



LEARNER HANDBOOK

2020 – 2021
ES LONDON
46-47 Russell Square, London WC1B 4JP, United Kingdom

Contents



.....	5
About ES London.....	5
Purpose of the Handbook	5
Vision, Mission and Goals	6
Goals.....	6
Student Rights & Responsibilities.....	9
Respect for Policies Relating to the Use of Information Technology.....	12
Respect for Attendance and Punctuality.....	13
Current Programmes	16
General English courses.....	16
IELTS Preparation	16
Academic and Pre-sessional English.....	17
English for Business	17
ES English Language Teaching Methods.....	18



Grammar	18
Vocabulary	18
Speaking.....	18
Listening.....	19
Reading and Writing.....	19
<i>Admission and Registration</i>	19
Mailing Address, Communication between the Student and ES London.....	20
After Registration.....	22
Equal Opportunities	23
Health and Safety.....	23
<i>Admission Policy.....</i>	24
Admission Requirements.....	24
<i>Academic Dishonesty.....</i>	26
Plagiarism	26
Cheating.....	27
Collusion	27
<i>Student Appeals & Complaints.....</i>	28
Appeals	30
Complaints	30
Appeals Committee.....	32
<i>Counseling.....</i>	34
The Counseling Process	34
<i>Learning Resource Center</i>	36
Vision	36
Mission	36
<i>Online Platform-Educlass.....</i>	36
<i>Work Experience.....</i>	38
<i>Academic Standing, Progression, and Exclusion</i>	39
Academic Standing of Probation.....	39



Academic Standing of Exclusion.....	39
Appeal against Exclusion	40
<i>Assessment Policy</i>	42
Philosophy of Assessment	42
Submission of Assessment Items - Extensions and Penalties.....	43
Penalties for Late Submission	43
Deferred Assessment	44
Appeals against Award of Grade.....	46



About ES London

An Overview

ES London is an international English language training Centre, teaching English as a foreign language to students from all over the world.

At ES London, we understand that there are many reasons why people choose to study English and we provide students with a stimulating environment that will help them achieve their learning objectives. ES London offers a wide selection of both short-term and long-term English language courses, taught by highly qualified and experienced native English-speaking teachers.

Always at the forefront of innovation, ES London also offers students the latest online learning technologies, having developed its own classroom management system which tracks student's classes, attendance, exams and progression, as well as providing access to additional online learning resources and free support classes.

Purpose of the Handbook

This handbook provides information for students while at ES London who study to obtain a Pearson BTEC qualification. It can assist in the understanding of academic policies and procedures. Please note that ES London students have access to all available resources including web-related information as well as printed



materials. Students should ensure that relevant links to the resources and services available are accessed to help them along the way.

Vision, Mission and Goals

Our Vision

Our vision is to create an international EFL and Pathways College catering for the study needs of global students, with multiple locations worldwide, for both short-term camps as well as long term EFL and Business programmes.

Our Mission

Our mission is to deliver English Language and Business programmes of the highest quality to international students, providing them with the necessary skills to go onto employment and/or further education abroad, and to fulfil their learning objectives in the most efficient and effective manner.

Our Guiding Philosophy

We are committed to create a strong and continuous improvement in human performance with your organization. We create a smart partnership with you to fully understand your unique business strategy, goals, needs, objectives and culture. Following that, we customize programmes that are specially designed to build and sustain the skills and behaviors that are essential to your business success. Vocational training can transform future generations into well-prepared youth who could both deal with the changes and requirements of the labor market

Goals

The goals for ES London are intended to guide the institution in the fulfillment of its mission.

ES London is a student-focused Centre that strives to:

1. Recruit local and international students from a variety of ethnic, religious, and social backgrounds who are capable of and motivated to learn English as a second language as well as to progress to business and marketing pathway programmes.
2. Periodically evaluate its academic departments and its vocational programmes to make sure that they meet the personal and professional needs of students; are appropriate relative to the level of resources; will further the academy's mission and promote teaching effectiveness.
3. Periodically evaluate its academic departments and its vocational programs to make sure that they meet the learning needs and objectives of students; are appropriate relative to the level of resources; will further the academy's mission and promote teaching effectiveness.



4. Offer courses, training programs and practical experience which content is current and relevant, both in and outside the classroom.
5. Inform its student body, the public and governmental agencies of its programs, its needs, its successes, its opportunities and its challenges.
6. Involve students in social and employment activities to enhance their personal growth and help them integrate into the workforce.
7. Improve its administrative and governance processes through continuing development, evaluation, and sensible allocation of resources

Here are some things you should know about ES London:

- ✓ We are dedicated to ensuring that your educational experience is to the highest of standards.
- ✓ We are the only English language school in Dubai who caters for international students, so don't worry, everyone here has gone through the same experience you have.
- ✓ We have a large mix of different nationalities; you' ll meet someone from every continent here.
- ✓ We have a small canteen where you can purchase food and drinks during your break times.
- ✓ Our friendly staff is always more than happy to help you with anything you may need.

A Typical Timetable

London				
Teacher	9:00 AM - 12:15 PM	12:45 - 4:00 PM	Classroom	
Maarya	P2	I12	Canary Wharf	Canary Wharf
Ben	A1	Speaking Adv	Stratford	Stratford

There are six general English levels that are taught at school. Beginner, Elementary, Pre-intermediate, Intermediate, Upper Intermediate and Advanced. Explain that the school also offers IELTS, Proficiency and Speaking classes for each level.

Each lesson runs for 3 hours and 15 minutes with a 15 minutes break in between. The teachers take staggered breaks and classes run as follows:

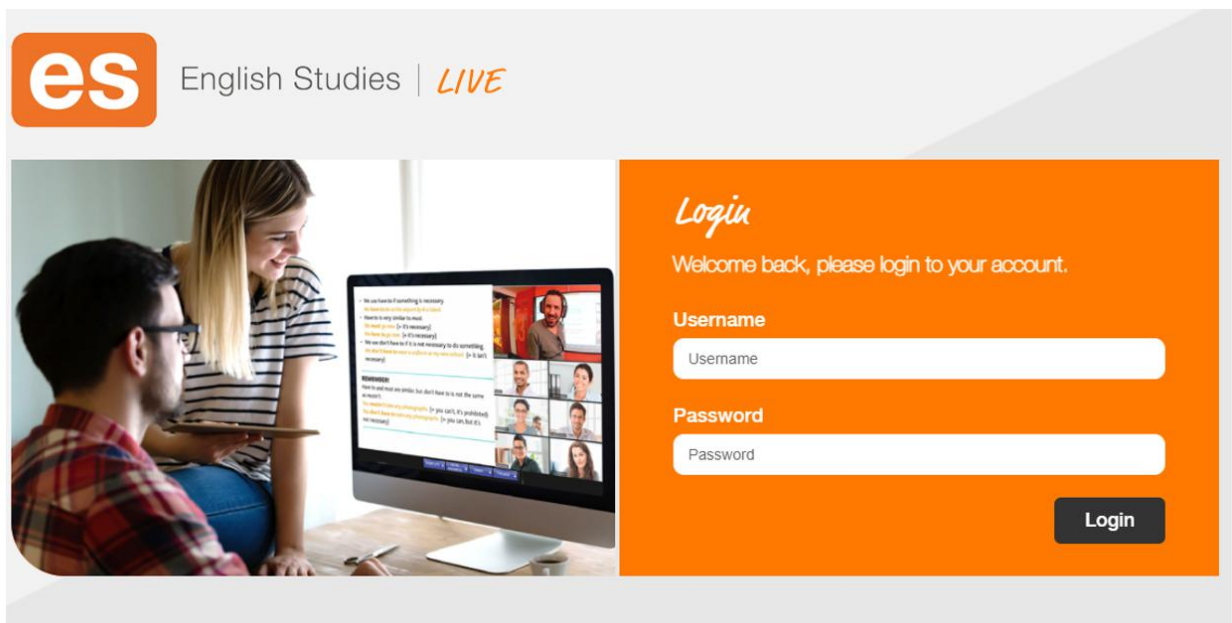
Session one – 9.00 – 12.15 (15-minute break)

Session two – 12.45 – 16.00 (15-minute break)

At ES you need to have access to the ES Student portal to manage your studies. You can access it through any internet browser at www.student.esdubai.com/login.php. Your username is the email you provided in your application, and the password is your date of birth as follows: DD/MM/YYYY.

Your Student Portal is a particularly important tool as it allows you to:

- Take all your biweekly, midcourse and end-of-course tests
- Access test results and class averages
- Access additional study resources
- Upload homework and assignments
- Take part in free online classes and activities
- View the school activities calendar
- View and register for social activities
- Give teacher and course feedback
- Check your class information and progressions
- Request study holidays
- Request visa services
- View important school notifications





Tests in Student Portal

- You will take tests every Friday after completing the unit. The tests are assigned and taken in the second half of the lesson. The first half of the lesson can be used to prepare for the tests. You can access your by logging into the student portal. The tests are available for 24 hours from the time they are assigned. You must take their tests at school and if you are absent on test day, you need to inform your teacher or agent in advance, to take the test from home.
- <https://student.esdubai.com/login.php>

Student Rights & Responsibilities

The following sections outline general information related to student registration and policy issues.

ES London is committed to an equitable and enriching environment for students which fosters academic achievement and where the interactions amongst students and staff are based on mutual respect, fairness and fulfillment of obligations. ES London expresses the expectations which students may have of the ES London and which the ES London has of its students.

As stated, the rules and regulations have been put in place to ensure a safe and productive learning environment and community at ES London. ES London students will be required to sign the ES London Student Agreement.

By signing, students are confirming that they have read, understood and agreed to abide by the terms and conditions of the agreement. ES London expectation is for students to be responsible and accountable. ES London acknowledges that students have rights and with that gift comes student responsibilities.

Students have the right to:

- Have their opinion heard relating to courses and teaching.
- Have their opinion heard in relation to individual concerns and grievances in a fair and equal way.
- A transparent process of review and appeal.
- Right for confidentiality.
- Freedom from discrimination based on disability.
- Personal security on the ES London campus



- Confidentiality with regards to their views, beliefs, and political associations expressed in the course of instruction, advising, or counseling unless disclosure is authorized by written consent.

Students can expect:

- A high quality, engaging and supportive teaching, learning and research environment.
- A clear and timely statement about course and programme requirements.
- Fair assessment and helpful and timely feedback on their academic work.
- Changes to programmes and courses, made during the normal period of registration, not to disadvantage them.
- Reasonable access to academic, general and support staff (via email, in person or by telephone).
- Reasonable and equitable access to Learning Resource Center, laboratory, internet, computing and general programme resources.
- To be treated with courtesy in their interactions with ES London staff.
- Their personal information to remain confidential and to be released only with their consent and knowledge or when legally required, or when their personal safety or the safety of others is at risk.
- Reasonable access to the ES London's support mechanisms and policies.
- To have grievances addressed in a timely and professional manner; ES London to provide a safe and healthy study environment.

ES London expects students to:

- Work to the best of their ability.
- Participate actively and positively in teaching, learning and research activities.
- Provide constructive feedback on the conduct of these activities.
- Respect the academic responsibility of ES London to establish and maintain appropriate academic and professional standards in courses and programmes.
- Comply with programme and course requirements.
- Treat ES London staff with courtesy at all times.
- Adhere to the highest ethical standards.
- Not cheat, plagiarize, fabricate or falsify data or infringe copyright.



- Observe reasonable standards of behavior with respect to all ES London activities, thereby refraining from harassment or discrimination against other students and staff.

Respect for People

This is considered paramount in the ES London. Students are expected to respect other people regardless of their gender, race, religion, nationality, color or sexual preference.

Respect for Property

Equipment and furniture are provided to enhance the learning environment. Any theft of, or damage to ES London property, or that of other individuals can result in disciplinary action, up to and including dismissal from ES London.

Respect for Academic Honesty

ES London is committed to creating a learning environment that is honest and ethical. The essential rules of academic honesty demand that students can only claim credit for their own work.

Academic dishonesty most commonly takes two forms: cheating and plagiarism. “Cheating” is defined as any act of deliberately attempting to gain marks or academic credit dishonestly, or helping someone else to gain marks or academic credit. Examples of cheating may include, but are not limited to, the following:

- Sharing or showing answers during a test or other form of assessment.
- Copying anything done by another student or any other person and submitting it as your own.
- Giving another student access to your electronic files and allowing him to use your work as his own.
- Telling another student what is on the test he will take later.
- Bringing to assessment information or materials that are not allowed – even if you do not use these materials.
- Viewing a test, examination or assessment at any time before its scheduled time.
- Allowing another person to take a test or assessment for you.



- Using any form of technology improperly during an assessment, such as gaining access to unauthorized material; communicating with others during the assessment; or using files of other users.

Cheating harms ES London community in many ways; the reputation of ES London and the worth of ES London qualifications may suffer as a result.

“Plagiarism” is defined as the act of deliberately presenting another person’s work as your own without acknowledgement. You should therefore ensure that you acknowledge and appropriately reference all sources of information presented in your homework, presentations or projects. Students are expected to ask their teachers if there are any questions regarding what is or is not considered plagiarism.

Plagiarism is easily detected by electronic plagiarism detection tools. Experienced teachers are ever vigilant to this activity.

Both cheating and plagiarism can occur in a number of situations:

- In an assignment.
- As part of an individual or group project assignment, students are to report instances in group work by others.
- In an informal assessment activity.
- In a formal testing situation
- Using others’ words taken from text-based or internet sources.

The consequence of cheating and plagiarizing can result in dismissal from ES London.

Respect for Policies Relating to the Use of Information Technology

Be advised that the computers on campus are the sole property of ES London and therefore can be monitored by staff. Use by students is a privilege and not a right.

The use of the internet is for academic purposes only and students are required to adhere to accepted standards of ethics and behavior.

The use of ES London’s information technology resources to receive or distribute improper or immoral materials is strictly prohibited.



Students in violation of such policies will be subject to disciplinary action with penalties ranging from suspension of computer and network privileges, to suspension or dismissal from ES London.

Respect for Attendance and Punctuality

ES London expects students to take full responsibility for their academic work and progress. Success at ES London depends largely on regular class attendance. Absence from class has been shown to be a contributing factor to failure or low academic achievement.

Certainly punctuality is mandated by employers, so we expect no less from ES London students. If a student is experiencing personal difficulties that are contributing to poor attendance or punctuality, they should seek support from the respective Student Services Supervisor.

Consequences of Unexcused Absences

Percent	Total periods	Warning level
5%	42	Written warning
10%	84	Final written
15%	126	Dismissal

For absence to be excused on medical grounds, the student must produce a certified medical certificate **within three days** of returning to the ES London.

- Other reasons for absence must be approved immediately on return to the ES London. Examples of reasons would include:
 - Death of a family member
 - Overseas flight cancellation
 - First degree relatives getting married
 - Other reasons at the ES London Managing Director's discretion. ES London Managing Director reserves the right to require documentation upon request

Note that where dismissal is recommended by the Head of Students Services, it will only be effective on approval by the ES London Managing Director.



Lateness for Class

Students who arrive late for class cause considerable disruption to the learning of other students. The consequences of lateness for the student are:

- If a student is more than ten minutes late, he will be recorded as absent from class
- If a student is less than ten minutes late for class, he will be recorded as an “L” on the attendance sheet. Once the student accumulates three (3) L’s, they are recorded as one unexcused absence.

Lateness for an Assessment

Students are expected to be on time for all types of assessments. However students may, upon discretion of the appropriate ES London staff person, be permitted into the examination room during the first ten minutes. Thereafter, there will be no tolerance for further lateness and the student will receive a mark of zero and will have to petition the ES London Managing Director to be eligible for a make-up examination.

Medical Fitness

Should a student develop a medical condition that would prevent them from taking an active part in all learning activities, it may be necessary to withdraw them from the programme. This will be done in full consultation with the student's supervisor or guardian.

In the event of students being charged with misconduct they will have the right to appeal against such a decision.

Student Appeals Committee

Based on Policy No. E7.1 – Learner Grievance

ES London Managing Director will convene a meeting of a Committee chaired by the Head of Students Services to investigate allegations of academic or behavioral misconduct. The committee shall consist of:

- Head of Students Services (Chair)
- Head of Communications Department (Deputy Chair) Student Officer
- Three teaching staff (nominated by the ES London Managing Director)



- The Committee shall look into major offences including recommendation for dismissals.
- The Committee Chair may request presence of any relevant witnesses who may provide evidence as required.
- Decisions shall be based on majority votes. When there is a tied vote, the Chair decision governs.
- A copy of the Committee minutes and recommendation shall be submitted to the ES London Managing Director for appropriate action within two working days.
- The ES London Managing Director will render a final decision with two working days after receiving the Panel recommendation and send a copy of the decision to Coordinator Students Affairs.
- Student may request for reconsideration of the school decision to the ES London Managing Director within five working days from informing the initial decision.
- All decision for dismissal must be approved by the Managing Director.



Current Programmes

Programmes of study

ES London currently offers:

- General English language courses from levels Beginner to Advanced
- IELTS Preparation
- Academic and Pre-sessional English
- English for Business

General English courses

ES London uses the Cutting-Edge book series by Pearson, which is a communicative course with a task-based approach that helps students achieve their language learning objectives. The methodology has been selected as it provides:

- A contextualised practice of grammar and vocabulary which makes the learning process more memorable and engaging
- A wide range of contemporary topics, audio clips and video materials which help students discover English in the context of the world
- The use of Active Teach (a digital version of the student book) which allows teachers to use the interactive smart boards more effectively and to provide students more engaging and didactic lessons.

IELTS Preparation

The ES IELTS (International English Language Testing System) course prepares students for the examination and is an ideal test for those students who are planning to study with us to prepare for further education.

The Academic IELTS examination is recognised as an entrance requirement by British, Australian, Canadian and New Zealand universities as well as for secondary, vocational and training programmes worldwide. This examination allows students to achieve an international qualification in academic English, as well as giving them proof of their English abilities for employers and visa purposes.

Our IELTS course prepares students for the academic training modules which assess in four competencies: writing, speaking, listening and reading. As part of the course students will have a schedule of different learning activities such as class discussions, report writing, lectures and mock exams to complement their classwork. There are also regular examination practice under examination conditions to help student acquire good exam techniques



Academic and Pre-sessionial English

The ES London Academic English course features a cross-curricular approach to teaching students the skills they need to thrive in a real-life academic context while helping them develop academic vocabulary in a range of disciplines and apply critical-thinking skills to a variety of global issues.

The Academic English course is designed for students who are preparing for university study in the UAE, UK and other English-speaking countries, and for those who have an IELTS score of between 4.0 and 5.5 on arrival.

It's particularly well suited to motivated students who want to make quick progress and intend to improve their IELTS score by up to one full point.

English for Business

This course is designed for those wishing to understand English in a business context and develop the ability to use the language in a practical way, helping learners to develop their reading, writing, listening and speaking skills.

All Interviews, case studies and content from the Financial Times brings the real world of business into the classroom and further motivate students with an interest in business.

Authentic texts from a variety of sources develop reading skills and provide essential business vocabulary. Interviews with business professionals and experts develop listening skills, such as prediction, listening for specific information and notetaking. Language work develops students' awareness of common problem areas and introduces grammatical concepts.



ES English Language Teaching Methods

Our communicative teaching method is focused on improving communicative competence in English by using techniques where the teacher acts as a facilitator in the classroom, while encouraging students to use the English language as often as possible.

We recognize that English grammar is often a challenge for English language learners. Verb tenses, such as simple present, present continuous, simple past, past continuous, simple future, future continuous, and future perfect continuous can be difficult for English language learners to comprehend and to effectively use in real-world situations. Grammar concepts that are introduced through the techniques of discovery tend to be more effective than English grammar concepts that are introduced through more traditional teaching techniques.

Grammar

While our teaching method utilizes resources such as grammar texts and other material to learn basic grammar, we feel that enacting real-life scenarios is the most effective way to teach and reinforce English grammar. ES London's English grammar teaching techniques also use grammar exercises that mimic uses of the English language in real-world situations. Our techniques differentiate between formal and informal English so that students feel comfortable switching between the two uses with ease. We focus on refining a student's structural English skills, and over time increasing his/her confidence using English in social situations. ES London prefers teaching techniques that are consistent with our method, whereby lessons teach and reinforce English grammar rules by enacting real-life scenarios.

Vocabulary

English vocabulary is an important part of learning and understanding the English language. English language learners are inundated with English vocabulary every day in the real world through movies, media, and daily life. A student's vocabulary grows over time and compiling vocabulary lists from resources like books or other texts and materials is a great way to strengthen vocabulary. It is a teacher's job to make sure that students learn and understand this vocabulary. Teachers can reinforce new vocabulary through a number of comprehension exercises of any unfamiliar words. These exercises may also assist students with the learning and retention of these new words, by using teaching techniques such as vocabulary exercises, word searches, quizzes, and games.

Speaking

spoken English teaching techniques stress real-world communication and English conversation versus rote memorization. Because our communicative method is a student-centered approach, the teacher



must work as a facilitator in an effort to help students develop English speaking skills for a range of purposes. Our teaching techniques are focused on increasing speaking English in classroom, as well as the pronunciation of words, and utilizing new vocabulary as much as possible. The ES London classroom maximizes dialogue through a variety of techniques, including class discussions, presentations, small group discussions, pair work, group work, special projects, and task-oriented assignments.

Listening

English listening teaching techniques include class participation, demonstration, and collaboration. It is important for English learners to be able to speak with confidence and use the correct grammar structures so that they are understood correctly, but it's also crucial that they understand what they are hearing so that they are able to respond appropriately. ES LONDON uses a wide variety of techniques and exercises that can help students improve and perfect English listening skills. These techniques include listening to audio in English, listening to native English speakers in person, watching videos with native English speakers, reviewing English vocabulary from previous lessons, watching and/or listening to news programs in English, responding to questions in English, and reviewing English grammar concepts.

Reading and Writing

Reading and Writing classes focus on topics that are fundamental to English reading comprehension and writing capability. Instructors focus on writing topics such as essays, formal vs. informal English, writing for an audience, writing a resume/cover letter, etc. Instructors focus on reading topics on such topics as short stories, vocabulary, and reading comprehension. In order to choose the best possible materials, instructors refer to an exhaustive list of ES London approved class sets for their appropriate level and select individual chapters from the sets assigned to their level. Instructors supplement these texts with appropriate materials such as internet videos, magazine articles, academic texts, and photographs to enhance the course. Instructors are encouraged to adapt their lesson materials to reflect student interest.

Admission and Registration

Student Administration Policy

This policy specifies the way in which ES London will administer students' registrations in all the programmes of the ES London.

Scope



The following policy applies to students in all the programmes of the ES London. The Programme Coordinator is the academic staff member so designated by the Head of Department who is responsible for the programme.

Registration Status

A student is a person who has an active registration status in a programme of **ES London**. To have an active registration status, the student shall have:

- accepted an offer of admission to a programme and shall have completed the registration procedures prescribed by ES London; and,
- completed any other procedures which may be required as a condition of registration.

Continuity of registration

A student is deemed to be currently enrolled from the date on which the student has completed the registration requirements until the first day of the next semester, unless:

- the student notifies ES London that they are discontinuing registration or seeking leave of absence;
- ES London terminates the student's registration or excludes the student in accordance with the provisions of this or other policies of ES London;
- The student has completed all requirements of a programme and is eligible to graduate.

Mailing Address, Communication between the Student and ES London

A student is required to provide reliable contact information including a mailing address for correspondence with ES London. Students are responsible for ensuring that the contact detail held in ES London's Student System is correct and current.

Study Programme

Nomenclature and Definitions



A “programme” is an approved course of study leading to an award from ES London. A student is admitted to a programme, undertakes study while registered in that programme, and on successful completion of all programme requirements is awarded the qualification to which the programme relates.

A “unit” is a piece of academic work, normally undertaken over a given period of time, in which the student registers and on completion of which the student is awarded a grade (such grades appearing on a student's academic record).

A student is not permitted to attend classes, access teaching materials or engage in the teaching activities of the unit unless registered on the respective programme. Students are able to check their study programme by means of ES London Student Portal where all current and future assignment work is posted along with unit resources, tutor support services and progressive grading.

Student Charter

The ES London is committed to offering a high-quality educational experience to all of its students. Students should expect high standards of professionalism and customer service from all staff and should complain if those standards are not met.

Students also have responsibilities and must make every effort to be fully informed about their studies and other ES London activities. All students should familiarize themselves with the following “rights and responsibilities” and use the Complaints Procedures in case of dissatisfaction.

When Applying to ES London

The applicant can expect:

- to gain information on courses and other services from catalogues, the website and visits to ES London Open Days; and,
- to receive a timely response to applications and requests for further information.

The applicant is expected to:

- avail themselves of all possibilities to get to know ES London; and,
- Provide all information requested on the application form and meet deadlines.



Upon Acceptance to Study at ES London

The student can expect:

- clear and timely information about arrival;
- efficient registration; and,
- helpful induction.

After Registration

The student can expect:

- Information on their course schedule and examination dates and times.

The student is expected to:

- be familiar with regulations, handbooks and sources of information; and,
- Attend all scheduled courses and examinations.

When studying at ES London

The student can expect:

- high quality, supportive and engaging teaching and learning;
- fair assessment and helpful timely feedback on academic work;
- reasonable access to academic, general and support staff, (via email, in person or by telephone); and,
- High quality careers advice.

The student is expected to:

- attend and contribute fully to lectures, seminars, workshops and other learning opportunities;
- behave responsibly in classes and treat lecturers, other staff and fellow students with respect;
- contribute to programme and ES London evaluation procedures;
- not cheat, plagiarize, fabricate or falsify data or infringe copyright; and,
- complete assessment requirements and meet assessment submission deadlines.



In terms of learning resources

The student can expect:

- teaching facilities of a high standard;
- well-stocked Learning Resource Center with access to other information providers; and,
- Network access including: e-mail account, internet, appropriate software.

The student is expected to:

- treat property with respect;
- abide by the rules and regulations relating to use of learning resources; and,
- abide by rules and regulations relating to use of computers.

Equal Opportunities

The student can expect:

- ES London to have a policy and a commitment to Equal Opportunities (Policy No. E14.1);
- to be treated with courtesy by members of staff;
- reasonable needs to be respectfully addressed, regardless of gender, ethnicity, religion, age, background or disability;
- to be able to participate fully in ES London 's activities free from harassment and discrimination; and,
- Personal information to remain confidential and to be released only when your consent is given or when legally required, or when personal safety or the safety of others is at risk.

The student is expected to:

- • support ES London policy and its commitment to Equal Opportunities.

Health and Safety

The student can expect:

- ES London to have a policy on and a commitment to Health and Safety

The student is expected to:

- Take all reasonable care for your own safety and the safety of others.



Complaints/Appeals procedures

The student can expect:

- Clear guidelines on procedures.

The student is expected to:

- Seek early advice and follow guidance offered.

Admission Policy

Admission Requirements

General Admission Requirements

Basis for the acceptance of students at the academy

1. ES London accepts students of all nationalities, including UAE Nationals, resident expatriates and international students.
2. The administration of the academy is able to provide a residence visa for students who wish to join to the programmes.
3. Not more than 10 years must have elapsed from the date of obtaining the high school certificate or an equivalent qualification when applying for the Pearson BTEC Level 3 Programmes.
4. Prospective students are required to attend for a personal interview and to pass a medical examination.
5. All disciplines are taught using the English Language.

Admission Requirements English Training Programmes

Students must be:

- 18 years old and above
- Have a basic education background i.e High School or Secondary School from their country of origin.



General Documents required:

- A complete admission form
- Photocopy of the applicant's passport.
- A medical fitness certificates
- Recent color photograph

Responsibilities of Students

The responsibility for academic success rests with the student and includes but is not limited to the following:

- Reading the relevant documents in order to be aware of ES London's academic policies, regulations and deadlines.
- Meeting regularly with the coordinator in their programme.
- Understanding academic performance standards for ES London and their subject.
- Understanding requirements to maintain good standing and the consequences for failure in doing so.

Student Discipline

Actions Requiring Disciplinary Action – Policy No. E5.1 – Learner Discipline

Examples of actions that may be deemed to warrant disciplinary action may include, but not limited to, the following:

- Failure to attend classes
- Lateness
- Insolence to staff and other pupils
- Continual disruption in the classroom
- Willful damage to ES London or personal property



- Disobedience of legitimate instructions given by any member of ES London staff
- Inappropriate dress
- Inappropriate behavior
- Smoking outside of the designated areas
- Continual lateness of project/syndicate work
- Using mobile phones in the classroom
- Taking mobile phones into an examination
- Academic dishonesty

Appeals Procedure

An appeal against any decision must be made, in writing, to the ES London Managing Director who will instigate ES London procedure as laid down in the appeals procedure.

Academic Dishonesty

It is the commitment of ES London to create a learning environment that is both ethical and honest. ES London is aware that the academic background of its students varies and their understanding of ethical principles and academic honesty. It is, therefore, necessary for students to be given clear guidelines as to what Academic Dishonesty is and the outcome of such actions.

Terminology

Academic dishonesty is defined by the following terms:

- Plagiarism
- Cheating
- Collusion

Plagiarism

Plagiarism is literary theft and is a serious form of cheating. It is the act of deliberately presenting the ideas, discoveries or judgments of another person as your own. To copy sentences, or even phrases,



without full acknowledge, from someone else's work and therefore giving the impression that they are your own is plagiarism. Paraphrasing, restating in your own words someone else's ideas without full acknowledgement is also classed as plagiarism.

Cheating

Cheating includes:

- Communications with or copying from any other student during an examination.
- Communication during an examination with any person other than a properly authorized invigilator or another authorized member of staff.
- Introducing any written or printed material into the examination room unless expressly permitted by the Examinations Committee or course regulations.
- Introducing any electronically stored information in the examination room, unless expressly permitted by the Examination Committee or course regulations. ☒ Gaining access to unauthorized material during or before an examination.
- Use of mobile technology to access the internet.
- The provision or assistance in the provision of false evidence or knowledge or understanding in examinations.

Collusion

Collusion includes:

- The collaboration, without official approval, between two or more students in the preparations and production of work which is ultimately submitted by each in an identical, or substantially similar, form and/or represented by each to be the product of his individual efforts.
- The unauthorized co-operation between a student and another person in the preparation and production of work which is presented as the student's own.

Policy

- a) Students are required to refrain from all forms of academic dishonesty as defined and explained above.
- b) ES London faculty and the coordinators are responsible for ensuring that students understand their responsibilities associated with academic honesty and the disciplinary measures, which will



be imposed for failing to meet these responsibilities. They are also responsible for the reporting of any academic dishonesty to their Head of Department.

- c) The Head of Department is responsible for any appropriate investigative and disciplinary procedures in line with policy.
- d) Any student found guilty of having committed acts of academic dishonesty will be dismissed permanently from ES London with immediate effect, with a permanent record on the student's academic record.

Appeals Procedure

An appeal against any decision must be made, in writing, to ES London Managing Director who will investigate using ES London's Appeals procedure.

Student Appeals & Complaints

General Principles - ES London Policy– Assessment Appeals Procedure

The Student Complaints Procedure and the Academic Appeals Regulations are both based on the principles that:

- Staff and students are expected to be fair and reasonable in matters relating to appeals and complaints.
- Students may consult any member of staff to discuss problems in complete confidence. Whilst a record of the discussion will be kept, this document will remain confidential and will not be disclosed to a third party without permission of the student in question. However, where a complaint is about an individual, the complaint cannot be investigated if the student does not wish the substance of the allegation to be made known to that individual.
- procedures for complaints and the regulations for academic appeals are made widely available to all students and staff;
- students who wish to complain or submit an appeal have the right to seek independent advice from the Student Service Section;
- Students must abide by ES London's policies and procedures. They must not make complaints or submit appeals with the intent to abuse the system and they are not permitted to initiate more than one procedure simultaneously. Where cases are deemed to be an abuse of the system they

will be refused and the appellant or complainant will be given an explanation as to why the application was an abuse of the process.

- Complaints and academic appeals will be dealt with as promptly as is reasonable given the need to bring together all necessary information. Where appeals or complaints are upheld, remedies will be implemented with reasonable expedition.
- Staff and students will be expected to adhere to stated deadlines. Failure on the part of the student to adhere to deadlines could result in a decision that an appeal or complaint is not considered.
- An informal resolution of the problem at department level will be attempted wherever possible.
- Evidence submitted in appeals and complaints must normally be paper based.
- Students have the right of recourse to a formal investigation where the matter cannot be resolved informally.
- Formal complaints and academic appeals will be investigated impartially by a Senior Coordinator from outside the department from which the appeal rose. Members of staff must not investigate any matter in which they have a material interest or in which any potential conflict of interest might arise.
- Students who complain or appeal may do so without fear or recrimination. In the case of appeals against assessment or classification, the outcome will not jeopardize the student's current assessment position.
- At the formal stage of both procedures, students have the right to receive a reasoned, written response from the Appeal Committee, after all investigations and deliberations have been exhausted.
- An annual evaluation on complaints and appeals is carried out as part of the audit process.
- Anonymous complaints are not normally considered.
- Staff dealing with complaints or appeals must ensure that information is only disclosed to third parties on a need to know basis and that normally no information is disclosed to anyone from outside the ES London.
- It is only in exceptional circumstances that ES London will investigate or take action in a complaint beyond the wishes of the complainant.
- Any member of staff named in a written complaint should be made aware of the complaint, normally by their Head of Department. They should expect the complaint to be handled with discretion and confidentiality to be maintained. If the name of another student is cited in a complaint, confidentiality must be preserved whilst the member of staff investigating the complaint ascertains whether that student named is also party to the complaint.



Appeals

Appeals within the ES London can be defined as follows:

- Academic Appeals
- Disciplinary Appeals

Complaints

A complaint is an expression of dissatisfaction requiring a response. The complaints procedure should be used by all students for complaints about their supervision, teaching or assessments. General complaints or comments in respect of the day-to-day running of ES London should be directed, in the first instance, to the Coordinator through the teaching member of staff.

Academic Appeal

The purpose for an Academic Appeal is to allow students to apply for a reconsideration of a recommended grade for any unit or diploma classification or examination.

Disciplinary Appeal

A Disciplinary Appeal is to allow students to appeal, on specified grounds, against a decision of the Appeal Committee.

Grounds for an Appeal

A student who intends to appeal against an Academic decision must do so, in writing, to the ES London Managing Director within 20 days from the original decision.

The student may appeal on the following grounds:

- That the student was adversely affected by illness or other relevant factors of which he was previously unaware or which for a valid reason, he was unable to disclose to the decision-making body before the decision in question was made; and that there is reasonable doubt as to whether



the decision making body would have reached the same decision had this information been known;

- That in the case of a decision that there was a material defect in the assessment process; or
- That in the case of other academic decisions there was a material defect in the administration of the procedure.
-

Appeals on other grounds shall be deemed inadmissible.

Disciplinary Appeal

A student who intends to appeal against a decision made by the Student Affairs Committee must do so, in writing, to the ES London Managing Director within 20 days from the original decision.

A student who appeals should be aware that complete confidentiality cannot always be guaranteed if effective action is to be carried out. Therefore, the Appeal Pro-forma contains a disclaimer form authorizing the investigating authority to consult others and share information on a need to know basis.

The student may appeal on the grounds that:

- There was a material procedural irregularity which rendered the process leading to the original decision unfair;
- That the penalty imposed was too severe as being disproportionate to the charge; or
- That material of which the student could not reasonably have been expected to be aware at the time of the original decision casts substantial doubt upon the correctness of that decision.
- Appeals on other grounds shall be deemed as inadmissible.



Appeals Committee

The ES London Managing Director will determine the nature of the appeal and arrange a board to consider the appeal. Appeal Panel members will be as follows:

Chair : ES London Director
Members : Student Services Supervisor
Head of Department
Head of Human Resources

Decisions reached by the Appeal Panel will be communicated to the appellant, in writing, within seven days of the board being held.

Should the appellant feel dissatisfied with the appropriate action being taken by the Appeal Panel then the case is to be forwarded to the ES London Executive Committee for consideration by the Committee Chair.

Student Complaints

The complaints procedure does not apply to student versus student complaints. Students who wish to complain about the behavior of other students should be referred to the Head of Student Services.

Students who complain should be aware that complete confidentiality cannot always be guaranteed if effective action is to be taken on a complaint. Therefore, the appeal and complaints forms contain a disclaimer from the complainant, authorizing the investigating authority to consult others and share information on a need to know basis.

Student complaints should be resolved at department level, wherever possible, without the need to resort to formal proceedings. Therefore, staff who have contact with students should familiarize themselves with the Learner Appeals Policies and Procedure, to ensure that they are confident in how to implement effective solutions at local level. If, however, the problem cannot be resolved at a local level, the student may proceed to raise a formal complaint.

Where practicable, senior staff should avoid becoming involved in the early stages of a complaint or academic appeal because it may compromise their ability to be involved at a later stage.

Complaints or appeals will not normally be struck out by the Investigating member of staff, because of minor deficiencies in the application.



Student Activities

Intention

This section describes the activities students will be involved in and the recreational services that will be available to students.

Examples of such activities can be the following:

- Recreational Activities – ES London aims to provide recreation facilities for students which will be announced on the student notice board annually.

Marketing and Recruitment – Students are important ambassadors for ES London. They are already involved in open days and at study and career expos. Preparations run all year around depending on what function is being prepared for. Announcements calling for students to participate are placed on the student notice board and coordinated with the concerned managers.

- Conferences – Students will be provided with opportunity to attend and assist in conferences run by ES London. Preparations begin many months in advance. Announcements calling for students to participate will be placed on the student notice board in student affairs office with the coordinator.
- Committees – Students will be able to participate in ES London affairs via the Student Services and other student represented committees and organizations. Students are introduced to the Student Services and other student organizations during ES London orientation. Meetings will be held regularly and announcements of meetings and activities will be placed on student notice boards.

Process

Recommendations concerning student activities are submitted to Management for discussion and approval.

The approved activities are announced to students and posted at ES London.

Follow up of activities is done primarily by the Head of Student Services.



Counseling

Introduction

ES London is committed to supporting and promoting all aspects of student well-being, and the student services provision is one way in which ES London seeks to enable all students to develop their full potential.

Policy No. E9.1 – Learner Rights

Policy No. E10.1 – Learner Counselling

Purpose of Policies

- To document the counseling provision at ES London for students.
- To provide guidance to students and explain the circumstances and situations where counseling may be appropriate.
- To identify and provide conditions that will facilitate the well-being and personal development of students.
- To provide counseling service as an integral support mechanism for students' learning.
- To enable individual students to be more effective in their lives within and outside the ES London.
- To help students make optimum use of the choices facing them in their academic, work, social and personal lives through individual counseling and group work with other students.

The Counseling Process

A student can approach the student services through any staff member.

The student services member of staff approaches the student in a non-threatening way and explains to his/her the benefit from seeing a counselor.

The student should be assured that it is normal to seek help and that counseling is confidential.

The nominated counselor shall conduct initial sessions, give information on confidentiality.

Initial sessions will be used to agree with the students the recording of statistical data, the keeping of working notes and the return of monitoring and feedback sheets.



Initial sessions will be used to make a counseling contract with the student, to allay students' fears, clarify the student's understanding of counseling, and explain ES London's method of counseling.

All forms associated with the counseling process will be securely kept and computerized and data is accessed only through the student services provision and protected by a password known only to the ES London counselor.

Counseling sessions will be conducted in a confidential and respectful manner.

Any break in confidence will be minimized by restricting information to only those people who can provide the required help.

Students will be clearly informed at the onset of the counseling contract what conditions could lead to confidentiality being broken.

In order to obtain support for students, therefore, there may be a break in confidence in the following exceptional circumstances. The student's consent will be obtained wherever possible (and the issue explored beforehand with the students unless time/circumstances do not permit) e.g. of such situations are:

- the student gives the counselor good grounds for believing that they will cause serious physical harm to others or themselves;
- the counselor has reason to believe that a student is in possession of or supplying illegal drugs on ES London premises;
- A student has a severe alcohol/drug problem which is interfering with their ES London work.

Monitoring

A report of the Counseling Service will be presented to ES London Managing Director annually through the Head of Student Services.

Record Keeping

All counseling reports and interactions between the counselor and student are stored on the counselor's computer. No information is recorded on any central student records. The data will be kept for three years and disposed of in an appropriate method.



Learning Resource Center

The ES London Learning Resource Center

The Learning Resource Center of the ES London is seen more as a learning resource center than a traditional Learning Resource Center, this being reflected in the seniority of the center manager and the space provision.

Vision

The vision of the Learning Resource Center is to take a leading role in the fulfillment of ES London's mission, vision and goals through:

- developing education and training programmes to equip staff and students with the ES London for lifelong learning;
- structuring systems and developing gateways to provide integrated, convenient and client-friendly access to resources;
- developing staff to become innovative information specialists, skilled in providing exceptional service; and,
- Contributing to the development and enhancement of a knowledge based society.

Mission

The Learning Resource Center's mission is to facilitate access to quality resources and services for excellence in research, teaching and learning by:

- Delivering a range of services and technologies to enable the retrieval of needed resources, irrespective of their format or location and
- Providing leadership and expertise in navigating an increasingly complex and diverse information environment.

Online Platform-Educlass

Educlass is a multifaceted school learning and management system developed by ES London, to enhance student's experience as well as to provide the necessary management tools for quality assurance and effective syllabus delivery.



Student Portal

Includes an individual access and student dashboard. From here students can manage:

- Classes
- Breakout rooms, online activities, and games
- Calendar
- Attendance
- Exams and feedback
- Progression and student performance
- Additional study resources
- Class materials and assignments
- Class announcements
- Class and teacher feedback
- Social programme (online and offline)



Student Dashboard

- ✓ Student status
- ✓ Course End date
- ✓ Weeks remaining in their existing course
- ✓ Class schedule
- ✓ Student attendance
- ✓ Student test and assignments result chart
- ✓ Assignment submission

Online Progress Testing

- ✓ Students can take online tests
- ✓ Check test results
- ✓ Check test feedback

Student's Classes

- ✓ Class timetable
- ✓ Class Details
- ✓ Live access (online classes only)
- ✓ Class info

Teacher Feedback

- ✓ Students can provide feedback to the school about their course, teachers and content

Registered Classes

- ✓ Academic resources
- ✓ Curriculum
- ✓ Assignments
- ✓ General class information
- ✓ Enter live class button

Extra Curricular Activities

- ✓ See school calendar
- ✓ Register to take part in social and extra academic activities

Additional Resources

- ✓ Links to additional resources depending on the study course registered



Work Experience

Policy No.E12.1 – Work Experience / Internship

Work Experience is the term used to describe work that has to be carried out by students in order to complete the requirements of the course in which they are enrolled. Work experience could include activities such, field studies, practical experience in manufacturing companies, electricity generation sites, airport or automotive companies, etc.

Personal Behavior

Students of the ES London undertaking a period of work experience are required to be aware of their personal responsibility to:

- obey the lawful and reasonable instructions of the organization with which they are undertaking the work experience programme;
- respect the security and confidentiality of any information that they may receive from that organization in the course of the work experience programme;
- Maintain a standard of conduct befitting a student of ES London.

Public Liability

Students are indemnified for their legal liability in respect of third party claims for damages to property or injury to persons while undertaking approved work experience.

Personal Property

A student's personal property is not covered by ES London's Insurance at any time. If a student wishes to arrange cover for personal items they must do so at their own expense.

Personal Health and Accidents

ES London does not provide any medical insurance cover.



Academic Standing, Progression, and Exclusion

Introduction

This operation applies to all students undertaking diploma studies. The operation comes into effect once a student has undertaken at least 10 weeks of study at diploma level.

In order to be deemed to be in good academic standing, a student undertaking diploma studies must achieve a grade of at least 60% in all units taken, however, a student may be allowed to carry two referred units forward to the next examination period subject to confirmation by the Examinations Committee.

For the purpose of determining academic standing, the referred units are seen to be cumulative across all study areas in all semesters at the one academic level so that should a student have two or more referrals at, diploma level at the end of the academic year, he/she would not be allowed to progress into the next academic year until that referral has been successfully addressed.

Academic Standing of Probation

An undergraduate student who refers in two units will be placed on probation for the following semester.

A student who is placed on probation is advised to seek assistance in order to improve their academic performance. Sources of assistance include ES London's Learning Resource Center staff, the Student Services and the academic staff responsible for the programme and courses that the student is undertaking.

Academic Standing of Exclusion

A student is eligible for exclusion if the student:

- has two outstanding referrals at the end of the rest period at the end of the academic year; or,
Has previously had at least one period of probation in their current academic career.

Notwithstanding the above provisions, if the student has passed all courses in the most recent semester, the student will not be excluded but will be placed on a further period of probation.

A student may be eligible for exclusion on the basis of failure in one or more designated courses. The designated courses are required to be specified in the programme requirements and advised to students.

At the end of each semester, the course coordinator will review all students who are eligible for exclusion. The course lecturer may recommend to the Section Coordinator and then the Head of Department that a student eligible for exclusion should not be excluded where the course lecturer is of the view that exceptional or compassionate circumstances have been the cause of the student's poor academic performance.

The Head of Department shall advise the Student Services of all students who are to be excluded from further study on the aforementioned basis and taking into account the recommendations of the course coordinator. Where a student is eligible for exclusion, but is permitted to continue study, the student has an academic status of probation for the following semester and may be required to undertake a specified programme of study.

A student who is excluded is not permitted to attend classes or undertake study in the programme from which they were excluded or in any other programme or to take study on a non-award basis within ES London.

Appeal against Exclusion

A student who is excluded may lodge an appeal against exclusion. Under the Policy on Student Grievances and Appeals, the appeal must be in writing and be lodged with the Student Services and must set out the grounds of the appeal, and be accompanied by supporting documentation where relevant. The appeal must be lodged by the date specified in the notification of exclusion in order for the student to continue to study in the next semester in the event of a successful appeal.

The student will be given the opportunity to present his/her case with the Head of Department and the Section Coordinator; if the student is still dissatisfied the student can lodge an appeal with ES London Appeals Committee. The appeal may be lodged after the specified date up to six months from the date of the exclusion notification, in which case, if the appeal is successful, the student will have necessarily been prevented from studying for at least one semester.

Re-admission following Exclusion

A student who is excluded may apply for re-admission to the programme from which they were excluded or for admission into a new programme, providing that at least two semesters have elapsed since the

exclusion. An application for readmission following exclusion or for admission to a new programme is not automatically approved.

An application for readmission, following exclusion, or for admission into a new programme will be assessed by the Section Coordinator on the advice of the course lecturer. The Section Coordinator will consider factors such as changed circumstances, academic and/or vocational performance since exclusion, maturity and motivation in order to be satisfied that the person concerned has a reasonable chance of success in the programme. All recommendations are to be approved by the Head of Department.

Warning to Students at Risk

ES London may provide a warning to students whose performance in a semester is such that, their performance is at a level inappropriate to good academic standing, the student is at risk of being given an academic standing of probation or excluded if their academic performance fails to improve. The record of the warning is not reported in the student's official academic transcript.



Assessment Policy

Policy No. C3.1 – Completion

Policy No. C5.1 – Grading and Assessment

Philosophy of Assessment

Assessment is the process of forming a judgment about the quality and extent of student achievement or performance, and therefore by inference a judgment about the learning itself. Assessment inevitably shapes the learning that takes place that is, what students learn and how they learn it, and should reflect closely the purposes and aims of the course of study.

The aims of assessment include:

- improving the quality of the curriculum (courses and programmes);
- evaluating the effectiveness of the teaching process and facilitating continuing improvement;
- improving and promoting subsequent learning through feedback that is clear, informative, timely and relevant;
- formally certifying achievements for external audiences; and,
- Accountability to ES London, accrediting bodies, employers and the wider community.

Assessment methods may take a variety of forms: the key criterion for choice among methods should be appropriateness to the learning outcomes. Assessment should be criteria based rather than norm referenced, and may include individual or collaborative achievement or both. The requirements for learner success should be made clear, and the overall strategy should be to develop in students the ability to evaluate the quality of their own work in order to equip them to function as professionals with a commitment to life-long learning.

Assessment practices within ES London are based on the general principles of criteria based assessment. These are that the desired learning outcomes for a course of study are clearly specified; assessment tasks are designed to indicate progress towards the desired learning outcomes; and the assessment grade is a measure of the extent to which the learning outcomes have been achieved.



The standard of performance that is required for the award of a particular grade is a judgment that is based on the professional expertise of the various staff that contributes to the assessment process and is informed by experience with accepted standards, including, where appropriate, standards in other institutions. There is no pre-determined distribution of grades as the outcome of assessing a group of students.

Submission of Assessment Items - Extensions and Penalties

Students are required to submit assessment items by the due date, as advised in the Assignment Calendar. Assessment items submitted after the due date will be subject to a penalty unless an extension of time for submitting the item is approved by the course coordinator.

Requests for Extension

Requests for extension of time to submit an assessment item must be made in writing to the course coordinator. Where the request is made on medical grounds, an appropriate medical certificate must be submitted.

The request for an extension should be lodged by the due date for the assessment item. A copy of the extension request should be attached to the assessment item when it is submitted.

Penalties for Late Submission

An assessment item submitted after the due date, without an approved extension, will be penalized. The standard penalty is the reduction of the mark allocated to the assessment item by 10% of the maximum mark applicable for the assessment item, for each day or part day that the item is late. Weekends count as one day in determining the penalty. Assessment items submitted more than five days after the due date are awarded zero marks.

The course coordinator may vary provisions provided that any penalties to be imposed for late submission are approved by the relevant Examinations Committee in the context of approving the course handbook and are conveyed to the student as part of the course handbook.



Deferred Assessment

Students may apply for deferred assessment if they were prevented from performing an assessment item, such as an examination, text, seminar presentation, or other assessment activity scheduled for a particular date. The following would generally be considered acceptable grounds to approve a deferred assessment:

- on the grounds of illness;
- accident;
- temporary disability;
- bereavement;
- sporting or cultural commitment at state, national or international representative level.

Students applying for a deferred examination for this reason may also apply for an alternate sitting or other compassionate circumstances (for example, death of a family member or close relative, serious illness of a family member or close relative, involvement in an accident where this does not involve injury, significant and unexpected employment problems or pressures, significant relationship problems).

Approval to sit a deferred examination will not be granted where students could reasonably have been expected to avoid the circumstances of missing or performing poorly in an examination. The following would generally be considered unacceptable grounds to approve a deferred examination:

- misreading an examination timetable;
- applications submitted after the three-day deadline;
- Holiday arrangements, including for international travel. Booking a plane ticket prior to the end of semester examination period is not considered an adequate reason for a deferred examination;
- Sporting or cultural commitment, other than at state, national or international representative level.

Applications may be rejected if there is reason to believe that a student is seeking to achieve an unfair advantage through deferred assessment. This judgment may be based on the particular circumstances of the application together with the student's academic record and history of deferred examination applications.

Requests for deferred assessment must be made on the form provided for this purpose and accompanied by appropriate documentary evidence. Requests for deferred assessment in respect of an examination must be lodged at the section no later than three working days after the date of the examination. Requests for deferred assessment in respect of other assessment items must be lodged with the course coordinator no later than three working days after the date pertinent to the assessment item.

Approval of Deferred Assessment

An application for deferred assessment shall be considered by the course coordinator who approves or rejects the application. The course coordinator notifies the chair of the Examinations Committee of the outcome of the deferred assessment application.

Form of Deferred Assessment

Where the course coordinator grants a student deferred assessment, this normally takes the form of a replacement assessment item or examination, in which case, the replacement assessment item should resemble as closely as possible the original assessment item or examination and should carry the same percentage of total weighting for the course.

In exceptional cases, the Examinations Committee may respond to an application for deferred assessment by giving special consideration through one or more of the actions previously described.

A student who is granted deferred assessment in a course is eligible for the full range of grades available for that course.

Students applying for deferred assessment or special consideration on medical grounds must submit a medical certificate, completed by a registered medical or dental practitioner stating:

- the date on which the practitioner examined the student;
- the severity and duration of the complaint; and
- The practitioner's opinion of the effect of the complaint on the student's ability to undertake the assessment item.

A statement that the student was “not fit for duty” or was suffering from “a medical condition” will not be accepted unless the information required above is included.

Students applying for special consideration, extension or deferred assessment on other grounds must submit suitable documentary evidence, such as a bereavement notice, letter from employer, practitioner or professional, statutory declaration, copy of accident report. Students who feel that their case for special consideration, extension or deferred assessment has been wrongly dismissed by the course coordinator, may appeal in writing against that decision to the ES London Managing Director. The decision of the ES London Managing Director is final.

Appeals against Award of Grade

Students are encouraged to discuss with teaching staff their performance in assessment items during a course. Where a student believes that an error has been made or an injustice done in respect of the grade awarded for a course, the student may request a review of the grade. This request must:

- Be made in writing on the appropriate form;
- State the grounds for the review request; and
- Be lodged with the Head of Department within 14 days of the date on which student grades are posted on ES London's website / notice board.

All requests for review of grade shall be dealt with by the course lecturer then the Section Coordinator. Students will be notified of the outcome of the requested review of grade by the course lecturer or the Section Coordinator who will forward the recommendation back to the Examinations Committee. The Examinations Committee grade appeal form is obtain from the Student Services office.

A student who is dissatisfied with the outcome of the review of grade may lodge a formal appeal to ES London Appeals Committee (refer to Policy on Student Grievances and Appeals).

Disposal of Assessment Material

Sections are required to retain all uncollected assignments, portfolios and other assessment materials for a minimum of two years from the date of issue of results. At the completion of the two-year period, sections may destroy all assessment material except that material that relates to appeals that have not yet been finally determined.

Responsibilities of Examiners and Course Coordinators

Course coordinators are responsible for conveying to students clear advice about the aims and objectives of the course, the assessment requirements, the relationship between the assessment methods and the expected learning outcomes, the criteria against which individual assessment items are judged and their relative weight.

Assessors are required to provide feedback to students on their performance in assessment items conducted during the semester. Assessors should give guidance to students and comment on work presented for assessment during the semester by written comments or other suitable means. Assessors should be prepared to discuss with students their performance in an examination.

Responsibility of Examinations Committees

The Examinations Committee is responsible to the management committee for determining grades from individual course coordinators in respect of all courses that are the responsibility of the Departments. The Examinations Committee is also responsible for dealing with individual student cases, monitoring results and providing advice on student achievement.

The Examinations Committee is responsible for determining final grades through:

- Scrutinizing grade recommendations from course lecturers to ensure comparability of standards and consistency with ES London policy;
- Consulting relevant course lecturers regarding any queries concerning their recommended grades.

The Examinations Committee is also responsible for:

- Determining the classification to be awarded to students who have satisfied the requirements for diploma within ES London;
- Approving the award of supplementary assessment;
- Determining the outcome of applications from students for special consideration and deferred assessment;



- Dealing with allegations of cheating and plagiarism as provided for in the policy on academic misconduct;
- determining the recipients of prizes and awards within the section; and,

The Examinations Committee together with the Departmental Academic Committee are also responsible for:

- Monitoring the outcome of assessment processes, identifying courses in which the outcomes are unsatisfactory and providing advice to the sections on actions to improve assessment outcomes;
- Providing advice to the management committee on the basis of assessment performance indicators about the need to review programme structure and contributions of courses to a programme;
- Providing advice to the sections in relation to the review of student progress through programmes for which the section is responsible.

The chair of the Examinations Committee is responsible for determining appeals from students against decisions in response to applications for special consideration and deferred assessment.

Supplementary Assessment

The purpose of supplementary assessment is to provide the students with additional time for private study followed by the opportunity to demonstrate that the criteria for passing the course have been met.

A student will not be awarded a grade higher than “P” meaning Pass for a course in which a supplementary assessment is granted. A “P” grade replaces the “U” grade but does not count towards the calculation of the grade point average.

A student is allowed only one attempt at each supplementary assessment item. As a general rule, supplementary assignments are held in the designated supplementary examination periods as advised on **ES London’s** academic calendar. Students who feel that their case for Special Consideration, Extension, or Deferred Assessment has been wrongly dismissed by the Course Coordinator may appeal in writing against that decision to the **ES London** Managing Director. The decision of the **ES London** Managing Director is final.

