

iQualifyUK Student Support

Review Date: [1/1/2025]

1. Support for Disabled Students

iQualifyUK is committed to providing an inclusive learning environment. We offer:

- **Physical Accessibility:** Wheelchair-accessible buildings, elevators, and restrooms.
- **Assistive Technology:** Screen readers, speech-to-text software, and other assistive tools.
- **Learning Accommodations:** Extra time for exams, flexible deadlines, and note-taking support.
- **Dedicated Support Staff:** Advisors trained to assist students with disabilities.

2. Student Accommodation

While iQualifyUK does not provide on-campus housing, we support students in securing accommodation by:

- Partnering with local housing providers.
- Offering guidance on affordable and safe student accommodation.
- Assisting international students with housing arrangements.

3. Learning Support

To ensure academic success, we provide:

- **Tutoring Services:** One-on-one and group tutoring sessions.
- **Academic Mentorship:** Support from faculty and academic advisors.
- **Library & Digital Resources:** Access to research materials, e-books, and online databases.
- **Workshops & Study Skills Training:** Time management, academic writing, and research skills workshops.

4. Student Protection Policy

iQualifyUK prioritizes student welfare and safety through:

- **Safeguarding Measures:** Policies to protect students from harm, harassment, and discrimination.
- **Mental Health & Well-being Support:** Access to counseling services and well-being initiatives.
- **Anti-Bullying & Harassment Policy:** A zero-tolerance approach to bullying, discrimination, or harassment.

5. Student Refund Policy

Our refund policy ensures transparency and fairness:

- Refunds are processed based on withdrawal timelines.
- Full or partial refunds depend on the stage of withdrawal.
- Special circumstances, such as medical or personal emergencies, are reviewed on a case-by-case basis.
- The full refund policy is detailed in the Student Handbook.

6. Student Complaints Procedure

iQualifyUK follows a structured and transparent complaints procedure:

- **Stage 1: Informal Resolution** – Students are encouraged to resolve concerns with relevant staff.
- **Stage 2: Formal Complaint** – If unresolved, a written complaint can be submitted for review.
- **Stage 3: Independent Review** – If further escalation is required, the complaint is reviewed by a neutral panel.
- Our complaints procedure aligns with the **Office of the Independent Adjudicator's (OIA) Good Practice Framework**, ensuring fairness, transparency, and adherence to best practices.



+44 (0)20 3743 1808



info@iqualifyuk.com



Head Office: 9 Hills Road, Cambridge, England, CB2 1GE

Campus: Queensgate Centre, Orsett Road, Grays, Thurrock, RM17 5DF

Registered in England and Wales. Company Registration Number: 8525590



Pearson



Approval

Policy Owner: iQualifyUK

Approved By: Board of Directors

Approval Date: 21/1/2025