



Distance Delivery Student Handbook

2020/21

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1 INTRODUCTION

"Welcome to Western International College, London. We are so pleased you have chosen WINC for the next steps in your academic journey. Whether you are pursuing your first steps towards a degree or focusing on gaining your Master's, we are here to support you to achieve your goals

*Our head office is in Bank, Central London but our teaching staff are delivering to you from around the globe, bringing together the best possible calibre of staff to compliment your learning. Each of you will be allocated a Personal Tutor who will be on-hand throughout your studies for any pastoral support so do please attend the meetings and get to know us!
Best of luck for great success throughout your course"*

Carly Guy

Vice-Principal WINC London

1.1 ABOUT THE HANDBOOK

This handbook collects together all the relevant information you will need as a student studying at WINC London. It is common to all the programmes. Where information applies only to certain programmes, this will be clearly indicated in the appropriate programme handbook.

We suggest that you read through this handbook once from start to finish, and from then on use the table of contents to find the section you want quickly.

1.4 PROGRAMME HANDBOOKS

You must, as a requirement of all the programmes, read all the handbooks related to your programme. If you do not read them, it will not mean that the guidance and regulations they cover, won't apply to you.

You will be assumed to have read and understood the information. It is in your interests to read these handbooks, as they cover (among other things) rules about attendance requirements, and information on how you can get help if you find yourself in difficulty (e.g. if you find yourself unable to submit work due to severe personal difficulties or illness).

1.5 MINIMISING ENVIRONMENTAL IMPACT

1.5.1 *Please avoid printing handbooks* - We would ask you to consider not printing this handbook. There may be parts that that you think may be worth printing, but for the most part you will only need to read the information once or twice and printing it all, is wasteful.

1.5.2 *Distance Delivery – keep electronic records!* In keeping with the ethos of online, consider keeping electronic copies of your work rather than printing yourself folders full of hard copies.

1.6 DOCUMENTS YOU MUST KEEP PERMANENTLY

We know from experience that it is very important for **you** to keep (electronically unless otherwise stated):

- **your own full copy of all your written assessments;**
- **all your assessment results and written feedback, etc;**
- **any result transcripts or matrices you are provided with;**
- **your final hard copy award certificate and/or any interim award certificates;**

It is also advisable to save your copy of your programme handbooks/guides in case you need to supply details of the curriculum or module content in the future, as periodically the programme changes somewhat.

2. RESOURCES & SUPPORT

2.1 THE LIBRARY

Students studying with Universities will have access to their online libraries. Login details will be provided after enrolment. Those studying on self-study programmes, you will be provided with a list of suggested texts for you to purchase locally or electronically.

2.2 COMPUTER ASSISTANCE

The online classroom system is called E-Lecta, this is a virtual classroom, very similar to a university lecture hall. E-lecta requires you to have a headset with integral microphone and a sturdy internet connection. Your device will need a plugin to run for the first time and you will be sent details before your induction of how to install that.

If you have issues during the class it is important that you try and resolve these as quickly as possible and with minimum disruption to your peers. Troubleshooting will be covered during the induction and you can also use that opportunity to try out your device and headset.

As you are studying an online programme you will be expected to have the necessary software to be able to put together your assignments. You can find free access software online such as Google or Microsoft, and it is your responsibility to ensure it is a format that is compatible with the assignment submission software. If you need assistance with this, please contact your Tutor in the first instance.

2.2 STUDENT SUPPORT

As mentioned in the welcome message, you will have a Personal Tutor whose primary concern is your pastoral support rather than your academics. In these sessions you are free to discuss personal concerns or issues you are facing.

2.2.1 Special Education Needs and Disabilities

If you disclose to use that you have additional needs surrounding learning, we may be able to offer advice and guidance around equipment or procedures that will assist you. Depending on the Awarding Organisation and your condition, you may be entitled to additional time or alternative assessment methods. Please do speak to the administration office to find out your options.

3. ADMINISTRATION

3.1 MAIL AND TELEPHONE DETAILS

Western International College London
68 Lombard Street
Suite 607
London
EC3V 9LG
United Kingdom

Telephone: 0203 393 1771

Email: info@wincedu.net

3.2 NOTIFYING US OF A CHANGE TO YOUR ADDRESS OR OTHER DETAILS

You **must** inform the Administration Office of any change of name, title, email address or telephone numbers. If you become aware of anything regarding your programme or personal details that is recorded incorrectly please tell us urgently so that it does not affect your final certificate.

3.3 REFUNDS

WINC have a full refunds policy in place and we would ask that you obtain this from info@wincedu.uk.

3.4 CHANGING YOUR PROGRAMME

Depending on the institution you are studying with, there may be the option to withdraw completely or suspend your programme for a limited time. There may also be alternatives we can suggest if you feel the programme is no longer suited to your requirements. For all students who have paid their fees to date they will receive a statement of learning undertaken at the point they leave the programme. If there is an interim award available we will advise you of this.

4 HEALTH AND SAFETY

4.1 FIRST AID

As you are studying from home, your safety is primarily your responsibility and we would ask that you connect to class from a safe place, without distraction. It is never recommended to connect to class from your car for example.

If you do have health issues that may affect your programme, you should communicate this to your Personal Tutor or your Tutor. We can advise you of support mechanisms and it also helps us to understand your medical constraints.

4.2 FIRE

In the case of a fire where you are studying, please ensure your safety first before alerting your tutor to your circumstance. Ensure your volume on your headset is such that you can hear any alarms.

If you are attending an exam centre and there is an exam, please follow their procedure carefully as it may affect your ability to recommence the exam in the event of a false alarm.

5. YOUR EXPERIENCE

5.1 COMMENTS AND COMPLAINTS

We are keen to ensure that the programmes, information, services and facilities which it provides meet the needs of students and other interested parties, e.g. employers and members of the general public. We welcome comments and suggestions about how things can be improved. We recognise that students and other people have a right to complain if they feel that something is wrong.

It is hoped that you will give us the chance to deal with your complaint initially. You should first discuss your complaint with your Tutor or Personal Tutor; if they cannot resolve the problem then you should approach the administration office for the complaints procedure. Most issues can be resolved by following this procedure, if not we have a formal procedure for you to follow.

As WINC are an accredited BAC Provider you are able to contact BAC directly if you are unsatisfied with WINC's handling of your complaint. <https://www.the-bac.org/bac-complaints-procedure/> Please note that BAC will not hear your complaint unless you have first followed the procedure internally with WINC.