



Policies and Procedures

INTBUSINESS COLLEGE

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FOR MORE POLICIES AND PROCEDURES, PLEASE CONTACT ADMIN OFFICE or EMAIL TO info@intbusiness.co.uk

EQUAL OPPORTUNITY POLICY

This College aims to be an equal opportunity employer, and this policy an attempt to address all issues pertaining there to.

This policy covers all aspects of employment, from vacancy advertising, selection, recruitment and training to conditions of service and reasons for termination of employment.

To ensure that this policy is operating effectively (and for no other purpose) the School maintains records of employees' and applicants' racial origins, gender and disability.

Ongoing monitoring and regular analysis of such records provide the basis for appropriate action to eliminate unlawful direct and indirect discrimination and promote equality of opportunity.

The College's policy has been measured to implement the corporate views of the College under the advice from the relevant bodies as well as in consultation with appropriate union and/or employee representatives.

The Principal is responsible for the effective operation of the schools' equal employment policy.

Vacancy advertising

- Wherever possible, all vacancies will be advertised simultaneously internally and externally. Steps will be taken to ensure that knowledge of vacancies reaches underrepresented groups internally and externally.
- Wherever possible, vacancies will be notified to job centres, careers offices, schools, colleges, polytechnics, etc, with significant minority group rolls, as well as to minority press/media and organizations.
- All vacancy advertisements will include an appropriate short statement on equal opportunity.

Selection and recruitment

- Selection criteria (job description and employee specification) will be kept under constant review to ensure that they are justifiable on non-discriminatory grounds as being essential for the effective performance of the job.
- Wherever possible, more than one person must be involved in the selection interview and recruitment process, and all should have received training in equal opportunities.
- Wherever possible, women, minorities and disabled persons will be involved in the short listing and interviewing processes.
- Reasons for selection and rejection of applicants for vacancies must be recorded.

Positive action - training, promotion and conditions of service

- Underrepresented groups will be encouraged to apply for training and employment opportunities with the company/etc. Wherever possible, special training will be provided for such groups to prepare them to compete on genuinely equal terms for jobs and promotion. However, actual recruitment to all jobs will be strictly on merit.
- Wherever necessary, use will be made of lawful exemptions to recruit suitably qualified people to cater for the special needs of particular groups.
- Wherever possible, efforts will be made to identify and remove unnecessary/unjustifiable barriers and provide appropriate facilities and conditions of service to meet the special needs of disadvantaged and/or underrepresented groups.

Human Resources records

- In order to ensure the effective operation of the equal opportunity policy (and for no other purpose) a record will be kept of all employees' and job applicants' gender, racial origins and disability.
- Where necessary, employees will be able to check/correct their own record of these details. Otherwise, access to this information will be strictly restricted.
- Such records will be analyzed regularly and appropriate follow-up action taken.

In General

The objective of this policy is to:

- Ensure that the company/etc has access to the widest employee market and secures the best employees for its needs.
- Ensure that no applicant or employee receives less favorable treatment, and that, wherever possible, they are given the help they need to attain their full potential to the benefit of the company/etc and themselves.
- Achieve an ability-based workforce which is in line with the working population mix in the relevant employee market areas.

The cooperation of all employees is essential for the success of this policy. However, ultimate responsibility for achieving the policy's objectives, and for ensuring compliance with the relevant Acts of Parliament as well as the various Codes of Practice, lies with the company/etc. Behaviour or actions against the spirit and/or the letter of the laws on which this policy is based will be considered serious disciplinary matters, and may, in some cases, lead to dismissal.

DATA PROTECTION POLICY

1. Purpose

1.1 The Data Protection Act 1998 ('the Act') has two principal purposes:

- i) to regulate the use by those (known as data controllers) who obtain, hold and process personal data on living individuals, of those personal data; and
- ii) to provide certain rights (for example, of accessing personal information) to those living individuals (known as data subjects) whose data is held.

1.2 The cornerstones of the Act are the eight data protection principles, which prescribe:

- i) Guidelines on the information life-cycle (creation/acquisition; holding; processing; querying, amending, editing; disclosure or transfer to third parties; and destruction.
- ii) The purpose for which data are gathered and held; and
- iii) Enshrine rights for data subjects.

The Act applies to IBC, the Data Controller for the purposes of the Act, and to anyone who holds personal information in a structured way so that retrieval is easy. IBC is fully committed to abiding, not only by the letter, but also by the spirit of the Act, and, in particular, is committed to the observation, wherever possible, of the highest standard of conduct mandated by the Act. This policy has been written to acquaint staff with their duties under the Act and to set out the standards expected by IBC in relation to processing of personal data and safeguarding individuals' rights and freedoms.

2. Staff duties

Employees of the IntBusiness College are expected to:

- i) acquaint themselves with, and abide by, the Data Protection Principles;
- ii) Read and understand this policy document;
- iii) Understand how to conform to the standard expected at any stage in the life-cycle;
- iv) Understand how to conform to the standard expected in relation to safeguarding data subjects' rights (e.g. the right to inspect personal data) under the Act;
- v) Understand what is meant by 'sensitive personal data', and know how to handle such data; and
- vi) Contact the Data Protection Officer if in any doubt, and not to jeopardise individuals' rights or risk a contravention of the Act.

3. The Data Protection Principles

The Data Protection Principles, in summary, are:

- i) Personal data shall be processed fairly and lawfully.
- ii) Personal data shall be obtained only for one or more specified and lawful purposes, and shall not be further processed in any manner incompatible with that purpose or those purposes.
- iii) Personal data shall be adequate, relevant and not excessive in relation to the purpose or purposes for which they are processed.
- iv) Personal data shall be accurate and, where necessary, kept up to date.
- v) Personal data processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.
- vi) Personal data shall be processed in accordance with the rights of data subjects under this Act.
- vii) Appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.
- viii) Personal data shall not be transferred to a country or territory outside the European Economic Area unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.

4. Best-practice guidelines for the life-cycle process

4.1 Acquisition of personal data

Those wishing to obtain personal data must comply with guidelines issued from time to time by the Data Protection Officer and, in particular, should tell data subjects the purpose(s) for which they are gathering the data, obtain their explicit consent, and inform them that IBC will be the data controller for the purposes of the Act and the identities of any other persons to whom the data may

be disclosed. If sensitive personal data are being collected, explicit consent is not only best practice, it is mandatory. No more data should be collected than is necessary for the purpose(s) declared.

4.2 Holding/safeguarding/disposal of personal data

Data should not be held for longer than is necessary. IBC's and/or Schools'/Professional Services' records management policies should be consulted for guidance on what is necessary for each kind of data. Personal data should be reviewed periodically to check that they are accurate and up to date and to determine whether retention is still necessary. Adequate measures should be taken to safeguard data so as to prevent loss, destruction or unauthorised disclosure. The more sensitive the data is, the greater measures will need to be taken.

4.3 Processing of personal data

In this particular context, 'processing' is used in the narrow sense of editing, amending or querying data. In the context of the Act as a whole, 'processing' is very widely defined to include acquisition, passive holding, disclosure and deletion. IBC Data Protection Policy states that Personal data must not be processed except for the purpose(s) for which they were obtained or for a similar, analogous purpose. If the new purpose is very different, the data subject's consent must be obtained.

4.4 Disclosures and transfers of personal data

4.4.1 Disclosures

IBC's policy is to exercise its discretion under the Act to protect the confidentiality of those whose personal data it holds.

- i) Employees of the institute may not disclose any information about applicants, students or other employees, including information as to whether or not any person is or has been an applicant, student or employee of the institute unless they are clear that they have been given authority by IBC to do so. Particular care should be taken in relation to any posting of personal information on the internet.
- ii) No employee of IBC may provide references to prospective employers or landlords or others without the consent of the individual concerned. It is therefore essential that where IBC is given as a referee, the subject of the reference should provide IBC with the necessary notification and consent.
- iii) No employee may disclose personal data to the police or any other public authority unless that disclosure has been authorised by the IBC's Data Protection Officer.

4.4.2 Transfers

Personal data should not be transferred outside IBC, and in particular not to a country outside the EEA

- i) Except with the data subject's consent; or
- ii) Unless that country's data protection laws provide an adequate level of protection; or
- iii) Adequate safeguards have been put in place in consultation with the Data Protection officer; or
- iv) In consultation with the Data Protection Officer, it is established that other derogations apply.

4.5 Destruction of personal data

Personal data must not be held for longer than necessary; and when such data have been earmarked for destruction, appropriate measures must be taken to ensure that the data cannot be reconstructed and processed by third parties.

5. Data subjects' rights of access

IBC is fully committed to facilitating access by data subjects ('applicants') to their personal data, while bearing in mind the need to protect other individuals' rights of privacy. All applicants will be expected to fill in a Subject Access request form. Applicants who are members of IBC and have a IBC login and email account may submit this form via their IBC email account. In such cases, no further proof of ID will be required. Applicants who are not members of IBC who do not submit the form via their IBC email account, must submit supporting documentation which establishes that information are protected under the policy guideline.

6. Review

This policy will be reviewed periodically to take account of changes in the law and guidance issued by the Director.

Student Complaint Procedure

The Student Complaints Procedure will be used by any student who would be unhappy with any College service. Most complaints can be resolved at the first 'informal' stage of the Procedure. If some complaint cannot be resolved at the informal stage, then there would be up to two further 'formal' stages.

The Procedure would cover the complaints against any academic or non-academic college service, by its own special procedure. For example:

- If the complaint is about Disciplinary matters, the procedure for this will be students' Code of Conduct.
 - If the complaint is about student's performance in Examinations or Assessments the procedure for this will be Appeal Procedure.
 - If some students have been bullied or harassed, by another student or a member of staff, the procedure for this will be Dignity at Work and Study Policy / Code of Practice for Dealing with Harassment and Bullying.
- (Other Procedures may be used if the complaint could not be settled informally)

How to make complaint?

If any student wants to complain, he/she should first approach the member of staff who seems best able to deal with the matter immediately. Student can either speak to them or put his/her complaint in writing. If the student is not sure who to complain to, ask to Course Tutor, or someone at College Office.

If the complaint is not about the course but about one of the Colleges' support services (e.g. library, finance, student records etc) try to contact a member of staff from that department. Alternatively, contact the Registrar Office who will advise the students how best to make complaint. The person students would speak to will try to resolve matters informally He/she will investigate the complaint, and then contact the students again, usually within five working days, to see if a solution can be found. This is the informal part of the procedure, and is known as 'Stage 1'.

If the student is not satisfied with the results/ outcome of the informal stage to resolve the complaint, then he/she can take the complaint to 'Stage 2', the first 'formal' stage of the complaints procedure.

Stage 2

To do this student must fill in a 'Complaints Form'. Student can use the form given below. This form asks the student to outline his/her complaint, explain what has been done to try to resolve the complaint informally, and why he/she is still not satisfied with the outcome. It also asks the student to state what outcome he/she is expecting. The student must complete the form and send it to either;

- The Director of Studies
- The Principal of the college if the complainant is not satisfied with the outcomes of the decisions of The Director of Studies. (if someone is not sure who to write to, he/she can speak to the Director Studies or the Registrar,
- The students' response should be sent within five working days of receiving the complaint.
- The Director of Studies should acknowledge that they have received the form within a further five working days.
- The Director of Studies will look into the matter and will make a report on the outcomes.
- After preparing the report, the Director of Studies will write to the student with the outcome (within five working days of reaching a decision). This is the First formal part of the procedure, and will be known as Stage 2.

Stage 3

If student is still not satisfied with the outcome after Stage 2, there would be a final stage in the College Procedure. You should write to the Director of the College responsible for student matters. Again the letter should be sent within five working days of the receiving the Stage 2 response, and again it should include:

- the original grounds for complaint,
- all the responses student have received at the preceding stages of the complaint and
- A statement saying while student is still not satisfied.

The Director will acknowledge the letter within five working days. The Director of college will not review the substance of the complaint; but he/she will decide whether the handling of the complaint has been fair and reasonable. If this review reveals flaws or inadequacies in the procedure, the Director will appoint a Panel of three senior staff to investigate further and report to him/her. The Director will review the findings of this Panel, and then tell the student of the outcome, again within five working days of reaching a decision. If the Director of the College

decides that the complaint has been handled fairly and reasonably, the complaint will be rejected. The Director of College's decision would be final and would be the last stage of College's Procedure.

There are no further stages in the College Procedure. Last but not the least, if the student is still not satisfied with the Director's resolution, he/she can then escalate the matter to the regulatory bodies and seek assistance.

Time limit for the complain procedure:

If the student wants to make a complaint, he/she should do so, if possible, within a month of the incident taking place. If this is not possible, the reasons for delaying students' complaint will be taken into account during any investigation. Any other time limits within the procedure are outlined in the stages of the complaint above.

Assistance or help during the Procedure:

The student may be accompanied by a friend or representative of a class at any stage in the Procedure and that person may speak on the student's behalf. At the formal stages of the Procedure, student must tell the College the name of any friend or representative.

Refund of Tuition Fee Policy

The college takes the view that students will have seriously thought of their decision to take a course and the subsequent to apply for admission is an indication of their desire to proceed with their studies. There are, however, circumstances in which students may wish to withdraw from a course before and after the course has commenced. It is therefore to put in a refund policy for fees paid to the college. Accordingly the following will apply:

1. Once a student has fully enrolled, no refund is permitted or shall be made except in circumstances and situations where the college is advised in writing at least four weeks before the commencement date.
2. Under no circumstances will be a refund will be made when the student withdraws once classes has commenced.
3. Where the student is refused a student visa, the college will refund the tuitions fees less an administration fee of £500. However, in such an event, no refund will be made unless the college has received all original copies of the college letter of enrolment along with original copy of the refusal notice from the relevant immigration authority.
4. Where a student is refused enrolment on the basis that the documents used in support of the application were fraudulent and the student fails to contest the assertion made no refund will made in such cases.
5. Where a student knowingly submits supporting documents which are fraudulent and incomplete and the application is subsequently refused for that reason, there will be no refund made.
6. No refund will be permitted if a student enters the UK on a student visa obtained on the basis of the college's letter of acceptance and enrolment. Equally, there will be no refund where the students decides to leave the college for whatever reason after an extension of a student visa has been obtained through the facilitation of the college.
7. Where the student decides to seek a refund, he/she must do this in writing to the Registrar. The request will be processed in terms of the existing policy and when a decision is made, it will be conveyed to the student in writing.
8. The college will endeavour to respond to refund request as soon as all relevant documents have been received. Under normal circumstances it may take a minimum of 12 weeks to process a refund.
9. Cases will arise where the student[s] will not be able to attend classes for genuine reasons and may request that the college transfers the fee to a relative or a friends account with the college. Where the college accepts the transfer of fees, there will be an administration charge of additional £75 on the top of original £500. The college is under no obligation to honour such requests and these will be made at the sole discretion of management. If the transfer is in favour of an existing student, the college will credit the account of the student and under no circumstances will the college refund the money directly to the student.
10. Where the student withdraws within four weeks of the commencement of a course, a refund will be made subject to a levy of a cancellation fee of £500.
11. Where a student has paid towards his/her tuition fees and is unable to attend college within a period of one year and wishes to proceed with the enrolment, he/she will be required to make a fresh application and pay the registration fee and application deposit (all places not taken within one year from date of registration will be forfeited and any deposit paid will not be refunded)

Note- All students enrolling to Study at IntBusiness College will be required to sign and return the notice of acceptance on the terms and conditions of the offer made. In circumstances where this notice is unavailable for any reason whatsoever, any payment made will be considered as acceptance of the college's conditions.