UK COLLEGE
OF BUSINESS AND COMPUTING

Student Handbook

2026-27

Enabling opportunity · Cultivating confidence · Developing capability

Higher Education

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Welcome from the Chief Academic Officer



Welcome to UKCBC, and to your studies with us in 2026-27.

Our purpose as a College is to enable opportunity, cultivate confidence and develop capability through applied learning that is grounded in authentic, professional experiences. Whatever you have come here to study, our aim is that you leave not only with a recognised qualification but with the skills, confidence and professional outlook to progress into work, further study and the opportunities you are working towards.

You join a learning community built on three simple commitments to you: that you will belong here and feel safe to contribute; that your learning will be practical, current and connected to the world of work; and that support will be there when you need it, through your Personal Academic Tutor, our Student Support and Experience team and the wider College. In return, we ask that you engage fully, attend consistently and make the most of everything on offer.

This Handbook is your reference point throughout the year. It explains the services available to you, what we expect of you, how your course works, and where to turn for help. Please read it carefully and keep it to hand. Your voice matters to us, and I encourage you to help shape your experience through our student representatives and the Student Council.

On behalf of everyone at UKCBC, I wish you a successful and rewarding year.

Stuart Coussins
Chief Academic Officer

How to use this Handbook

This Handbook brings together the essential information you need as a UKCBC student in one place. It is a generic College handbook that applies to students across all our programmes and awarding partners, covering induction and enrolment, learning and assessment, academic integrity, student support, safeguarding, student voice and key contacts. It is organised to follow your journey through the year, from enrolment and settling in, through your learning and assessment, to the support, rights and services available to you.

The Handbook provides a summary of key information and points you to the full College policies where more detail is needed. Where you see a policy reference, for example ASQ 1.6 Academic Integrity and Misconduct Policy, the full document is available on the College website and the virtual learning environment (ULearn). The complete policy directory is set out in Part 13.

Because our programmes are delivered with different awarding partners, this Handbook is deliberately generic. It must be read alongside your programme handbook and the regulations and policies of your awarding partner, which set out the requirements specific to your programme (see 4.2).

The Handbook is reviewed and reissued each academic year. If anything in it is unclear, or if you need information in an alternative format, please contact the Student Support and Experience team, whose details are in Part 12.

Please note: this Handbook is a guide and does not replace the College policies, your programme handbook, your awarding partner's regulations, or the terms and conditions of your enrolment. Where there is any difference, the relevant policy, partner regulation or your programme handbook takes precedence.

About UKCBC: our purpose and Strategy 2030

UKCBC is a higher education provider delivering programmes in partnership with awarding bodies and university partners. As a teaching focused College, we interpret and enrich approved curricula so that your learning is applied, authentic and strongly connected to industry. Your award is granted by your awarding partner, and their academic regulations apply to your programme alongside this Handbook (see 4.2).

Our enduring purpose is to enable opportunity, cultivate confidence and develop capability through applied learning grounded in authentic experiences for our learners. Strategy 2030 sets out how we will deliver that purpose across four connected pillars:

- **Our Approach to Education.** Applied and authentic learning designed around real experiences, inclusive teaching, robust academic standards and clear routes into work and further study.
- **Our People.** A professional, inclusive and open workplace where staff are supported and developed to deliver excellent learning and support.
- **Our Learning Community.** Belonging built intentionally, engagement sustained through strong relationships, a genuine student voice, and partnerships that connect your learning to real contexts.
- **Our Operational Excellence.** Strong governance, joined up professional services designed around your journey, reliable systems and sound financial planning.

Everything in this Handbook reflects these commitments. In practice, that means a learning experience that is professionally relevant, support that is proactive and personalised, and a community in which you are known, supported and heard.

Part 1: Getting started

1.1 Enrolment and registration

After you have been offered a place, you complete enrolment and registration before your studies begin. This normally involves the following steps:

- Attend your registration meeting with the Student Registry team, who confirm your enrolment details and verify your identity and documents.
- Complete College registration, which formally records you as a UKCBC student and gives you access to your student email, eVision and the virtual learning environment.
- Where your programme is delivered with a university partner, complete online registration with that partner as well. Complete this promptly, as partner registration confirms your student status, including with the Student Loans Company where relevant.
- Attend induction, which introduces you to your course, your Personal Academic Tutor and the support available (see 1.2).

If you have any questions about enrolment or registration, contact the Student Registry team, whose details are in Part 12.

1.2 Induction

Once registration is complete you will be invited to induction. Induction is a vital part of beginning your journey at UKCBC and includes diagnostic activity designed to understand your starting point so that we can support you well from the outset. All students are strongly encouraged to attend. Induction covers:

- Student finance and funding guidance
- Attendance expectations and timetable information
- Academic support services and your Personal Academic Tutor
- Assignment submission procedures
- Accessing the virtual learning environment and IT systems
- Welfare, wellbeing and safeguarding support
- College policies and your responsibilities as a student

1.3 Your student ID card

On enrolment you will be issued a UKCBC student ID card. This is your proof of identity on campus and gives you access to College facilities, including buildings, the library and printing services. You must display your card at all times while on College premises, and entry to a building may be refused without valid identification. New students awaiting a card should carry an alternative form of photographic identification. Replacement cards can be collected from Reception at a cost of £5.00, issued free of charge where your course or surname changes or the card is faulty.

Part 2: Your campus and facilities

2.1 Term time opening hours

Holiday opening times are communicated separately, alongside timetables and academic calendars. During term time the College is normally open from 8:30am to 6:30pm, and until 9:30pm on Mondays, Tuesdays, Wednesdays and Fridays.

2.2 Our campus

UKCBC delivers from Eastgate House (Liverpool Street). Your batch code on your timetable tells you which room your classes are in, along with the floor and any other details you need on the day.

2.3 IT facilities, computer labs and Wi Fi

All students may use the computer labs at any UKCBC campus. You are provided with an IT login and access to Microsoft Office 365, and must use your own credentials when accessing College systems. All campuses have high speed internet and unlimited Wi Fi; the network name and password are available from Reception. The College monitors websites visited on its devices and networks, and attempts to access restricted sites are logged and may result in action under College policy. Use of IT is governed by the Information Security and Acceptable Use Policy (DIG 2.6), summarised in Part 3.

2.4 Printing and photocopying

Printing and photocopying facilities are available at all campuses. Printing credit is allocated on confirmation of enrolment, and top ups can be purchased from Reception. Please ensure you have sufficient credit before printing.

2.5 Places to eat and drink

Canteen facilities and vending machines are available on campus for use during breaks, offering hot and cold drinks and snacks.

Eating and drinking are not permitted in the classroom, as they are considered inappropriate.

2.6 Health and safety

UKCBC aims to provide an environment that is safe, minimises risks to health and makes adequate arrangements for the welfare of employees, students and visitors on College premises. The College takes all reasonably practicable steps to control health and safety risks, consult students on matters affecting their safety, provide information, instruction and supervision, and maintain safe conditions. Full detail is in the Health and Safety Policy, available on ULearn.

Smoking

Smoking, including e cigarettes, is prohibited throughout all campuses. Students who wish to stop smoking can speak to the Student Support and Experience team for guidance and signposting to NHS services. Where you must smoke, please use the designated bays outside the buildings, dispose of waste appropriately and be respectful to our neighbours.

2.7 Mobile phones and audio recording

Mobile phones and similar devices should not be used in lecture halls, classrooms, IT labs or the library unless a lecturer directs otherwise for learning purposes. Urgent calls should be taken in the student common room. You may record audio of a class only with the prior consent of the tutor; recordings are

for your personal academic use only and must not be shared, published or distributed. Misuse may result in action under College policy.

2.8 Lost property

If you find an item on campus that is not yours, please hand it in to Reception. The College cannot take responsibility for valuables or items lost on campus, so please keep your belongings safe and avoid bringing valuable items in. You are responsible for any items you bring to the College.

Part 3: Your digital systems

3.1 Your student email

All students receive a College email account, which is our primary means of communication with you. It carries class updates, timetable changes, assessment notifications and messages from academic and support teams. Your login details are provided at enrolment; you will be asked to set a secure password on first use. Please check your student email regularly. If you have difficulty, contact IT Support.

3.2 Student 360 and eVision

eVision is part of the Student Management System and is where you log in to your student hub, Student 360 (also called Stu360), on the web or through the Uconnect app. Stu360 gives you access to your student record, assessments, attendance, performance data and support. You can book support and counselling sessions and submit letter requests, mitigating circumstances and extension requests through the Contact Us button. Login credentials are provided during admissions.

3.3 Uconnect

Uconnect is our student app, designed to enhance your learning experience and build community. It extends the classroom into the digital world, with quick links to Stu360, timetables, the UKCBC website and Moodle. Uconnect is available on iOS and Android and also on the web, using the same credentials as eVision.

3.4 The virtual learning environment (Moodle and ULearn)

Your course materials, module information and many assessment submission points are hosted in the virtual learning environment. You will be shown how to access and use it during induction. College policies and key documents are also available there.

3.5 Using IT responsibly

Your use of College IT is governed by the Information Technology and Digital Resources Policy (DIG 2.5) and the Information Security and Acceptable Use Policy (DIG 2.6). In summary, you are expected to:

- use your own login credentials and keep your password secure, never sharing your account
- use College systems lawfully and respectfully, and only for legitimate study and communication
- protect personal and College data, and report any suspected security incident or lost device to IT Support promptly
- not attempt to access restricted material or bypass College security and monitoring

IT Support is available during campus opening hours and can be reached at itsupport@ukcbc.ac.uk.

3.6 Getting help and who to contact

If you have a question, it helps to know who to ask. Your Personal Academic Tutor is a good place to start for anything about your studies, and you can reach many services through the Contact Us button on eVision or at Reception. The table below shows the best first point of contact for common queries.

Your query	Who to contact first
Your studies, module content or academic progress	Your Personal Academic Tutor or module lecturer (in person or via eVision Contact Us)
Timetable, attendance, letters or personal details	Student Support and Experience (Reception or administration@ukcbc.ac.uk)
Enrolment, registration, results and records	Student Registry team (Reception or eVision Contact Us)
Wellbeing, disability and pastoral support	Student Support and Experience (support@ukcbc.ac.uk; welfare matters welfaresupport@ukcbc.ac.uk)
Tuition fees and funding	Finance team (see the department contacts in Part 12)
IT accounts and system access	IT Support (itsupport@ukcbc.ac.uk)
A safeguarding or welfare concern	Safeguarding team (safeguarding@ukcbc.ac.uk) or speak to any member of staff

If you are not sure who to ask, speak to your Personal Academic Tutor or Reception and they will point you to the right team.

Part 4: Learning at UKCBC

4.1 Our applied learning approach

Teaching, learning and assessment at UKCBC are shaped by our Teaching and Learning Strategy (ASQ 1.4), Cultivating Capability. Our approach is built around four priorities: learning that is industry connected and applied; experiences that are personalised and inclusive for all learners; education that is digitally enabled and problem based; and a culture that champions teaching excellence. In practice, this means your programme is designed to connect what you learn to real professional practice.

You can expect to encounter the following applied learning methods across your studies:

- **Real world projects:** authentic problems and tasks that mirror those in professional settings, where you apply theory, make decisions and produce meaningful outputs.
- **Live briefs:** time bound tasks set by an employer or client, with feedback from external partners.
- **Sector links:** guest teaching, site visits, employer talks and project input that expose you to current sector practice.
- **Community links:** collaborative activity with community groups, charities or civic organisations.
- **Simulation:** constructed or digital environments where you practise skills and experience professional scenarios safely.

Our aim through this approach is to develop well rounded, professionally capable graduates who are confident problem solvers, responsible citizens and effective lifelong learners.

4.2 Your awarding partner and partner specific requirements

UKCBC delivers its higher education programmes in partnership with awarding bodies and university partners. Your programme is validated or franchised by an awarding partner, and it is your partner's academic regulations that govern important aspects of your studies, including assessment rules, marking and classification, progression and award, and academic appeals.

This Handbook gives you the College wide picture. Where your awarding partner's regulations or your programme handbook say something different, those partner requirements apply to your programme. You should therefore read this Handbook alongside your programme handbook and your awarding partner's regulations and student policies. Your programme team and your Personal Academic Tutor will confirm which partner your programme sits with and where to find the relevant regulations. The main partner resources are:

Awarding partner	Where to find their policies and regulations
Plymouth Marjon University (PMU)	marjon.ac.uk – university strategies and policies
University of West London (UWL)	uwl.ac.uk – policies and regulations (including Academic Regulations 2026-27)

If you are unsure which partner or which regulations apply to you, ask your programme team or check your programme handbook.

4.3 Programme structure

Each programme follows an approved curriculum that defines your learning pathway, including required and optional modules, credit requirements, the recommended sequence of study and the expected duration. You must complete all required modules and achieve the necessary credits to be eligible for your award.

4.4 Academic calendar and timetables

The academic calendar sets out term dates, holidays and academic breaks, and is published through eVision. You will receive the calendar at induction, and your personalised timetable is available on the student portal. Please check your timetable regularly, as changes are sometimes necessary. Queries about your timetable should go to the Student Support and Experience team at Reception. Where your awarding partner sets its own term dates or assessment periods, those dates apply to your programme.

4.5 Course and module registration

You must be registered for your programme and your modules in order to attend classes, sit assessments and access the virtual learning environment and course materials. Registration is completed within the official registration period each year.

- You register for your programme at enrolment, and re register at the start of each subsequent year of study.
- Where your programme includes optional modules, you select and register for these within the published deadlines, with guidance from your programme team.
- Check your registration status on eVision and report anything that looks wrong to the Student Registry team promptly.

Late registration may be permitted only with approval and may carry additional requirements. If you are not fully registered you may be unable to attend, submit work or access College systems, so please complete every step on time.

4.6 Attendance and engagement

Attending all timetabled sessions and engaging fully with your course is essential to your success, and is also part of the commitments you make on enrolment. Attendance is recorded in every session and monitored by the Student Support and Experience team through the Attendance and Engagement Dashboard. Poor or irregular attendance can have serious consequences and may ultimately lead to withdrawal. If you need to miss a class, contact the Student Support and Experience team as soon as possible by phone or email; where you provide appropriate evidence, an authorised absence may be granted. Full detail is in the Attendance and Engagement Policy.

Part 5: Assessment, progression and academic integrity

5.1 Assessment and grading

Your performance is assessed through a range of methods designed to measure knowledge, understanding and practical skills, including assignments, coursework, presentations, projects, practical tasks and examinations. Both formative assessment, which supports your learning, and summative assessment, which evaluates your performance, are used. Each module sets out its assessment requirements, deadlines and criteria at the start of the term. You are responsible for submitting all work by the deadlines, and marks are awarded according to the College and awarding body grading systems. Assessment design, marking and feedback are governed by ASQ 1.9 Assessment Marking and Feedback Policy, and by your awarding partner's academic regulations, which set the assessment rules, marking and classification for your programme (see 4.2).

5.2 Feedback

You will normally receive timely, developmental feedback on assessed work that you can use to improve in later assessments. Feedback is central to how we support your progress, and you are encouraged to discuss it with your tutors.

5.3 Extensions and extenuating circumstances

If circumstances beyond your control affect your ability to complete an assessment, you may apply for an extension or for extenuating circumstances to be considered, in line with ASQ 1.7 Extensions and Extenuating Circumstances Policy. Requests are submitted through eVision using the Contact Us button, with supporting evidence. Please apply as early as possible and speak to your Personal Academic Tutor if you are unsure.

5.4 Examination regulations

Where your programme includes examinations, you must comply with the examination rules to ensure a fair process. You must present a valid student ID before entering the examination room, arrive on time, follow all instructions from invigilators, and use only approved materials. Mobile phones and unauthorised devices must be switched off and kept away. Any cheating, plagiarism, impersonation or other misconduct is strictly prohibited and may result in action under the academic integrity procedures.

5.5 Academic integrity and the use of AI

UKCBC is committed to high standards of academic honesty, and all students are expected to uphold them. Academic misconduct is taken seriously and is managed under ASQ 1.6 Academic Integrity and Misconduct Policy. Key expectations are:

- Submit original work and properly acknowledge your sources.
- Do not plagiarise, that is present someone else's work as your own.
- Do not cheat in examinations, tests or assessments.
- Do not collude with others on work that is meant to be individual.
- Do not fabricate or falsify data, results or documents.
- Use of AI tools (for example generative AI writing tools) must be transparent and appropriately acknowledged. You must not present AI generated work as solely your own unless your lecturer or the assignment guidance explicitly permits it.

If you are unsure about referencing, the use of AI or academic conduct, ask your lecturers, tutors or Personal Academic Tutor before you submit. Breaches may lead to penalties including failing the assessment or module and, in serious cases, further action.

5.6 Progression

To progress to the next stage of your programme you are normally expected to complete all required modules and achieve the minimum pass marks and credits. Students who do not meet progression requirements may be required to resit or repeat modules in line with the regulations, and continued failure to progress may lead to withdrawal. If you are finding progression difficult, seek guidance early from your Personal Academic Tutor.

5.7 Academic appeals

You have the right to appeal an academic decision where you believe it has been made unfairly. Appeals must be made in writing on the official form within the timeframe set by the College, and must be based on valid grounds, such as a procedural or administrative error, or exceptional personal circumstances that affected your performance. An appeal cannot be based simply on disagreement with academic judgement. Academic appeals are considered under the regulations of your awarding partner as well as College procedure, and your programme team can advise on the route that applies to you. Appeals are reviewed by an independent panel or officer and the outcome is confirmed in writing. You can seek guidance from student support before appealing.

5.8 Awards

On successful completion of your programme you will receive a qualification awarded by the relevant awarding body or university partner. Certificates and transcripts are issued by the partner, and awards may be classified in line with the partner's regulations (see 4.2). All assessment follows the standards and regulations of the awarding partner and may be subject to external moderation. Academic support and pastoral care are provided by UKCBC throughout, aligned with the partner's standards, and you will have the opportunity to attend graduation.

Part 6: Student support and wellbeing

Support at UKCBC is proactive, joined up and designed around you. Our Student Support and Experience Framework sets out how we help every student to succeed academically, stay engaged, progress and complete their award with confidence. Support is delivered through the Student Support and Experience function alongside your academic teams, and is grounded in the Student Support and Wellbeing Policy (SWS 7.1).

6.1 What every student can expect

As a minimum, and regardless of whether any particular need has been identified, every UKCBC student is entitled to:

- a structured induction and transition programme, including early diagnostic activity
- a named Personal Academic Tutor with scheduled tutorial contact across the year
- embedded academic literacy, English language and assessment support within your modules
- timely, developmental feedback on assessed work that you can use in later assessments
- access to pastoral, financial, disability, wellbeing and safeguarding support through in person, digital and self service channels
- access to independent student voice and representation through the Programme Committee and Student Council

6.2 Your Personal Academic Tutor

Every student is allocated a Personal Academic Tutor for the duration of their programme. Your tutor is your named academic first point of contact at the College: someone with whom you can discuss your academic progress, your engagement and any personal circumstances affecting your studies, and who can help surface and address concerns early. You will have scheduled tutorial contact at defined points in the year, and tutorial records help ensure continuity if your tutor changes.

6.3 Academic skills and English language support

Academic skills and English language support are embedded within your modules rather than delivered separately, so that you build academic language, assessment interpretation and confidence as part of your normal learning. This includes diagnostic writing activity early in your studies, assessment briefings that unpack wording and marking criteria, formative feedback on work in progress, in the form permitted by your awarding partner's regulations, and targeted academic skills workshops. Where diagnostic activity suggests you would benefit from more structured help, this is arranged through your tutor.

6.4 Proactive engagement and outreach

We monitor attendance and engagement so that we can reach out early if you show signs of disengaging, before small difficulties grow. If our teams contact you, it is to understand what is happening and to help remove barriers, and to agree practical steps with you. The most important thing you can do is to stay in touch and respond when we make contact.

6.5 Wellbeing, pastoral and disability support

The Student Support and Experience function is your single point of access for pastoral, wellbeing, disability and financial support, so that you do not have to navigate a fragmented set of services. First line pastoral support is provided by Student Support and Experience Officers, with escalation to

specialist internal or external provision where needed, including counselling. You can book support and counselling sessions through the Contact Us button on eVision.

Disability and additional needs

The College offers specialist advice and reasonable adjustments for students with a wide range of disabilities and additional needs, including conditions that are not visible. A condition is generally recognised as a disability where it is expected to last at least 12 months. Examples include hearing or visual impairment, specific learning difficulties such as dyslexia and dyspraxia, mental health conditions, long term health conditions, autistic spectrum conditions, physical impairments, chronic pain or fatigue and speech impairment. You can disclose a disability, a learning difficulty, a mental health struggle or a long-term medical condition at any time, but we recommend doing so as early as possible, ideally at admissions or induction, so that support can be put in place quickly. Disclosure is your choice and is handled in confidence.

To discuss disability support or reasonable adjustments, please contact the Student Support and Experience team at welfaresupport@ukcbc.ac.uk. Communications are treated in strict confidence.

6.6 Progression and careers

Support does not stop at completion. Our Progression and Careers advisers and Employer Engagement team help you connect your studies to your next step, whether that is employment, further study or professional development, through guidance, employer contact and progression planning.

6.7 How support intensifies when you need it

Every student receives the entitlements above. Where attendance, engagement or wellbeing indicators suggest a student needs more, support is stepped up in a proportionate and supportive way, moving from universal provision, through early and targeted support, to intensive support in the most serious cases. The early stages are supportive rather than punitive; the aim throughout is to help you continue and succeed.

Part 7: Safeguarding and Prevent

Your safety and welfare are a priority for the whole College. UKCBC has statutory safeguarding responsibilities and duties under the Prevent element of the Counter Terrorism and Security Act 2015, and these are set out in full in the Safeguarding and Prevent Policy (SWS 7.7).

Safeguarding is the College's response to any concern about the welfare, protection or safety of a student. This includes concerns about harm or risk of harm, and our responsibilities in relation to harassment and sexual misconduct. Prevent is about protecting people from being drawn into extremism or radicalisation. Keeping our community safe is a shared responsibility of the College, its staff and its students.

If you are worried about your own safety or wellbeing, or that of another student, or if you observe anything that concerns you, please speak to a member of staff or contact the safeguarding team. You do not need to be certain that something is wrong to raise it.

The College's Designated Safeguarding Lead is Joshila Ramgolam, Student Support and Experience Manager. The safeguarding team can be contacted at safeguarding@ukcbc.ac.uk or on 0208 518 4994. Concerns are handled sensitively and in confidence and shared only as necessary to keep people safe.

Part 8: Money matters

8.1 Tuition fees and student finance

Tuition fees cover the cost of your studies and must be paid on time, whether funded through a Student Loans Company (SLC) loan or self funded. It is your responsibility to ensure your fees are paid. The Student Support and Experience team can advise on your student finance application and answer questions about fees and funding. Student Finance also offers a maintenance loan to help eligible students with living costs, and effective financial planning will help you attend and engage fully with your course.

8.2 Self funding

If you are self funding, you may pay your fees upfront or through a payment plan, as set out in the tuition fee arrangements and your terms and conditions (SLCC 6.1).

8.3 Non payment of fees

Paying your fees on time is part of your terms and conditions. If you have an SLC tuition fee loan, the College collects fees directly from the SLC on confirmation of your funding entitlement. If fees are not paid, whether through SLC or self funding, you may have restricted access to College facilities, and if you do not contact the Student Support and Experience team to resolve the position you may ultimately be withdrawn.

8.4 Refunds and compensation

Where you withdraw, transfer or defer, any difference in fees is adjusted in line with the Tuition Fee Refunds and Compensation Policy (SLCC 6.2). This policy also sets out how the College approaches refunds and compensation in the unlikely event of significant changes to provision.

8.5 Hardship and bursary support

The Hardship Fund offers short term financial support to students whose funding has been delayed for reasons beyond their control, so that they can access and remain in higher education. Eligible students can apply using a request form from Reception. Support from the fund is normally a short term loan repayable once your Student Finance is paid. Wider bursary support is set out in the Hardship and Bursary Policy (SLCC 6.7).

8.6 Travel discounts and student discount cards

As a full time higher education student you may be entitled to a discount on public transport, subject to eligibility and course length, and to a national student discount card offering a range of student discounts. Ask the Student Support and Experience team for more information.

Part 9: Your voice and representation

UKCBC treats students as active partners in shaping their learning community. Your feedback and involvement directly inform your academic experience, the support we provide and wider College decisions, and we are committed to telling you what has changed as a result. Student voice is set out in the Student Voice Policy (SLCC 6.6).

9.1 Student representatives

Each cohort elects two student representatives, whom any student can approach for support or guidance. Representatives can help directly, encourage you to raise a matter with the College, or represent students through formal committees and quality assurance activity. The College also encourages students to elect a Lead Student Representative who represents the student body with external partners, including awarding bodies.

9.2 The Student Council

UKCBC supports the work of an independent Student Council, which engages with the Executive Leadership Team and the Board of Governors. The Council gives students a clear, accessible route to be heard at the highest levels of the College and to help shape institutional decisions.

9.3 Surveys and committees

There are several ways to give feedback across the year:

- **Module Evaluation Surveys:** anonymous surveys, usually towards the end of a module, on teaching, learning and assessment.
- **Programme and Course Management Committees:** meetings each semester that review module delivery, assessment, feedback, progression and the student experience, with student representation.
- **Campus Experience Meetings:** meetings each semester, with student representatives, on campus facilities, services and the learning environment.
- **National Student Survey (NSS):** an annual, anonymous survey of final year students on their learning experience.
- **Graduate Outcomes:** a survey around 15 months after graduation on employment, further study and career progression.

Completing these surveys and taking part in these meetings genuinely helps to improve programmes, teaching and support for you and for future students.

Part 10: Your rights and responsibilities

10.1 The Student Charter

The Student Charter sets out what you can expect from the College and what the College expects of you, as a shared understanding of our partnership. It is set out, alongside the standards of conduct expected of students, in the Student Charter and Disciplinary Policy (SLCC 6.4).

10.2 Conduct and discipline

UKCBC expects all students to behave respectfully, professionally and in line with College values and academic and behavioural standards, which are benchmarked to industry expectations. Where conduct falls short, matters are addressed under the Student Charter and Disciplinary Policy (SLCC 6.4). The aim is to be fair, proportionate and supportive.

10.3 Dress and appearance

Students are expected to dress appropriately for a professional and inclusive learning environment. The College supports individual expression and respects clothing associated with personal, cultural and religious identity. However, students' choice of dress must provide appropriate coverage suitable for a college learning environment and must not interfere with the learning, safety, dignity or wellbeing of others.

Clothing, accessories, images, slogans or symbols worn or displayed must not contain material that is discriminatory, threatening, abusive or otherwise likely to cause serious offence.

Students must comply with any specific dress requirements relating to health and safety, security, identification, professional or industry expectations, practical activities, work placements or other programme requirements. This may include requirements relating to uniforms, protective clothing, footwear, jewellery or other items where appropriate to the activity or environment.

Where a concern about dress arises, the College will consider the individual circumstances and apply these expectations reasonably, sensitively and consistently, with appropriate regard to equality, cultural and religious considerations. Students may be asked to adjust, cover or change an item of clothing where it does not meet these expectations. Repeated or serious failure to comply with a reasonable request may be addressed through the Student Charter and Disciplinary Policy (SLCC 6.4).

10.4 Terms and conditions

Your relationship with the College is governed by the Terms and Conditions you accept on enrolment (SLCC 6.1), which include your responsibilities in relation to fees, attendance and conduct. Admission to the College is governed by the Admissions Policy (SLCC 6.12).

10.5 Complaints

If something goes wrong, you have the right to raise it. The Complaints Policy (SLCC 6.3) explains how to make a complaint, how it will be handled and the stages involved. We encourage you to raise concerns early and informally where possible, so they can be resolved quickly, while respecting your right to make a formal complaint.

10.6 Withdrawal, suspension and transfer

If you are considering withdrawing, transferring campus or programme, or interrupting your studies, please speak to your Personal Academic Tutor or the Student Support and Experience team before making a decision, so we can talk it through and make sure you understand the implications, including for your fees and funding. The process is set out in the Student Withdrawal, Suspension and Transfer Policy (SLCC 6.5). A nominal fee applies for changing batch or campus.

10.7 Student protection and material changes

The College has arrangements to protect the continuation of your studies. The Student Protection and Material Changes Policy (SLCC 6.13) explains how the College identifies and manages risks to your studies and how you would be supported and, where appropriate, compensated if significant changes to your provision were ever necessary.

Part 11: Data protection and your information

UKCBC holds and uses personal data about you in order to deliver your education and support, and to meet its legal and regulatory obligations. The College is committed to handling your data lawfully, fairly and securely, in line with the UK General Data Protection Regulation and the Data Protection Act 2018.

11.1 How the College handles your data

The Data Protection and Confidentiality Policy (DIG 2.1) sets out how the College collects, uses, shares and protects personal data. How long the College keeps your records is governed by the Records Management and Data Retention Policy (DIG 2.4). The College's Student Privacy Notice explains, in student facing terms, what data is held about you, why, and who it may be shared with.

11.2 Your rights over your data

Under data protection law you have a number of rights in relation to your personal data, including:

- **the right of access:** to obtain confirmation that the College holds data about you and to receive a copy, through a subject access request
- **the right to rectification:** to have inaccurate data corrected or incomplete data completed
- **the right to erasure:** to request deletion of your data in certain circumstances, subject to records the College must retain by law
- the rights to restrict or object to certain processing

The Subject Access Request and Individual Data Rights Policy (DIG 2.7) explains how to exercise these rights. Requests can be made in writing, including by email to the Data Protection Officer at dpo@ukcbc.ac.uk, and the College will respond within the statutory timeframe.

11.3 Keeping your details up to date

Please make sure the College has your current contact details. You can check them by logging in to eVision and update them using the Contact Us button. Some changes, such as a change of name or address, require supporting documentation. If you believe you have missed important correspondence, please check your details first.

11.4 Keeping information secure

Everyone in the College community has a part to play in keeping information secure. The Information Security and Acceptable Use Policy (DIG 2.6) applies to students as well as staff. Please keep your login credentials private, protect the data you handle, and report any suspected data breach or security incident promptly to IT Support or the Data Protection Officer.

Part 12: Key contacts and who's who

All campuses can be reached on 0208 518 4994. The main contact points are below.

12.1 Department contacts

Service	Email
Admissions	admissions@ukcbc.ac.uk
Student Finance and fees	support@ukcbc.ac.uk
Academic Support	academicsupport@ukcbc.ac.uk

Service	Email
Student Support & Experience	**studentsupport@ukcbc.ac.uk.**
Welfare Support	welfaresupport@ukcbc.ac.uk
IT Support	itsupport@ukcbc.ac.uk
Library	library@ukcbc.ac.uk
Safeguarding	safeguarding@ukcbc.ac.uk
Data protection (DPO)	dpo@ukcbc.ac.uk

12.2 Who's who

The people and roles below lead the areas most relevant to you as a student.

Role	What they lead	Postholder
Chief Executive Officer	Overall leadership of the College	Binoy Thomas
Chief Academic Officer	Academic strategy, standards, student success; chairs Academic Board; Office for Students Accountable Officer	Stuart Coussins
Chief Operating Officer	Operations and professional services	Phillip Stone
Academic Registrar	Academic registry and records; Data Protection Officer	*To be appointed*
Director of Education	Teaching, learning and academic delivery	*To be appointed*
Head of School	Your School, its staff and programmes	Sobhi D'cruz
Head of Registry	Registration, assessment records and results	Santhy Krishnan
Head of Student Support and Experience	Pastoral, wellbeing, disability and student experience	*To be appointed*
Student Support and Experience Manager (Designated Safeguarding Lead)	Safeguarding, Prevent, harassment and sexual misconduct	Joshila Ramgolam
Progression and Careers Advisor	Careers, employability and progression	*To be appointed*

Part 13: Policy directory

The policies below make up the College's approved policy set. All are available on the College website and the virtual learning environment (ULearn). This Handbook summarises key points; the policies themselves are the authoritative source. Where your awarding partner has its own policies and regulations, those apply to your programme in addition to the College set (see 4.2).

13.1 Academic standards and quality (ASQ)

Reference	Policy
ASQ 1.1	Quality Assurance and Enhancement Policy
ASQ 1.2	Partnership Review and Development Policy
ASQ 1.4	Teaching and Learning Strategy
ASQ 1.6	Academic Integrity and Misconduct Policy
ASQ 1.7	Extensions and Extenuating Circumstances Policy
ASQ 1.9	Assessment Marking and Feedback Policy

13.2 Student lifecycle and contractual clarity (SLCC)

Reference	Policy
SLCC 6.1	Terms and Conditions
SLCC 6.2	Tuition Fee Refunds and Compensation Policy
SLCC 6.3	Complaints Policy
SLCC 6.4	Student Charter and Disciplinary Policy
SLCC 6.5	Student Withdrawal, Suspension and Transfer Policy
SLCC 6.6	Student Voice Policy
SLCC 6.7	Hardship and Bursary Policy
SLCC 6.12	Admissions Policy
SLCC 6.13	Student Protection and Material Changes Policy

13.3 Student welfare and safeguarding (SWS)

Reference	Policy
SWS 7.1	Student Support and Wellbeing Policy
SWS 7.7	Safeguarding and Prevent Policy

13.4 Data, information and digital (DIG)

Reference	Policy
DIG 2.1	Data Protection and Confidentiality Policy
DIG 2.4	Records Management and Data Retention Policy
DIG 2.5	Information Technology and Digital Resources Policy
DIG 2.6	Information Security and Acceptable Use Policy
DIG 2.7	Subject Access Request and Individual Data Rights Policy

13.5 Governance and assurance (GA)

Reference	Policy
GA 3.1	Policy Preparation and Version Control
GA 3.2	Risk Management Framework
GA 3.3	Corporate and Academic Governance Framework
GA 3.4	Conflicts of Interest Policy
GA 3.5	Anti-Fraud, Bribery and Corruption Policy
GA 3.6	Whistleblowing and Public Interest Disclosure Policy
GA 3.10	Relevant Individuals Capability and Support Policy

Health and Safety Policy is available on ULearn. The Attendance and Engagement Policy and the Student Privacy Notice are also available to students through the College website and ULearn.

Version History

Version	Date	Author	Summary of changes	Approved by
1.0	September 2026	Chief Academic Officer	Previously approved version.	Quality of Education Committee – 17 September 2026
1.1	23 October 2026	Chief Academic Officer	Updated following organisational restructure: role titles, internal consistency corrections, cross references, front sheet and footer updated for approval; student status terminology aligned with SLCC 6.5 (interruption and suspension). Student Support and Experience email in the 12.1 contacts table (Student Support & Experience; Student Finance and fees) changed to support@ukcbc.ac.uk as the primary contact (26 October 2026).	Quality of Education Committee