Student Handbook

County Business School is a community of individuals, staff, and students with rights and responsibilities that help determine the school's ability to maintain and enhance its fundamental role in teaching and learning.

This student Handbook was created to encourage the commitment of all staff and students to the principle of partnership and to clarify the basis on which that partnership rests.

To promote students' awareness of their rights and obligations, each County Business School student will receive a copy of our Student Handbook. The Charter/Handbook is a short information leaflet that tells students what they are entitled to and what is expected of them while studying with the school.

The Student Handbook outlines the student's basic entitlements, such as high-quality tutor support and study materials. It also specifies the student's main obligations, providing them with a concise idea of their duties regarding County Business School. **MISSION STATEMENT** County Business School is committed to the intellectual, personal, and professional growth of its students and staff. The school's goal is to inspire a lifelong passion for learning and empower a diverse population of students to succeed as citizens of a challenging world. To this end and to enhance the quality of life worldwide, the school is dedicated to excellence in teaching, cultural enrichment, and service.

ATTENDANCE

County Business School believes regular course attendance is crucial for participants to enhance their career prospects and develop them into emotionally resilient, confident, and competent individuals who can fulfil their potential and contribute positively to their community. Recognizing that attendance is a collective responsibility of the entire school community, our attendance policy sets a minimum requirement of 80% for qualification certification. It is integrated into all aspects of school improvement, supported by our policies on safeguarding, bullying, behaviour, and inclusive learning. Additionally, this policy aligns with the Human Rights Act 1998, the Disability Discrimination Act 1995, and the Race Relations Act 2000. **ADVICE FOR INTERNATIONAL STUDENTS Is the UK safe?** The United Kingdom is a trendy destination for tourists and students alike, drawing millions of visitors annually. Renowned for its iconic landmarks and distinct culture, the country has many attractions. Despite its reputation as a generally safe country, ranking 45th out of 163 countries for safety in the Global Peace Index 2019, there are necessary precautions to consider upon arrival. One notable concern is the risk of pick-pocketing in crowded areas. Additionally, it's advisable to review a comprehensive safety guide to navigate life as a student in a foreign country effectively.

Safety Tips for Students

WHAT TO DO IF THERE IS A FIRE

Fire Action

Any person discovering a fire

1 Sound the alarm

2 Dial 999 to call the fire brigade

3 Do not tackle the fire

On hearing the fire alarm

4 Leave the building by the nearest route

5 Close all doors behind you

5 Report to the designated assembly point

6 Do not take risks – do not use lifts.

E-Policy

The school is pleased to offer students access to the organisation's computer room and Library. This policy applies to all students granted Network and Internet access by the company. County Business School will continue making Network and Internet access available, students must behave appropriately and lawfully. Upon acceptance of your account information and agreement to follow this policy, you will be granted Network and Internet access in your office. If you have any questions about the provisions of this policy, you should contact the Chief Information Officer.

If you or anyone you allow to access your account (itself a violation of this policy) violates this policy, your access will be denied or withdrawn. In addition, you may be subject to disciplinary action, up to and including termination.

1. Personal Responsibility

By accepting your account password and related information and accessing the County Business School's Network or Internet system, you agree to adhere to this policy. You also agree to report any Network or Internet misuse to the Chief Information Officer. Misuse includes Policy violations that harm another person or another individual's property.

2. Term of Permitted Use

Network and Internet access extends throughout your learning period, provided you do not violate the organisation's Computer Network and Internet Acceptable Usage Policy. Note: The Company may suspend access time for technical reasons, Policy violations, or other concerns.

3. Purpose and Use

The company offers access to its Network and Internet system for business purposes only. If unsure whether an activity constitutes appropriate business use, consult the Chief Information Officer.

4. Netiquette Rules

Students must adhere to the rules of Network etiquette or Netiquette. In other words, you must be polite, comply with the **County Business School's** electronic writing and content guidelines, and use the Network and Internet appropriately and legally. The company will determine what materials, files, information, software, communications, and other content and activity are permitted or prohibited, as outlined below.

5. Banned Activity

The following activities violate the Company's Computer Network and Internet Acceptable Usage Policy:

(A) Using, transmitting, receiving, or seeking inappropriate, offensive, vulgar, suggestive, obscene, abusive, harassing, belligerent, threatening, defamatory (harming another person's reputation by lies), or misleading language or materials.

(B) Revealing personal information, such as the home address, telephone number, or financial data of another person or yourself.

(C) Making ethnic, sexual preference, or gender-related slurs or jokes.

(D) Engaging in illegal activities, violating the Employee Handbook, or encouraging others to do so. Examples:

1. Selling or providing substances prohibited by the company's employment policy or the Employee Handbook.

2. Accessing, transmitting, receiving, or seeking unauthorized, confidential information about clients or colleagues.

3. Conducting unauthorized business.

4. Viewing, transmitting, downloading, or searching for obscene,

pornographic or illegal materials.

5. Accessing others' folders, files, work, networks, or computers.

Intercepting communications intended for others.

6. Downloading or transmitting the organization's

confidential information or trade secrets.

(E) Causing harm or damaging others' property. Examples:

1. Downloading or transmitting copyrighted materials without permission from the copyright holder. Even when materials on the Network or the Internet are not marked with the copyright symbol, employees should assume all materials are protected under copyright laws—unless explicit permission to use the materials is granted.

2. Using another employee's password to trick recipients into believing someone other than you is communicating or accessing the Network or Internet.

3. Uploading a virus, harmful component, or corrupted data and vandalising the Network.

4. Using software that is not licensed or approved by the company.

(F)Jeopardising the security of access, the Network, or other Internet Networks by disclosing or sharing passwords and impersonating others.

(G) Accessing or attempting to access controversial or offensive materials. Network and Internet access may expose employees to illegal, defamatory, inaccurate, or offensive materials. Employees must avoid these sites. If you know of employees who are visiting offensive or harmful sites, report that use to the Company's Chief Information Officer.

(H) Engaging in commercial activity. Employees may not sell or buy anything over the Internet.

Employees may not solicit or advertise the sale of any goods or services. Employees may not divulge private information — including credit card numbers and other financial data — about themselves or others.

(I) Wasting the Company's computer resources. Specifically, do not waste printer toner or paper. Do not send electronic chain letters. Do not send email copies to nonessential readers. Do not send email to group lists unless it is appropriate for everyone on a list to receive the email. Do not send organization-wide emails without your supervisor's permission.

(J) Encouraging associates to view and download materials, files, information, software, or other offensive, defamatory, misleading, infringing, or illegal content.

6. Confidential Information

Employees may access confidential information about the company, our employees, and clients. With the approval of management, employees may use email to communicate confidential information internally to those who need to know.

Such email must be marked "Confidential." When in doubt, do not use email to communicate confidential material. When a matter is personal, sending a hard copy, placing a phone call, or meeting in person may be more appropriate.

7. Privacy

Network and Internet access are provided as tools for our organization's business. The company has the legal right to monitor Network and Internet usage using the least intrusive method available. When necessary, employees will be notified of management's decision to monitor and provided with details of what is being monitored, why, and how.

8. Non-compliance

Using the Network and the Internet is a privilege, not a right. Violate this policy, and, at minimum, your access to the Network and the Internet will be terminated, perhaps for the duration of your tenure with the company. Policy breaches include violating the above provisions and failing to report violations by other users. Allowing another individual to use your account or password to access the Network or the Internet, regardless of their access status, constitutes a policy violation. If another user breaches this policy while using your account, you will be held accountable and may face disciplinary measures.

COUNTY BUSINESS SCHOOL

1. **Course Information Guidance and Enrolment.**

As a prospective student of County Business School programmes, you can expect the following:

- Accurate information about available courses, which includes:
  - Length, content, and start date
  - o Entry requirements
  - Fees
  - o Assessment requirements
  - o Tutor support arrangements
  - Application procedure
  - o Academic criteria will be applied equally to people with disabilities as to all other applicants and students, and the school will aim to equalise their opportunities and accessible environment
- Accurate information on past achievement rates and student progression.
- Accurate information about the company and its staff.

2. **Enrolment**

Access to resources to help you choose a course relevant to your needs.

You will be dealt with quickly and fairly when you decide to enrol for a programme. You can expect:

- A discussion with specialist advisory staff
- An immediate admissions decision

3. **During your course**

Information about fee payment arrangements

I want to enrol on any working day of the year.

To be able to enrol online.

Once you have enrolled, we shall provide good quality support to ensure you have the best possible success. You can expect:

- An induction which provides:
  - The name and contact details of your tutor
  - Basic information about the courses and contents
  - A study guide explaining the course, assessment, and practical tips on studying
  - An indication of the amount of work involved
  - Where to access additional resources, if necessary
  - Regular and prompt feedback on coursework and assignments.
  - The standard of work required to be successful in assessments
  - Information on how to get student support
- An explanation of your responsibilities as a student
- Reasonable notice of any changes to the learning programme.

- Assessment arrangements and processes appropriate to your course
- The opportunity to provide feedback to your tutor and County Business School about the programme
- The right to raise any grievances and for them to be heard promptly and sympathetically
- Access to confidential advice and guidance

4. **Completing the course**

When you finish your course, you will be offered everything you need for the next step. You can expect:

- To be notified of results promptly
- Information about progression routes and other courses

5. **Complaints**

If you have cause to complain, you can raise concerns confidentially and deal with them sympathetically and promptly. You can expect:

- Opportunities to provide feedback to your tutor on the programme

content, conduct, duration, assessment, etc

- An opportunity to raise a complaint at any time and for this to be dealt

With professionally.

- A right to appeal against any decision, assessment outcome, or complaint outcome if you are unsatisfied with the initial response.

6. **Student Expectations**

In return for providing a supported learning program, we expect students to:

- They must be prompt, efficient, effective, and courteous in dealing with the school, its staff, and their fellow students.
- Comply with the terms of all School regulations.
- Ensure that the school has up-to-date contact addresses.
- Please take responsibility for their learning.
- Complete coursework within agreed timescales
- Adhere to acceptable standards of behaviour.
- Complete exams and end-tests that form part of the course in their own words and are void of plagiarism. Where a student does a source from the test, all sources must be referenced appropriately, and credit must be given to the original author.
- Please inform the school as soon as possible of any disabilities that may affect their opportunities as students.

- Seek advice immediately when their academic progress gives them, or the staff who teach them cause for concern or if they think they may wish to change their program, suspend their studies, or leave the school.
- Please notify the school if you intend to take a break from studying for six months or longer so that the school can honour its policy of "no time limits." If the school is not notified, the school will decide whether to continue your course.
- Always submit the question paper related to the assignment being submitted. This will ensure that the school can provide them with "regular and prompt feedback."

Assessment Procedure

The course assessment process is designed to allow students to showcase their grasp of the learning material and apply concepts practically in real-world contexts.

Each student will have a designated personal tutor responsible for assessing their submissions. Tutors will be selected based on their professional competence to support learning and will undergo training to evaluate and provide feedback on assessments effectively. They will offer feedback to students on assessment outcomes and guide further learning requirements as needed.

All assessments will be in written form. Students will receive written feedback for each module question paper submitted to their tutor. For students enrolled in courses accredited by external awarding bodies, submitted coursework will only be returned to students if it is retained by the school for quality assurance purposes. Therefore, the school advises all students to keep copies of their work before submitting it to their tutor for assessment.

All modules for the course are compulsory; thus, students must satisfactorily complete every module to complete their course and successfully receive their Diploma.

The student must complete a question paper at the end of each module. Each question paper is designed to test the learning outcomes for a particular module. Students studying courses accredited by external awarding bodies must complete every question on a question paper before their tutor will award a "PASS" grade. Students who do not satisfactorily complete every question must resubmit the paper until the above criteria are met.

An important aspect of the assessment process is ensuring consistency in the standards attained in the marking process. In this respect, each assessment will have a marking scheme enabling all tutors to score consistently. The school's policy is to monitor assessment outcomes and for samples of assessments to be moderated by the internal moderator. The quality group will monitor student results to ensure fairness and consistency and enable equal opportunity monitoring.

Complaints and Appeals Procedure

County Business School's policy is to offer students a confidential avenue to voice complaints, ensuring they are addressed professionally, courteously, and promptly.

Complaints Procedure

A student who wants to complain about program content, assessment, or any course-related issue should first submit the complaint in writing to their assigned tutor.

If the student has a valid reason not to contact their tutor or the complaint involves an administrative matter, they should address the issue to the Centre Manager at County Business School.

In either scenario, the complaint will be acknowledged within three working days, and the student will receive a response within seven working days.

If the student is unsatisfied with the response, they can appeal.

Appeals procedure

The student must formally write to the Centre manager stating the grounds for the appeal within one month of the disputed decision. The Centre Manager will, within one month, hold an appeals panel consisting of the internal Moderator, one tutor (not connected with the student), and the programme leader.
Feedback will be given to the student within one month of receipt.

A record of all complaints and responses will be kept at the County Business School's office for examination by accrediting agencies.

Equal Opportunities Statement.

County Business School is committed to achieving equality of opportunity for all people who choose to study one of our programs and recognises the requirements of the Sex Discrimination Act 1995, Race Relations Act 1976, Equal Act 1970, and Disability Discrimination Act 1995 and associated amendments.

We will treat employees, contractors, and students with respect and dignity and provide a learning environment free from unlawful discrimination, harassment, or victimisation.
The quality group will review student recruitment, retention, and achievement to monitor performance and enable positive action to achieve a balance that reflects the total student population. Such monitoring will cover gender, disability, race, and age, determined by data volunteered by students at the time of enrolment.
To promote a balance within the school, we kindly ask that students complete the Ethnic Minority and Special Needs Survey included in the induction pack and return it to the school with the submission of their first assignment.

Any information contained within the registration form will be held confidential.

Special Needs Policy

County Business School recognises that students with disabilities should have equal access to distance education.
Through our Special Needs Policy, we aim to be equitable in all of our actions, both within and beyond areas that have become covered by law. If you tell us about your disabilities, you can expect adjustments to be made and support provided.

The primary objective of our Equal Opportunities Policy is to ensure that no applicant shall be treated less favourably on account of his or her disability. However, County Business School also aims to:

- Provide equal opportunities to its courses irrespective of disability. No person should be denied a place on a course on the grounds of their disability.

- Make every reasonable effort to provide necessary support and adaptations to our courses to enable all academically able students to fulfil their potential. This will include, but is not limited to:

    - o providing course material in large print for students who may be partially sighted.
    - o CDs of course material can be made available for Braille conversation.
    - o Course tapes can be made available for those students who require such a facility.

- Take a positive approach towards seeking equity and equality throughout the school.
- Special examinations, assessments, and marking arrangements can be made according to the student's needs.

The school will make every effort to consider adjustments necessary to make a programme accessible, but please make your needs known to the school at the point of application.
The school recognizes, however, that there may be times when, despite reasonable adjustments to the course material, particular difficulties may still arise for some students in accessing the course.

Quality Assurance Procedures Policy

Statement of Quality Aims, Objectives and Policy

The course assessment process is intended to enable students to demonstrate their understanding of the learning material and the practical application of concepts to the world of work.

1. Quality Policy

County Business School's policy is to maintain quality assurance systems and processes that provide students with a valuable learning experience and enable programmes to achieve external accreditation, meeting Accrediting Body quality assurance standards.

County Business School strives to offer every student the highest quality training and the essential skills needed to enter and progress in their chosen field. We aim to deliver comprehensive study programs that engage students in well-designed, efficient, and productive learning in their chosen areas. This approach will help students achieve their educational goals and develop their potential to become accomplished individuals.

County Business School is committed to providing study programs and services that consistently reflect quality and educational excellence, supported by continuous tutor guidance and support.

2. Quality Aims

We aim to:

- Provide a student learning experience that is value for money, externally accredited, and of a high standard
- Apply quality control systems and processes that demonstrate the program's value and enable monitoring of the County Business School programs.

3. Quality Objectives

- Provide students with adequate information to make an informed choice about a programme of study.
- Provide students with an induction that explains their program, duration, method of study, and assessment.
- Monitor data on recruitment, retention, and achievement, which will enable benchmarking and setting targets for continuous improvements.

4. Programme Design

Programme design will encompass the following features:

- Clear aims and objectives
- Clear learning method
- High-quality student materials
- Authorship by qualified tutors
- Accreditation details
- Assessment details

5. Programme Delivery

Programmes will be delivered according to the following parameters

- Tutor support by qualified tutors
- Regular feedback on assignments and assessment
- High-quality learning materials
- Lesson plans produced for short course delivery
- Identified roles of County Business School, tutor, and student.

6. Assessment

Assessment will be:

- Specified to the student
- Undertaken by qualified, trained tutors/assessors.
- Moderated by internal verifiers
- By Accreditation/ Awarding Bodies requirements.

7. Accreditation

Programs will be externally accredited, where appropriate, leading to nationally recognized awards.

8. Self-Assessment

County Business School will undertake a critical self-assessment on an annual basis. The self-assessment will identify and incorporate elements of good practice and identify areas for improvement.

The self-assessment process draws upon data from:

- Student feedback
- Tutor feedback
- Student questionnaires
- Recruitment data and targets
- Retention data and targets
- Achievement data and targets
- Published benchmarking data
- Self-evaluation of the quality processes
- Review of equal opportunities and other relevant policies
- Internal and external audit
- Internal verification results
- Moderator and external verifier reports

9. Quality Group

The quality group will comprise representatives of the Centre manager, School internal Verifier, Senior Tutor, and Administrator.
A quality group will meet quarterly to review and monitor the quality process and set continuous improvement targets.
The Quality Group will also conduct an annual self-assessment to highlight good practices and identify areas for improvement.

Terms and Conditions

The assurance of the relationship

General

County School is the trading name of County Business School, Registered in England and Wales N0: 10221736

Terms applying to all our client agreements

- In consideration of the agreement made herein and for other good and valuable consideration, the receipt and sufficiency of which are at this moment acknowledged, each party shall agree as follows:

1. Definitions

For these terms:

1. Headings: Number and Gender. The headings of sections and paragraphs are inserted for convenience only and shall not be deemed to constitute part of the agreement to affect the construction thereof. The use in the agreement of singular, plural, masculine, feminine, and neuter pronouns shall include the others as the context may require

'We' and 'us' means County Business School, which will provide the services to you.

Course Materials refer to the tangible materials associated with a specific course, including any revisions or updates we make periodically. These materials may be presented in various formats and are essential for students to complete the course.

2. Responsibility for Course Materials

I. We guarantee that the course materials will meet a satisfactory quality standard, but we do not guarantee they will be error-free.

ii. You are responsible for inspecting the course materials as soon as reasonably possible after delivery and notifying us of any errors as soon as possible.

iii. If you plan to take a leave of at least two months from your course, you must notify us in writing to uphold our "no time limits" policy. We will continue your course at your discretion if you fail to notify us.

3. Transferring Course

We retain the sole discretion concerning whether a course may be transferred from you to a third party. Any such request must be made to us by sending email to info@countybs.com
We will treat all justifiable requests as compassionately as possible.

ii We retain the sole discretion concerning whether you may transfer to another course we offer. Any such request must be made to us in writing at the address given above. We will treat all justifiable requests as compassionately as possible.

iii If we agree to allow you to transfer to another course, the total fees paid towards the discontinued course will be offset against the cost of the new course. However, we will require that if the new course is more expensive than the discontinued course, the balance should be paid in full, and there will be a standard £100 transfer fee.

4. Disclaimer of Warranties and Limitation of Liability

i. We guarantee that we will provide our services to you with a reasonable degree of care and skill.

ii. If you wish to request any changes to these terms, please get in touch with us at info@countybs.com.

iii. Any liability under our agreement with you will be limited to the amount you have paid us.

iv. To the extent permitted by law, we will not be liable for any losses or damages that were not reasonably foreseeable or were not caused by our breach.

v. We will not be liable for any direct or indirect losses or damages from your course enrolment. Any liability that does arise will be limited to the course fee paid.

vi. We are not qualified to provide medical advice. Kindly consult your doctor or another medical professional if you need such advice. Any holistic health care advice we provide should be considered supplementary to, not a substitute for, conventional health care.

5. Waiver

No aspect or clause of this agreement will be considered waived unless both parties sign a written document as acknowledged by an authorized representative. Any waiver of rights or failure to enforce a provision at any given time does not negate the rights or waive any future breaches by the other party.

6. Payment

i. Before issuing a certificate of completion, all outstanding debts must be settled with us. ii. We retain the authority to decline enrolment in any of our offered courses. iii. If you opt for a credit agreement and pay for the course through instalments, you must make timely payments on the dates outlined in the credit agreement, regardless of your study pace.

7. Copyright

All rights to the course materials, including intellectual proper copyright and intellectual property rights, are owned by us or licensed to us. Unauthorized copying, adaptation, or utilization of these materials, in whole or part, is strictly forbidden without our explicit consent.

8. Other Terms

If, at our discretion, we afford you any relaxation of these terms, this shall not affect our rights under these terms and conditions.

ii This Agreement shall be interpreted in all respects by the law of England and Wales. The parties now submit to the exclusive jurisdiction of any question or dispute arising from this agreement.

iii. If the whole or any part of any clause(s) of this agreement is or becomes invalid for any reason, that invalidity shall not affect the validity of any other provision

iv. You must notify us in writing at the address above of any postal address changes.

9. Data Protection

We are registered with the Information Commissioner's office and are committed to protecting your privacy and securing your personal information. Your details will not be disclosed to any party unless you have provided consent, there is a legal obligation to do so, or in response to a legitimate request from law enforcement or a government agency.