<http://www.ukcosa.org.uk/>

<http://www.ukba.homeoffice.gov.uk/studyingintheuk/>

**For information on immigration rules:**

<http://www.ukba.homeoffice.gov.uk/policyandlaw/immigrationlaw/immigrationrules/part3/>

<http://www.ukba.homeoffice.gov.uk/policyandlaw/immigrationlaw/immigrationrules/part6a/>

**Enrolment and visa applications (if applicable):**

Overseas Students should take the following steps to enrol with the College and ensure the appropriate study visa is obtained:

- Fill out the appropriate BCA enrolment form and send it to us with the tuition fee. Enclose also certified copies of your valid passport, Academic references, English proficiency proof and educational certificates.
- To obtain a student visa, Home Office requires you to enrol for a full time course. We recommend that you enrol for at least a one year course where possible.
- You need to register with the examination body for student membership and exam entry.
- Arrange your own accommodation in Bristol as the College is non-residential. If you need assistance with this please contact us.
- Once you have received your **CAS** you should apply for your visa from the British High Commission in your country.
- Arrive in Bristol at least 48 hours before your course at Bristol College of Accountancy starts.
- Inform the College of your arrival at least three days before your departure to the UK.

**If you visa application is delayed:**

Should your visa application be delayed, the College can transfer your enrolment to the next term, provided we receive written confirmation from you.

### 6.3 EMPLOYMENT

With a student visa you are allowed to take part time employment during term time and can work full time during vacations. (Please visit UKBA website for detailed information.

**It is illegal to work more than allowed hours per week during the term time.**

### 6.4 IMPORTANT CHANGES TO THE UK IMMIGRATION SYSTEM

From 31st March 2009 a new points based immigration system is introduced for international students. This means that you will need to provide evidence that you can claim the required number of points in order to make a successful visa application.

**Compulsory biometric identity cards for international students:**

International students applying to extend their student visas are now required to attend a Home Office Centre to have their biometric details recorded (fingerprints and photographs). These details and their immigration status will be recorded on to an ID card which will replace the visa vignettes now printed in passports.

**When to apply for extension:**

Usually **3 months** before your visa expires, but as long as your application is received by the Home Office before the visa expiry date, you are not contravening any immigration regulations. However, it is very important to submit your application by the expiry date, as if your application is received by Home Office after this date and it is refused, you may lose the right of appeal against this decision.

### 6.5 VISA EXTENSION

If you need to extend your visa to continue your studies, you may visit the UKBA website: [www.bia.homeoffice.gov.uk](http://www.bia.homeoffice.gov.uk)

**VISA Extension application form:**

Application forms and guidance notes are available on: [www.bia.homeoffice.gov.uk](http://www.bia.homeoffice.gov.uk)

**After applying:**

You will be given a receipt by the courier service or post office from where you are sending the documents to Home Office and if you have mentioned college return address, Upon receipt of your passport or documents from Home Office, we will then contact you by e-mail or phone to ask you to collect. This usually takes about 6 weeks, but can take longer if the application is not straight forward, or at busy times of the year.

**Is there a more urgent service?**

If you quickly need to get your visa extension then you may consider attending the Home Office in person. An application made in this way, will cost more. However, as your ID card will be issued separately you may not be able to get visa on the same day.

**ID card:**

From 25th November 2008 all international students who apply to extend their visas to continue their studies in the UK will need to have their biometric data taken so that they can be issued with an ID card.

This ID card will replace the old visa vignette (sticker) that was previously put into passports. This new card will help individuals to prove their identity and immigration status in the UK.

**Dependants need to provide their biometric data:**

If you have dependants (husband/wife/children) in the UK with you then they will also need to attend the Home Office Centre at the same time as you to have their biometric data taken.

Children under 6 years old will need to have their photographs taken but will not be required to have their fingerprints scanned.

**How to use the card:**

Your ID card is proof of your permission to stay in the UK and of the conditions you must meet while you are here. It will help you to confirm your identity and what rights you have to study and or work here.

If you travel outside the UK you will also need to show the card at any overseas port or airport before you begin your journey back to the UK, and then again when you re-enter this country.

The ID card will prove that you are allowed to return to the UK but it cannot be used instead of a passport or travel document.

**If you lose your ID card:**

If your ID card is lost or stolen then you must report the loss or theft to the UK Border Agency on 0300 123 2412 as soon as possible. The card will then be cancelled.

You will then have to apply for a replacement ID card within 3 months of reporting the theft or loss. If you do not then you may face a financial penalty.

**If you change your personal details:**

You need to inform the UK Border Agency if:

- You change your name (for example if you get married)
- You change your gender legally or permanently
- Your facial appearance changes significantly
- If any of these personal details or any details shown on the ID card change, you will need to apply for a new card within 3 months. If you do not then you may face a financial penalty.

## 7. LIFE IN THE UK AND BRISTOL

### 7.1 GENERAL INFORMATION ON COMING TO THE UK AND BRISTOL

Moving to a new country can be difficult and sometimes confusing on what you need to organise.

The following sections are designed to give you a basic idea on what to organise and areas to research further.

**Pre-Departure Guide for International Students** is available from the British Council website: [www.educationuk.org](http://www.educationuk.org)

#### **Checklist of things to research and organise before you leave your home country for the UK:**

- Obtain any necessary visa/entry clearance for studying in the UK.
- Research / organise accommodation.
- Buy travel tickets and travel insurance.
- Check your governments restrictions on taking money out of the country.
- Check with your bank about regulations concerning transferring money to the UK.
- Check regulations on bringing belongings to the UK.
- Check your luggage weight against your airlines allowances.
- Obtain traveller cheques and British currency for use during first few days/weeks.
- Obtain a letter of explanation from your doctor for any prescribed drugs you may need to bring with you.
- Visit the dentist/optician as care can be expensive in the UK.
- Photocopy the personal details page of your passport and visa stamp and keep them in a safe place.

### 7.2 BRISTOL LIFE

Bristol is an exciting and lively city which has just about everything to offer. It is a wonderful place to study and live. Its rich history combines with a modern and vibrant mix of cultural and social activities, making it a truly cosmopolitan and unforgettable city.

Bristol is a city for those who love the arts - The Watershed, The Cube and Arnolfini offer contemporary art exhibitions, music and cinema. Other art venues include the Royal West of England Academy and Spike Island. Theatres range from the historic Bristol Old Vic and the Hippodrome to smaller theatres such as the QEH, Redgrave, and the Tobacco Factory.

Nightlife in Bristol offers something for everybody. The mixture of traditional pubs, modern bars and lively clubs enable you to enjoy a quiet drink by the waterfront or party long into the night. There is also a wide variety of restaurants and cafes to cater for every taste.

Shopping in Bristol gives you plenty of options too. Choose from stylish boutiques, independent shops, outdoor markets or high street names. Then there is The Mall at Cribbs Causeway and Cabot Circus which features over 150 shops, restaurants and cafes all under one roof.

One of Bristol's recent ventures is At-Bristol which includes an IMAX cinema, a walk-through botanical house, and numerous hands-on attractions. Bristol is also home to the British Empire and Commonwealth Museum Bristol Art Museum.

From mountain biking to taking a trip along Bristol's floating harbour, there is something for everyone.

You can join one of Bristol's many clubs or do something a bit more adventurous, please see website : [www.bristol.gov.uk/ccm/portal/](http://www.bristol.gov.uk/ccm/portal/)

### 7.3 LOCATION

Centrally located in the south west of England, Bristol enjoys a unique location close to coast and countryside and within easy reach of the neighboring world heritage city of Bath. Located in the south west of England, Bristol is surrounded by beautiful countryside and is within easy reach of coastal resorts and national parks such as the Cotswolds, Exmoor and the Brecon Beacons.

Bristol is an incredibly convenient place to reach no matter where you're coming from. Situated 120 miles west of London (90 minutes by train), Bristol offers

superb transport links including a great location next to two of the UK's largest motorways (M4/M5), a busy central train station, an extensive bus service, and a rapidly expanding international airport.

## 7.4 PUBLIC TRANSPORT

- **Bus**

**First Bus:** Services 4, 24, 49 and 48 stop just in front of the College.

For more information please visit their website: [www.firstgroup.com/ukbus/southwest/bristol/timetables](http://www.firstgroup.com/ukbus/southwest/bristol/timetables)

**Night Flyer:** Service is on Fridays and Saturdays from city centre between midnight and 6.00am, see: [www.bristol.gov.uk/ccm/navigation/transport-and-streets/public-transport](http://www.bristol.gov.uk/ccm/navigation/transport-and-streets/public-transport)

**National Express:** For travel outside of Bristol, see [www.natioanlexpress.com](http://www.natioanlexpress.com)

**Mega bus:** Low cost transport is also available, see [www.megabus.com/uk](http://www.megabus.com/uk)

- **Train**

The Severn Beach Line (First Great Western) crosses the city.

Stapleton Road Station is the nearest to the College, about 5 minutes walk away.

For details please see: [www.firstgreatwestern.co.uk](http://www.firstgreatwestern.co.uk)

## 7.5 CHILDCARE

Care for pre-school aged children in the UK can be expensive and should be researched before your arrival to Bristol.

Bristol City Council provides key information on pre-school and childcare facilities within Bristol and offer helpful advice for parents.

Another helpful website for finding care for young children is [www.childcarelink.co.uk](http://www.childcarelink.co.uk)

### **Private Day Nurseries:**

If you wish your young children to be cared for there are a number of private nurseries registered by the Bristol City Council Children's and Young People's Services according to rigorous standards for staffing ratios and facilities.

Always make sure you check that the provider is registered by asking to see the registration certificate.

### **Schools:**

Education is compulsory for all children between the ages of 5 and 16. Children between these ages who are in the UK as dependants of those resident in the UK may attend state school free of charge. Children can normally start school in the September term following their fourth birthday.

Children between the ages of four and eleven attend a primary school. They transfer to secondary school at the age of eleven.

### **Private Schools:**

There are a number of private schools in Bristol for which yearly tuition fees would be payable. You can find a listing of independent schools and of local private schools in Bristol online.

### **Public (state funded) Schools:**

You may only apply for a school place for your child once you have a residential address in Bristol. A full listing of state-funded (public) schools in the Bristol area are available and applications for a place can be made online with Bristol City Council Children and Young People's Service.

Schools in the area of the university are often oversubscribed and you may not be able to obtain a place for your child in your preferred school. The application form for placement in a Bristol school permits you to list your three most preferred schools. If a school is full you will be offered a place in an alternative school.

## 7.6 POLICE REGISTRATION

If your entry clearance states that you are required to register with the police, you must do so **within 7 days** of your arrival in the UK. If you have brought dependants with you (spouse/children) and their entry clearance has the same requirement, they must also register within 7 days. Children under the age of 16 do not need to register with the police.

Please remember to keep police registration certificates in a safe place.

To register, you must bring:

- Your passport
- Two passport-sized photographs
- £34 in cash for each person registering
- To this address:  
Nationality Unit  
Police Registration Office  
83 Newfoundland Street  
Bristol  
BS2 9LU  
Tel: 0117 952 9769  
Opening Times:  
Monday - Thursday  
9.00 am - 1.00 pm and 2.00 pm - 4.00 pm  
**Closed on Friday**

No appointment is necessary.

You must inform the police within 7 days of changing your address and within 8 days if any of the particulars recorded on the registration certificate change (i.e. immigration conditions, passport details, name, marital status or occupation). There is no additional fee payable in these cases.

Further information can be found at Avon and Somerset Police's website.

## 7.7 COUNCIL TAX

Council Tax is levied by the City Council on all residential properties. Students living in non-student accommodation may be exempt from Council Tax if they meet certain criteria of the course length and hours of attendance.

The College will issue you a confirmation letter for the Council to support your application for exemptions.

Please note that you will need to pay Council Tax in the following circumstances:

- If you change from full-time to part-time status or if you withdraw from your course.
- If your attendance is not satisfactory or you are not attending the classes as per time table provided by the college, then it will be notified to the relevant authority.

## 7.8 WORKING IN THE UK

### 7.8.1 JOBS AND CAREERS:

An updated list of job advertisements is always available from the college's reception desk.

To be able to work in the UK, you need to obtain a National Insurance number.

#### **National Insurance number (NI number):**

A National Insurance number is HM Revenue & Customs means of ensuring you are correctly credited and record National Insurance contributions (NICs) you are entitled to or have paid to your National Insurance Account. Your National Insurance number is unique to you and will never change. NICs are calculated as a percentage of your gross pay.

You should apply for a National Insurance number as soon as you arrive in the UK and begin work.

#### **How to apply for a NI number:**

Telephone Jobcentre Plus on 0845 600 0643 (8.00 am to 6.00 pm Monday to Friday).

Jobcentre Plus will check to make sure:

- that you need a NI number
- you don't already have a NI number

If your spouse intends to work while in the UK, he/she will also need to apply for a National Insurance number.

## 7.8.2 INCOME TAX:

Income arising in the United Kingdom is liable to UK income tax by HM Revenue & Customs. Income tax will automatically be deducted from your pay each month. The amount deducted will be indicated on your pay slip.

If this is your first time working in the UK or you are returning after a long period of absence:  
It is recommended that you complete Form P86. After completion, the P86 should be sent to:

Bristol & North Somerset Area  
Ground Floor  
Norfolk House  
Temple Street  
Bristol BS1 6HS

If you have worked in the UK prior to joining Bristol College of Accountancy, you should have been given a P45 from your previous employer.

If you do not have one you can complete a P46.

All information and forms mentioned here can be obtained online via:  
<http://www.hmrc.gov.uk/contactus/form-request.htm>

## 7.9 LEISURE & TRAVEL

Bristol is a vibrant city with an active social scene. "Visit Bristol" has information on things to see and places to go, including theatres, cinemas, restaurants and more.

For a comprehensive guide to arts and entertainment in Bristol, look at the magazine "Venue".

You will find that a considerable part of social life takes place in the many pubs and bars. Pubs are permitted to stay open 24 hours if they wish, but most close around 11.15 p.m. Clubs stay open until 3, 4 or 5 a.m. depending on the night of the week.

Smoking is forbidden in all indoor public places in the UK, including offices, cinemas, theatres, restaurants, and buses. It is considered impolite to light a cigarette in someone's company without first asking permission.

## 7.9.1 STUDENT SOCIETIES, SOCIAL AND EXTRA CURRICULAR ACTIVITIES

Students are encouraged to set up and run their own student societies. Being involved in extra-curricular is particularly important when it comes to applying for a job after you have left college, as the employers often like to know how you have spent your spare time away from study. If any one is interested in setting up a society, please contact student counsellor.

### 7.9.2 CINEMAS

- **Odeon**  
Comfortable and convenient, showing the latest releases.  
Union Street, Broadmead  
Tel: 0871 224 4007
- **Showcase Cinemas Bristol**  
Multiplex showing the latest releases.  
Avon Meads, St. Phillips Causeway  
Tel: 0871 220 1000
- **Vue Cinemas**  
Multiplex showing the latest releases.  
Cribbs Causeway or Longwell Green  
Tel: 0871 224 0240

### 7.9.3 THEATRES AND CONCERT HALLS

- **The Hippodrome**  
Bristol's largest theatre - musicals, pantomimes, West End shows, Welsh National Opera, the English National Ballet, and much more.  
St. Augustine's Parade  
Tel: 0870 607 7500
- **QEH Theatre**  
Modern theatre venue for professional touring companies and local amateurs with a reputation for imaginative productions.  
Jacob's Wells Road  
Tel: 0117 930 3082
- **The Redgrave Theatre**  
Owned by Clifton College, it is used by local theatre groups, including the Bristol Old Vic Theatre School.

## 7.9.4 PLACES TO VISIT IN BRISTOL

- **Explore@Bristol**  
A 21<sup>st</sup> century interactive science centre  
Harbourside  
Tel: 0845 345 1235  
Open daily 10.00 a.m. – 5.00 p.m., with extended hours some weekends and holidays.
- **Bristol Zoo Gardens**  
Awarded 'Zoo of the Year 2004' by the Good Britain Guide. Over 300 species of wildlife in 12 acres of beautiful gardens.  
Tel: 0117 974 7399  
Open daily:  
9.30 a.m. – 5.30 p.m. peak season  
9.30 a.m. – 5.00 p.m. off-peak season
- **City Museum & Art Gallery**  
Region's largest museum and art gallery.  
Queen's Road, next to the Wills Memorial Building  
Tel: 0117 922 3571  
Open daily 10.00 a.m. – 5.00 p.m.  
Free admission.
- **Clifton Suspension Bridge -**  
Spanning the River Avon and its Gorge, the 702 ft long, 245ft high bridge was built in 1864 by Brunel, the Victorian engineer, who was also responsible for (amongst other things) the Great Western Railway, Temple Mead's Rail Station, and the ssGreat Britain.  
  
Walk on the Suspension Bridge and look over the Severn Estuary to the hills of Wales.  
Edge of The Downs, Clifton  
Tel: 0117 974 4664  
Free to walkers and cyclists. Visitor Centre is open daily. Guided tours available by arrangement.
- **The Downs, Clifton**  
Borders the Avon Gorge and covering 445 acres of grass and woodland.  
  
Popular with joggers, baseball players, footballers, kite flyers, etc.

- **SS Great Britain**  
The world's first great ocean liner, designed by Brunel and launched in 1843.  
Great Western Dockyard  
Tel: 0117 929 1843  
Open daily 1.00 a.m. – 5.30 p.m. (April-October), daily 10.00 a.m. – 4.30 p.m. (November-March).

## 7.9.5 SPORTS CLUBS IN BRISTOL

<http://www.thebestof.co.uk/local/bristol/local-guide/sports-clubs>

<http://www.bristol.gov.uk/ccm/navigation/leisure-and-culture/sports--clubs-and-centres/?jsessionid=6946E485A25C640B5036520B50A2CDDD.tcwwwaplaws1>

## 7.9.6 CYCLING IN BRISTOL

Cycle from Bristol to Bath – cycle path starts at Avon Street, behind Temple Meads Station, following an old railway track.

Cycle from Bristol to the village of Pill – cycle path follows the River Avon.

Try also the Avon Cycleway - a circular route along quiet country lanes around Bristol. There is a linking path over the Suspension Bristol and through Ashton Court Estate.

## 7.9.7 TRANSPORT

### Local Bus Services:

Bristol is well-served with frequent buses to most areas. Student season tickets can be bought online from select local newsagents, or from:

Bristol Bus Station  
Marlborough Street  
Tel: 0117 955 32

### Taxis:

There are two types of taxis in Bristol. Taxis which have the City of Bristol Taxi sign cross-ways on the roof can be hailed in the street. Hire cabs must be booked in advance - they have no sign on the roof,

just a square licensing plate above the bumper. For safety's sake, always ask the cab driver in which name the booking was made before getting into a hire cab.

#### **Bus or coach travel:**

First - Buses go to Bath and all other towns in Bristol's surrounding area.

Timetable enquiries: 0870 608 2608

National Express - Coaches go from Bristol Bus Station, Marlborough Street, to all parts of the country.

Tel: 0870 580 8080

Megabus – Operates low fare coach travel between Bristol and London and other cities.

Pick-up points in front of Colston Hall, Bristol City Centre and Eastville Eastgate Centre.

Prices from as little as £1.

#### **Rail travel:**

Rail travel is more expensive than travel by coach, but is usually much quicker. Booking in advance is possible on most routes, and each company has its own fare structure offering discounts for advance booking. Generally the further ahead you book, the cheaper the fare.

National Rail - The rail network is run by a number of different rail companies (e.g. Great Western Railway – London and the South West; Virgin Rail – the South West, Midlands and North West).

Timetable Enquiries: 0845 748 4950

Megatrain – Operates low fare train travel between Bristol and London, Exeter, Plymouth, Penzance, and Bath.

All trains depart from Bristol Temple Meads.

#### **Air travel:**

It is possible to fly to a number of UK and European destinations from Bristol Airport. This is often the cheapest way to travel to Scotland or more distant parts of England if you book well in advance.

The Bristol International Flyer bus runs between Bristol Airport and central Bristol every 15 minutes, either from Bristol Bus Station or from the top of Whiteladies Road or Queens Road.

## **7.10 FOOD SHOPS IN BRISTOL**

There are many international food shops in Bristol and you should not have any problems obtaining the food you like. Here are just some examples:

- **Asian Food**

Bristol Sweet Mart  
71 St. Marks Road, Easton  
Tel: 0117 951 0690  
[www.sweetmart.co.uk](http://www.sweetmart.co.uk)

Most shops in Stapleton Road and St. Mark's Road, Easton, sell African, Caribbean and Asian food.

- **African Food**

Kalahari Moon  
86, St. Nicholas Market, Corn Street  
Tel: 0117 929 9879

- **Caribbean Food**

Tony's Caribbean Groceries  
128 Grosvenor Road, St.Pauls.  
Tel: 0117 941 4266

- **Chinese and Eastern Food**

Wai Yee Hong Chinese Supermarket  
Oriental City, Eastgate Road, Eastgate.  
Tel: 0845 873 3388  
[www.waiyeehong.com](http://www.waiyeehong.com)

Teoh's Oriental Supermarket  
26 – 34 Lower Ashley Road  
Tel: 0117 907 1191

- **Halal Meat and Poultry Products**

Best Halal Butchers  
107 Fishponds Road, Eastville.

Chaudhry's Mega Mart Ltd  
58 – 62 Bellevue Road, Easton.  
Tel: 0117 939 3322

Pak Foods  
88 St. Mark's Road, Easton  
Tel: 0117 951 4906  
[www.pakbutchers.co.uk](http://www.pakbutchers.co.uk)

Pak Butchers - 4 Roman Road, Easton.  
Tel: 0117 951 8057

## 7.11 SMOKING BAN

In most public places and buildings such as bars, restaurants and shops, is a smoking ban. If you wish to smoke, you will need to go outside.

## 7.12 CLIMATE

The UK climate is temperate with warm damp summers and cold wet winters. Winter months are usually around 4 ° C and summer months around 19°C.

Annual rainfall is similar to the national average, at 741-1,060 mm (29.2–41.7 in). Rain falls all year round, but autumn and winter are the wettest seasons.

Snow can fall at any time from mid-November through to mid-April, but it is a rare occurrence. Summers are drier and quite warm with variable amounts of sunshine, rain and cloud. Spring is unsettled and changeable, and has brought spells of winter snow as well as summer sunshine.

## 7.13 UK NATIONAL HOLIDAYS 2010

New Year	01 January
Good Friday	02 April
Easter Monday	05 April
May Day	03 May
Spring Bank Holiday	31 May
August Bank Holiday	30 August
Christmas Holiday	27 December
Boxing Day Holiday	28 December

## 7.14 USEFUL WEBSITES

### Information on Bristol

[www.bristol.gov.uk](http://www.bristol.gov.uk)

### Bristol Tourism

[www.visitbristol.co.uk](http://www.visitbristol.co.uk)

### UK weather

[www.bbc.co.uk/weather](http://www.bbc.co.uk/weather)

### Currency Conversion rates

[www.xe.com/ucc](http://www.xe.com/ucc)

### British Council

[www.britishcouncil.org](http://www.britishcouncil.org)

### Information on embassies around the world

[www.embassyworld.com](http://www.embassyworld.com)

### Student Travel Agency

[www.statravel.co.uk](http://www.statravel.co.uk)

## 7.15 OPENING A BANK ACCOUNT

It is not possible to open a bank account until after you have arrived in the UK. However, this is one of the first things that you must do immediately after you have arrived, as this is the safest way to keep your money and pay your accommodation and college fees. First you should decide which bank you would like to open an account in. There a number of banks located within minutes of walk from the college.

The documentation you will need to open a bank account is as follows:

- Photographic ID - Your Passport
- Confirmation of your student status. Letter from the College.
- Confirmation of your home address in your own country.  
An official document with your home address, such as driving licence, identity card, government letter and Bank letter from BCA confirming your home address.
- Private tenancy agreement.
- Evidence of previous bank accounts (if applicable). A bank statement (of 1 month) from your existing bank in your home country.

### Putting money in:

You simply need to take cash, or cheques, into your bank, complete a paying-in slip and hand it over to the cashier. Cash will be in your account the same day you deposit it at your branch. If you deposit cash in another branch it will take around three working days to clear; cheques normally take three to five working days to clear.

If someone else is paying money into your account they will need to know your:

- Account number
- Sort code
- Name and address of the bank, including post code

#### **Taking money out:**

Most banks have cash machines. You can also go into the bank and request cash from the cashier.

## **7.16 INFORMATION ON UK HEALTH SYSTEM**

### **Medical Services:**

On arrival at the College, it is important to register with a doctor, do not wait until you need a doctor.

If you need to find the nearest GP visit the NHS Direct website. This will provide a list of all GP's in your local area. You can also ask the receptionist to provide you with a list of GP's.

To register with a GP, it is useful, but not essential, to have your NHS card or number. The new GP will ask you to fill in a questionnaire about your health, and contact your previous GP (if applicable) for your medical records. They will also help you register with the NHS.

### **Dental Services:**

It is important to register with a dentist before you need one, as emergency treatment can be both difficult to obtain and expensive. Frequently dentists' lists may be closed to new NHS patients but local papers often have adverts on the back page, from dentists who will take new NHS patients. Having registered with a dentist, it is important to have a check up, at least every 6 months or else you will be removed from their list.

### **Emergency Dental Treatment:**

GPs and casualty departments are unable to do dental work. If you are not registered with a dentist, in an emergency call NHS Direct on 0845 46 47 and they will be able to advise you on the most appropriate service for you.

For further information have a look at:  
[www.nhs.uk/Livewell/studenthealth](http://www.nhs.uk/Livewell/studenthealth)

### **Paying for Prescriptions, Opticians and Dental Treatment:**

As a student you may be entitled to full or partial exemption (on the grounds of low income) from prescription, dental and optical charges. With prescriptions you will either qualify for full exemption or no exemption. To claim exemption, complete a HC1 application, which is available from GP or dentist surgery.

If you have already paid for treatment, it is possible to claim a refund within 3 months with form HC5, which is also available from GP or dentist surgery.

## **7.16.1 INTERNATIONAL STUDENTS**

All international students studying for six months or more are entitled to NHS treatment from the time of your arrival in the UK. Your spouse and any dependent children are also entitled to full NHS treatment. You can also apply for exemption from prescription, optician and dental charges on form HC1. The GP will require a letter of enrolment from the college, before registering you.

## **7.16.2 HEALTH AND PERSONAL PROBLEMS**

### **Personal problems**

The NUS (National Union of Students) website has advice on dealing with homesickness and other problems commonly faced by new students.

The college has an out of office emergency phone number which student can phone in an emergency. Alternatively, you can call or email organisations such as the Samaritans, which offer emotional support 24 hours a day. Here are some useful links:

### **CALM Campaign against living miserably**

Fighting depression amongst young men  
<http://www.thecalmzone.net/>

### **Samaritans**

<http://www.samaritans.co.uk/>

### **Brook Advisory Centre**

Gives confidential advice and information on sex and contraception to young people  
<http://www.brook.org.uk/>

## 8. RULES AND REGULATIONS

### 8.1 GENERAL RULES AND REGULATIONS

#### **Assuring and enhancing academic quality:**

Academic quality embraces those activities that make a contribution to the nature of a student's academic experience including:

- Learning, teaching and assessment.
- The Deployment of learning resources.
- Careers advice and guidance.
- Pastoral support.
- Student academic appeal procedures.
- Student complaint and grievances procedures.

#### **Principles relating to academic quality are as follows:**

- The Quality of the student experience will satisfy or exceed, as far as is possible and desirable, the requirements of governmental, professional and statutory bodies and similar organisations.
- The quality of programmes will be monitored and reviewed on regular basis.
- The views of external quality assessors will be sought when the quality of programmes is reviewed.
- Enhancement of quality will be informed by a robust monitoring and feedback mechanism, ensuring that the information derived from the monitoring is used effectively to improve and enhance delivery of education and that due regard is given to the views of students. This feedback mechanism will involve both local and college level monitoring and feedback, and will be supported by self-evaluation as required.
- Enhancement will be supported by staff development involving professional development programmes, staff appraisal, teaching observations and peer review.

#### **Managing quality and standards:**

The principles presented above will be developed in more detail within subsidiary academic quality and standards policies, and the principles of all policies will be realised within academic quality procedures, codes of practice and the academic regulations.

In the main, once agreed, responsibility for following policies, procedures, codes of practice and

regulations will be devolved to schools. However, the college recognises that students, external quality agencies, employers, partners and other stakeholders need to be confident that standards and quality are being maintained, and that at a institutional level, the college assured of the standards and quality of provision. A variety of independent techniques can provide such assurance including audit, internal review, continuous monitoring, and feedback from observes of internal quality processes. The principles underlying these methods is that they should:

- Highlight any need to change the practices of schools and services
- Highlight any need to change academic policies, procedures, codes of practice and regulations
- Highlight any staffing or other resource requirement, including the need for staff development
- Ensure that necessary changes are made
- Make a valuable contribution to quality enhancement
- Be designed to give external agencies, employers, partners, students
- Confidence in our quality assurance policies and procedures
- Integrate as far as is possible or desirable with the procedures of external auditing organisations
- Be developed in consultation with the deliverers of academic provision
- Be periodically reviewed for appropriateness, effectiveness and efficiency.

#### **IT Facilities:**

The computing facilities covered by the following regulations include all computers located in the college including work stations and personal computers, together with the software and data stored on them. The regulations also cover all computing carried out on a computer connected to the College network, whether or not this involves the use of College-based computer. These regulations do not cover any computing facilities external to the College.

Users must not:

- access (or display any information which permits another to access) computer material without authorisation for penetration of any criminal offence;

- alter (or display any information which permits another to alter) data, programs, files, electronic mail or any other computer material belonging to another user without the other user's permission;
- use (or display any information which permits another to use) a computer to access any program or information which they are not authorised to access / use

**Copyright and rights in software:**

The College forbids the illegal copying of software by staff or students. All users must respect rights of proprietary software and other online information. Users may not copy proprietary data from any systems without permission, nor install proprietary software on systems not covered by an appropriate licence. Heads of department are responsible for all software installed on the computers. The college may carry out audits from time to time to ensure all software is legal. Some software packages are licensed only for educational use, and must not be used for commercial purposes.

Action will be taken against staff or students, who knowingly make, acquire or use unauthorised copies of computer software.

**8.2 HEALTH AND SAFETY**

**Policy and Procedures:**

It is the policy of Bristol College of Accountancy to ensure, in so far as is reasonably practicable, the health, safety and welfare of their students and employees whilst at work. This also extends to others who may be affected by our work activities - for example, visitors to our premises.

Employees also have a statutory right to take care of themselves and any other person(s) who may be affected by their work actions and to observe at all times published safety and fire procedures.

The executive team accepts the responsibility to provide, where appropriate the necessary resources to meet statutory requirements and any stated objectives. Specific health and safety duties are delegated to the Administrator, whilst they retain overall responsibility.

Bristol College of Accountancy will, as far as is reasonably practicable, ensure that:

- Information, instruction, training and supervision is provided as necessary to promote and secure our students and employees' health and safety at the college.
- The office and equipment are safe, without risk and are adequately maintained.
- The working environment for students and employees is safe and without risk to health and that adequate provision is made with regards to the facilities and arrangements for their welfare at work.
- Risk assessments are carried out and reviewed when necessary.
- Health surveillance is provided where necessary.
- The college is safe for students and employees and that there is safe access and exits from the college.

All employees, students and visitors are required to cooperate with the organisation in carrying out this policy and must ensure that their own work, in so far as is reasonably practicable, is carried out without risk to the health and safety of others.

All staff must report to the reception and/or the college management (as appropriate) and enter full details of all accidents in the accident book.

The Health and Safety Policy will be reviewed regularly and amended and updated as and when necessary. Any amendments to this Health and Safety Policy will be the subject of consultation with students and our employees, and any changes that are made will be communicated to all staff.

**Investigation and Reporting:**

It is the college's aim to develop a 'no automatic blame' culture whereby all accidents, incidents and ill-health are reported without prejudice. The system will be accessible to all staff and students.

All such reports will be investigated to an appropriate level with a view to finding the root cause and incidental failures, and to learn lessons and take improvement actions where appropriate.

**Health and Safety Instructions:**

- You should familiarise yourself with our Health and Safety Policy and your own health and safety duties and responsibilities.
- You must not take any action that could threaten the health and safety of yourself, other students, staff or members of the public.
- You must ensure that you are aware of our fire and evacuation procedures and of the action you should take in the event of such an emergency.
- You should report all accidents and injuries at the college, no matter how minor, in the accident book that can be found at reception.
- You should not be under the influence of alcohol or drugs while on the College's premises.
- Do not obstruct doorways, corridors or stairways. Obstructions can cause delay during emergency evacuations as well as trips, slips and falls.
- Keep floors clean and tidy. Avoid litter.

**8.3 EMERGENCY INSTRUCTIONS****In the event that you discover a fire or smoke you should:**

- Sound the alarm (if not yet on), situated at the College's entrance on the second floor of the building.
- A member of staff will call the Fire Brigade as soon as they are aware of a fire.
- Evacuate the area and go to designated assembly point via a safe exit route. Do not delay by gathering personal possessions.
- Remain at the assembly point where you will need to be accounted for until we have further instructions. Do not stand underneath the building as it might collapse.

**If you hear the fire alarm signal you must:**

- Leave the building immediately at the nearest safe exit.
- Proceed quickly but calmly to the Fire Assembly Point located in the car park.
- Do not stop or return to collect personal belongings.
- Do not stand underneath the building as it may collapse.

**Smoking Policy:**

You are not permitted to smoke anywhere inside our premises at any time.

**Hygiene:**

An appropriate and reasonable standard of personal hygiene must be maintained at all times during college times.

Any exposed cut or burn must be covered with a first-aid dressing.

If you are suffering from an infectious or contagious disease or illness such as rubella or hepatitis, you should not attend or visit the college without clearance from your doctor.

Contact with any person suffering from an infectious or contagious disease must be reported before commencing your course.

**College Emergency Contact Number:**

From 9am -5pm, Monday to Friday: 0117 952 5500

Out of Office Hours: Should an emergency arise, which can not wait to be discussed during college opening times, contact Mr A Chaudhary, the Operations Director on 0786 874 1609.

**8.4 COLLEGE AS AN EQUAL OPPORTUNITIES INSTITUTION IN RELATION TO THE EDUCATION OF STUDENTS****Policy:**

The College is committed to ensuring that all students enjoy equality of opportunity during their studies at Bristol College of Accountancy and are free from any form of discriminatory practices by the Institution or its members as defined in the Equal Opportunities Policy and Codes of Practice of the College.

**Discrimination Policy:**

The College is committed to a working and learning environment that is free from unlawful discrimination.

**Harassment Policy:**

The College is committed to a working and learning environment that is free of intimidation or unlawful harassment as defined in the Sex Discrimination Act (1975) and the Race Relations Act (1976).

#### **Curriculum, pedagogy and assessment Policy:**

The College is committed to an education for all students on all programmes which does not discriminate against students on the grounds of age, colour, ethnic origin, family responsibilities, gender, marital status, nationality, race, religion, sexual orientation, socio-economic status. The policy embraces the development of a multi-ethnic curriculum with freedom of speech and thought in the context of scholarly dialogue.

#### **The language of equal opportunities Policy:**

Bristol College of Accountancy is committed to using language spoken, written and visual which avoids sexism and racism or language offensive to those with disability within the Institution and in all its official documents, committee reports and in promotional and advertising material. The goal is to achieve a writing 'house style' which embraces best practice.

### **8.5 DISABILITY STRATEGY OF BRISTOL COLLEGE OF ACCOUNTANCY**

The Disability Rights Commission has produced a statutory code of practice called The Duty to Promote Disability Statutory Code of Practice. The duty requires all public authorities, including us as an educational establishment, to promote disability equality.

The duty states that when carrying out our functions as a college, we must have due regard to the need to:

- Promote equality of opportunity between people with a disability and people without a disability
- Eliminate discrimination that is unlawful under the Act
- Eliminate harassment of people with a disability that is related to their disabilities
- Promote positive attitudes towards people with a disability
- Encourage participation by people with a disability in public life

- Take steps to take account of barriers to full participation, even where that involves treating people with a disability more favourably than other persons

We have a specific duty to produce our Disability Equality Scheme which sets out the steps we will take to comply with our duty (the action plan).

The college will begin a process of talking to students, staff and other users who have a disability. We will also talk to parents, carers and other in the community. Over the next two years, we intend to develop a robust system for involving people with a disability in all our planning processes.

#### **Action Plan:**

Bristol College of Accountancy has tailored an action plan below to meet the duties as written above and monitoring of retention and success with a disability compared with students who do not have a disability:

- Training for support who work with teachers in the classroom to support groups and individuals.
- Ensuring that the support team is an integral part of the curriculum course teams and the student Progress Review process.
- Encouraging disclosure of disability at a number of points within the admissions process and on course.
- Having a support system that is flexible in meeting needs that are identified on course.
- Training for teaching and support staff on specific disabilities.

We plan to provide a range of specialist services to disabled students and employees. We further have plans to support disabled students including:

- Support for specific learning difficulties, e.g. dyslexia, dyspraxia, which includes full diagnostic assessment, access to assistive technology, adaptations to course materials, special exam arrangements.
- Support deaf and hearing impaired students and visually impaired students which may include communication support, special examination arrangements, access to communication technologies, adaptations of materials, including Braille or large print, access to assistive

technology, e.g.: screen magnifiers, voice recognition software.

- Support for students with learning difficulties and/or disabilities, e.g. Asperser's Syndrome, Down's syndrome, ADHD, on discrete and mainstream programmes which includes one to one support, specialist software, exam concessions, help with coping strategies.

All members of the Executive Management of the college have received training on equality and diversity.

The college will have an Equal Opportunities Committee, chaired by the Student welfare officer for Students which will meet every six months and will report to the principal.

## 8.6 EQUALITY AND DIVERSITY

### **Gender Equality Policy:**

Bristol College of Accountancy values all its staff and students equally, regardless of their sexual orientation or gender assignment.

The College aims to create an environment in which all staff and students, whatever their sexuality or gender assignment, feel equally welcome and valued, and which homophobic behaviour is not tolerated.

### **Race equality policy:**

As an educational institution and employer, the College will oppose racial discrimination, racist attitudes. The College will promote equality of opportunity regardless of racial group and will encourage, support and help staff and students regardless of racial group to reach their full potential.

### **Disabilities equality policy:**

The College will resist discrimination against people with any form of disability (physical, psychological or mental).

All students and staff are covered by these policies and expected to create and maintain an environment in which bullying, discrimination and harassment are not accepted.

### **Policy on Students with Additional Learning Support Needs:**

BCA welcomes applications from all sections of the community and aims to provide a welcoming and very friendly environment in which they can study.

The administrators works with students, academic staff and management to ensure as integrated an experience as possible.

However, it is very important that you tell the management about any additional learning support you may need as soon as possible.

## 8.7 DISCRIMINATION RELATED COMPLAINTS

Any member of the College who suffers from unfair discrimination will have the support of management.

There are various ways in which an individual can deal with discrimination.

### **Step One:**

- Act promptly to share the view of the situation with the person who is felt is acting or has acted in an unfair and discriminatory manner. This person may be unaware that the behaviour, statements or questions were unfair. It may be, therefore, a genuine misinterpretation or misunderstanding which can be cleared up immediately.
- The support of a colleague or friend may be necessary to help explain the situation to the other person. Such support should be used when there is a concern about making an approach to the alleged perpetrator.
- It is important to understand that bringing a complaint will not result in further discrimination or victimisation. Concerns must be shared with the College for the good of the community as a whole.
- Any complaint should be reported to the principal or director of studies.

### **Step Two:**

- Unfair discrimination may occur in a variety of forms. If there is concern about an experience or a situation, then this should be shared with the director of studies who will be able to advise and help with the best course of action.

- Concerns should be shared if possible with other colleagues to determine whether they have the same perspective or experience.
- Director of studies may advise on whom it is best to approach and will decide on how to resolve the problem.
- Unfair discrimination by members of the College may be a matter for discipline under the agreed disciplinary procedures and conditions of service.

### **Complaints procedure 2**

#### **What you should do if you believe you are a victim of sexual, racial or other forms of harassment**

- Any member of the College who suffers from harassment will have the support of management.
- There are various ways in which an individual can deal with harassment.
  - Act promptly and do not wait until the situation reaches an intolerable level or personal well-being is put in jeopardy. In some cases, the person against whom there is a complaint may be unaware that their behaviour is inappropriate or objectionable, or it may happen that their words or actions have been misinterpreted.
  - Even where the behaviour was intentional, a swift clear indication that the behaviour is objectionable may well prove sufficient.
  - Although an objection is often most effective when delivered face to face, there may be good reasons to choose not to speak directly to the person against whom there is a complaint. If this is the case, there are the following options:
    - A friend or colleague can be asked to talk to the person. This may well settle the problem. The incident should be reported to the principal or director of studies. The identities should not be revealed unless a formal complaint is to be made. The reporting is for monitoring purposes.
    - Details of any subsequent incidents should be written down and copied to the director of studies.

### **What the College will do in response to a complaint**

#### **Informal Action:**

The complainant may try either to solve the matter by direct approach or to seek the assistance of a person in authority who is trusted.

The person in authority is expected to:

- Respond sensitively to the complaint.
- Provide advice including information about the procedure if a formal complaint becomes necessary.
- Take up the matter informally with the person against whom the complaint has been made; anonymous complaints can only be pursued in general terms and are less likely to bring about the desired change in behaviour. The person against whom the complaint has been made will be advised of the nature of the complaint and be given the opportunity to respond. They will also be advised of the procedure to be followed if a formal complaint were to be made. Where this meeting leads to an acknowledgement that a problem exists, the steps to rectify the problem and prevent the situation recurring will be agreed and notified to the complainant.
- All informal complaints should be reported to the Principal and director of studies.

#### **Formal Action**

At any time the director of studies would be requested to give advice/support to both the complainant and the alleged discriminator.

- In the first instance, the complainant should consult with director of studies who will help them to proceed. The complainant should be informed about the guidelines for pursuing complaints and what this might involve. Some students from overseas may welcome the opportunity to recount the alleged incident in their first language, which may require recourse to an interpreter.
- If the decision is made to take the case further, the director of studies will inform alleged perpetrators, meet with them and inform them that a complaint has been made, giving the opportunity to accept responsibility for the offence. If this is done, the harasser should write to the complainant admitting the offence, expressing regret and undertaking to ensure that

further incidents do not occur. Copies of this letter should be lodged with the principal and director of studies for monitoring purposes.

- If the alleged discriminator denies the allegations, the matter should be referred to the director of studies who, in consultation with the principal, should decide whether or not this falls within the disciplinary procedures. The complainant's rights of appeal against a decision not to proceed should be explained to them.
- Serious cases of harassment may be deemed to be gross misconduct. In such cases, disciplinary action against the perpetrator shall be taken under the appropriate procedures.

## 8.8 DATA PROTECTION

The College is registered with the Information Commissioner's Office so that it can hold personal information in electronic and paper format about you, both during your course and after you have left the College.

The college collects, holds and processes personal data according to Data Protection Act 1998. Your personal data is processed for a number of internal purposes like providing services to students or processing applications. We hold general information about students such as their name, date of birth, local and overseas address, courses studied, fee payments and correspondence.

The college is also obliged to disclose student information to some external bodies, which include national security, crime, taxation and law & order enforcement agencies.

If you wish to contact fellow students, you should obtain this information from them yourself. Under Data Protection Act, the College is unable to release any information such as addresses or telephone numbers of other students.

You have the right to enquiry about the personal data held about you by the College. You have the right to have any inaccuracies erased or corrected.

## 8.9 GENERAL ADMISSION POLICY

Admission to programs offered by Bristol College of Accountancy or collaborative programmes from other universities is based on the qualification level of applicants. Students may also be admitted to award programmes under sponsorship of funding arrangements.

Overseas students are admitted in accordance with the Home Office and college policies.

Applications for admission shall be invited under the following categories:

### **Standard Admission:**

Standard Admission applies to all applicants for whom the admission can be determined on the basis of formal educational achievement. There are a number of sub-categories, as follows:

#### **- Standard Admission (GCSE):**

Applicants in the Standard Admission are those who completed GCSE as full-time secondary school students in UK, and obtained results within the previous five years.

#### **- Standard Admission (Overseas Qualifications):**

Applicants in the Standard Admission (Overseas Qualifications) are those who have completed programs of secondary studies overseas to the standard for admission based on the GCSE. The equivalence of international qualifications will be determined having regard to the British Council's International Guide to Qualifications in Education and the UCAS booklet UK Qualifications for Entry in Higher Education. Applicants must also demonstrate that they have a satisfactory command of the English language to enable them to pursue the program to which admission is sought.

### **Mature Students:**

Mature students are considered to be those aged 21 or more at time of entry. Whilst academic qualifications are essential for some courses, mature applicants who do not have formal entry qualifications but whom request admission on the basis of prior experience that may suit them for a particular course are encouraged to apply.

**Admission on the Basis of Prior Experience:**

An applicant's prior uncertified learning may be assessed for entry to any programme of study at whatever level. However:

- Responsibility rests with the applicant for making a claim to have acquired knowledge and skills and for supporting the claim with appropriate evidence.
- The learning derived from experience must be identified in order to be assessed.
- The identification of prior learning comes through systematic reflection and experience, the writing of clear statements about what has actually been learned and the collection and collation of evidence to support those statements.
- Academic assessment is the responsibility of the course tutor who may employ any appropriate procedure(s) to enable them to make an academic judgement about the evidence of prior learning submitted by the applicant:
- Where it is proposed to allow entry with specific credit, the methods of assessment shall be such that the judgement made could be considered by college appointed external examiners;
- The academic function of assisting the applicant to prepare evidence of learning shall be separated from that of assessing that learning.

**Deferred Admission:**

The college provides for students who have been made an offer for one of our courses, to defer the commencement of their study in that program for a period of up to one year. An applicant who wishes to defer must follow the standard application procedure and pay the appropriate fees and provide the necessary documentary evidence.

If an applicant's deferment has been approved, the college will send them a letter confirming this. The college will then produce the necessary paperwork to support the student's application for visa (where required) nearer to the course start date. In most cases, the student will be required to re-submit up to date documentary evidences to support their

admission. Applicants are not entitled to hold a deferred place and apply for other programs. If an applicant wishes to apply for other programs, they should cancel their deferment.

Overseas students present in the UK on a student visa may not be allowed to defer their courses, unless permission is granted by the UKBA.

**Admission with Academic Credit:**

- Provided that it is clear that an applicant has fulfilled some of the progression and assessment requirements of the programme of study by means other than attendance on the planned programme, and will be able by completing the remaining requirements to fulfil the objectives of the programme and attain the standard required for the award, the applicants may be admitted to any appropriate point in the programme.
- Admission 'with academic credit' shall be subject to the same principles as admission to the beginning of the course. Subject to the requirements of the relevant course regulations, a student may be admitted with exemption from certain elements of a programme, which means that the student would not be required to take those elements but might be required to take alternatives; or with specific credit, which means that the student would be considered to have passed certain elements and would, where the course regulations permitted, be graded.

**Other Requirements:**

The college must be satisfied that the student is able and intending to follow the course applied for. Students must complete the appropriate forms and provide appropriate evidence for this.

**Admission Procedures:**

The Admission officer in accordance with the rules, resolutions, policies and procedures of the college shall make offers of student places in the college.

The procedures for admission and enrolment and the dates generally or in particular cases by which such procedures are to be completed or conducted or by which any fees or charges are required to be paid shall be prescribed by the registrar in accordance with the college requirements.

## 8.10 ADMISSION FOR LEARNERS WITH PARTICULAR REQUIREMENTS

### POLICY STATEMENT:

The college believes that opportunities to participate in higher education should be provided to all those with demonstrable ability to benefit. The college also recognises the benefits of recruiting a diverse population of students and aims, in so doing, to widen and deepen access to higher education.

The college places particular importance on arrangements with local and overseas colleges and other organisations to support the progression of students into the College and will jointly develop outreach initiatives and agreements to assure progression routes.

Codes of admission practice will ensure that selection procedures are structured to operate efficiently and promptly having regard for the situation of each candidate. Applicants will however have an opportunity to visit the college at Open days.

An appropriate alternative offer will normally be made to qualified candidates who fail to secure a place on an over-subscribed programme. Decisions on admissions of candidates without usual entry qualifications will be based on accreditation and recognition of prior learning, evidence of motivation, and capability for Higher Education as measured by tests including those for numeracy and literary if deemed appropriate. Such applicants who do not reach the required standard will be advised of linked progression routes. For admissions with advanced standing, accreditation and recognition of prior learning will be necessary.

The college ensures that an overseas recruitment personnel, including agents acting on its behalf, are fully briefed on college academic regulations and admissions procedures; in particular with regard to expected levels of English Language competence and the availability of pre-sessional and in-sessional tuition in English. Overseas undergraduate students seeking entry with advanced standing will normally do so within the terms of formal articulation agreements.

The college will review regularly the appeal of its portfolio of its programmes and the nature of its admissions publicity, and make changes where

required. The college will endeavour to maximise the take-up of offers by applicants and reduce its reliance on clearing wherever possible.

The college will monitor take-up rates and the subsequent progression of students wherever possible. The college will monitor take-up rates and the subsequent progression of students and use this information to influence policy and procedures.

The admissions process is the responsibility of the college admissions officer for international students, for UK/EU students and for students on professional programmes.

Admissions staff will be equipped with a thorough knowledge of College regulations and the full range of entry qualifications, including the requirements of professional bodies.

### In implementing this policy the College will:

- Develop guidelines for the use of diagnostic testing to aid selection;
- Ensure that admissions staff work with the Disability Support Unit in assessing and advising applicants with disabilities and special needs;
- Establish systems to ensure speedy and consistent decisions on applications, based on agreed admissions criteria and service standards;
- Provide training for admissions staff in the evaluation of the applications for admission with credit;
- Regularly monitor students admitted to ensure the college's widening participation aims are being met;
- Develop an agreed approach governing the presentation of the college through Open days, Offer Days, events, advisory interviews and publicity materials.

## 8.11 ATTENDANCE MONITORING POLICY AND PROCEDURE

### Policy Purpose:

The purpose of this policy is to monitor overseas and local student attendance to support their academic progress and to ensure compliance with the UKBA and educational authorities requirements. The intent is to provide all students with the best opportunity to achieve learning outcomes of their chosen courses.

### Policy Scope:

This policy applies to all students and to all professional courses taught at Bristol College of Accountancy.

### Policy Content:

Bristol College of Accountancy will record the attendance of all students. Overall monitoring of the class attendance is managed by the administration team in conjunction with the teaching staff. Student attendance is recorded and monitored for each scheduled study period by a member of the teaching staff.

International students are required to attend the college for a minimum of 15 hours every week over at least three separate days from Monday to Friday. They are hence required to enrol and study for at least three papers per semester. International students are also required to attend at least 80% of their scheduled classes every semester. More guidance on this is available through UKBA website, [www.ukba.gov.uk](http://www.ukba.gov.uk)

As a responsible tuition provider, Bristol College of Accountancy must comply with the BAC and UKBA requirements of recording and monitoring student attendance. The college has a legal requirement to report overseas students who fail to maintain adequate level of attendance.

### Record Keeping and Confidentiality:

Records of all attendance are handled under this procedure and their outcomes will be maintained for a period of at least five years for auditing purposes. Achieved files may be maintained for longer periods.

### Disclosure:

Bristol College of Accountancy may provide attendance records to authorities such as the UKBA, local authorities and Awarding Bodies where legally required to do so.

### Procedure for Implementation:

- The lecturers will use class attendance registers to record student attendance at each scheduled class. Attendance will be recorded twice daily, once in the morning session and once in the afternoon session.
- Students that arrive more than 30 minutes after session start time will be marked as late. 4 late arrivals will equal 1 day of unauthorised absence.
- The administration department will monitor the attendance registers on a daily basis and will also enter attendance records onto the central system.
- Any student wishing to take leave of absence for any reason must notify the college before hand. In case of illness, the college must be informed as soon as possible, ideally during the first few hours of absence.
- If a student fails to attend four consecutive sessions without prior permission from the college, the student will be contacted, either via a telephone call or via an email, to enquire about the reason for the absence.
- Should the student fail to attend six consecutive sessions without a reasonable response, an email or a letter will be sent to the student advising him/her to contact the college as a matter of urgency.
- Should the student fail to attend ten consecutive sessions without a contact, the student will be removed from the course and a letter will be sent to the student explaining this. The student will still be required to pay the full fees for the course.
- International students will also be reported to the UKBA for missing ten consecutive sessions or missing 10 days without permission from the college, and without a reasonable response to our contacts.
- Any outstanding fee will become due immediately if a student is removed from the course due to non-attendance.
- Should your attendance fall below 80% for any term, you will be removed from the course and UKBA will be notified.

### Illness:

If you are ill for five or more consecutive weekdays you will need to fill a student self certification form and provide with it a medical certificate from your doctor. Forms can be obtained from reception.

## 8.12 STUDENT RECRUITMENT AND ADMISSION POLICY AND PROCEDURE

### Policy Purpose:

The purpose of this policy is to ensure that a wide range of academic and professional courses are available to candidates from all over the world and that their selection is based on clearly specified criteria and that no one is refused entry to a programme due to their religious beliefs, political opinions, racial group, gender, race, marital status, sexual orientation, disability or responsibility for dependents.

Further, this policy seeks to ensure compliance with UKBA requirements and the guidelines provided by the various education authorities BCA is accredited by.

### Policy Regulations:

BCA's student recruitment and admission policy will comply with all the appropriate legislations and take account of UKBA requirements governing the recruitment and admissions of students, and also with the guidelines provided by the educational bodies who have accredited BCA to run their programmes.

### Policy Scope:

This policy applies to all students and to all professional courses taught at Bristol College of Accountancy.

### Selection of candidates:

#### - Aim of Selection:

To attract and retain students, from a wide and diverse community, who have the potential to complete their programme of study successfully and benefit from the learning experience. Where places are limited, available places are offered to those applicants who are best able to complete, contribute to and benefit from their chosen programme.

BCA is committed to transparency in its admission procedures and thus all applicable selection criteria will be made available to prospective candidates upon request.

#### - Selection Criteria:

The admissions criteria will take into account BCA policy, UKBA requirements, and guidelines from relevant authorities and legislation.

Selection criteria are considered carefully in order to ensure that the assessment of applicants is fair and transparent.

Selection criteria are reviewed regularly in order to ensure their ongoing relevance to developing curricula and teaching and learning practice, and in the light of changes in the applicant pool.

Equivalent criteria will be considered for applicants where standard procedures do not produce equivalent evidence. BCA may seek and take into account additional information which may include alternative evidence of an ability to meet the selection criteria and evidence regarding the reasons why it was not possible to demonstrate meeting the criteria by standard procedures.

Evidence may be gathered through a variety of means including interview, tests, reference, or the assessment of previous employment experience or academic work.

### Entry Requirements:

BCA applies minimum entrance requirements for all its programmes. These take into account the recommendations of awarding bodies and represent the qualifications which applicants are normally expected to present for entry.

However, all programmes will specify additional entry requirements and these are detailed against each programme offered on our website and in other published literature.

Candidates must provide the appropriate documentation with their application, otherwise their application may be refused or delayed at the least.

BCA will accept qualification certificates from around the world, provided that their integrity can be verified and it can be demonstrated that they are at least equal to or exceed the standard required for entry to that requested programme.

BCA recognises both certificated and experiential learning irrespective of the context in which it is achieved. Accordingly, BCA will accredit alternative forms of learning, provided these can be evidenced in writing and authenticated at the appropriate level.

BCA is committed to register overseas non EU students once our Tier 4 application is approved by the UKBA. Overseas non EU students will be required to fulfil UKBA requirements in order to study at Bristol College of Accountancy in addition to programme requirements detailed on our website and in other published literature.

### **Admission Procedure:**

1. Applications to programmes are made directly to BCA, or its chosen representatives to act as application receiving officers. The deadlines for such applications will vary and will be published by BCA.
2. Candidates must familiarise themselves with the contents of the programme, duration of study, exam and assessment requirements, finance required to complete the programme, UKBA requirements and the awarding body entry requirements.
3. Once the candidate is satisfied that they are able to follow and complete their desired programme of study, they should complete the appropriate application form(s) and return to BCA or its chosen representative.
4. The candidate must also provide sufficient evidence (education certificates, English language training, experience certificates, exemption certificates etc), as necessary, to demonstrate that they meet the entry requirements and that they are able to complete the requested programme of study.
5. The application receiving officer will then confirm the integrity of the documents received and acknowledge receipt within 5 working days. It is important that where photocopies of documents are provided, they are attested by the appropriate bodies. Originals of these will then need to be presented to the college at registration.

When checking documents, the application receiving officer will carry out checks to verify that the documents are valid, genuine and have not been tampered with in any way. These checks will include a photograph check to ensure the photographs are consistent across the documents and with the candidate (where possible), that the date of birth and the name is consistent across the documents. Should the name differ between two documents, the candidate will be required to provide a separate document to verify this (marriage certificate, change of name certificate, divorce decree etc).

Admission to BCA is subject to applicants disclosing all facts and information relevant to their application. If, during the course of the consideration of an application, or subsequently, an applicant is discovered to have omitted any information requested in the instructions or the application form, or has made any misrepresentations therein or given false information, BCA reserves the right to withdraw an offer of a place and/or refuse their application.

6. The receiving officer will then assess the application along with the supporting evidences against the entry requirements, and will also assess the suitability and the intentions of the candidate to complete the requested programme of study. It is hence very important that the candidates complete the application forms in full.
7. At this point, the application receiving officer may;
  - a. request for further documentary evidence to support the application
  - b. request the candidate to attend a face to face or a telephone interview
  - c. request the candidate to take English language test
8. Once the application receiving officer is satisfied that the candidate is able and intending to follow the requested programme of study, they will then complete the remaining part of the application form and give reasons to confirm that the;
  - a. Candidate is suitable to complete the programme

- b. Candidate is financially able to complete the programme
  - c. Candidate is aware of the programme contents, structure, duration and fee requirements
  - d. Candidate is aware of UKBA and BCA policies and requirements
9. The application receiving officer will then upload the application on BCA's central system and attach scans of all the documents used to assess the application indicating which documents have been used to base their acceptance on.
  10. A senior administrator at BCA will then re-asses the application, and if satisfied, will issue the candidate with an offer letter detailing what further actions the candidate must take to complete their admission, if any.
  11. Once the senior administrator is satisfied that all actions have been completed, and that appropriate fees has been received by the college, they will then progress the application on BCA's central system and issue a CAS for the candidate.
  12. The candidate should then apply for a visa at their local post and report to the college at the registration dates provided to them with the CAS confirmation letter/email.
  13. During registration, the candidate must present all original certificates used during the application process along with their passport. Where an original document is not available, its certified photocopy and a reason for inability to produce that document must be given.
  14. BCA will make photocopies of their passport along with other documents and will keep these on record. BCA will also carry out an audit every 12 months and the students may be required to re-present any or all of the documents.

**Applicants seeking deferred entry:**

BCA will consider requests from applicants for deferred entry for a maximum of one year. Applicants should be aware that deferred entry may not always be granted. The decision whether or not to offer a place to applicants for deferred entry rests with the college admission authority.

**Other Requirements:**

The college must be satisfied that the student is able and intending to follow the course applied for. Students must complete the appropriate forms and provide appropriate evidence for this.

**Special Notes:**

We acknowledge that it may not be possible, for various reasons, for prospective candidates to send us originals of their documents during the application stage. We will therefore accept attested photocopies of the documents. If successful, the students will then be required to produce originals of all documents used to support their application during registration.

We will then make photocopies of these and keep on student record. As a guideline, we will make the following copies;

- **Passport:** We will copy the front and the back cover along with any page providing details of the person's photograph, nationality, signature, date of expiry, personal details, biometric information and any pages containing stamps and visas.
- **Other Documents:** We will copy any other documents in their entirety

Prospective candidates, when using photocopies to support their application, must ensure that the copies comply with the above given guidelines and that they are then attested or certified by a notary public or other appropriate authority.

### 8.13 TERMS AND CONDITIONS OF ENROLMENT

1. Student must be aged 18 or over at the course registration date.
2. Due to our current location, we can not accommodate students in wheel chairs. Every effort will be made, where reasonable and practical, to accommodate students with any other disability or special needs.
3. Students must enrol and re-enrol in accordance with the College's procedures. To be fully enrolled, new and continuing students must:
  - Complete in full and sign and return the appropriate enrolment form.
  - New students must also present their original passport or an ID card as appropriate.
  - Students enrolling for the first time must present all original certificates of their previous education, any English language training, work experience, and their original passport.
  - Pay the appropriate tuition fee.
  - Provide up to date address, email, contact phone numbers and emergency contact details (during registration period).
4. A person who fails to carry out all the actions listed in point 1 will not be enrolled. The enrolment of any student who presents false information in order to enrol or re-enrol may be cancelled.
5. Every application received by the college will be subject to immigration related checks as directed by the UKBA and as deemed necessary by the college.
6. Any overseas students already present in the UK and studying at a different institution must comply with the UKBA requirements for changing institutions. Applications must be supported by the appropriate evidence.
7. The applicant must satisfy the college that he or she is able and intending to complete the course they are applying for. If the college suspects that this may not be the case, the application may be refused or the college may recommend a different course.
8. Full tuition fee is required at the time of booking.
9. The college will make and keep photocopies of all documents provided. The college will also carry out a yearly audit and may require the students to re-present any or all of the original documents.
10. Course confirmation letters for third parties will only be issued after the full fee has been paid.
11. All overseas students applying for the first time are required to enrol for a minimum of six papers (two terms -where applicable).
12. Students must provide emergency contact details at the time of registration.
13. Students must notify the college of any changes to their address, email or contact phone numbers within 5 working days.
14. Students must attend their classes as required by the college and the UKBA.
15. Students must maintain an overall attendance percentage of 80% every term, otherwise they may be removed from the course and UKBA will be notified.
16. The College reserves the right to change any aspect of its courses including availability of the course, course dates, curriculum, tutors and study material at any time.
17. The College reserves the right to dismiss any student at any time for behaviour which is deemed to be unprofessional, inappropriate or disruptive. No fees will be refundable for any student dismissed under this section.
18. The College reserves the right to inform the appropriate authorities where a student has been dismissed from the College.

19. International students must enrol on a minimum of three papers every term, for courses where module selection is available.
20. Where legally required to do so Bristol College of Accountancy will inform the UKBA if an international student fails to attend as required.
21. All deposited fees are non-refundable, and cannot be transferred to later start dates or to other students, unless;
  - Written request for course cancellation is received by the College at least three weeks prior to the start date of the first paper booked, in which case a refund less an administration charge of £200 may be made. After this date neither complete nor partial refunds can be made. For full-time students, no refunds or course transfers are permissible once course confirmation letters have been issued for third parties.
  - An overseas student's visa application has been refused and who do not wish to re-apply for a visa. Deposited fees will be refunded, less an administration charge of £200 after 4 weeks (on receipt of a written request supported by a copy of the visa refusal letter, copy of the passport and other appropriate documents).
- Note: If an overseas student is already present in the UK, and has already joined a semester, no refunds will be made for that semester.
22. Our enrolment form is a financial contract between us (Bristol College of Accountancy limited) and the signing student. Once the enrolment form has been signed and received by the college, the student will be liable to pay the full course fees stated on the application form, unless under point 21 above.
23. The College reserves the right to approach debt collection agencies, to recover our fees from non-paying students. This may leave a negative impact on student's credit rating. Late fee charges may also apply. The college reserves the right to report non-paying students to the appropriate bodies.
24. Fees are published separately for each term and apply to all students, excluding only those who have already paid in full. Paying a deposit does not prevent any fee increase being applied.
25. Students are expected to conduct themselves at all times in a manner which demonstrates respect for BCA and its staff, fellow students and property. Students who are found to be disrespectful, violent or disruptive may be removed from their course. No refunds will be paid by BCA where a student has been expelled.
26. Study materials, as deemed appropriate by the college, will be provided free of cost.
27. Course fees quoted by BCA exclude any amounts payable to the professional or relevant body for student registration, exemptions, graduation certificates and examination entries.
28. It is the student's responsibility to register with the appropriate examination body and to enter all relevant examinations and to be in good standing with that body.
29. Requests for course changes and cancellations must be received by the college in writing at least 3 weeks prior to the published course registration date.
30. All information and prices provided on BCA's website, enrolment forms and through other promotional channels is believed to be correct at the time of printing but is subject to change at the discretion of the College. Changes will be displayed on the College notice board and /or on the website.
31. Our Terms and Conditions are subject to change without notice.
32. The College reserves the right to obtain the student's examination performance from the student or appropriate examining body. This is for ascertaining pass rates and to monitor the student's progress.

33. Course deferrals may be allowed for students who are still overseas awaiting their student visa provided the College is informed of the delay no later than three weeks after the scheduled course commencement date the student has booked for.
34. A maximum of one such deferral will be allowed, after which all monies paid to the College will become the property of the College. The College will refuse deferrals for visa students where it has reason to believe students have entered the UK on a student visa and are not studying as necessary at the College.
35. Students will be reported to the UKBA in the following cases;
  - If they fail to attend during registration period.
  - If they are absent for 10 consecutive sessions or for 10 days without prior authorisation from the college.
  - If they discontinue their studies.
  - If they are removed from the college.
  - For any other reasons as deemed appropriate by BCA or required by the UKBA.

## APPENDIX 1

Procedural rules for the conduct of Student Complaints Panel hearings:

- Hearings shall take place in the college at dates and times notified in writing to the student, members of staff and other students concerned at least five working days before the hearing.
- The hearing shall, at the same time as they notify the date of the meeting, indicate the names of any persons that the Panel intends to call to give evidence together with a copy of any statement obtained from those persons which are to be referred to at the hearing.
- Students and staff members involved directly in the complaint may be accompanied by a person of their choosing. If the student or staff member involved intends to be accompanied, the name and address of the accompanying person shall be notified to the Academic Registrar not less than 24 hours prior to the meeting of the Panel. Legal representation is not allowed at a hearing other than in exceptional circumstances with the discretion of the Panel.
- Student and staff members involved directly in the complaint and persons accompanying them shall be permitted to question any persons giving evidence to the meeting and to directly address the Student Complaint Panel.
- If a student or a member of staff wishes to introduce documents to the Panel they shall supply copies of all such documents to the Academic Registrar at least three working days before the date of hearing. The Academic Registrar shall ensure these papers are circulated as soon as possible to the other party and to all members of the Panel. The Panel may decide to give time to examine the documents by adjourning or delaying the meeting of the Panel for a period of up to five working days.
- The Panel shall meet in private.
- The Panel shall initially decide and then inform all parties concerned how it will conduct the hearing subject to the procedures being consistent with the principles of these general complaints procedures and of these procedural rules.
- The Panel shall establish the exact nature of the complaint, establish the facts as far as it is possible to do so, consider the facts, determine its decision and report its decision in writing within five working days to the principal or Director of studies copied to all parties involved in hearing the complaint.

## CONTACTING US

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