

IBCM Student Charter

International Business College Manchester (IBCM) is an institution of further and higher education established in 2011. Since its founding, IBCM has been committed to the values and beliefs of excellence, honour and effort. At the centre of everything that we do are our students. We are committed to assisting students in achieving their chosen learning goals and enabling them to have an enjoyable, rewarding and enriching experience as they study with us. We will actively encourage our students to engage in shaping their own experience through their influence on the way that IBCM operates, its policies, processes and outcomes.

IBCM provides an open and inclusive environment, where we celebrate diversity and seek to enhance the life opportunities of all our students. Our programmes are designed to be intellectually stimulating and challenging, developing our students to their full potential. We will ensure a coherent approach to the design and delivery of our programmes, to our learning & teaching, to our assessment and quality assurance and to the operation and administration of all IBCM courses.

This document sets out your rights and responsibilities as a student at IBCM – what you can expect from IBCM and what IBCM asks of you in terms of your learning experience, your behaviours & conduct, and the way in which you relate with others.

1. Your Personal and Academic Development

IBCM Will:

- Provide you with sufficient information about your planned course of study to enable you to make an informed decision
- Provide information about your course including clear indications about the level of commitment required from you in terms of attendance and study hours
- Provide you with a full induction to IBCM and to your programme and ensure you are issued with a termly timetable for your programme informing you of the day, time and location both of lessons and any other planned academic activity
- Issue you with a student handbook and a range of relevant policies and procedures that will help guide your student experience
- Ensure that you understand the member of staff acting as your Programme Leader/key contact who will assist and support you during your time at IBCM
- Ensure that all our facilities and resources are fit for purpose and provide a suitable learning and study environment

We expect you to:

- Read and familiarise yourself with all the information provided to you about IBCM programmes and make an informed decision when applying for the course of your choice
- Read and familiarise yourself with all the information provided at your induction, including your student handbook, timetable and assessment plans and all relevant policies and procedures; speak to your Programme Leader /key contact if there is anything you don't understand
- Tell us if you have a disability or any other special circumstances that we may need to take into account
- Check your timetable regularly and attend the classes scheduled
- Check your Assessment Plan (if appropriate) and ensure that you submit all your work on or before the deadlines indicated, unless you have extenuating circumstances which you advise your Programme Leader/key contact of (and complete appropriate documentation)
- Attend any appointments with your tutor, Programme Leader or an IBCM Manager or inform them if you are unable to do so
- Be considerate and respectful of other students and staff at all times, especially during times when other students are studying or taking examinations/undertaking assessed activities
- Use all the facilities provided for the intended purpose and in accordance with any instructions published from time to time (this includes all health and safety requirements and COVID-19 protocols and procedures)

Your learning Experience

IBCM will:

- Provide you with information about eligibility requirements
- Provide you with an initial assessment which will ensure that you are accepted onto a course that is at the right level for you
- Provide an induction, as above, that is comprehensive and supportive and enables you to feel welcomed and valued as students at IBCM
- Provide programmes which have been carefully designed to meet all the requirements of relevant professional, regulatory and awarding bodies
- Provide high quality academic teaching and assessment, supervision and support delivered by staff who are appropriately qualified and trained, in line with the IBCM Learning and Teaching Policy
- Monitor your attendance and participation, as part of our pastoral student responsibilities and will contact you if you do not attend, in line with the student attendance and disciplinary policies
- Provide any reasonable special facilities required to support your study which are recorded in a disability support agreement
- Ensure you are appropriately supported through transitions such as changing study mode, leaving a programme or admission to another programme

We expect you to:

- Start your course at the correct time or tell us if you are going to miss the start date for any reason
- Apply yourself conscientiously to your programme, including undertaking and completing all in-class or online activities, homework and other forms of self-study, as well as submitting coursework and assessments by specified deadlines and preparing appropriately for examinations and assessments
- Act honestly and with academic integrity in all your studies, ensuring that the work that you submit is your own work and that assessments and examinations are approached in the same way. Any cases of academic misconduct will be subject to the IBCM Disciplinary Policy
- Report any unavoidable absences as detailed in the IBCM Attendance Policy
- Only take up employment if this does not affect your study
- If you are here on a Tier 4 visa, ensure that you abide by any conditions placed on you in respect of work

Communicating with each other

We will:

- Make sure that our communications are clear, respectful, timely and accurate
- Provide you with email contact details at IBCM and with access to online resources and the VLE.
- Respond promptly to queries, including requests for feedback about admissions decisions (in line with IBCM Admissions Policy)

We expect you to:

- Make sure you are respectful, clear and accurate when you communicate with us and with each other
- Make sure your contact details are always up to date, including personal email addresses and phone numbers
- Access relevant online resources/VLE regularly, as appropriate to your programme
- Reply to any emails within five working days of receipt of IBCM emails
- Conduct yourself in a professional manner at all times on IBCM premises and use a professional approach and appropriate language in all communications with IBCM staff and other students
- Report any problems or faults as soon as you can and give us as much detail as possible to help us find a solution (you can use the Feedback and complaints procedure to do this if appropriate)

Creating a culture of dignity and respect

We will:

- Ensure equal opportunity and respectful treatment for all students irrespective of age, class, creed, disability, ethnic origin, gender, marital status, nationality or sexual orientation
- Ensure our activities are, and remain, free from all forms of unjustifiable discrimination
- Ensure any unacceptable, criminal or disruptive behaviour is challenged
- Ensure that complaints of discrimination or harassment are taken seriously and dealt with in a prompt and fair way

We expect you to:

- Respect and embrace diversity and engage with IBCM's diverse community
- Treat fellow students, IBCM staff and visitors equally and respectfully, regardless of age, class, creed, disability, ethnic origin, gender, marital status, nationality or sexual orientation
Wear your student ID card when on IBCM premises
- Behave in a way which is not disruptive to other students or staff and does not damage IBCM's reputation or property. (Misconduct will be dealt with according to the IBCM Disciplinary Policy and procedures)

Listening to you and dealing with difficulties

We will:

- Provide prompt and accurate advice about the academic and financial implications of suspending studies or withdrawing from IBCM
- Provide you with a copy of the IBCM feedback and complaints policy and procedures and explain to you how you can provide us with feedback or raise issues of concern
- Keep you informed about the progress of any complaint that or issue that you raise
- Provide you with a copy of the Assessment Appeals policy and procedure and guidance as to how an appeal about an assessment decision will be handled and processed
- Provide you with a copy of the IBCM Student Disciplinary Policy and procedures and ensure you understand the actions that may be taken in cases of either academic or personal misconduct
- Explain the consequences of unsatisfactory attendance or participation, course progress or meeting financial commitments
- Not treat you differently if you make a complaint or raise a concern to us

We expect you to:

- Seek advice promptly when you experience difficulties and give due consideration to any guidance given
- Alert us to any difficulties that may impact on your studies or any extenuating circumstances that may need special consideration
- Comply with published procedures for student complaints and/or appeals on assessment decisions
- Abide by all IBCM policies and procedures, specifically the IBCM Student Disciplinary Policy and Procedure.

Signature of student	
Student Name	
Date	
IBCM Staff member signature	
Staff member name	
Date	

Version/date created	V 1.3 June 2024
Created by	Academic & Quality Manager
Approved by	IBCM Board of Governors
Effective from	June 2024
Review date	July 2025

See:

IBCM Admissions Policy
 IBCM Student Handbook
 IBCM Attendance Policy
 IBCM Reasonable Adjustments Policy
 IBCM Student Disciplinary Policy
 IBCM Equal Opportunities Policy



IBCM Feedback and Complaints policy and procedures
IBCM Assessment appeals policy and procedures