



A Christian Bible-centred school offering a range of courses to those who wish to learn more about the Bible and become effective in Christian ministry.



Bible school students (Sept. 2013)

Student Handbook PART 4

7.3. Registers and Attendance

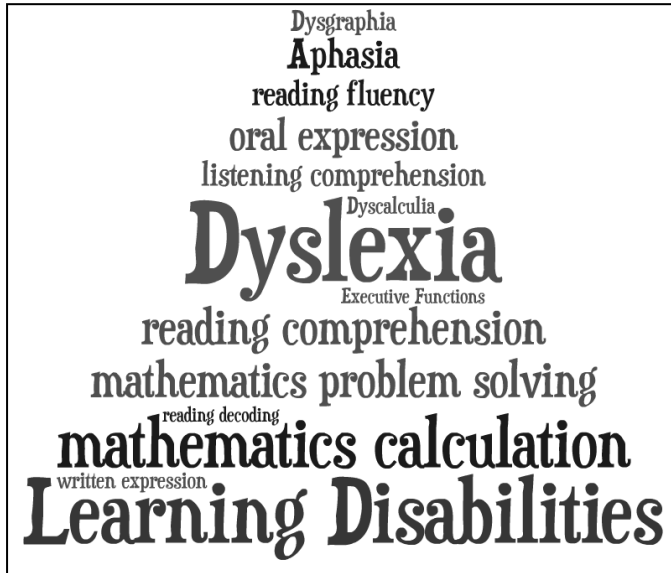
Please note **that it is very important for all students to attend all** their allocated lectures as shown on their timetable. Registers will be taken to monitor attendance of all students.

Failure of a student to take two out of three/four lectures will mean that students cannot take the assessments for that lecture.

7.4. Childcare

Students are asked to make their own arrangements for childcare, as this facility is not provided by the Grace City Bible School.

7.5. Learning Disability or Difficulty



The School is committed to a policy of equal opportunities for students with a disability or specific learning difficulty. We are still developing an inclusive approach to learning, so that all students, including those with a disability, can become part of an integrated learning community within the School.

In addition, we try to meet all student requests for reasonable adjustments to enable an equal opportunity of access for all students.

For the purposes of this statement, disability is understood in the broadest sense and, in addition to mobility and sensory impairments, includes, specific learning difficulties and medical conditions which may have an impact on a student's studies. If you would like an opportunity to discuss any specific needs you may have relating to your disability, please discuss this with your academic tutor or with the Head of School.

Dyslexia and other specific learning challenges

Students with dyslexia can access a range of support at the Grace City Bible School including one to one-to-one dyslexia tuition and Individual Support Plans. Students who require the dyslexia support are advised to speak to the Head of School or their academic tutor.

7.6. Student Concern Procedure

The Academic Tutors or Head of School will identify causes of concern with student performance and offer appropriate additional assistance. This will particularly relate to attendance, punctuality, engagement with and completion of work, or behaviour affecting the student's learning or that of others. All other matters that would normally fall under the Student Code of Conduct (above) will be addressed.

For the avoidance of doubt a decision as to whether the Student Concern Procedure or Code of Conduct shall be followed is a decision of the School and such decision is final.

7.7. Student ID Number

The Student ID number is an individual number given to every student. This number is allocated to you when you enrol to study at the School. You will find this number on all correspondence that the School sends out to you.

Your Student ID Number is exclusive to you and is used for various reasons:

- Any payments made to the School are allocated to your student account which is your Student ID number
- Where possible, your assessments are anonymously marked with your Student ID number being the key identifier
- The publication of results is listed by Student ID number on notice boards

7.8. Student's Mitigation

Mitigation may be defined as the taking into account of any circumstances that were not within the foresight and control of the student and which the School believes might adversely affect the academic performance of a student. For any award the School must be satisfied that the student has provided sufficient evidence that the required learning outcomes, as laid down in the Course specification and course requirements, have been met.

A student presenting a case for mitigation must provide appropriate evidence in the form of medical certificates, statements from professionals etc.

The consideration of any student claim is on the basis of supporting the best interest of that student.

It is not automatic that unforeseen circumstances will result in any special consideration of a student.

Information regarding personal circumstances of students should be treated as confidential. Knowledge of the detail of a student's circumstances should be restricted.

Mitigating or Extenuating Circumstances

Circumstances that could lead to a successful mitigation plea include the following:

- (i) Ill-health
- (ii) Severe financial hardship i.e. over and above that experienced by all students
- (iii) Emotional/personal difficulties – e.g. bereavement
- (iv) Special needs i.e. where the student's disability comes to light for the first time at assessment
- (v) Unavoidable absence from the School – e.g. requirements of employer
- (vi) Unavoidable absence from their home – e.g. eviction
- (vii) Other serious circumstances which could not be foreseen by the student.

Note: Examples in these regulations are for illustration only and are not intended to be definitive or exhaustive.

Mitigation can result in:

- (i) Extension of submission deadlines
- (ii) Altering assessment requirements e.g. allowing further resits/resubmission
- (iii) Changing assessment type

7.9. Student Complaints

The School seeks to maintain high standards in its provision of courses, services and facilities to students. The School has established its student complaints procedures to deal with legitimate complaints from students in a fair, prompt and efficient manner.



All complaints will be dealt with without recrimination and no student will be disadvantaged on account of raising a complaint. Students may complain individually or collectively, where appropriate. Complaints will be investigated objectively. Anonymous complaints will not be accepted. All complaints will be dealt with constructively and the student will be informed of the outcome. Where a complaint is upheld, the School will make an appropriate response including taking any necessary corrective action. Means of redress include an explanation of actions taken or planned and written or oral apologies.

All complaints will be dealt with in confidence. A student may be asked to attend an interview with the member of staff investigating their complaint.

A record of complaints received from students and the means of resolution will be kept by the Head of School and reported to the Board of Directors as part of the School's monitoring processes. No information that will identify any individual will be available within the report. A student may seek advice from the academic tutor or a lecturer when making a complaint. However, under no circumstances may the student be represented by an external organisation. For students under 18 or vulnerable adults additional support may be provided. If a complaint is not upheld the student will be informed of the reason(s) for that decision.

Scope of the Complaints Procedure

This procedure is designed to deal with complaints arising from:

- provision of academic services described in the School's publications including
- teaching, content of courses, support for learning
- incorrect or misleading information about services provided by the School
- any matters relating to examination and assessment procedures or academic appeals
- disciplinary issues
- complaints about the behaviour of other students
- unacceptable behaviour of School staff.

Admissions procedures prior to enrolment as a student of the School do not fall under the complaints procedure. If a student wishes to make a complaint about the behaviour of another student or about unacceptable behaviour of School staff, this should be addressed to the Academic Tutor in the first instance who will consult as appropriate and shall determine the correct procedure to be followed.

Stage I: Informal resolution of complaints

If a student requires advice or wishes to discuss the matter before making a complaint he/she should consult his/her personal tutor or the Administrator. An appropriate member of staff will resolve most complaints informally. The member of staff to whom the complaint is made will investigate or refer the Complaint, and a response will be made to the student either orally or in writing, normally, within ten working days.

If the student is dissatisfied with the outcome of this informal procedure, then they should follow the procedures described in the formal complaints procedure below.

Stage II: Formal complaints procedure

A complaint under this procedure should be made to the Head of School,

in writing, normally within twenty working days of the incident or action from which the complaint arises, or the outcome of the informal resolution.

The Head of School will determine whether all the necessary information has been provided and may contact the student requesting additional details and evidence. In all cases, the Head of School will acknowledge receipt of the complaint.

The Head of School will forward the complaint to Academic Board who will investigate the complaint using the information provided by the student in their written statement of the complaint. A response will be sent to the student in writing within twenty working days of the full complaint being received by the School. Every attempt will be made to resolve the matter/complaint amicably.

7.10. Withdrawal/ Deferral/ Refunds

Official withdrawal is the receipt by the Head of School of an email or letter from the student requesting withdrawal.

The structure of refunds upon withdrawal will be, based on the assumption that the fee has been paid in full, as follows:

- Official withdrawal after the first lecture in the first month of a term of the course: 50% of the total fee is refundable.
- Official withdrawal after the second lecture in the second month of a term of the course: 100% payable with no refund.

An applicant is permitted a deferral until the next available enrolment date of the course. The structure of the refund for withdrawals after deferral will be as the refund policy previously stated.

In cases where a student defers his/her study to the next academic period after payment, the fee already paid, can be used as payment or part payment against fees for that next academic period if the student returns to study within one year of the deferral date. On return from deferral the current years fees will be charged to all students.