

THE INSTITUTE OF BUSINESS AND MANAGEMENT



Student Handbook

For Full-time Students

**at the Coventry Campus
1a Brandon Lane
Coventry
CV3 3RD**

+44 (0) 24 765 15700

Published March 2010

Version: 201003v3

This handbook has been prepared
by the Programme team of IBAM

Copyright

The Institute of Business and Management (IBAM) reserves all rights of copyright and all other intellectual property rights in the learning materials and this publication. No part of any learning materials or this publication may be reproduced, stored in a retrieval system or transmitted in any form or by any means, including without limitation electronic, mechanical, photocopying, recording or otherwise, without the prior written consent of IBAM

IBAM wishes to emphasise that, while every effort is made to ensure accuracy, the material in this Handbook is subject to alteration or amendment in the light of changes in regulations or in policy or of financial or other necessity.

CONTENTS

CONTENTS.....	2
SECTION 1.....	3
FOREWORD.....	3
1.1 Introduction to IBAM.....	4
1.2 Administrative Staff of IBAM.....	4
SECTION 2.....	6
GUIDE FOR INTERNATIONAL STUDENTS.....	6
2.1 Welcome.....	6
2.2 Checklist.....	7
2.3 Coming to IBAM.....	8
2.4 A-Z of Living in Coventry.....	12
SECTION 3.....	18
ACADEMIC INFORMATION.....	18
3.1 Course Details and Requirements.....	18
3.2 Exemptions.....	18
3.3 Class Attendance.....	18
3.4 Changing Your Course.....	18
3.5 Withdrawals.....	18
3.6 Study Problems.....	19
3.7 Induction Programme.....	19
3.8 ilearn.....	19
3.9 Learning Materials.....	19
3.10 Textbooks.....	20
SECTION 4.....	21
GENERAL INFORMATION.....	21
4.1 The Midland Management Centre.....	21
4.2 Library Resource Room.....	21
4.3 Use of the Library.....	21
4.4 Resources Available.....	21
4.5 Library Opening hours.....	22
4.6 Private Study.....	22
4.7 Complaints.....	22
4.8 The Key to Examination Success.....	22
SECTION 5.....	23
NON-ACADEMIC REGULATIONS/INFORMATION.....	23
5.1 Student ID cards.....	23
5.2 Health and Safety Policy.....	23
5.3 Classroom facilities.....	26
5.4 Noise.....	26
5.5 Personal Property.....	26
5.6 Drugs.....	26
5.7 Student Mail.....	26
5.8 Recreational/refreshment facilities.....	26
5.9 Disciplinary Codes.....	26

SECTION 1

FOREWORD

It is a pleasure to welcome you to the Institute of Business and Management (IBAM) and wish you well in your studies.

IBAM is at the forefront of higher education provision, not only in the UK but also all over the World. The course you have enrolled on is challenging and will enable you to develop your knowledge about the various elements of management.

IBAM takes its obligations to each of its students very seriously. You have registered for your course with particular personal goals in mind, and all the staff want to assist you in achieving those goals successfully. Though you are expected to invest time and effort into your studies you should also take every opportunity to have fun and enjoyment. Whilst studying with us, you will make new friends from a variety of backgrounds.

The purpose of this handbook is to describe the procedures and policies that are an essential element in sustaining an effective relationship between IBAM and its students. These policies make explicit the expectations on both sides. I advise you to familiarise yourself with the contents pages and to read any sections that are of interest to you. The handbook should then be kept for more detailed consultation as particular issues arise. Most of the questions you have about IBAM practices will be answered in these pages.

We hope that you will find your learning experience to be productive, enjoyable and successful. Our aim is to provide you with the opportunity to establish a firm foundation for a successful career in management. I trust that you will find your association with IBAM a stimulating and rewarding experience.

Dr Philip Hallam
Principal
The Institute of Business and Management

1.1 Introduction to The Institute of Business and Management (IBAM)

The Institute of Business and Management (IBAM) specialises in full-time programmes of study leading to HND, DMS, BA and MBA qualifications in business. There are currently two campuses offering these programmes based in Coventry and London. We are dedicated to providing you with a high standard of tutor and administrative support throughout your studies and always listen to the comments of our students in order to ensure the learning process is a satisfying and rewarding experience for all involved.

1.2 Administrative Staff of IBAM

1.2.1 IBAM Coventry Campus

PRINCIPAL

Dr Philip Hallam

Overall responsibility for the academic, financial, administrative and social affairs of IBAM.

PROGRAMME CO-ORDINATOR

Mrs Helen Duff

Responsible for student registration, records, class schedules, examinations, reference letters, Certificates of studies, Student Visa renewals.

HEAD OF OPERATIONS/REGISTRAR

Ms Claudia Luca

Responsible for management of day-to-day operation of the campus.

HEAD OF MARKETING

Mr André Perrucci

Responsible for marketing.

HEAD OF ADMISSIONS

Mrs Sam Smith

Responsible for student admissions and generating CAS.

1.2.2 Central Administration

FINANCIAL CONTROLLER

Mrs Jenny Chase

Responsible for all matters relating to payment of fees.

COURSE DIRECTOR

Dr Paul Dudley

Responsible for the academic development of the courses.

HEALTH AND SAFETY OFFICER

Ms Dorothy Dickson

Responsible for premises, facilities and Health and Safety issues.

SECTION 2

GUIDE FOR INTERNATIONAL STUDENTS

This section of the handbook is available as a separate guide, which can be obtained from your Admissions Office.

2.1 Welcome

Hello! We are delighted that you will be joining us as a student at IBAM. I am sure that you will be very pleased with your choice. We are looking forward to welcoming you to our Midland Management Centre and to Coventry. In this guide you will find useful information to assist in your preparation for coming to Coventry and to make your arrival plans easier. It is intended to be a reference guide for your information both prior to your arrival and throughout your stay in the UK. Please ensure that you inform us when you are arriving and do not hesitate to contact us if we can be of any further assistance.

We wish you all the best in your preparations, and look forward to meeting you soon!

Claudia Luca
Head of Operations/Registrar
Email: cluca@rdi.co.uk

2.2 Checklist

Checklist before you leave

Have you read and understood IBAM's terms and conditions and schedule of fees?

Have you secured your accommodation and arranged a contact person and meeting point for your accommodation?

Do you know how to get to Coventry from the airport and how much it will cost?

Do you know exactly when and where you are supposed to arrive?

Do you have a contact number of someone you can call at IBAM if you have a problem?

Have you obtained a Tier 4 Student Visa to enter the UK?

Checklist for your travel

Have you bought travel tickets and insurance?

Have you made all necessary arrangements for your family if they are travelling with you?

Have you checked if you need permission to transfer money to the UK and checked if your government restricts the amount of money you can take out of your country?

Have you ordered British currency your immediate arrival expenses?

Have you clearly labelled your luggage and weighed it to check it is within the weight allowance?

Have you remembered to bring 10 recent passport sized colour photographs?

Have you obtained personal insurance?

Have you checked what you must declare at customs?

Have you remembered to bring your academic certificates?

2.3 Coming to IBAM

2.3.1 Before Departure

Before Traveling to Britain

Permission to travel to Britain – Tier 4 (General) Student

If you are not from the European Union, you should obtain some form of entry clearance from your nearest British Embassy or High Commission. Remember: you should request the right visa to stay in the UK. Make sure that you obtain a student visa, not a visitor visa, as you will not be able to extend your stay as a student with the visitor visa.

If you are from a visa national country you must apply for a visa from the British High Commission or Embassy in your country of residence (see <http://www.ukvisas.gov.uk/en/howtoapply/wheretosapply>) for permission to come to the UK as a 'student'. Permission to come to the UK is called 'entry clearance'. You should wait until you have obtained entry clearance before you book any non-refundable travel tickets.

The UK Border Agency operates a point-based system for immigration. As an adult wishing to apply for entry clearance to study a higher education programme in the UK, you must apply as a 'Tier 4 (General) Student'. The UK Border Agency sometimes refers to Tier 4 (General) Students as 'adult students'. Tier 4 is the part of the immigration system that deals with students.

When you apply for your visa, you will need to provide documents such as a valid passport, confirmation of acceptance for studies (CAS) from IBAM and evidence that you are able to meet the costs of studying in the UK, including tuition fees and additional living expenses of £600 per month (or £800 per month for student living in inner London). You need 40 points to be able to apply for a student visa and must provide the proof needed with your application form. Points for initial applications and for extensions are awarded as follows:

Criteria for points	What we award points for	Points awarded
Sponsorship (30 points available)	Having a confirmation of acceptance for studies (CAS) from a licensed sponsor containing an unconditional offer of a place on a course of study at an acceptable level	30
Maintenance (10 points available)	Having enough money to cover the course fees and monthly living costs for up to one year	10

(Source: <http://www.bia.homeoffice.gov.uk/employers/points/sponsoringmigrants/migrantspoints/assessingstudentpoints/>)

For further details of Tier 4 and for guidance on how to apply for your visa please read carefully the UK Boarder Agency's document entitled "Tier 4 of the Points Based System – Policy Guidance". Copies of the document can be obtained from the UK Boarder Agency's website or can be downloaded from the following web link:

<http://www.ukba.homeoffice.gov.uk/sitecontent/applicationforms/pbs/Tier4migrantguidance.pdf>

Be prepared

In your hand luggage...

- The original Offer Letter from RDI to show to the Immigration Officer
- The address and telephone number of your accommodation
- Tickets, passport etc

Luggage

We advise you not to bring too much as there will be points in your journey when you will have to carry it. Also keep in mind that it will be cheaper to buy certain items in the UK, especially if you take into consideration excess baggage charges.

We advise you to label your luggage with name and destination address (that is the address of your accommodation, not of IBAM or the University). However, if any of your luggage goes missing, you must contact the airport authorities immediately.

You will have a free baggage allowance which will be shown on your air ticket; this is usually 23kg but may vary according to the airline. It is also advisable that you make a list of everything you bring. For advice on importing personal goods into the UK visit www.hmce.gov.uk.

Money for Expenses on Arrival in the UK

You will require an amount of money to meet your initial expenses when you arrive in the UK. You must bring sufficient cash or travellers' cheques in sterling (British Currency) for the journey to Coventry. You should also have money to cover any accommodation costs, food, local travel and any other incidental expenditure. You will probably need a minimum of £250 to cover your immediate expenses, depending on how far you are travelling and how soon you expect to have money transferred to a bank in Coventry. Credit cards are widely accepted in the UK. It is recommended that any cash you bring is in notes of small denomination (for example £5 or £10 notes). You may wish to avoid £50 notes in particular, as for security reasons these are not always widely accepted across the UK. Please also refer to the section entitled Changing Currency.

Evidence of Academic Qualifications

Bring original documentary evidence of your entry qualifications (including any certificates you possess to indicate your competence in English Language e.g. IELTS). You will be asked to produce these for our records and if you cannot do so, you may be suspended from your course.

Photographs

Bring at least 10 recent passport-sized colour photographs with you for your ID card, rail card and other records.

Computers/Laptops

IBAM normally supplies students with a laptop during their induction programme; therefore you may not wish to bring your own laptop with you.

If you intend to bring a laptop with you to the UK, it is highly recommended that it has Windows or Macintosh operating systems installed. If it is installed with other operating systems, these may not be compatible with the Internet connections and software packages you will need to use, and long waiting times and additional costs may be required to obtain an alternative system or to render the existing system operational. We suggest that your laptop runs Windows XP or higher. Also remember to bring your starting disk in the case of emergencies.

Insurance

You should insure your belongings before you travel so that they are covered whilst you are travelling and for your first few days here. It is also strongly recommended that you buy insurance to protect your belongings after you have arrived in Coventry.

Endsleigh is a company specialising in insurance for students. Contact www.endsleigh.co.uk

2.3.2 Arriving in the UK

When you get to the UK

When you get off the plane and go into the airport, follow the sign to the Immigration Hall. There will be two different queues of people to go through passport control. One queue is for EU national passport holders and one for all others. The Immigration Officer will want to check your passport and your offer letter from RDI and you will be asked why you have come to Britain and also if you have enough money to cover the cost of your stay here.

If the Immigration Officer refuses you entry, you must ask to speak to one of the British Council couriers or the UK Immigration Advisory Service. The Immigration Officer will stamp your passport once your documents have been checked. If you are a student from the European Economic Area or the EU, your passport will not be stamped on arrival. After passing through the passport control, you will be able to collect your luggage and then you must pass through customs.

Getting to Coventry

From Birmingham International Airport

If you are able to fly direct from your home country to Birmingham, this is the best possible option, as you are then only 15-20 minutes away from Coventry by train.

The 900 bus airport link to Coventry (via Meriden, Eastern Green, Allesley) departs from Bus stop G outside the Arrival area and departs every 20 minutes throughout the day, Monday to Friday, and every 30 minutes in the evenings and Sundays. It is operated by Travel West Midlands and stops in Coventry City Centre approximately 100 metres from the main Coventry University reception, which is opposite the Cathedral.

Major airlines flying to Birmingham International Airport include Emirates, KLM and Lufthansa.

From London Heathrow or Gatwick

If you are flying to London Heathrow airport then the easiest way to get to Coventry is by taking the Flightlink coach. The journey from Heathrow to Coventry takes about two hours and costs just over £20. If you arrive at London Gatwick, you can also take a direct National Express coach or train.

Further information

Find further details about National Express coaches on-line at www.nationalexpress.com

Find out about train timetables at www.thetrainline.com

View further information about buses to and from Birmingham International Airport at www.birminghamairport.co.uk

Arriving at IBAM

Please refer to your Induction Programme Timetable for details of when and how to report to IBAM and meet members of IBAM's staff.

2.3.3 Immigration Procedures on Arrival

Registration with the Police

Nationals of certain countries or territories are required to register with the Police upon arrival in the UK. If you need to register, this requirement will be written in your passport. You should follow the instructions in your passport and register within seven days.

There is no Police Registration office in Coventry. The nearest venue is at the Police Headquarters in Birmingham, approximately 30 minutes from Coventry.

West Midlands Police HQ
Lloyd House
Colmore Circus Queensway
Birmingham
B4 6NQ (Sat Nav users – please use B4 6AT)
Tel: 0121 626 5307
www.west-midlands.police.uk

To register you will need:

- your current Passport
- 2 recent Passport-sized colour photographs
- your acceptance letter from IBAM
- proof of your address in the UK
- money to pay the registration fee (currently £34)

At registration personal details are noted including: date of birth; nationality; marital status; address in the UK; place of work or study, if relevant; the length of stay in the UK; and any conditions placed on their visa. If any of the information provided to the police on registration subsequently changes, the police must be notified.

Failure to Register with the Police

Failure to register with the police, if required to do so, within seven days of entering the UK is an offence under the Immigration Act 1971. The local police will have automatically been notified by the border authorities of any foreign national in their area who should register with them. Anyone who fails to register could be arrested and face prosecution. If convicted the law states that this offence could result in a substantial fine or even a prison sentence.

2.3.4 Extending your Visa to Stay in the UK

If it is necessary for you to remain in the UK as a student to complete your course after your current visa expires please refer to the criteria of the UK Border Agency (UKBA) and contact the Registrar or the Director of Admissions immediately. It is essential that you apply to the UKBA to renew your extension of stay before the date that your current permission to stay runs out.

Information on extending your visa to stay in the UK can be found at www.ukba.homeoffice.gov.uk

Please note that students wishing to extend their permission to stay for a new course after their current course ends may do so if there is less than one month between their visa expiry date and the date when the new course is due to start. If there is more than a one month gap, students are required to return to their country of origin in order to apply for a new visa."

2.4 A-Z of Living in Coventry

2.4.1 Accommodation

There is not a shortage of living accommodation in Coventry. We recommend that before you enter the UK you seek to secure private rented accommodation in Coventry. Student landlords or letting agents offer this and options include: student houses, student flats/apartments, bed-sits and larger housing schemes. The descriptions below may help you decide which type of property is the right choice for you.

IBAM can provide you with details of potential letting agencies that can assist in meeting your requirements; however it is your responsibility to secure your own accommodation before you arrive in the UK.

Studio Apartment /Bed Sit

You will have your own private living space in one room; this doubles up as a bedroom and main living area. Apartments will be furnished with at least a bed and wardrobe. You will have an en-suite bathroom and kitchenette containing basic kitchen appliances. You will need to provide your own bed linen, cutlery and crockery. Laundry facilities will be available. Utility bills are not generally included in the cost of rent.

Living on your own is a more expensive option and prices usually start from around £370 per month.

Room in a Shared House

Room in a privately owned house shared with other students. You will have your own bedroom; the kitchen and bathroom will be shared. Your bedroom will be furnished with a bed, desk and wardrobe and your kitchen will be equipped with a cooker/fridge freezer, washing machine. You will need to provide your own bed linen, cutlery and crockery. Utility bills are not usually included in the rent.

Prices will vary from £65-£80 depending on room size and quality.

Private Student Halls

Fully fitted study bedroom with central heating in a flat of up to 6 students. Internet access is often available at an extra charge. Utility bills are included in the rent. You will need to provide your own bed linen, cutlery and crockery. Halls are self-catered and you will share a kitchen and bathroom with up to 6 students. Prices vary from £60-£105 per week and demand is usually high. Reservations should be made early to ensure availability.

In addition, the Tourist Information Office can also give you a list of hotels and guesthouses for a short-term stay. Also, look at library notice boards for advertisements for rooms to let and in local newspapers.

2.4.2 Clothing

The weather in the UK is notoriously unpredictable and on many days you can expect rain, so we suggest that you include some warm clothing in your hand luggage. It's probably cheaper and easier to buy warm winter clothing in the UK, rather than in your home country. You will find lots of clothing stores in the city centre selling reasonably priced and stylish clothing.

For further weather information you can find summaries, climate figures and much more from the Met Office www.metoffice.gov.uk

2.4.3 Coventry

Coventry is a modern multi-cultural city with a medieval past. Substantially rebuilt after the devastation of the second-world war, the city has been recently transformed again thanks to the multi-million pound phoenix initiative. Coventry offers excellent shopping, a wide variety of good restaurants and lively nightlife in its pubs and clubs.

2.4.4 Eating Out

There are many different places to eat out in Coventry, depending on your taste and budget. Average prices for a main course in a restaurant is £6-£12 although this can vary considerably. For a full listing of restaurants and directions you could visit a directory website such as www.yell.co.uk and type in your search. Here are just a few recommendations...

Indian Cuisine

Akbar's Indian Cuisine, The Butts, Coventry (0247622 2213)-dining in and takeaway
Tumeric Gold Dining Rooms of India, Spon Street, Coventry (024 7622 6603)-restaurant
Quick Stop Balti, Far Gosford Street, Coventry (024 7663 2578)-takeaway

Chinese Cuisine

Golden Parlour UK Ltd, Far Gosford Street, Coventry (024 7663 2220)-restaurant
The Dragon Phoenix, Hertford Place, Coventry (024 7625 8688)-buffet restaurant

Italian Cuisine

San Marco Restaurant, Far Gosford Street, Coventry (024 7663 4776)

Pizza

Pizza Express Plc, Hay Lane, Coventry (024 76 63 3156)

Thai Cuisine

The Thai Dusit, London Road, Coventry (024 7622 7788)

For a fast food there are a variety of outlets located in and around Coventry City centre such as McDonalds, KFC, Burger King, Pizza Hut, Subway, etc.

You might also to try one of the many bars and pubs around Coventry as many serve reasonably priced food throughout the day.

2.4.5 Nightlife

If you would like to sample Coventry nightlife there are many wine bars, pubs and clubs in Coventry. For a quiet evening in a pleasant atmosphere we recommend that you try Browns wine bar in Jordan Well, Eden in Riley Street or Inspire in Christchurch Square.

If it's value for money you're after then look for special offers in bars such as JD Wetherspoons, Lloyds or The Varsity in Hay Lane, or The Phoenix or the Oak in Far Gosford Street. These bars are all located close to each other so they should be easy for you find.

If you are looking for a club, you should easily find somewhere to suit your musical tastes, from rock, live-bands, pop, dance to R&B. The main nightclubs in Coventry are Ikon & Diva, Careys, The Students Union, Jumpin Jaks and Ko Poda. Look out for their promotional flyers with details of the different nights they host.

If all these sound too noisy for you, then you could take a trip to the cinema. Coventry Skydome is home to a large Odeon cinema.

If the theatre is more your style, take a trip to the Belgrade Theatre at Belgrade Square, this is always a pleasant experience if you choose the right performance. Alternatively you could plan a visit to Warwick Arts Centre; this is the major venue for art, films, theatre, dance and concerts involving top and international performers.

2.4.6 Sports

If you enjoy sports and keeping fit why not join Coventry Sports trust? With your student discount you can enjoy activities at reasonable prices. With an Olympic size pool and great sports and gym facilities this is the perfect way to maintain a healthy lifestyle. Contact the sports centre for more information on 024 7625 2525.

2.4.7 Employment

Under no circumstances should you consider coming to the UK to work in order to pay for the costs of your studies. UK regulations state that you must be able to meet the costs of your course, accommodation and maintenance without working and without recourse to public funds.

If you are a student from outside the European Economic Area (EEA) or Switzerland with permission to reside in the UK for twelve months or more and providing you meet the conditions set out below, you may work in your spare time up to 20 hours per week while studying. Students working more than the permitted hours risk being sent home by the immigration authorities.

But you may not work if your visa or passport stamp states, "No Work" or "Employment Prohibited" or that you must "not engage in employment" (unless it also contains the words "consent of the Secretary of State").

National Insurance Numbers

You will need to apply for a National Insurance number, but you do not need to have received your National Insurance number before you can start work. Your local Benefits Agency (National Insurance Contributions Section) will advise you on how to apply. You will need to provide the Benefits Agency with two forms of identity, such as: passport, birth certificate, and bank statement.

Further information about National Insurance Numbers can be found at www.dwp.gov.uk and www.direct.gov.uk

2.4.8 Electrical Appliances

The standard UK voltage is 240 volts. Electrical outlet sockets take a square 3-pin plug (with the exception of shavers that use a different supply which is a 2 pin plug). If the voltage and plugs are different in your country we recommend that you bring an adapter with you. Any appliances that work on a lower voltage may be damaged if a proper adapter is not used.

2.4.9 Health

Registering with a NHS Doctor for General Medical Treatment

Provided that you are registered on a course lasting longer than 6 months, you are able to receive free National Health Service (NHS) treatment from a local doctor if you register as an NHS patient.

Register with a doctor in your locality as soon as possible after arriving in the UK. Do not wait until you are ill. You can register with any doctor close to where you live. Names and addresses of doctors (also known as General Practitioners or "GPs" in the UK) who give NHS treatment may be found in the telephone publication called 'Yellow Pages' or can be obtained at a post office.

If the doctor prescribes medicine, you will have to pay the standard prescription charge for each item.

Please note that you will be required to provide a medical/doctor's certificate for absence of a week or more through illness. It is essential, therefore, that you register with a doctor.

Dental Treatment

You must be registered with a doctor to get NHS dental treatment. It is not necessary to register with a dentist, but if you are registered with a doctor for treatment, find a dentist practising in the National Health Service and, when you make an appointment, ask if treatment under the NHS is possible. You must give your NHS number.

Hospital Treatment

Unless you come from a country with which the UK has a reciprocal health agreement, you will not be entitled to receive free hospital treatment until you have been in the UK for at least 6 months. You are, therefore, advised to take out medical insurance.

Eye Treatment

You will have to pay a charge for an eye-test on the NHS unless you are a full-time student under 19. If you need spectacles (glasses), the optician (eye doctor) will give you a prescription. The cost of spectacles varies so check with two or three opticians before buying.

For **emergency medical advice 24 hours a day** phone **NHS Direct** on **0845 4647**

2.4.10 Bank Accounts

Plan ahead! You will need to open a bank account in the UK. It is a good idea to plan ahead to try to facilitate this. Before leaving home, check to see if you can open an account with a bank that has branches in the UK.

The main high street banks in the UK are Barclays, HSBC, Lloyds TSB and NatWest.

Alternatively check to see whether your existing bank or any other bank in your home country has any links with UK banks.

You should ensure that you bring with you evidence of your home/non-UK address.

Deciding which Bank

There are many banks in Coventry that can provide bank accounts to International Students. Consider:

- How easy it is for you to get to the bank
- The services the bank offer and the charges they make
- What arrangements there are for transferring money from your home country and the cost

Opening a Bank Account

Opening an account can take anything from a few days to a few weeks so it is important to start the process as early as possible and make sure you have all appropriate documentation, as well as sufficient funds to support yourself with while your account is being opened.

Usually you need to take your passport, a letter from IBAM confirming you are a student and something to confirm your address in the UK (e.g. a contract for your accommodation or utility bill). The bank may ask you for information about your bank account in your home country.

Most banks offer only basic banking facilities, usually: a bank card, for withdrawing cash from an ATM (automated cash dispenser), free monthly statements of your banking transactions and interest on the balance held in your account.

For further information and advice see the UK Council for International Student Affairs (UK CISA) website: <http://www.ukcosa.org.uk>.

Changing Currency

The pound sterling is divided into one hundred pence (100p). There are coins for values of 1p, 2p, 5p, 10p, 20p, 50p, £1, £2 and notes worth £5, £10, £20 and £50.

Travellers' cheques and your own national currency may be converted to sterling at a high street bank or at the airport. If you intend to bring a small amount of cash with you in your home currency, please check before travelling that it can be exchanged in the UK.

Most banks are open at least from 9.30 am to 5.00 pm Monday to Friday and major branches are also open on a Saturday morning.

2.4.11 Council Tax

Council Tax is set on property (houses/flats) and the number of adults who live in them and is a way for local authorities to get money for the services they provide, such as libraries, the police and the fire services. There is one bill for each property.

International Students and Council Tax

Full-time students are exempt from paying Council Tax. For further information, please consult the UK CISA leaflet entitled "Council Tax and International Students".

IBAM can issue you with a letter confirming your full-time status as a student in order to claim Council Tax exemption.

2.4.12 Safety

You should feel secure in your surroundings and be perfectly safe to go anywhere in daylight. At night use your common sense and be aware of your surroundings and be sure to take normal precautions.

2.4.13 Emergency Services

Dial 999 and specify which service you require, either:

- Police,
- Ambulance, or
- Fire Service

2.4.14 Transport

In almost every corner of Coventry there is a bus coming by usually every 15 minutes. As a student you can get a bus pass, which is proven to be a good investment if you use the bus a lot. IBAM is on a main bus route and wherever you live you will find no problem in commuting.

There is also the option to take a taxi although this is a more expensive alternative and is recommended for short journeys only! For national travel, it is quicker to use the train and cheaper to use the bus. The choice is yours.

Some telephone numbers that should be useful:

Bus / Rail Enquiries Telephone Numbers

- Local Bus Information (Centro Hotline) 024 7655 9559
- Local Bus Information (Travel West Midlands Hotline) 0870 6082608
- National Bus Information (National Express Hotline) 0870 5808080
- National Bus Information (Flightlink Hotline) 0870 5757747
- General Train Enquiries 0845 7484950
- Train Ticket Bookings (Virgin Trains Hotline) 0845 7222333

2.4.15 Religion in Coventry

Coventry is one of the most diverse populations in the UK in respect of language, culture, religion and ethnicity.

Details of key religious organisations in the UK can be found at www.multifaithcentre.org

Coventry Multi-Faith Forum is a charitable initiative representing people from major faith traditions found in and around Coventry.

Further details on their news and activities can be found at www.coventrymultifaithforum.org

Further useful information for visitors to Coventry can be found at www.visitcoventry.co.uk

SECTION 3

ACADEMIC INFORMATION

3.1 Course Details and Requirements

These are listed in the on-line brochure. Familiarise yourself with the broad outline of the course. For more detailed account of course requirement, you should refer to the programme handbooks for the specific course you are taking. Make sure you are familiar with the syllabus you are following, the examination structure and the method of entry to the assessments and examinations.

3.2 Exemptions

Depending on your current qualifications, you may be entitled to an exemption(s) from part of your course. If you believe this is the case, please speak with the Director of Admissions/Registrar early in the course (N.B. There will be no refund of fees to students who are exempted from part of the course).

3.3 Class Attendance

For UKBA and college purposes, students are required to attend classes regularly. IBAM is required to inform the UKBA of students who withdraw or fail to maintain regular attendance.

In the event of a student not attending satisfactorily, the Registrar will hold an interview with the student concerned. A warning of the consequences of poor attendance is given at the interview.

Full details of the policy on attendance will be given at Induction.

3.4 Changing Your Course

Students are not allowed to join any class for which they are not registered without the permission of the Registrar. If a student wishes to make extra changes to his/her programme, he/she must initially see the Registrar.

N.B. Lecturers have been informed that they are not allowed to let students join their classes if they are not officially registered for them i.e., their name does not appear in the register or they do not have written authorization from the Registrar to attend.

3.5 Withdrawals

Students who decide to discontinue their course should see the Registrar at the earliest opportunity. Withdrawing students must complete a withdrawal form.

Please refer to the Conditions of Admission regarding refunds, which can be obtained from the IBAM website.

3.6 Study Problems

If you have difficulties in understanding any of the lectures, do make sure that you bring this to the attention of the lecturer(s) concerned. They may not fully realise the problems you are having. The Registrar may be approached if you are not able to resolve the problem(s) with the lecturer in this way.

3.7 Induction Programme

At the start of your programme of study you are required to undertake an Induction programme which contains all the information you need to get you started on your study. As part of your induction you will be required to complete an interactive quiz to consolidate your understanding of the processes and procedures you will encounter during your studies. The aims of the Induction are for you to:

- Get to know staff and fellow students
- Gain a comprehensive understanding of all aspects of your programme of study.
- Ask questions relating to any aspect of the learning experience.
- Become acquainted with IBAM procedures and policies.
- Become acquainted with the procedures and policies of the University or examining body that accredits your course.

3.8 ilearn

At the start of your intake you will receive your username and password for ilearn, IBAM's online university. ilearn is a free facility designed to enhance your learning experience and help you through your studies. It provides access to:

Your module materials
Discussion forums
News forums
Group Learning Space
My Learning Space
Online resource library

Assignment Area
Online electronic resources
Course Information
E-mail/Messaging facility
Links to Rules and Regulations
Links to databases of academic journals

You will find a detailed explanation of the key functions of ilearn and how to use them during your Induction. The site will be updated regularly with new and relevant information as it becomes available. Tutors may make announcements or add notes to relevant sections or they may even use it to engage with you in discussion forums.

There is also a page for your own personal profiles and photos. You are encouraged to add further information about yourself, as other students may find it interesting.

3.9 Learning Materials

For each module you study you will be provided with a comprehensive set of learning materials to supplement the learning you will undertake during your tutored classes. The module learning materials are designed to facilitate your learning and to allow you to achieve the learning outcomes for each module. The material is interactive and contains practical activities, which have been designed to enable you to apply theoretical principles and frameworks.

In addition, you will access all of your learning material for the programme via ilearn.

3.10 Textbooks

You are required to purchase a course textbook for the majority of subjects you study. The titles of the books used on the course are to be found in the booklist given to you at registration. IBAM's library stocks key titles listed. Lecturers may suggest additional titles for you to consult but you are not required to buy them. You are encouraged to make good use of the library, which should be able to satisfy all your reading requirements.

SECTION 4

GENERAL INFORMATION

4.1 The Midland Management Centre

Your lectures will take place at the Midland Management Centre. The Midland Management Centre is a purpose built college and executive management training complex. The rooms are of executive standard and are fully air-conditioned. The building is secured with CCTV, has ample parking space and is fully equipped with drink vending machines and a kitchen. All rooms are supplied with audio and visual equipment.

The centre is on a bus route direct from the city centre and will take about 15 minutes to reach from the city centre.

4.2 Library Resource Room

Located within IBAM's Midland Management Centre there is a library resource room that you can use for research and study. The room is currently equipped with a small number of computers and docking stations for your laptop with wifi connectivity. If you wish to use the computers you will need to pre book a session with your Programme Co-ordinator to ensure availability.

Other rooms may be available to you for group discussions and syndicate work.

4.3 Use of the Library

All students may borrow books from the IBAM library on production of their ID card. The ID cards will be issued to all students during registration.

If you are studying a course accredited by one of IBAM's University partners, as a student of the University you will also be provided with access to the facilities of the University's library and electronic resources.

4.4 Resources Available

- Set course texts
- Access to online journals and databases (e.g. EBSCO Business Source Elite)
- A small number of PCs
- Wifi internet connection
- Laptop docking stations
- Television and video
- Prospectuses
- Directories and dictionaries
- Study area
- Photocopier

Further information about the resources available and advice on how to use them is available from your Programme Co-ordinator or your Learning Resources Advisor.

4.5 Library Resource Room Opening hours

(Term time)

Monday – Thursday: 8:30 – 18:00

Friday: 9:30 – 17:00

4.6 Private Study

Students may undertake private study in the library where there are rooms provided for this purpose. Alternatively, classrooms may be available when not in use for lecturers. Please see the Registrar if you wish to find out which room(s) you can use.

4.7 Complaints

A group representative, elected by the students, may approach the lecturer if it is found that a grievance is common to the students in the group as a whole. If the matter cannot be settled in this way, inform the Registrar who will then attempt to resolve the grievance.

A complaint about a member of the administrative staff should be discussed with the Principal. Students who wish to discuss a personal complaint should see the Registrar in the first instance.

4.8 The Key to Examination Success

The best advice we can give you to achieve success in the assignments and examinations is as follows:

- (i) Attend all classes regularly and punctually.
- (ii) Complete the coursework required.
- (iii) Participate fully in lectures.
- (iv) Read up on your subjects outside the lecture room.
- (v) Develop effective study groups with other members of the class.
- (vi) Use all the facilities available to you for effective academic preparation.
- (vii) Read a book on examination technique. There are many books available on the market.
- (viii) Study and work past examination papers.

Remember! The staff of the IBAM campus are here to help you achieve success in your studies. Bring any problems you may have to their attention.

SECTION 5

NON-ACADEMIC REGULATIONS/INFORMATION

5.1 Student ID Cards

You will be given an ID card at registration or as soon as possible after this. Make sure you have it with you when you are in the building.

5.2 Health and Safety Policy

All staff and students of IBAM will be provided with appropriate information on health and safety risks via the Health and Safety Policy, which will be incorporated into their respective induction processes. The policy gives guidance on what should be done to ensure the safety of staff, students and visitors anywhere in the Midland Management Centre and on the recommended action in the case of an emergency such as an outbreak of fire. The policy is reviewed from time to time to ensure that its provisions cover all circumstances that may lead to accident or injury and it relates to relevant changes in legislation.

5.2.1 Ensuring the Safety of Staff and Students

IBAM has a health and safety procedure that includes:

- a) Providing all staff and students of IBAM with the Health and Safety Policy document and enforcing the health and safety regulations it contains in accordance with the **Health and Safety Policy Statement**.
- b) Investigating promptly and thoroughly every accident to find out what caused it and to take corrective action to avoid the problem reoccurring.
- c) Reporting all accidents to the Health and Safety Officer and the Operations Manager/Registrar.

IBAM recognises that the responsibilities for health and safety are shared. The following paragraphs outline these responsibilities:

- 1) IBAM accepts the responsibility for implementing the health and safety procedures/regulations pertaining to the Midland Management Centre published in the Safety Policy Statement.
- 2) The Management staff of IBAM are responsible for developing a proper attitude toward health and safety in themselves and in those they supervise and for ensuring that all safety operations are performed with the utmost regard for health and safety of all personnel and students involved, including themselves.

FIRE

- a) If fire is discovered in the IBAM campus, the person discovering it should set off the nearest fire alarm.
- b) Leave the building as quickly as possible via the nearest fire escape and go to your assembly point.

- c) Warn as many people as possible on your way out without slowing your escape.

What you should do when you hear the fire alarm

- a) Close the windows of the room where you are. Do *not* spend time gathering your belongings together. Go straight to the fire exit and from there to the designated assembly point. If the room is empty, close the door behind you as you leave.
- b) Do *not* return to the building until authorised to do so. At all times do not panic. Act quickly but quietly (so that you can hear instructions). Obey your supervisors and the Fire Brigade immediately and without question. Do not run or panic others.
- c) Do *not* leave your assembly point until instructed to do so. The Fire Brigade will need to know that all persons who had been in the building have safely left it and if you leave the assembly points it may not be possible to confirm this. Members of the Fire Brigade may, as a result, unnecessarily risk their lives trying to find you in the building.

PLEASE NOTE: There will be at least one fire drill every term. You must act in accordance with the regulations given above.

5.2.2 Important Precautions Against Fire and Fire Accidents

- 1) Make sure that you are familiar with the emergency fire exits in all parts of the building and the location of fire extinguishers. In the event of a fire, use the fire extinguisher only if doing so does not endanger your life.
- 2) Read the instructions on what to do in the event of the fire alarm sounding, these are posted in each classroom.
- 3) Be safety conscious: Do not smoke in any parts of the building. It is now against the law to do so.
- 4) Always pull out the plugs of electrical appliances after use. Switch power points off.
- 5) Do not interfere with any fire appliances.
- 6) Do not remove fire signs from doors, walls, etc.
- 7) Do not block fire exits by placing furniture or other large obstructions against them.
- 8) Fire safety drills are regularly held and organised by the Chief Fire Safety Officer in consultation with the Director. These must be treated seriously so that everyone knows proper fire evacuation procedures in detail. In the event of a fire, this may save lives.

It is a serious and irresponsible offence to deliberately set off a false fire alarm. This wastes the precious time of the Fire Brigade and may divert them from attending to a genuine fire elsewhere. It may also cause occupants of the building to take fire alarms less seriously and, therefore, in the event of a fire, lead to serious injury or loss of life. Each member of the community, staff and students, has a responsibility to report anyone setting off a false fire alarm to the Director immediately.

ANY PERSON FOUND TO HAVE SET OFF THE FIRE ALARM DELIBERATELY AND WITHOUT JUST CAUSE WILL FACE SEVERE DISCIPLINARY ACTION.

5.2.3 Accidents to the Person

If you have an accident that results in some form of bodily injury or you feel ill, you should see the Registrar or another person in authority immediately. There is a First Aid box in the kitchen, which can be used in cases of slight injury or minor illness. A qualified First Aider is available on campus to assist students. More serious cases will be referred to a General Practitioner or hospital.

If you are responsible for having caused an accident in which someone is hurt, or you see an accident occur, report the occurrence to someone in authority without delay. Do *not* attempt to move the injured person if it is clear that he/she is unable to move. If the accident is less severe, help the person to get comfortable and then seek medical attention.

5.2.4 Illness

If you fall ill or feel unwell, see the Registrar or someone else in authority as soon as possible, who will then take appropriate action. If you are unable to do so, ask a student or a lecturer to do it on your behalf.

5.2.5 Wilful and Accidental Damage to IBAM/Personal Property

If you observe anybody wilfully damaging or stealing IBAM property or property belonging to others, please inform the Registrar immediately. Any person to have committed such an offence may be immediately expelled from IBAM.

Accidents involving damage to IBAM property must likewise be reported.

IBAM cannot accept responsibility for damage or loss that occurs to your property. You bring personal possessions to items to IBAM at your own risk, although it is possible to take out an insurance policy against lost or stolen items or bodily injury.

5.2.6 Other Considerations

- a) Anyone known to be under the influence of alcohol and/or drugs shall not be knowingly allowed to work whilst in that condition.
- b) No one shall knowingly be permitted or required to work or study while his or her ability or alertness is so impaired by fatigue, illness or other causes that might expose the individual or others to injury. Anyone knowing another person to be so impaired, or under the influence of alcohol or drugs, to such a degree that his or her condition might expose that individual or others to risk or injury, should report that person's condition to the Registrar.
- c) Horseplay, fooling around thoughtlessly and other acts which may tend to endanger the safety or well-being of employees or students are prohibited
- d) Employees and students must not handle or tamper with any electrical equipment or machinery in any manner not within the scope of their duties unless they have received instructions to do so.

If you have any queries concerning the content of this document, please refer them in the first instance to the Registrar.

5.3 Classroom Regulations

Smoking, eating and drinking are not permitted at any time in classrooms.

5.4 Noise

Students should at all times keep the noise down to an acceptable level in classrooms, common rooms and corridors. Please do not play radios in classrooms or common areas unless you have a private listening facility.

5.5 Personal Property

Students bringing personal property into the building do so at their own risk. In the event of any property being stolen or mislaid, IBAM cannot be held responsible. Any thefts must be reported to the Registrar.

5.6 Drugs

Use of possession of any illegal drugs at any time will make you liable to prosecution by the British Authorities. Conviction may lead to deportation and/or heavy fines. If a student is found to be in possession of drugs, he or she will be expelled from IBAM (without refund of fees) and reported to the police.

5.7 Student Mail

Student mail is placed each day in the student files located in the Student Reception area.

5.8 Recreational/Refreshment Facilities

There is a student common room with easy chairs and tables, a drinks machine and a television.

5.9 Disciplinary Codes

We aim to discourage any behaviour, which might affect the progress of a student themselves, or other students and staff with whom they work. IBAM has disciplinary codes governing student conduct and academic performance. A copy of the code is available on request from the Registrar.