

Student Handbook

Edition: 2.1

Every effort is made to ensure accuracy in presenting the material in this Handbook, however, iQualify UK reserves the right to alter or amend the contents in the light of changes in regulations or in policy or of financial or other necessity.

Forward

It is with pleasure that we welcome you to the iQualifyUK professional programmes.

We offer you the opportunity of reaching your full potential while studying at your own pace. The programme you have signed up to is not only exciting but also challenging as it enables you to develop your knowledge and understanding of the world of business and management.

We are here to support you on this exciting journey you have embarked on. Please let me assure you that at no point are you alone in your quest of learning and self-development as iQualifyUK takes its obligations to its students very seriously. Our aim is to help you succeed and to achieve your goals.

Although you are expected to invest time and effort into your studies, you should take this opportunity to make your learning experience enjoyable and fun. Here is your chance to meet new people and make friends across the globe.

This handbook is designed to assist you in getting the most of your programme and we advise you to familiarise yourself with its contents and to consult it as particular issues arise in the future and also to read it in conjunction with the relevant course handbook. Most of the questions you might have about the course processes and procedures will hopefully be answered in this handbook. If they are not, you should contact the student support team.

The completion of your course will provide you with a firm foundation for a successful career in your chosen path. We wish you all the best and hope that you will find this experience productive and rewarding.

Good Luck!

Student Support Team
iQualifyUK

1. About iQualifyUK (IQUK)

iQualifyUK was founded in 2013 to provide the best in education to those previously excluded on grounds of finance or the need to work rather than study. IQUK competitive strengths reside in a number of characteristics that are often absent in contemporary institutions:

- "Bringing together the best faculty". The faculty is a team of experts drawn from a range of institutions. We are putting the best together and will expand the faculty network as IQUK develops.
- "Personal interaction": the availability to students of personal interaction with faculty members via Skype, email or telephone and the ability to attend some live lectures.
- Offering a "Holistic Experience", both in environment and teaching philosophy, so as to take the learning experience well beyond the textbook level. The distance learning environment supports a teaching philosophy that encourages learning through discourse both between students and faculty, and among students themselves. For example, the online courses are designed in such a way as to promote student discussion of relevant case studies and contemporary examples.
- A "professional culture". IQUK is managed by academics who care about their students and their education.
- Strong "international links" with an orientation towards international business.

The above features enable IQUK to focus the strengths of a professional network onto offering a personalised service to its students.

2. Mission Statement

IQUK's mission is to deliver high quality affordable education in international standard qualifications and skills, which provide both excellent content and learning experience, to students from all over the world.

3. Purpose of this Handbook

The purpose of this handbook is to introduce you to the structure and content of IQUK courses. It outlines key points about the online distance learning provision provided by IQUK. It also includes the refund procedure should the student decide to withdraw from the course at any point of their learning journey.

In addition, we lay down the standards which IQUK requires from students and set out the policies by which we operate.

You should read through the handbook carefully as it contains important details about the course content and management and your responsibilities as a student. Your course will be managed and administered by the IQUK student support team. If you have any queries or concerns that are not covered in this handbook, please contact student support for additional guidance and information.

4. The iQualifyUK team

The IQUK Student Support team is here to provide you support throughout your learning experience. We will be in regular contact ensuring that you are progressing well with your studies. You can contact us via email, telephone call or through the online forums on the iQualifyUK teaching zone.

Our aim is to respond to your queries within 24hrs during the working week.

POC	Email IDs
Academics	academics@iqualifyuk.com
Student Support	support@iqualifyuk.com
Accounts	accounts@iqualifyuk.com
Admissions	admissions@iqualifyuk.com info@iqualifyuk.com
Academic Dean	graham@iqualifyuk.com
Principal Director	ian.fraser@iqualifyuk.com

5. Induction course

Once accepted onto the course, you will receive by email your username and password for the IQUK Teaching Zone (LMS). You are encouraged to update your personal profile on the IQUK Teaching Zone and get in touch with your fellow students and personal tutors via the forums. If you experience any difficulties accessing any of this information, please contact the student support team at support@iqualifyuk.com.

Before embarking on your programme of study you are required to complete a brief online induction course which contains all the information you will need to get you started. You will be able to access your induction course by logging onto the LMS and going to the section, 'Induction'. You should aim to complete your induction within the first two weeks of the commencement of your programme.

The aims of the induction course are for you to:

- Get to know staff and fellow students.
- Gain a comprehensive understanding of all aspects of your programme of study
- Develop or further refine your learning and study skills
- Become acquainted with the awarding body and iQualifyUK's procedures and policies.
- Ask questions relating to any aspect of the learning experience.

The induction course comprises of the following:

(a) Student Handbook

This document.

(b) Assessment Handbook

You are strongly advised to read the assessment handbook thoroughly before you start the programme. The assignment submission deadlines and assignment submission procedure is all explained. If you do not meet the deadlines the student support will contact you to try to resolve any problems and concerns.

Note: exam dates are non-negotiable!

(c) Effective Learning Skills

In this section you will work through units designed to help you improve your study skills. They contain exercises, advice and information on key topics relevant for effective study, including time management, effective note taking, reading and writing for assignments and dissertations. You can use them as a guide to help you to learn faster and more effectively. To make the most of your learning experience, we recommend that you study these units before moving onto your first course. This is now a comprehensive package being

offered to our students through the effective learning skills programme; and students are welcome to join in the regular live webinars.

(d) Online libraries

You have access to IQUK's online library. In addition we recommend free websites to help you find additional information.

(e) High Impact Skills Guides

These guides cover subjects such as 'How to make decisions', 'Mind mapping tools', 'What is problem solving' and 'Understanding communication skills' to help you develop your educational and business skills so you can study and work more productively.

6. Guides

You will find detailed explanations of the key functions of the IQUK Teaching Zone and how to use them. The site will be updated regularly with new and relevant information as it becomes available.

It is imperative that you should read and become familiar with the programme and assessment requirements. Any queries or concerns should be forwarded to the student support team.

6. Studying on your course

Each course has learning outcomes that are focused on the learning process. Your assignment and examination questions are based on your course learning outcomes, so refer to them regularly as you work through your study material.

6.1 Learning materials

You will access all of your learning material for the programme via the IQUK online Teaching Zone (<http://teachingzone.iqualifyuk.com>). The courses are designed to facilitate your learning and to allow you to achieve the learning outcomes for each course. The material is interactive and contains practical activities, which have been designed to enable you to apply theoretical principles and frameworks.

Each course includes the following:

- Discussion forums
- Course outlines with aims and objectives
- Reading list
- News forums
- Assessment details and criteria

Each course is divided into sessions with the last session designed to help you revise the whole course. Each session has some or all of the following components:

- Live lectures
- Audio lectures
- Further reading – in some cases containing study guides
- Self-assessed activities
- Activity feedbacks/answers
- Group activities
- Additional learning resources, where deemed appropriate and suitable for the course.

A core textbook is normally recommended reading. Those who are more dedicated may buy or refer to other recommended textbooks; this will help to broaden your perspective and deepen your subject knowledge. Students are recommended to seek out the further and additional readings available in the IQUK online library. The more you read, the better equipped you are likely to be to provide a critical perspective in your assessment. This can help you earn good grades and make you more confident about providing appropriate answers for examinations or assignments when your work is being assessed.

Please do not download answers or part answers to the assignments from the Internet or websites; this constitutes plagiarism and academic misconduct. This is a serious matter in academic study, where personal integrity and honesty are expected. It is also relatively easy to detect with modern software tools used by the College.

It may help to deepen your understanding of concepts, theories and models if you try to draw on your own experiences to bring these to life. You may also be encouraged to draw on your work experience as part of your studies. This can include discussions and online forums.

6.2 Study time

Each course typically involves:

- Listening to audio lectures
- Reading and reflecting on the core principles and concepts
- Adding to your knowledge and understanding by reading recommended textbooks as well as reading widely from the reading list
- Applying your knowledge in your workplace
- Attempting the self-assessment activities
- Completing your assignments by the given deadline

Successful completion of the module requires significant time management to ensure that all the course topics are covered in sufficient breadth and depth. You should develop a personal timetable to ensure that you can meet the assignment deadlines and complete your programme on time.

You should be aiming to spend approximately 10 hours of self-directed personal study for each 'guided learning hour' for the course, which involves listening to the audio lectures, completing the self-assessment activities as well as reading widely around the topic. Remember that the time spent in the workplace can often also be important learning time. You should try to apply the strategies and knowledge gained in your studies to understand your work environment more clearly, and reflect on the outcomes and feedback in your assessments.

Each course also has a section called time advisory to give an indication on the time to be spent online.

6.3 How to approach your learning material

As an approach to studying, you might adopt the following procedures, these procedures can be especially useful as part of distance learning:

- Before you listen to any of the lectures, you could print out the slides to use as the basis for your note-taking, and you might also locate or print out any handouts or diagrammatic references indicated in the introductory notes for each lecture.
- Listen to, and take notes on, each lecture. If necessary, listen once for 'gist' – to understand the main points of the topic – and once more for 'detail', using the print out as the basis for your note-taking.

- You may find some of the lectures on each course quite detailed, and it may be helpful to divide the lecture into two or three sections, and then to tackle each section following the procedure described above.
- Read the recommended chapters from the core text book to deepen your understanding of the subject covered in each lecture, making detailed notes to supplement your lecture notes.
- You may then want to listen to the lecture again to consolidate your learning, now that you are in a position to appreciate the topic in more depth.
- Read corresponding chapters from another, contrasting, recommended textbook as you work through each subject on the course, taking notes in your own words as you go along, in order to broaden your learning.
- Extend your reading by choosing one or two of the journal articles from the further reading list attached to the material for each lecture, again taking notes using your own words, in order to further extend your understanding of the subject and to relate it to case study examples where possible. Please note that the extensive reading list is there to help you in choosing the reading materials and you are not expected to read each and every book or article mentioned
- Complete the self-assessment activities and check your answers to see you are on the track.
- Go through the revision session as it will have you revise the key points and concepts.

Remember, the IQUK student support team is always here to support you at every stage of the programme.

6.4 Self-managed learning

Although the audio lectures, study guides and core texts provide you with a focus for each course, you are expected to take responsibility for developing your own learning and discovering more around the subject areas. You should particularly consider how the theories and concepts relate to your own organisation or country.

Use the online library, management publications, workplace resources and the internet to read and research around different topics and to analyse theory and practice. The extensive reading list is there as a guide to identify relevant and useful literature. You should join the online forums to chat to your tutors as well as your fellow students to get a global perspective. To get the most out of the programme and to achieve distinction, you must demonstrate that you are studying at a higher level where wider reading, research and analysis are of utmost importance.

You are required to provide a reference list, and if appropriate, a bibliography at the end of all assignments and dissertations. Keep a note of any references or websites so that you can refer back to them and include them in your final submission. Also, keep a diary or make notes with references as you read.

6.5 Learning and Study Support

(a) Course Leaders

The programme has been developed and is supported by a team of professional academic specialist based in UK, normally this includes your study being overseen by a specialist module leader for each element of study, and working under the guidance of a course leader who takes an overview of your study journey. These academics have additional duties as assessors as they may set and, at times, mark and moderate your work.

They will also occasionally hold online seminars or lectures on a current topic. So, keep checking your IQUK emails and the Teaching Zone for updates.

(b) Online Personal Tutors

On registration you will be allocated an online personal tutor. Your online personal tutor will help you by

facilitating your academic progress and to this end they will set tasks and activities in the appropriate discussion areas of the Teaching Zone.

Normally, the primary means of support will be delivered online via the Teaching Zone. Where appropriate, tutors will also be able to give you support by other means, e.g. by email, telephone call or via Microsoft Teams.

Tutors may make announcements or add notes to relevant sections or they may even use it to engage with you in discussion forums.

The tutorial process is viewed as an essential aspect of development and support for students. It is informally based and designed to encourage two-way communication, either peer-to-peer or student-to-tutor.

As such it includes the following:

- The channelling and dissemination of information
- The facilitation of discussion between peers on the programme
- The giving and receiving of formative, as well as summative assessment feedback
- Discussion regarding candidate personal development needs
- Counselling, where appropriate

(c) Student Support Team

Your course tutors will provide you with academic advice and guidance and answer your questions of an academic nature. For all other queries you are encouraged to contact the student support team.

You can contact them via:

- Online forums
- E-mail: support@iqualifyuk.com
- Telephone: +44 (0)20 3743 1808

(d) Help desk/IT support

On registering with IQUK you will be provided with an email address and a user name/password for the Teaching Zone – IQUK's state of the art online learning environment. Should you have any problems accessing either your emails or logging onto to the Teaching Zone please contact: support@iqualifyuk.com.

7. Assessment Procedure

The Assessment Handbook consists of IQUK's Rules/Regulations for each course's assessment and submission procedures. It is important that you go through it as it outlines IQUK policy relating to the different elements of assessment that you have to complete for the fulfilment of the requirements for the course you have undertaken.

7.1 Deadlines, Extensions, Deferrals and Mitigation

Submission dates for assignments are available in the Assessment Handbook. If you are unable to meet a coursework, dissertation proposal or dissertation assessment deadline after you have submitted the Intent to Submit form, you may apply for an extension.

Extensions to deadlines will only be granted to candidates who apply *in writing* with a legitimate reason for being unable to produce their work on time. Your first point of contact, should you find yourself in a position where you may need an extension, is your Student Support Team. Extensions must be requested in advance of the assessment deadline.

Please note that extension cannot be granted for any 24-hour online examination.

At the discretion of the principal, and subject to appropriate evidence, an extension to the assessment deadline may be granted, normally not exceeding 2 weeks, or a deferral. In the event of a deferral being granted, you will be required to elect to take the assessment at the next available assessment date. Details of the assessment submission dates are available in the Assessment Handbook.

Failure to meet deadlines (or extension deadlines) will result in a grade penalty or in your work being awarded a mark of zero. You will also be liable to complete a new assessment. It will not be appropriate for you to submit your original assessment. It is your responsibility to ensure that you submit the correct assessment for your chosen assessment period. Incorrect submissions will be awarded a mark of zero.

7.2 Complaints/Appeals

IQUK is committed to providing the highest quality of education possible, to ensure that you benefit from the academic, social and cultural experience. Where students feel that their legitimate expectations are not being met, whether it is an academic or non-academic matter, they have the right of access to the Complaints Procedure and Academic Appeals Policy contained in the Assessment Handbook in the induction section although it is hoped that most complaints can be settled at a local level through their personal tutor and the student support team.

8. Fee Refund

In accordance with consumer protection legislation and IQUK's *Tuition Fee, Refunds and Compensation Policy*, students have a 14-day cooling-off period following the date on which they formally accept an offer of admission. During this period, a student may cancel their enrolment without incurring any tuition fee liability, provided that the cancellation is submitted in writing using the College's official cancellation form.

If the student has made any payments during the cooling-off period, these will be refunded in full within 20 working days, provided that the student has not accessed any course materials, attended any classes, or otherwise commenced their course.

Once the cooling-off period has expired or once the student has accessed course content, the tuition fee liability will begin in line with the start date of the course.

Refunds will only be issued in accordance with the refund policy where a valid request is submitted in writing and the student meets one of the following conditions:

- The student withdraws during the cooling-off period.
- The student formally withdraws after enrolment and before the end of the academic year.
- The College cancels the course or module in which the student is enrolled.
- An administrative error has resulted in overpayment or double payment.

Refunds are calculated based on the date of official withdrawal as recorded by the College and in accordance with the following scale:

- Withdrawal in Term 1: The student is liable for 25% of the annual tuition fee.
- Withdrawal in Term 2: The student is liable for 50% of the annual tuition fee.
- Withdrawal in Term 3: The student is liable for 100% of the annual tuition fee.

Term of Withdrawal	Refund Amount	Fee Charged to Student
Term 1 (After cooling-off period)	75% of total annual fee	25% of total annual fee is charged
Term 2	50% of total annual fee	50% of total annual fee is charged
Term 3	0% refund	100% of total annual fee is charged
Term of Withdrawal	Refund Amount	Fee Charged to Student

Refunds will be returned to the original payer of the tuition fees. The College reserves the right to refuse a refund if the student has breached academic or conduct policies, failed to engage with their course, or holds outstanding debts with the College.

Note: *For detailed information, please refer to the Tuition Fee, Refunds and Compensation Policy.*

9. Quality Management

IQUK has a quality management system to ensure that all policies and procedures are delivered and maintained at a standard to satisfy the requirements of its awarding bodies. An annual review of the programme structure, learning materials is conducted with the course leaders and personal tutors. Any feedback provided by you is taken into account at this review.

8.1 Student feedback

IQUK regards your feedback as an important element in the cycle of programme improvement and development. As part of the quality assurance processes, you will be asked to complete an online feedback questionnaire at the end of each course. Your suggestions and feedback is greatly valued and will be used for programme development for future students.

If you wish to provide feedback outside the formal processes, you are welcome to contact the principal at any time. All information is dealt with in strictest confidence and anonymity is maintained.

8.2 Student Staff Liaison Committee

IQUK have in place a staff student liaison committee and appoint student representatives in order to ensure that students have the opportunity for formal input into the management of the programmes.

The main function and responsibility of the student staff liaison committee is to enhance the students learning experience with IQUK. It aims to:

- Provide student involvement in the planning and development of programs
- Provide a student voice at all levels of the program management

- Voice problems suggestions or requests raised by members of the student body
- Act as channels of communication to, and representatives on, relevant course committees
- Feedback to the student body on issues discussed during relevant meetings

If you are interested in becoming a student representative, please email student support for further details at support@iqualifyuk.com