

Leicester International College-UK

Attendance Policy & Procedures

Leicester International College is committed to quality of educations it delivers, and expects all staff and volunteers to share this commitment. We are also committed to providing a full and effective educational experience for all students. We believe that if students are to benefit from education, good attendance is crucial. Irregular attendance undermines the educational process and can lead to educational and social disadvantage. As a College we do all that we can to ensure maximum attendance for all students. Any problems that prevent full attendance will be identified and addressed as speedily as possible. It is the policy of our College to celebrate achievement. Attendance is a critical factor to a productive and successful school career and establishes a good pattern for later life. Our College will actively promote and encourage 100 per cent attendance for all our students.

This Policy applies to all College programmes and those of college awarding Body

We review our policies regularly to update them and to ensure that they are accessible and fair to all. All policies are subject to equality impact assessments. Equality Impact Assessments are carried out to see whether the policy has, or is likely to have, a different impact on grounds of race, gender, disability, age, religion/belief, gender reassignment, pregnancy/maternity or sexual orientation.

1. Rationale

This policy is a response to the quality agendas and requirements presented by the Common Inspection Framework. Its formulation is designed to enhance consistency in approach to attendance across the different programmes in College.

Leicester International College-UK is committed to offering opportunities for the development of all students in ways that meet individual needs. One aspect of this is a commitment to improving retention and achievement through raising standards of attendance and punctuality.

2. Aims/objectives

This policy aims to assist all students to take responsibility for their full and prompt attendance which will enhance their learning experience, develop their personal skills and promote retention, achievement and progression.

Objectives

- **To encourage full attendance and punctuality.**
- **To ensure that students and staff are aware of attendance / punctuality concerns**
- **To work with staff and other appropriate agencies to support good attendance & punctuality**
- **To record and monitor attendance and absenteeism and apply appropriate strategies**

- **To acknowledge and reward a successful record of attendance through the College's rewards systems**
- **To ensure a consistent approach throughout the College**
- **To improve attainment and achievement of students through improved levels of attendance.**

3. Principles on which the policy is based

There are four principles underpinning the College's approach to student attendance:

- a. Student attendance should be managed across the College;
- b. Targets for student attendance rates should be set and monitored across all College provision;
- c. Punctuality and full attendance should be a benchmark by which the quality of provision is judged;
- d. Every effort should be made to maximise punctuality and attendance.

4. Students' Entitlements

Students are entitled to the best opportunities to be successful in their studies. If a student's general attendance and punctuality give the College cause for concern and there is a worry that the student may not complete his/her studies successfully, the student will be contacted to talk about how the course is going.

An attempt will be made to identify any problems or difficulties and arrangements may be made for special help from the Course Team or for special tutorials and support. He/she will listen to any problems raised and will try to give the support and guidance needed to help the learner be successful. The student is also entitled to lessons which start and end promptly. Staff will cover, or set appropriate work, wherever possible in the case of staff absence. Every effort will be made to give advance warning of unavoidable changes or cancellations to classes.

5. Students' Responsibilities

Leicester International College requires students to attend all classes punctually according to their signed learning agreement and course timetable. Students should not knowingly miss a class for anything other than illness or exceptional circumstances. It is not advisable to take holiday in term-time. If students need to miss a class, they, or someone acting on their behalf should:

- a. Inform their personal tutor and member of staff who takes the class, in advance, of any planned absence (e.g. for a doctor's or dentist's appointment);
- b. Phone member of staff who takes the class, or the college administrator, as soon as possible, to explain an unplanned absence. Students will be asked for personal details and for how long they expect to be absent.
- c. On return to College following any period of absence, complete a form explaining the absence.
- d. On return to College following an absence lasting more than one week, complete a self-certification form;

f. Make arrangements to catch up on any work missed during absence.
If a student is absent without authorisation and there has been no response, the student will be deemed to have withdrawn him/herself from the course after four weeks of absence.

There may also be other remedial action taken (including disciplinary action in some cases) before the end of the four week absence period, if a student's pattern of attendance and/or punctuality is not of an acceptable standard. Unacceptable attendance and/or punctuality may affect examination entry or other concessions, including reporting to the student to the UKBA/and or withdrawing sponsorship.

Students may be excluded from classes if they are more than 10 minutes late, unless there are good reasons.

6. Teaching Staff's Responsibilities

All Teaching Staff are required to:

- a. Advise students of the College Attendance Policy during induction;
 - b. Inform the college administrator, using a concern note, if a student has been absent for two lessons or where attendance is erratic or not prompt;
 - c. Mark attendance, absence and lateness in the register and ensure regular scanning;
 - d. Ensure absence and lateness forms are completed and passed to the college administrator tutor;
 - e. Contact, or arrange for contact, with the student, wherever there is cause for concern;
 - f. Monitor and report individual attendance and punctuality for their classes;
 - g. Help to support students' return to College, as appropriate;
- h. Start and finish classes on time.

Personal Tutors are required to:

- a. Keep other teaching staff informed of issues and actions relating to a student's attendance and punctuality;
 - b. Monitor and report on students' attendance and punctuality, with the help of teaching and support staff;
 - c. Refer unresolved issues concerning attendance and punctuality to the Principal
- d. Ensure paperwork regarding student attendance is up-to-date.

7. College Management's Responsibilities:

The Principal and Head of Administration are responsible for ensuring that staffs are aware of this policy and that students have been inducted into it. In addition the Principal will be responsible for setting annual targets for attendance rates across all College provision. In conjunction with management information from the register system, the head of Administration is responsible for facilitating the production of regular timely and accurate attendance data and reports, to allow teaching staff to take prompt

8 Standards by which the success of this policy can be evaluated

- a. Annual targets for attendance are met;
- b. Continually improving attendance and punctuality;

- c. High levels of attendance and punctuality when measured against relevant benchmarks;
- d. Swift action to support students with below acceptable benchmarks for attendance and punctuality;
- e. Improved student success;
- f. Staff compliance with the policy during quality audits;
- g. Positive feedback in self-assessment reports.

9. Responsibility for implementing this policy

- a. The Principal has overall responsibility for the implementation of this policy across the College;
- b. The teaching staff, including personal tutors and subject lecturers, together with appropriate support staff, are responsible for meeting Student Entitlements.

College Attendance Responsibilities

There is a responsibility to have a morning and an afternoon registration

- **The College will:**
 - Record and monitor attendance and absence. Legally we are required to do this twice a day.
 - Use class registration system to record and monitor attendance of all lessons during the school day to ensure the safety and welfare of all students..
 - Record and monitor the punctuality of all students.
 - Only authorize absence in exceptional circumstances.
 - The college uses telephone call to follow up daily absences.
 - Work closely with the college Student Union where there are concerns regarding attendance.
 - Help to investigate, identify and resolve any issues which prevent full attendance and will do everything possible to help return students to full attendance.
 - Promote the importance of attendance through weekly assemblies and celebrating students who achieve 100% attendance.

Reporting Absences

- **Up to 3 Days' Absence**
 - It is the responsibility of the parents/carers to inform the College of the reason for a student's absence by 9.00 a.m. on the day of absence.
 - The College will operate a First Day Calling system and the parents/carers of every absent student will be contacted by the Attendance Officer.
- **More than 3 Consecutive Days' Absence**
 - Attendance Officer must contact student on 3rd day of absence asking for expected date of return.

- Where there has been no contact with student after 3 consecutive days, attendance officer should inform the principal for appropriate actions
 - Where there has been an absence of more than 4 consecutive days and student had not made contact or cannot be contacted by the college principal should be informed.
 - In the case of long term illness the college should be notified so that teachers can set work. If it is known that the student will be absent for more than 2 weeks, the principal should be notified.
- **Methods of Reporting Absences**
 - In any case of absence, student should contact the College by one of the following methods:
 - By phone to the Attendance Officer.
 - Personal contact with Attendance Officer at the college...
 - If you are unable to contact the Attendance Officer, a note explaining the absence must be passed to the attendance officer on the first day back at College.
 - Notification by fax and e-mail cannot be accepted.

Where over the course of an academic year, a student has 20 sessions of illness, the College will write to student to ask them to provide medical evidence for each future period of illness related absence. This evidence could be a Doctor's note, appointment card or copy of a prescription.

Authorized Absence

- **Reasons for Absence**

Be aware that absence from college will only be authorized if it is for the following reasons:

- Genuine illness
- Unavoidable medical / dental appointments (but try to make these after school if at all possible)
- Days of religious observance
- Exceptional circumstances, such as bereavement or marriage of immediate family member
- External examinations

11. Actions a student should take if they are absent

Lecturers will mark the attendance register at the start of each session of the College day. Registers will be marked no later than 10 minutes after the start of each session. When a lecturer completes the register at the start of each class, he/she will mark the student either: -

P - Present (including those who attend start of session)

E - Authorized Absence

U – Unauthorized Absence

S - Sick

T– Late (those who appear after the start of the class and within the first 10 minutes of the start of a session is marked present others marked as late. Allowing late arrived students into class room is with the discretion of the lecturer but attendance is not counted.)

H – Holiday / Annual Leave

If a student is absent, the College will only authorize their absence later when it has been informed of the reason and if it is justified.

1.1 Absence due to illness

If a student needs to stay at home because of illness, they should notify the College Attendance Officer, on the first day of their absence before 6.00 pm. Until they inform the College, the reason for their absent they will be marked as an 'unauthorized' absence.

1.2 Absence due to Maternity

If a student is pregnant and requires off from studies the college will grant only maximum 4 months authorized holiday. This is pre and post pregnant period and the student has to plan the leave based on pregnancy need. We require evidence of pregnancy from hospital along with a student letter confirming the intended period of leave.

We encourage students to minimize this leave in order to avoid disruption to studies. Further if students face complications during or after Pregnancy this will be considered on compassionate ground by college on medical ground and Doctors / midwifery advice.

We strongly recommend consulting your Lawyers and informing UKBA on this issue and obtain the permission or advice from UKBA with regard to leave more than 4 months.

1.3 Absence due to an appointment

If a student needs to leave College during timetabled classes because they have an appointment, they must inform their Programme Area Student Records Administrator or course tutor at the time of leaving. As far as possible, appointments should be made outside College hours, so that their programme of study is not interrupted.

1.4 Absence due to illness whilst in College

If a student should fall ill during the College day, they should report to their course tutor, who will decide whether they should go home, and will contact your parent/carer if appropriate. They should not go home during the College day without informing their course tutor and/or College Attendance Officer

1.5 Absenteeism with permission

The college will deal sympathetically, with any request for absence from lectures due to extraordinary circumstances. In the event of sickness the student is expected to inform the college by e-mail or phone clearly marking/stating the reason for absenteeism. Student must produce an authorized medical evidence/certificate for any absence over two weeks

1.6 Absence due to an accident whilst in College

If a student cannot attend classes following an accident necessitating medical intervention then the matter should be reported to the tutor. It should be reported also to the College Attendance Officer.

1.7 Absence during the College Day

If a student is marked present at the start of a morning session, and then absent during the day without permission, the College Attendance Officer will follow up their absence, and if it is unjustified, they will be marked as an 'unauthorized' absence.

1.8 If a student has a reason for being absent which the College decides is justified, then they will be marked as an 'authorized' absence. If their reason for absence is unjustified, they will be marked as an 'unauthorized' absence.

1.9 Should the level of absence for any student exceed 15% at any time then the personal tutor or equivalent will arrange for the student to have an interview with the College administrator with whom they will agree necessary action.

1.10 Should improvements not occur within one month then the student will be referred to the College administrator who will determine further action and issue a final warning to improve attendance.

1.11 Should attendance remain poor for a further two weeks then the student's place on the course will be withdrawn by the College administrator and if the student is an international student the UK Border Agency (UKBA) will be notified.

2.1 Attendance and punctuality are important for student success and progression but they are also a condition of their visa to study and remain in the UK.

2.2 The College is required by law to report on the attendance of international students to the UK Border Agency (UKBA), the College will report non-attendance in the following circumstances.

Attendance drops below 80%, including absence due to lateness

Failure to enroll on a course or withdrawal from a course

Unauthorized absences of greater than 2 consecutive weeks **OR 10 missed contacts**
Change of course and other significant circumstances which may affect their visa conditions

2.2 The College will report unauthorized absence and withdrawals to UKBA in the above circumstances within 10 working days of their occurrence. Where an appeal process applies the college will not inform UKBA until this process is complete.

2.3 All genuine reasons for non-attendance must be reported or agreed in advance as already outlined in this policy. Medical evidence will be required for illnesses lasting longer than 3 days.

2.4 Authorized absences may be taken into account when reporting to UKBA or for visa renewals. The number of absences may affect the success of visa renewals Authorized (Planned) and Unauthorized Absences.

12. When Attendance causes concern

- College will set targets to encourage good attendance and to address any concerns
- Contact will be made with students to advise them of poor attendance
- Students may be put on daily report and / or an Individual Attendance Improvement Plan for lateness or poor attendance
- Students may be asked to provide medical evidence if there are a high number of absences due to illness.
- A referral will be made to the Attendance Officer and student may be placed on the 'Fast Track to attendance' scheme.

13. Attendance Officer Duties and Responsibilities

The Attendance Officer will ensure that:

- Students are registered accurately and efficiently at morning and afternoon registration sessions and at the start of every subject lesson.
- Attendance targets are set for individual students.
Students are contacted when reasons for absence are unknown or unauthorised.
- Student attendance and punctuality are monitored regularly and follow-up is speedy and effective.
- The reward system for good attendance is implemented.
- Attendance Officer operates the attendance system and assists the Principal and other staff in implementing the Attendance and Punctuality Policy.
- College attendance statistics are reported to the Principal.
- The College's Academic Committee has access to attendance registers.
- Students who are absent through ill health for a prolonged period receive appropriate learning support.
- Register students promptly, accurately and efficiently.
- Report student attendance and lateness daily.
- Encourage students to attend college regularly and inform colleagues if there is a problem that may lead to absence.
- Alert the Administration if a known truant is absent.
- Ensure that students are provided with essential catch-up work where requested.
- Monitor attendance and inform the Principal of any cause for concern.

14. Review of this Policy

- a. Academic Committee is responsible for the periodic review of this policy.
- b. The next review is due to take place in September 2012.

This mechanism recognises the changes in legislation, good practice and may prompt a review before the date stipulated.

c. The effectiveness of the policy will be monitored annually through consultation with students and staff. The monitoring reviews will be considered by Academic Committee as part of the periodic review process.

Reviewed and Approved by Academic Committee: January 2012

Next Review Date: September 2012

Leicester International College

COMPLAINTS POLICY and Procedures

Introduction

The Leicester International College is committed to ensuring that all students, staff and other stakeholders enjoy a positive experience as members of the College community. The College seeks to identify, monitor and proactively address areas of concern or issue. Where there is a complaint raised, the policy of the College is to respond quickly to resolve concerns or problems.

The College prides itself on the positive relationships held with a range of stakeholders and resolving issues as they arise is a significant operational priority. At the same time, we want to ensure that any concern, complaint, issue or situation is investigated carefully and thoroughly.

1. Aims

1.1. The LIC-UK aims to deal with all concerns raised at the earliest opportunity; where possible, resolve these concerns through the use of informal means; maintain an objective perspective and endeavour to collate evidence that enables a swift resolution as well as identifying a way forward to ensure that every member of our community achieves their potential; and ensure that our community is engaged with the College at every opportunity to share concerns and issues and to celebrate successes.

2. Legislative Framework

2.1. This policy relates directly to the legislation requiring Schools and Colleges to hold a complaints policy and procedures

2.2. The Every Child Matters framework seeks to ensure that every student is supported and enabled to achieve.

This means having regard to students' physical and mental well being, and providing them with opportunities to make positive contributions to their local communities.

2.3. The framework is structured around five outcomes:

- o Be healthy
- o Stay safe

- o Enjoy and achieve
- o Make a positive contribution
- o Achieve economic well-being

2.4. All of these outcomes have significantly different dimensions for individuals. Where concerns are raised that these outcomes are unable to be achieved or restricted the College will investigate as per the complaints procedure.

3. Principles of the College's Complaints Procedure

3.1. Our Complaints Procedure will encourage resolution of problems by informal means wherever possible;

- Be easily accessible and publicised;
- Be impartial;
- Be non-adversarial;
- Allow swift handling with established time-limits for action and keeping people informed of the progress;
- Ensure a full and fair investigation by an independent person where necessary;
- Respect people's desire for confidentiality;
- Address all the points at issue and provide an effective response and appropriate redress, where necessary;

Provide information to the College's Senior Leadership Team and Academic Committee Body so that services can be improved.

3.2. Any individual with a concern or complaint may be accompanied or represented by a friend or relative at discussions and meetings about the concern or complaint and/or submit formal complaints which have been written by another individual on their behalf.

4. Complaints Co-ordinator

4.1 This is a nominated member of the College Senior Leadership Team (currently the Head of Administration) who has oversight of the complaints process and is responsible for ensuring that all formal complaints are objectively investigated, that evidence is collated and that the person raising the complaint receives a timely response.

5. Informal Procedure

5.1. The existence of a complaints procedure need not in any way undermine efforts to resolve concerns informally.

5.2. In most cases where concerns relate to a specific student, the class teacher or tutor will receive the first approach.

5.3. The issues raised and the steps taken to address them should normally be recorded.

The Complaint Form

(Appendix B) may be used if appropriate. Where a Complaint Form is used, a copy should be forwarded to the Complaints Co-ordinator with details of actions taken in response to the concerns or issues raised and the steps taken to resolve them.

5.4. If it is not possible to resolve an issue, concern or complaint informally then the formal complaints procedure will be followed.

6. Formal procedure

6.1. The procedure for handling formal complaints is set out in Appendix A. There are three College-based stages:

Stage One: Complaint heard by the Complaints Co-ordinator (when not the subject of the complaint)

Stage Two: Complaint heard by the Principal

Stage Three: Complaint heard by the Academic Committee

The Complaint Form should be used to record all formal complaints. The Complaints Co-ordinator will hold a copy of all completed complaint forms. Where a complaint is made in person then the complainant should be asked to review the complaint form and related notes and sign to agree the content.

Where a complaint is made via a telephone call, notes should be re-read to the complainant where possible and a note made of the agreement of the content and the date and time of the call.

Investigating Complaints

7.1. At each stage in the procedure (formal or informal), the person investigating the complaint is responsible for ensuring that they: establish what has happened so far, and who has been involved; clarify the nature of the complaint and what remains unresolved; Meet with the complainant or contact them (if unsure or further information is necessary); clarify what the complainant feels would put things right; Interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish; conduct the interviews with an open mind and persist in questioning where necessary; keep notes of all interviews.

8. Resolving Complaints

8.1. At each stage in the procedure, we will keep in mind the many ways in which a complaint can be resolved. In some situations it may be sufficient to acknowledge that the complaint is valid in whole or in part. In addition, it may be appropriate to offer one or more of the following:

- An apology;
- An explanation;

- An admission that the situation could have been handled differently or better;

- An assurance that the event complained of will not recur;
- An explanation of the steps that have been taken to ensure that it will not happen again;
- An undertaking to review school policies in light of the complaint.

8.2. We will always seek to identify areas of agreement between the parties and to clarify any misunderstandings that may have occurred in order to create a positive atmosphere in which to discuss any outstanding issues.

8.3. Those investigating complaints should encourage complainants to state what actions they feel might resolve the problem at any stage. An admission that the College could have handled the situation better is not the same as an admission of negligence.

9. Time-Limits

9.1. We aim to consider and resolve all complaints as quickly and efficiently as possible.

9.2. The time limits for each stage of the formal procedure will be individual to each case and will wherever possible be agreed by all parties involved.

9.3. Where further investigations are necessary, new time limits can be set and the complainant sent details of the new deadline and an explanation for the delay.

9.4. Except in extreme circumstances, all complaints should be investigated and resolved within six weeks (excluding College holidays)

10. Vexatious Complaints

10.1. If properly followed, this complaints procedure will limit the number of complaints that become protracted.

10.2. If there is an occasion when, despite all stages of the procedure having been followed, the complainant remains dissatisfied, the Head of the Academic Committee may inform the complainant in writing that the procedure has been exhausted and that the matter is now closed. In this eventuality, the individual with the concern or complaint may proceed directly to refer their complaint to the Principal

11. Academic Committee Review

11.1 The Academic Committee will monitor the level and nature of complaints and review the outcomes on a regular basis to ensure the effectiveness of this procedure and amend as necessary.

11.2 Amendments can be done as part of the Principal's report or other relevant strategic document. Complaint information shared with the whole Committee will not name individuals.

11.3 As well as addressing an individual's complaints, the process of listening to and resolving complaints will contribute to College improvement. When individual complaints are heard, the College may identify underlying issues that need to be addressed. The monitoring and review of complaints by the College and the Academic Committee is seen as a useful tool in evaluating the College's performance.

12. Publicising the Procedure.

12.1 There is a legal requirement for the Complaints Procedures to be publicised. We do this through:

- 1) The College Prospectus
- 2) College Website

Copies of the full policy and procedure can also be obtained from the College reception.

Complaints Procedure

Stage One: Complaint received and considered by relevant staff member

A formal complaint may be received by: the member of staff most directly concerned; another member of staff; the principal, the Complaints Co-ordinator. It is in everyone's interest that complaints are resolved at the earliest possible stage. The experience of the first contact between the complainant and the College can be crucial in determining whether the complaint will escalate. To that end, those receiving complaints should ensure that the Complaints Co-ordinator is advised immediately and the complainant is made aware of this procedure. It is particularly important that Academic Committee should not investigate or comment on any formal complaint, as they may be needed to consider the complaint at a later stage.

The Complaints Co-ordinator will nominate a member of staff to consider and respond to the complaint in the first instance and will ensure that the complaint is dealt with in a timely and appropriate manner. The College will always respect the views of a complainant who indicates that he/she would have difficulty discussing a complaint with a particular member of staff. In these cases, the Complaints Co-ordinator will refer the complainant to another staff member where possible. Where the complaint concerns the Principal, the Complaints Co-ordinator will refer the complainant to the Academic Committee. Similarly, if the member of staff directly involved feels too compromised to deal with a complaint, the Complaints Co-ordinator will refer the complainant to another staff member. The member of staff may be more senior but does not have to be. The ability to consider the complaint objectively and impartially is crucial. Where the complaint is made against the Complaints Co-ordinator, the Principal will assume the role of Complaints Co-ordinator and will either investigate the complaint personally or assign the investigation of the complaint to another member of the Senior Leadership Team.

Stage Two: Complaint considered by Principal

If the complainant is dissatisfied with the way the complaint was handled at stage one or with the outcome of the investigation they may either choose to take no further action or ask for their complaint to be considered by the Principal.

The Principal may delegate the task of collating the information to another staff member but not the decision on the action to be taken. There may, on occasion, be the need for some flexibility; for example, the possibility of further meetings between the complainant and the member of staff directly involved and further investigations may be required by the Principal after a meeting with the complainant. Where the Principal was responsible for investigating the complaint at stage one, the Chair of the Academic Committee will

assume the role of the Principal at stage two and will investigate the complaint personally.

Stage Three: Complaint Heard by Appeal Panel

If, following consideration by the Principal at stage two, the complainant is still dissatisfied with the way the complaint was handled or with the outcome, he/she may either choose to take no further action or should write to the Academic Committee giving details of the complaint. This letter should be sent to the College as soon as reasonably possible after the final decision under stage two has been made. Where possible, the letter should enclose copies of all supporting documentation and give details (including names and addresses) of any witnesses the complainant intends to call.

Leicester International College

First Aid Policy and Procedures

Purpose

The Health and Safety (First Aid) Regulations 1981 set out the legal aspects of first aid which Leicester International College, as an employer, must provide. Although the legal requirements apply only to employees, it is College policy that students and visitors present respectively are considered within the College's First Aid Policy and provision. This First Aid Policy covers the arrangements that are in place to make sure that appropriate first aid provision is available throughout LIC-UK.

Legal Duty to provide First Aid

LIC-UK has a legal duty to make arrangements for the provision of first aid as follows:

- a) To provide adequate and appropriate first aid equipment and facilities to employees (students and visitors) if they are injured or become ill at work
- b) To ensure that there is a number of suitable persons available to provide first-aid if employees (students and visitors) are injured or become ill at work

Definition of First Aid

First Aid within the Health and Safety (First Aid) Regulations 1981 is defined as:

- a) in cases where a person will need help from a medical practitioner or nurse, treatment for the purpose of preserving life and minimising the consequences of injury and illness until such help is obtained, and
- b) Treatment of minor injuries which would otherwise receive no treatment or which do not need treatment by a medical practitioner or nurse.

Assessment of Need

As part of its legal duty to provide first aid, LIC-UK should make an assessment of first-aid needs appropriate to the prevailing circumstances. In other words, sufficient first aid equipment, facilities and personnel should be available:

- a) To give immediate assistance to employees, students and visitors with both common injuries or illness and those likely to arise from specific hazards at work;

b) To call an ambulance or other professional help by dialling 999.

The level of first-aid provision LIC-UK has to make depends on the circumstances of the workplace / situation. LIC-UK encourages needs based assessments with regard to the equipment, facilities and personnel that are required throughout the premises and any related on-site and off-site activities. Assessments of first-aid needs should be based on appropriate risk assessments for the premises / activities. It is the responsibility of the Health and Safety Committee to ensure that an assessment of first aid need is undertaken for the premises and reviewed on a regular basis. It is also the Committee's responsibility to carry out regular checks of first aid procedures and materials. Appendix 1 and 2 should be used to make an assessment of need. These should be reviewed annually for the college premises. Risk assessments must be provided to the Committee prior to an activity by the person responsible for the arrangement of activities which are not covered within the risk assessment for the premises.

First Aid Officer and 'Appointed Persons'

LIC-UK provides a First Aid Officer on-site whenever possible. 'Appointed Persons' will be in charge of the first aid arrangements on-site. A First Aid Officer is a person who has a valid certificate of competence in 'First Aid at Work' approved by Health and Safety Executive (HSE). The certificate is valid for three years and LIC-UK will arrange for retraining with an approved HSE training organisation before the First Aiders current certificate expires. All College First Aid Officers must attend any emergency immediately.

'Appointed Persons' are members of staff who are appointed to look after the first-aid equipment and facilities and calling the emergency services when required, if the First Aid Officer is unavailable. 'Appointed Persons' do not need first-aid training. They should not attempt to give first aid unless they have been trained to do so.

All staff of LIC-UK appointed to act as either as a First Aid Officer or Appointed Person should be familiar with the following:

- Their duties as a First Aid Officer/Appointed Person**
- Procedure for calling an ambulance**
- Reporting of an accident/incident**
- Stocking of the first aid box**

First Aid Equipment and Monitoring

LIC-UK will provide the materials, equipment and facilities required to ensure that the level of need identified will be available to employees at all relevant times.

LIC-UK provides a clearly marked (white cross on a green background) first aid box in the reception area on the 2nd floor. It is the First Aid Officer's / Appointed Person's duty to ensure that the first aid box is reasonably stocked at all times, expiry dates checked and cleanliness of items guaranteed. There is no mandatory list of items to be included in the first aid box. The decision on what to include is determined by the findings of the first-aid needs assessment. As a guide for work activities that involve low hazards, the following first aid items might be included:

- A leaflet giving general guidance on first aid

- 20 individually wrapped sterile plasters (assorted sizes), appropriate to the type of work
- Two sterile eye pads
- four individually wrapped triangular bandages, preferably sterile
- Six safety pins
- Two large sterile individually wrapped unmedicated wound dressings
- six medium-sized individually wrapped unmedicated wound dressings
- A pair of disposable gloves

There may be a need to keep other items such as scissors close to the first aid box. The assessment of first aid need will determine which items need to be kept. Such items should always be stored in a secure location at the College reception.

First Aid Record Keeping

All accidents / incidents attended by a First Aid Officer or Appointed Person must be recorded in the accident report book. The accident report book is stored in a secure location in line with the requirements of the Data Protection Act 1998 in the main office next to the reception. The recorded information will be used by the College to assess the required level of first aid and to identify improvements. Information on First Aid arrangements

Information on First Aid arrangements

In order for LIC's first aid policy and procedures to work effectively, it is important that they are known and understood by everyone in the College. The First Aid Policy and Procedures can be accessed on the college website and are displayed next to the first aid box in the reception area on the second floor.

The First Aid Officer / Appointed Persons can be contacted through college reception on the second floor. Their names are displayed next to the First Aid Box on the second floor.

All new members of staff and students, as part of their induction, will be made aware of the College's first aid policy and procedures.

Checklist for Assessment of first needs

The following table have been adapted from First Aid at Work, the Health and Safety (First Aid), Approved Code of Practice L74 Published by HSE 2009

| Factor to Consider | | Impact on First Provision |
|--|--|---|
| Hazards Are there low-level hazards such as those that might be found in offices and shops | | T The minimum provision is: - an appointed person to take charge of first-aid arrangements; - a suitably stocked first-aid box. |
| Are there any higher level hazards such as chemicals or | | Consider: - providing first-aiders; - additional training for first- |

| | | |
|--|--|---|
| dangerous machinery? Do work activities involve special hazards such as hydrofluoric acid or confined spaces? | | aiders to deal with injuries resulting from special hazards; - additional first-aid equipment; - precise siting of first-aid equipment; - providing a first-aid room; - informing the emergency services. |
| Employee | | |
| How many people are employed on site? Low Hazard: Less than 25 = At least 1 Appointed Person 25-50 = At least 1 trained first aider More than 50 = At least 1 first aider trained for every 100 employed | | Where there are small numbers of employees, the minimum provision is: - an appointed person to take charge of first-aid arrangements; - a suitably stocked first-aid box. Where there are large numbers of employees, consider providing: - first-aiders; - additional first-aid equipment; - a first-aid room. |
| Are there inexperienced workers on site, or employees with disabilities or particular health problems? | | Consider: - additional training for firstaiders; - additional first-aid equipment; - local siting of first-aid equipment. First-aid provision should cover any work experience trainees |
| Accident and ill health Record | | |
| What is the record of accidents and ill health? What injuries and illness have occurred and where did they happen? | | Ensure first-aid provision will cater for the type of injuries and illness that might occur in the workplace. Monitor accidents and ill health and review first-aid provision. |
| Working arrangements | | |
| Are there employees who travel a lot, work remotely or work alone? | | Consider: - issuing personal first-aid kits |
| Do any of the employees work shifts or work out of hours | | Ensure there is adequate first aid provision at all times when people are at work. |
| Are the premises spread out, e.g. are there several buildings on the site or multi-floor buildings? | | Consider provision in each building or on each floor |

| | | |
|---|--|--|
| Is LIC remote from emergency medical services? . | | If so: - inform the emergency services of the location; - consider special arrangements with the emergency services. |
| Do any of the employees work at sites occupied by other employers? | | If so make arrangements with other site occupiers to ensure adequate provision of first aid. A written agreement between employers is strongly recommended. |
| Is there sufficient provision to cover absences of first-aiders or appointed persons? | | Consider: - what cover is needed for annual leave and other planned absences; - What cover is needed for unplanned and exceptional absences. |
| Non-employees | | |
| Do members of the public visit the premises? | | Under the Regulations, there is no legal duty to provide first aid for non-employees but HSE strongly recommends that they are included in the first-aid provision |

Record of First Provision

| First Aid Personnel | Required Yes/No | Number Required |
|--|-----------------|-----------------|
| First-aider with a first aid at work certificate | | |
| First-aider with an | | |

| | | |
|--|--------------------------|------------------------|
| emergency first aid at work certificate | | |
| First-aider with additional training (specify) | | |
| Appointed person | | |
| First-aid equipment and facilities | Required Yes / No | number Required |
| First-aid box | | |
| Additional equipment (specify) | | |
| Travelling first-aid kit | | |
| First-aid room | | |

- N.B.** The minimum first-aid provision for each worksite is:
- (a) An appointed person to take charge of first-aid arrangements;
 - (b) A suitably stocked first-aid box;
 - (c) Information for employees about the first-aid arrangements

Leicester International College-UK

Student Appeals Policy and Procedures

1.0 Purpose

This policy, together with its associated procedures, provides an appeals procedure to ensure that College policies and procedures are applied appropriately, fairly and consistently to all students.

2.0 Policy Statement

LIC-UK will allow any student the right to appeal against decisions made under the College Policy and Procedures.

3.0 Scope

3.1 This appeals policy and its procedures cover decisions made under the Following Policy and Procedures:-

- Student Disciplinary**
- Student Attendance**
- Admissions**
- Assessment**
- Complaints**

And other decisions based on College regulations

3.2 The awarding bodies have their own appeals procedures in the case of appeals of an academic or examination nature.

4.0 Responsibilities

The Principal is responsible for the implementation and development of this policy.

All members of staff and students are responsible for the effective operation of this Policy and Procedure.

The Executive Principal of the College is responsible for hearing appeals against the operation of this policy.

5.0 Appeals Procedure

5.1 A formal appeal should be made only after the student has exhausted informal means of resolving issues.

5.2 Any student who wishes to make a formal appeal against a College decision should submit the appeal in writing within five working days of receiving notification of the decision; this should be sent to the Principal.

5.3. The letter or email of appeal should include a statement that clearly states the decision, which is being appealed, the basis for the appeal, and the remedy the student is seeking. The letter or email of appeal may include new evidence to support the appeal for any personal circumstances that the student wishes to be considered.

5.4 The College will acknowledge the letter or email of appeal in writing, normally within three working days.

5.5 An appeal hearing will be held to give the student every opportunity to personally explain the basis of the appeal. The student will be given a minimum of two working days notice of the time and date of the appeal hearing.

5.6 The student may choose to be accompanied by a representative or friend at the appeal hearing. The College should be notified, in writing prior to the meeting of any person who will be accompanying an appellant.

5.7 The appeal will be considered by the Principal, within five working days of receiving the letter or email of appeal. In circumstances whereby five working days is impractical, this period may be extended by the agreement of the College and the student.

5.8 Normally the decision of the appeals panel will be given to the student verbally and will be confirmed in writing within ten working days by the Chair of the appeals panel.

5.9 A written record of the appeal hearing will be kept in the Principals' office.

5.10 The decision of the Principal is final and, subject to Section 6 below, is not subject to further appeal within the College.

6.0 Further Appeals

6.1 Any student who wishes to appeal further against the operation of the appeal procedures (but not the decision itself) can do so in writing to the College Academic Committee.

6.2 A review of the documentation will be undertaken to check compliance with College policy and procedures. If the Principal deems that procedures have not been followed and that this may have had a bearing on the outcome of the appeal he may require a re-hearing to be convened by the College Academic Committee. This panel will not include the Principal

6.3 A judgment will be provided in writing, normally within four weeks.