



Student Handbook

[REVIEW 2.30 - 2.31]

This Manual remains the property of Axial International College, for exclusive use by our students, and as such shall be returned to the Student Services Department upon request.

Uganda Campus: Plot 244 Tank Hill Road, Kampala
Uganda

www.axial.co.ug

Student Handbook

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1. Introduction

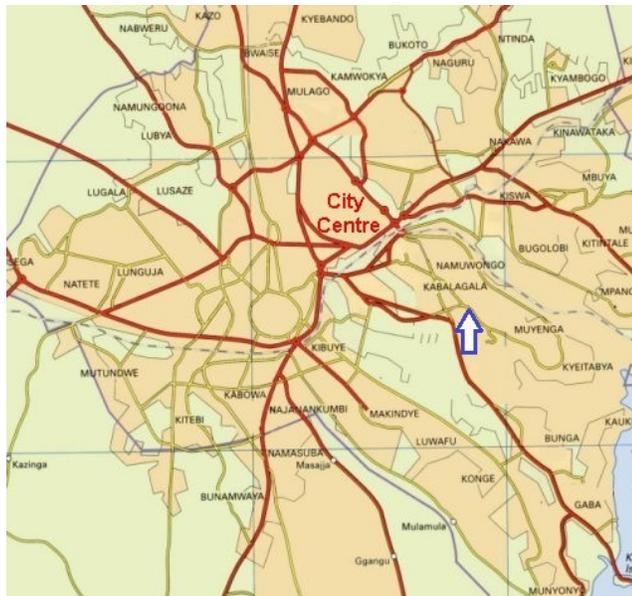
Welcome:

Congratulations on taking the opportunity to undertake your tertiary studies with Axial International Colleges. Whether this is your first experience of studying with an international college, or if you have studied somewhere similar previously, your time at a new educational institution should be a brilliant and fulfilling experience.

Axial is a long established educational provider, and the International Colleges have been created to allow students from all over the world to enjoy a high standard of learning, and to achieve the same international qualifications as our students in any other country.

This document is your Student Handbook for Axial International College Uganda campus, which you should keep for reference throughout your time studying with us. The following information contains phone numbers and addresses you may need; policies relevant to studying with Axial, and; information on how to get more assistance if you require it.

Most of all, you're here to learn, and to have a good time doing it. So we'd like to welcome you to the college and we hope you'll enjoy your time studying with us!



Located in the leafy suburb of Muyenga in Kampala

The year ahead:

The information contained in this orientation handbook will help you to familiarise yourself with your new higher-education institution, and will be a helpful point of reference as your academic year begins. You have joined us for an enjoyable experience in higher education, which of course involves rules and expectations, and the following information will help you to understand how we operate at Axial. The best help of all, though, will be the support we aim to give you throughout your time at the college, and the comfort of the friends you will make along the way.

Who, what, where:

Now that you know you're in the right place, we want to make sure you know who we are and how to find us. Axial International College is:

- An affiliate college of Axial Australia, a fully Government-accredited education institution
- Accredited and administered from the UK under the British Qualifications and Credit Framework
- One of the largest private providers of education in the state of Queensland
- Located at Plot 245 Tank Hill Road, Muyenga, Kampala
- Online at www.axial.co.ug
- Contactable by phone on +256 414 501791

1.1 College Orientation

To welcome you to the college, and to ensure you feel at home right from the start, your first couple of days will involve an induction and orientation, where you can ask questions about your program and spend time meeting your fellow students and exploring the campus.

You should keep this handbook with you during the orientation, as we will look at various pieces of information and policies that you'll find in the following pages.

1.2 Student Services**What is it?**

All students of Axial International College should enjoy an 'experience of a lifetime' through their program and lifestyle at the college. Studying with Axial will involve

more than just going to class. Understanding and learning more about your new school, the programs, and the people and international partners associated with it, will be part of your daily life. Of course, sometimes, you just don't know where to start.

And that is where Axial's **Student Services** department will be able to help you. Whenever you have questions or need assistance, Student Services' main purpose is to ensure you receive help. Contact information for Student Services, along with the relevant policy, is included in this handbook.

The Student Support office is located on the first-floor of the campus building and has information on your studies at Axial, including program information, parking information, and details of events and activities at the college. Student Support will also monitor your course progress and attendance, and will work with you to help you achieve success at Axial.

Contacts:

The following contact details will be helpful to you while you study at Axial:

- Your Student Services Officer elosie.kimnbowa@axial.co.ug
Uganda@axial.co.ug
+256 414 501791
- Registrar: james.ddumba@axial.co.ug
- Finance: ruth.ahurra@axial.co.ug

1.3 Facilities and Resources

The new campus in Uganda has been established specifically for internationally-focused students from East Africa and beyond to complete international qualifications, and it is a great addition to Axial's network of campuses.

Therefore, the resources available to students also include the understanding and know-how we have acquired over years of delivering education to thousands of students. Any questions you have about campus facilities can be directed to Student Services.

1.4 College, Course, and Attendance

Axial International College is located in modern facilities in Muyenga, Kampala. The

campus is a large private building, with secure parking and situated a few minutes from the vibrant centre of Kabalagala. Classroom lessons are held in this campus, which is also host to the computer room, student lounge, library, and resources office.

As a student of your chosen course, you are required to attend classes at the appointed teaching facilities, as this forms a part of your course. As one of the conditions of acceptance to the college is that you maintain an adequate level of attendance, you will need to ensure that you make it to your classes, on time, whenever term is in session. If you have any difficulty with this, speak with Student Support as soon as possible.

1.5 Policies

Further to your course and attendance requirements, there are a number of policies that are relevant to all of our students. These are in the Policies section of this handbook, and any updates will be made available either from Student Services or on our website.

2. Policies

2.1 Quality Policy

The purpose of the Quality Policy is to confirm Axial's commitment to satisfying the quality standards expected of us by our customers in regards to the delivery of the products and services that we provide.

Our International College Policies and Procedures reflect the requirements of the respective overarching regulations, including those set down for British accreditation.

For British qualifications this is the Qualifications and Curriculum Development Agency (QCDA), Qualifications and Credit Framework (QCF), administered by Edexcel UK, and those additional requirements stipulated as per our accreditations.

For Uganda, our qualifications and campus have been approved by the National Council for Higher Education.

As qualifications from other jurisdictions are delivered, the relevant government and regulatory requirements will be complied with.

2.2 Quality Objectives

Axial's quality objectives are to:

- ❖ Provide quality training and assessment services to our students;
- ❖ Deliver and maintain high standards of customer service;
- ❖ Value and reward the contribution and hard work of our employees;
- ❖ Use this manual as a tool to achieve best practice outcomes across the organisation and within the broader education industry;
- ❖ Demonstrate a commitment to continuous improvement; and
- ❖ Maintain compliance with all relevant legislation and regulations as they apply to the operation of the business.

Axial's commitment to achieving the requirements of this policy and its quality objectives, which form Axial's Quality Management System (QMS), are the basis upon which this manual has been established.

2.3 Code of Practice

As an approved educational institution under the National Council for Higher Education, Axial has agreed to operate within the requirements of those relevant accreditations and educational frameworks.

Access & Equity

All of Axial's students will be enrolled in an ethical and responsible manner that is consistent with the requirements of the curriculum. Axial's Access and Equity Policy ensures that student selection decisions comply with anti-discrimination and other relevant legislation. Appropriately qualified staff will assess the extent to which students are likely to achieve the required competency standards and outcomes of the education and training that we provide.

Quality Management Focus

Axial has a commitment to providing quality products and services with a focus on continuous improvement. We value feedback from students, employers, employees and industry in regards to opportunities for business development and growth.

Student Services

Axial implements sound management practices to ensure effective student services are provided. In particular, we maintain high student service standards and key performance levels to ensure the timely issue of student assessment results and qualifications.

External Audit

As part of its conditions of registration, Axial in the monitoring and external verification requirements of both Great Britain and Uganda. This agreement includes Axial's participation in scheduled audit directives, registration renewal audit requirements and complaints/appeals investigations.

Management and Administration

Axial has policies, procedures and management strategies that ensure sound financial and administrative practices are maintained.

The Managing Director confirms Axial's sound financial position, and ensures that student fees are safeguarded until they are used for training/assessment purposes through the implementation of the organisation's Refund Policy.

Student records are managed securely and confidentially, and are available for

perusal (by the student) upon request.

Advertising & Marketing

Axial markets its products and services with integrity, accuracy and professionalism. Axial avoids engaging in any false or misleading marketing campaigns and does not provide false or misleading information in regards to its products and services.

Training & Assessment Standards

Axial engages qualified and experienced staff to deliver training and assessment services appropriate to its scope of registration and accreditation. Adequate facilities, equipment and training materials are utilised to ensure that the learning environment is conducive to the success of our students.

Sanctions

Axial will honour all guarantees outlined in this Code of Practice. We understand that if we do not satisfy the obligations set out in this code or any of the supporting legislative/regulatory requirements, we may have our registration or accreditations withdrawn.

2.4 Internal Auditing and Risk Management Procedure

Purpose

To ensure Axial's internal compliance with its quality objectives, procedures and processes. This procedure also aims to identify and manage any risks to internal compliance and correct and prevent any actual or foreseen risks to Axial's internal systems.

Procedure

Axial conducts an internal audit of its entire internal system at least annually to determine its ongoing compliance.

Risk assessment of the processes and areas being audited is also undertaken to determine whether they are sufficiently robust so as to guarantee continual compliance with Axial's quality management system.

2.5 Access, Equity and Diversity Policy

Axial will provide opportunities for all students to participate in the education systems under which we are accredited, and in any other associated decisions that will affect

their lives.

Appropriate student support services will be provided to maximise the chances of students achieving positive outcomes in their chosen field of study.

To maintain this policy Axial will:

- ❖ Ensure the establishment of non-discriminatory student selection procedures that encourage fair access for all;
- ❖ Provide training programs and services that are accessible to all students in an environment that is free from discrimination and harassment;
- ❖ Provide access to a broad range of high quality support services that account for
- ❖ Axial's diversity of students;
- ❖ Provide opportunities for all students to achieve outcomes that meet their personal goals; and
- ❖ Provide opportunities for employee professional development to assist those who deliver training, assessment and administrative services to our students.

The College has a fundamental belief in the right of everyone to be treated with dignity and respect, regardless of:

- ❖ age
- ❖ disability/learning difficulties
- ❖ ethnic origin
- ❖ gender
- ❖ marital/civil partnership status or domestic responsibilities
- ❖ religion or belief
- ❖ socio-economic background
- ❖ transgender
- ❖ health(including mental health)

Scope

The Equality and Diversity policy covers all members of the College Community.

Monitoring and Evaluation

The College will monitor and evaluate achievement in respect of equal opportunities by taking the following actions:

- ❖ Gathering statistics about staff and students, analysing the statistics, identify any issues arising and make proposals for specific actions to address any inequalities
- ❖ Preparing and delivering an agreed Action Plan each year to address equality issues
- ❖ Ensuring marketing, recruitment and selection procedures and training conform to equality requirements
- ❖ Ensuring curriculum and course design takes account of equality issues
- ❖ Reporting regularly on equality and diversity to the Academic Board
- ❖ Keeping staff and students updated in the eventuality of equal opportunities issues
- ❖ Monitoring progress with improvements to physical access

2.6 Student Services Policy

Axial is committed to providing its students with the support they need to achieve their study goals.

Axial's Student Services department has been established to:

- ❖ Ensure that all students undertake an appropriate orientation programme;
- ❖ Provide the opportunity for students to participate in services designed to assist in meeting course requirements;
- ❖ Provide advice and support in relation to accessing welfare-related services to assist with issues that may arise during their study;
- ❖ Support for learners with special assessment requirements
- ❖ Advise students on options for progression to further study

2.7 Refund and Transfer Policy

Axial Training's refund and transfer policy is designed to provide fair and equitable

refunds for students while meeting the student protection requirements inherent in our accreditations.

Axial will refund all Tuition fees pre-paid (and unused on a pro-rata basis, where an individual unit award constitutes partial use) by the student within 14 days if:

- ❖ Axial does not start the course on the agreed starting day; or
- ❖ Axial ceases to provide the course after it started and before it was completed; or
- ❖ The course was not provided in full because a sanction was imposed upon Axial.

If an applicant accepts a place with Axial and pays fees as per the Enrolment Agreement, it forms a binding contract between the student and Axial.

All notifications of withdrawal from a course, or requests for refunds, must be made in writing to Axial. Notifications or refund requests will be processed within 20 working days, if all necessary information is provided, and an outcome will be determined. Any third party fees will not be refunded by Axial.

If a student has signed an Enrolment Agreement and then withdraws from a course prior to commencement for any reason, a full refund will be issued, less the student's Initial Payment as per their Enrolment Agreement, within 28 days of the notification date.

If a student wishes to defer their admission until a later term, Axial will hold the tuition fees paid until commencement without penalty, providing notification of deferral is received in writing at least 8 weeks prior to the commencement date. If less than 8 weeks notice is provided, 50% of the student's Initial Payment will be forfeited and the balance of the full Initial Payment will be due before the actual commencement date.

Where a student commences and then withdraws from a course, or has their enrolment cancelled for a valid reason such as lack of progress, after the agreed start date, there will be no refunds of course fees.

This agreement does not remove the right of the student to avail of Axial's complaints and appeals processes

2.8 Procedure for claiming a refund

Students who have accepted an offer from Axial and have been granted a place on a program and wish to claim a refund of fees for any reason, whether they have commenced their course or not, must undertake the following process.

- ❖ Submit written notification detailing the reasons behind their request for a refund to the Registrar
- ❖ The request will be reviewed within 20 working days of notification of request for a refund
- ❖ The student will be notified in writing of the outcome of the review
- ❖ The student will have the right to access the complaints and appeals procedure within 20 days of notification of the outcome
- ❖ If already enrolled, the student's enrolment will remain valid during the review period.

2.9 Deferral, suspension or cancellation of enrolment

A student may only request a deferral, suspension or cancellation on the grounds of illness or compassionate / compelling circumstances beyond the control of the student. This may include but is not limited to:

- ❖ Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- ❖ Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);
- ❖ Major political upheaval or natural disaster in the home country requiring emergency travel; or
- ❖ A significant traumatic experience.

Students must apply to Axial for deferral of their studies and in doing so acknowledges that Axial may choose to grant or decline any such request.

Situations that could give rise to Axial deferring, suspending or cancelling a student's enrolment include:

- ❖ Failure of the student to pay all applicable tuition fees;
- ❖ The student's behaviour is unacceptable as defined by Axial's Student Code of Conduct.

- ❖ The student's inability to begin studying on the course commencement date due to delays in the application process by Axial.
- ❖ Axial gaining knowledge to prove documents submitted by the student are forged or incorrect

Should a decision be made to have a student's enrolment deferred, suspended or cancelled, the student will be informed and further advised that he or she is allowed 20 days in which to access the Axial's complaints and appeals procedure. In this instance the student's enrolment will remain valid until such time as the internal process has been finalised, unless extenuating circumstances relating to the student's welfare apply.

If after 20 days the student has not accessed the internal procedure, or the outcome of that procedure has an effect on the student's enrolment, the student will be notified in writing of Axial's decision.

2.10 Student Transfer Policy

Transfers to Axial from another registered provider

To apply to transfer to Axial from another educational institution, a student must consult the Student Support coordinator in the first instance, to ensure that the transfer will not be detrimental to the student. It is also important to determine whether a transfer into an existing program is possible, or if a student must begin the course again.

There are many reasons a student might wish to transfer between institutions, such as:

- ❖ Ongoing medical condition.
- ❖ Loss or Bereavement.
- ❖ Hardship/trauma.
- ❖ Educational progression problems.

Axial will assess a student's request on a case by case basis, at no cost, once the student had provided to the Student Support Coordinator a letter outlining the reasons for the request, and attached any relevant documentation (such as qualifications achieved at the previous institution).

In the first instance Axial will assess whether Axial can provide suitable arrangements to meet the needs of the student. If it is possible, then it will be

approved only if the transfer will not be to the detriment of the student or their future studies.

Outcome

Students will be notified of the outcome of their request within ten working days of submitting their request. There is no charge for this review.

2.11 Complaints and Appeals Policy

The Complaints and Appeals Policy confirms that any complaint or appeal of a decision received by Axial is acknowledged and managed appropriately in a timely manner.

Axial maintains processes whereby students (and other parties) may submit a complaint or appeal in relation to any aspect of the organisation's business operations.

This policy allows for:

An informal approach to the person with whom the student (or other party) has the complaint;

- ❖ An opportunity for the student (or other party) to formally present their case to Axial, at no cost;
- ❖ An opportunity for an employee who is impartial to the complaint or appeal to review its claims;
- ❖ An opportunity for an external consultant or other appropriate body to conduct an independent review of the complaint or investigate an appeal;
- ❖ Outcomes of all complaints and appeals are to be communicated in writing to the student (or other party) by the relevant manager.
- ❖ The dispute resolution process described in the policy does not prevent a student from exercising the student's right to other legal remedies.
- ❖ A student's enrolment to be maintained throughout any complaints review or process

Aim

To ensure any complaint or appeal is dealt with in a fair and timely manner.

Appeal Process

A participant enrolled in a course who is seeking to appeal against an academic

decision or other procedural matter should undertake the following steps:

- ❖ In the first instance an informal approach is to be made to the course facilitator with any new evidence or clarification of existing evidence.
- ❖ This will be reviewed within 10 days of all relevant information being received, having due regard to submissions made by the participant.
- ❖ Where the participant is still dissatisfied with the decision a request is to be made to Axial, in writing, for an opportunity to formally present their case and/or for a facilitator who has not been involved in the original decision, to review the decision. The student may be accompanied by a support person for each meeting.
- ❖ If the participant is dissatisfied with the decision of the reviewing independent facilitator a written notice of appeal may be lodged to Axial requesting an independent review by an external appeal consultant.
- ❖ Appeals will be accepted up to fourteen (14) days from the date an assessment result was received.

Results of all appeals decisions and the reason for the decision will be communicated in writing to the participant within 21 days of receipt unless awaiting a result from an independent consultant. Independent consultant decisions will be communicated to the student within 7 days of the decision being received from the consultant.

The student's enrolment at Axial will be maintained for the duration of the complaints and appeals process

External Consultant Appeals

Mutual agreement is to be reached between Axial and the relevant participant regarding the external consultant to be engaged for use in the external appeal process.

Consultants engaged to conduct the appeal process are to hold recognised qualifications that meet the human resource requirements for the relevant course.

Appeal Decisions

All assessment action will be suspended pending determination of the appeal process. All decisions will be immediately communicated to participants and the decision of an external consultant conducting an appeal will be final.

Complaints

Any complaint received by Axial, from a student, will be recorded onto an Improvement Request (complaint) Form, and a copy supplied to the Quality and Resources Manager or nominee to be lodged in the Improvement Request Folder.

The person receiving the complaint should try to rectify the problem as quickly as possible. If the problem is beyond their authority, the matter should be referred to the relevant Manager immediately.

After the complaint has been resolved, the person handling the complaint is to complete the Improvement Request form together with any other supportive documentation and return it to the Quality and Resources Manager or nominee within 15 days of the complaint being received.

The Quality and Resources Manager or nominee will then issue a letter to the complainant confirming the resolution of the issue. The letter will be attached to the Improvement Request form and filed in the Improvement Request Register.

Even if the resolution is initially communicated via the telephone, a follow up letter or email is to be sent to the complainant to confirm the resolution. Results of all complaints are to be communicated in writing to the complainant within 21 days of receipt.

The process for a student to have a complaint lodged and reviewed involves:

- ❖ An opportunity to present a case to Axial, in the first instance, at no cost
- ❖ The process will commence within 10 working days after lodgement of the complaint and supporting evidence
- ❖ Each party may be accompanied by a support person at any relevant meetings
- ❖ Axial will facilitate arrangements with an external and independent body or bodies for students who are unsatisfied with internal processes or outcomes to the internal processes, and advise the student of such

Dispute Resolution

Axial will maintain a provision for students to participate in an appropriate dispute resolution process. A copy of this policy will be provided to all enrolling and intending students, upon request. All students will be aware that:

- ❖ If a student is dissatisfied with Axial's conduct or the outcome of a complaint or appeal review, the student will be advised they may contact the relevant external body for further review or mediation, at minimal or no cost

- ❖ The student's enrolment at Axial will be maintained for the duration of the dispute resolution process
- ❖ The student's rights to access other legal remedies are not affected by engaging Axial's Dispute Resolution process

2.12 Recognition of Prior Learning Policy

The Recognition of Prior Learning (RPL) Policy ensures that all students, prospective or actual, are provided with full recognition of their current skills, abilities and knowledge.

Axial acknowledges 'non-traditional' forms of learning as a valid pathway for the recognition of competency achievement, and as such reflects this in its RPL assessment process.

Axial's RPL process acknowledges the skills, abilities and knowledge that a student might obtain as a result of their life experience/s, work experience/s, previous training and formal education.

Axial aims to conduct its RPL process within a framework of key principles that include:

- ❖ Adopting a focus on the competencies held rather than on how, when or where the learning occurred;
- ❖ Demonstrating a commitment to recognising the prior learning of adults;
- ❖ Providing access to the RPL process for all prospective students;
- ❖ Undertaking RPL processes which are fair to all those involved; and
- ❖ Providing adequate support for all potential RPL applicants.

Axial's RPL process includes the initial provision of relevant information, support and/or counselling, opportunity to complete relevant RPL interview and application forms, assessment, challenge testing, post-assessment guidance and certification for qualifying students.

Students who consider that they may have the potential to qualify for RPL are expected to discuss the matter with us accordingly. The special needs of RPL students are recognised by Axial and we will make the necessary reasonable adjustments during the RPL assessment process as appropriate.

A variety of RPL assessment options will be available for potential students to identify whether they have achieved the necessary competencies/learning outcomes to the standard required by the relevant training course or program.

All assessment opportunities are conducted in an ethical manner and provide for a valid, reliable, flexible and fair assessment process.

The objectives of Axial's RPL assessment process are to:

- ❖ Minimise the duplication of learning, training or skill acquisition;
- ❖ Provide clear RPL outcomes and access to further learning/training and career development;
- ❖ Provide quality advice and support to potential and current students;
- ❖ Conduct the RPL process only in respect to courses for which Axial is registered to deliver and assess;
- ❖ Ensure that suitably qualified employees are involved in the RPL process;
- ❖ Recognise competencies obtained through an RPL process conducted at another Institution;
- ❖ Ensure RPL processes are monitored, evaluated and updated (where appropriate);
- ❖ Advise RPL students of their right of appeal in accordance with Axial's Appeals Policy; and
- ❖ Ensure fees and charges associated with RPL services are fair and competitive with current industry standards.

All completed RPL applications will be processed within 21 days of their receipt so long as there is sufficient supporting evidence attached to enable a decision to be made regarding the issuing of an RPL.

All decisions regarding RPL outcomes will be made in writing to the student.

There is a cost involved in assessing for RPL, which is subject to change. This fee should be requested at such time as the RPL process is to be utilised.

2.13 Credit Transfer Policy

The Credit Transfer (CT) Policy confirms that course credit is available to any eligible student that enrolls with Axial.

The objectives of Axial's course credit process is to:

- ❖ Minimise the duplication of learning, training or skill acquisition;
- ❖ Provide clear outcomes and access to further learning/training and career development;
- ❖ Provide quality advice and support to potential and current students;
- ❖ Grant credit only in respect to courses for which Axial is registered or accredited to deliver and assess;
- ❖ Ensure that suitably qualified employees are involved in the credit review process;
- ❖ Recognise competencies obtained through another eligible institution;
- ❖ Ensure processes are monitored, evaluated and updated (where appropriate);
- ❖ Advise course credit applicants of their right of appeal

Course credit applications will be made available to all students, and all completed course credit applications will be processed within 21 days of their receipt, so long as there is sufficient supporting evidence attached to enable a decision to be made regarding the issuing of credit.

All decisions regarding credit applications will be made in writing to the student, which must be formally accepted by the student, and placed on their file.

2.14 Assessment Policy

The Assessment Policy confirms and defines the principles of competency-based assessment that are to be applied within Axial's assessment parameters (including RPL and training programs delivered on our behalf).

Axial Colleges provides face to face classroom based and simulated workplace based training to our students, depending upon location.

The application of these principles ensures that a valid, reliable, flexible and fair assessment process is provided to all students.

Assessment Directives

All Axial assessments and methodologies will observe the following directives as

stipulated by the relevant registrations and accreditations:

- ❖ Competency based assessment must take place within a competency based assessment system according to the course delivery strategy;
- ❖ All assessment methods will be valid (i.e.: they will assess what they claim to assess);
- ❖ All assessment methods will be fair reliable and consistent and will minimise malpractice;
- ❖ Progress and results will be recorded in the Student Management System (SMS)
- ❖ Assessment methods will be understood by relevant staff;
- ❖ All assessment procedures will be equitable and culturally appropriate;
- ❖ The criteria for judging performance is made clear to students;
- ❖ Employ a participatory approach;
- ❖ Provide for students to undertake assessments at appropriate times;
- ❖ All assessment methods will be flexible (i.e.: a selection of assessment tools should be made available depending on the circumstances surrounding the assessment);
- ❖ All assessment methods will permit for RPL assessment pathways;
- ❖ Comply with audit and verification requirements

In relation to the Course Progression Policy, all assessments will be recorded in the SMS, and reports generated to allow the tracking of student progress through the formative and summative stages of learning.

This policy shall apply to each piece of assessment according to the assessment strategy of each course.

The review and moderation of assessment resources, processes and their outcomes are undertaken at scheduled intervals so as to ensure that they continue to maintain their validity, reliability, flexibility and fairness.

2.15 Course Progression Policy

Axial requires that students progress through their course satisfactorily. It is also a requirement that each student's course progress is systematically monitored and where students are at risk of failing to meet course progress requirements, that they are counselled and offered additional support to complete their studies.

Where a student continues to breach the course progress requirements they are notified of the intention to terminate their enrolment, and the student will be given an opportunity to appeal the decision.

Completion within expected duration of study

Each course at Axial International College stipulates a duration for completion of the program or programs. In accordance with this, and to ensure students do not fall behind in their progress, relevant monitoring procedures are maintained by Axial.

Axial will grant an extension to a student's study period, at the student's expense, in the event of:

- ❖ Compassionate or compelling circumstances which prevent completion within the allocated time, and which is supported by relevant evidence
- ❖ A student being deemed 'at risk', resulting in intervention by Axial, or
- ❖ A student's enrolment is deferred or suspended
- ❖ A student failing one or more subjects and being required to repeat this subject or subjects in order to complete the course of study
- ❖ Other circumstances raised with and approved by Management

Course progress requirements

Students are required to maintain satisfactory course progress. As such students will be deemed to have not met Axial's course progress requirements if they:

- ❖ Fail a particular unit of study more than once;
or
- ❖ Fail 30% or more of the units of study attempted in a period of study.

In the event that a student achieves less than 70% course progress, the Student Support Coordinator will intervene and determine the reason for the lack of progress. If further review or assistance is required, the student will be deemed 'at risk' and the appropriate counseling will be provided.

Monitoring course progress

To ensure that all students are on track to complete their course within the expected course duration the Student Support Coordinator will monitor the progress of each student at the end of each term.

The Student Support Coordinator will compile a report, which lists each student and their results to date. Where a student has failed to meet the course progress requirements (as outlined above) the Student Support Coordinator will deem that student as being “at risk”.

Students deemed “at risk”

The Student Support Coordinator will employ this Intervention Strategy, and arrange for academic counseling to be provided to all students who are deemed to be “at risk”.

During the academic counseling session the counselor and the student will determine what additional support will be provided to the student. This may include, but is not limited to, the student:

- ❖ Attending academic skills programs;
- ❖ Attending tutorial or study groups;
- ❖ Receiving individual case management;
- ❖ Receiving assistance with personal issues which are influencing progress;

During the academic counseling session the student will also be advised of the possibility that conditions may be placed on their enrolment and that continued unsatisfactory course progress could lead to their enrolment being terminated.

A record of the academic counseling session and any additional support to be provided will be documented and signed by the counselor and the student and placed on the student's file.

Students who continue to fail to meet course progress requirements

If a student continues to fail to meet the course progress requirements after additional support has been provided, the Student Support Coordinator will request that the student provide a written statement within 20 working days outlining reasons why they should be permitted to continue their enrolment in the course.

The Student Support Coordinator shall consider the written statement and may:

- ❖ terminate the student's enrolment; or
- ❖ permit the student to continue without conditions; or
- ❖ permit the student to continue the course with specific conditions.

The Student Support Coordinator will provide a decision in writing to the student within 20 working days outlining the reasons of the decisions.

A student who is permitted to continue their enrolment in the course, but with conditions imposed, and again fails to meet course progress requirements or breaches the conditions imposed, will not be permitted to continue the course.

A student who is not permitted to continue the course, or who does not submit a written statement by the due date, shall be advised in writing of the intention to terminate their enrolment.

The student will also be advised that they have a right to appeal the decision within 20 working days, through the Complaints and Appeals process. During the appeal process the student has the right to continue with their studies.

If after the appeals process has been finalised and the decision has been upheld the student's enrolment will be formally terminated.

If a student chooses not to access the Complaints and Appeals process within the 20-day period, or withdraws from the process, Axial will formally terminate the student's enrolment.

Late Submission of Coursework

Each course at the College involves assignment and assessment activities,, which usually include timeframes for completion and submission. If a student fails to submit coursework on the due date, grading penalties may apply.

These penalties will be dictated by the respective accreditation criteria of each course, and will be made available to students at the time the student is presented the assignment or assessment task.

If a student's actions activate the relevant penalty, this may also impact the student's position under this Course Progression Policy.

2.16 Code of Conduct

This document specifies the guidelines of acceptable behaviour which all students are expected to follow in order to maintain a high standard of professionalism and the integrity of the study programs offered by Axial.

Expectations

Within the college environment, students share a number of expectations and responsibilities towards each other, and within the wider community. These expectations and responsibilities are intended to provide a safe and harmonious learning environment and will assist Axial in providing students with access to educational resources that will enable them to successfully complete their program of study.

College Expectations

Students of the college are expected to:

- ❖ Treat all staff, other students and the college with respect and courtesy (including no spitting and no swearing etc.),
- ❖ Respect the opinions and views of others,
- ❖ Avoid any conduct that might reasonably be perceived as sexual, racial, or gender based harassment or otherwise intimidating,
- ❖ Attend classes, maintain consistent levels of study, and submit work on time,
- ❖ Abide by College's policies and procedures as they apply to administrative, enrolment, and study related activities,
- ❖ Maintain high standards and a professional approach to their study program,

Student Expectations

As individuals, students of the College can expect:

- ❖ To be treated with courtesy and respect,
- ❖ To participate in a learning environment free from racial, gender-based, or other forms of harassment,
- ❖ To be able to access personal records, subject to the provisions of any freedom of information Acts or similar,

- ❖ To be provided with timely and accurate information as it pertains to course(s), enrolment, and all administrative matters,
- ❖ That the facilities and equipment they use are safe, and comply with occupational health and safety guidelines.

Classroom Behavior

All students within the College are expected to observe the following rules of behavior while participating in a learning environment:

- ❖ Demonstrate mutual respect for College staff, and fellow students,
- ❖ Turn off all mobile and paging devices during all class times and examinations,
- ❖ Prepare before the start of each class by undertaking the required reading, and completing all necessary work,
- ❖ Attend all workshops and other contact sessions,
- ❖ Arrive to classes at the scheduled time,
- ❖ Work to the best of their ability,
- ❖ Participate actively in learning activities,
- ❖ Provide constructive feedback when evaluating courses and teachers,
- ❖ Be aware of their responsibilities within their courses and program of study

Attendance

All full-time study programs at Axial have an attendance requirement of at least 80%; In a case where students are unable to attend classes, students are required to advise Axial Student Support Services as soon as practicable of their absence. If a student is absent due to illness a medical certificate is required to be submitted. Where possible, evidence is also required to be submitted for any other reason for being absent (eg bereavement).

To ensure attendance is being satisfactorily maintained, the absence or attendance of each student is recorded by the teacher on a class attendance register at each lesson. Attendance details are inputted into Axial's database, and calculated for each student, at the end of each week on a cumulative basis, to determine whether they are achieving the minimum requirement over the period.

Axial monitors student attendance closely and where students are absent for more than 5 consecutive days without approval, or a student is not consistently attending their course or is at risk of falling below the minimum 80% attendance requirement,

Axial will arrange a counselling session with the student.

During this counselling session students are made aware of the attendance issues and of the possible impact on their enrolment at the college. An action plan will be proposed, discussed and implemented in an attempt to address the concerns. Where the student is assessed as having not achieved satisfactory attendance, and fails to show satisfactory justification, Axial will notify the student in writing of its intention to record this on the student's file and to take disciplinary action if attendance continues at an unacceptable level, including potentially cancelling the student's enrolment at the college.

The student will also be advised that they have a right to appeal the decision within 20 working days. During the appeal process the student has the right to continue with their studies.

If after the appeals process has been finalised and the decision has been upheld, or if the student chooses not to access the appeals process, Axial will make a formal record of the student's unsatisfactory attendance.

Discrimination and Harassment

The College is committed to providing access to learning aids and an equitable approach in dealing with all students. The College recognises, promotes and supports the right of all students to attend, participate and study in an environment free from discrimination and harassment based on gender, age, impairment, religion, race, colour, natural or ethnic origin or language.

Discrimination or harassment of staff or students, by any member of the teaching and/or learning environment is unacceptable and against the law. It is contrary to the core educational and employment values that the College upholds and all members of the College are expected to maintain an environment where:

- ❖ Cultural differences are accepted and respected, and
- ❖ Individuals are able to participate fully in academic life, free from all discrimination and harassment.

A student experiencing any form of discrimination or harassment can report this to any staff member of the college. The process as outlined under the Complaints and Appeals section of these guidelines is the preferred method to report discrimination or harassment, however any report, verbal or written will be treated seriously and will be acted upon promptly by Axial.

All claims will be thoroughly investigated and immediate steps will be taken to prevent potential recurrence of the discrimination or harassment. Investigations will be conducted confidentially to protect complainants and witnesses from victimisation.

Smoking

The College's policy ensures that all members of the community can enjoy a clean and smoke free environment. No person is permitted to smoke either:

- ❖ Inside any building;
- ❖ Internal stairways and corridors; or
- ❖ Within 5 meters of a building entrance.

For students that do smoke, you must comply with this policy and please be aware that all cigarette butts must be disposed of appropriately in the designated trays.

Complaints

Students who have a complaint about a decision that affects their studies, or a particular situation in which they have been involved or witnessed, have a right and are encouraged to raise their complaint.

Axial considers all complaints with courtesy, in a timely fashion, and without fear of prejudice or inappropriate treatment. The Complaints and Appeals Procedures provides the most appropriate format to report a complaint.

Discipline

If it becomes evident that a student has behaved in an inappropriate manner or has breached any of the College rules or regulation, the College may ask the student to attend an interview with the College Manager and Student Support Coordinator.

At the interview, students will be provided with an opportunity to explain their behavior and depending of the seriousness of the breach the College Manager or Managing Director may:

- ❖ propose, discuss and implement an action plan to prevent recurrence;
- ❖ provide an official written warning; or
- ❖ in case of serious misconduct, the student may be expelled immediately

Continued misconduct or non-compliance to rules and regulation may result in the student being expelled from the course/unit immediately. Axial will record and file all details relating to disciplinary action and may be required to provide details of the student's misconduct to relevant regulatory bodies.

All disciplinary cases have the right of appeal in accordance the Complaints and Appeals Policy and Procedure

Plagiarism

In all assessed work candidates should take care to ensure the work presented is their own and fully acknowledges the work and opinions of others. It is also the responsibility of the candidates to ensure that they do not undertake any form of cheating or other form of unfair advantage.

The following sections are different types of academic irregularity:

Cheating

Cheating includes:

- ❖ Communicating with or copying from any other candidate during an examination except insofar as the examination regulations may specifically permit this e.g. group assessments.
- ❖ Communicating during an examination with any person other than a properly authorised Invigilator or another authorised member of staff.
- ❖ Introducing any written or printed materials into the examination room, unless expressly permitted by the examination or programme regulations.
- ❖ Introducing any electronically stored information into the examination room, unless expressly permitted by the examination or programme regulations.
- ❖ Gaining access to an unauthorised material relating to an examination during or before the examination.
- ❖ Obtaining a copy of an “unseen” written examination paper in advance of the date and time for its authorised release.
- ❖ In any other way, the provision, or assistance in the provision, of false evidence or knowledge of understanding in examinations.

Plagiarism

The deliberate and substantial unacknowledged incorporation in a candidate's work of material derived from the work (published or unpublished) of another.

Examples of plagiarism are:

- ❖ The inclusion in a candidate's work of more than a single phrase from another person's work without the use of quotation marks and acknowledgement of the sources.

- ❖ The summarising of another person's work by simply changing a few words or altering the order of presentation, without acknowledgement.
- ❖ The substantial and unauthorised use of the ideas of another person without acknowledgement of the source.
- ❖ Copying the work of another candidate, with or without that candidate's knowledge or agreement.

Collusion

Collusion exists where a candidate:

- ❖ Submits as entirely his/her own, with intention to gain unfair advantage, work done in collaboration with another person.
- ❖ Collaborates with another candidate in the completion of work which is intended to be submitted as that other candidate's own unaided work.
- ❖ Knowingly permits another candidate to copy all or part of his/her own work and to submit it as that candidate's own unaided work.

Falsifying Data

The presentation of data in laboratory reports, projects etc. based on experimental work falsely purported to have been carried out by the candidate, or obtained by unfair means.

Plagiarism Procedure

When an academic irregularity is suspected, the member(s) of academic staff concerned should first discuss the matter informally with the student(s) concerned and the Course Leader and give the student the opportunity to present his/her case.

If the student(s) concerned admits to the academic irregularity, then the member(s) of academic staff concerned shall report the matter and the outcome to the Head of Faculty within two working days, for Management to determine the action to be taken.

In cases where the student admits misconduct the student should be required to sign a letter to that effect. The student should also be given the opportunity to declare academic misconduct in other work that they have submitted.

If this informal meeting does not resolve the matter the member(s) of staff concerned should then, within three days or as soon as reasonably practicable following the discovery or allegation, report the matter in writing to the Course Leader. The report should contain full details about the circumstances surrounding the alleged irregularity including, if appropriate, photocopies of the student's work.

Where an academic irregularity is suspected in an examination, the Invigilator concerned will inform the Co-ordinating Invigilator or college nominee, and in the presence of that colleague will inform the candidate of his/her suspicions and clearly annotate the candidate's script. The student will also be advised by the Invigilators that a full report will be submitted following the examination.

The Invigilators will seek to confiscate any relevant evidence (for example, any unauthorised material) and allow the candidate to continue with the examination. However, if the candidate persists with the irregularity he/she will be expelled from the room. The candidate will also be expelled from the room if he/she refuses to submit any suspected material to the Invigilators.

Immediately following the examination, the Invigilator will submit a full report of the matter together with the Co-ordinator Invigilator or nominee. This form will be returned to the Principal or Faculty Head along with the scripts and other examination stationery. The Invigilator's report should be accompanied by any relevant evidence.

The matter will be dealt with in accordance with the Progression Procedure.

Scope

This policy and procedure applies to all internal assessments, and internal and external examinations. Where awarding bodies have their own published procedures these will take precedent over the college policy.

2.17 Records Management Policy

The Records Management Policy confirms that Axial maintains appropriate systems to enable the accurate recording of student details, enrolment history, assessment tools used, competencies achieved and results of assessment.

Records Maintenance

Axial is committed to keeping accurate and confidential records in relation to its clients and the activities conducted on their behalf. All records are maintained through a combination of paper and computer based systems designed to ensure we can provide detailed and timely information to our clients.

Only authorised Axial personnel are permitted access to client records.

Personal Details

During the enrolment process, students' personal details are collected, recorded and retained in paper files and on computer based database systems.

All personal details are kept confidential at all times. No student details provided to Axial are sold or otherwise released to a mailing list or other organisation without the prior written permission of the individual concerned.

Assessment Records

Assessment records are a permanent account of a student's achievement/performance. All assessment records relating to training programs conducted by Axial are maintained in accordance with the relevant registration and accreditation requirements.

Axial uses simple and user-friendly systems for recording evidence of assessment. As soon as practicable, Axial assessors complete all required assessment documentation for each student against each unit or subject into which they are enrolled. This is a gradual process as the student progresses through their training program.

All assessment results are retained by Axial for a period prescribed by the relevant registrations and accreditations. Complete assessment records for each student are always retained at least until the appeals period has expired, and under normal circumstances for a minimum of 12 months after the completion of the relevant training program. Student results will only be released for legal or educational purposes, or at the request of the individual student (or other appropriate authorised person).

2.18 Human Resources Policy

The Human Resources Policy confirms that Axial is committed to providing quality training and education products/services using appropriately qualified employees.

All of Axial's teachers and assessors are experienced professionals with 'real world' knowledge and experience of their relevant industry. Axial's teachers and assessors maintain an understanding of current and emerging industry trends, needs and expected outcomes appropriate to the level of the education being delivered/assessed.

All teachers and assessors hold appropriate industry specific qualifications and/or experience, as well as having experience teaching in relevant educational environments.

For teaching/assessment requiring a current licence/ticket, only licensed teachers and assessors will be engaged for such training. All of Axial's teachers and

assessors satisfy the requirements as specified in the relevant educational program, course or subject standard. For all other courses delivered, or where the syllabus documentation does not specify instructor requirements, as a minimum Axial's teachers and assessors will be qualified and/or experienced at least to the level of, and usually higher than, the subject they teach.

Axial ensures that all students are provided with fair and equitable access to teachers and assessors and ensures that classrooms and training areas are staffed by qualified employees to meet the educational and safety needs of all students.

Additionally, the college will adhere to the Human Resources guidelines regarding the operation of a higher education institution, including in respect of affiliation with a foreign teaching institution.

2.19 Critical Incident Policy and Procedure

Aim

To provide an environment that is safe and healthy, with processes for effectively dealing with a critical incident involving a student.

Policy

All students are expected to conduct their studies in a safe manner and to observe the rules, procedures and established teaching and learning practices made known to them.

Students have an obligation to:

- ❖ Comply with the instructions given by College staff for health and safety at the College.
- ❖ Use formal protective equipment if instructed to do so.
- ❖ Not wilfully or recklessly interfere with or misuse anything provided for health and safety at the College.
- ❖ Not wilfully place at risk the health and safety of any person at the College; and
- ❖ Not wilfully injure themselves.
- ❖ This is for the purpose of ensuring the environment will remain safe for students of Axial.
- ❖ Teachers and Assessors have specific responsibilities in that they must ensure they:
- ❖ Organise the classroom / training facilities to ensure Health &

Safety requirements are fulfilled,

- ❖ Implement and monitor Health & Safety policies and procedures in the classroom / training facilities;
- ❖ Identify hazards and assessing the Health & Safety risks in the classroom /training facilities;
- ❖ Eliminate hazards and controlling Health & Safety risks in the classroom / training facilities;

It is the responsibility of Axial and its stakeholders to ensure that the students study in environments that fulfil Health & Safety legislation, and have suitable opportunities to learn all that they need to know and do to work and study safely, irrespective of culture, beliefs, physical ability, or any other reason that may affect the student's environment whilst enrolled at Axial.

2.20 Physical Resources Policy

The Physical Resources Policy confirms Axial's commitment to providing a training environment that is conducive to learning and meets all academic requirements in respect of Axial's approvals and accreditations.

All physical resources used are regularly maintained (as appropriate) to ensure their consistency with current industry standards. Consideration is given to space, location, resource and amenity requirements when utilising educational premises. Course learning and assessment strategies and workplace health and safety considerations are to be present when determining the use of any facilities or resources.

Any intention to relocate to different premises, including the head office and any campuses, will be communicated both to the designated authorities via written communication, and to all relevant students, at least 20 days prior to the intended or actual relocation. Students will be informed in writing or through consultation, or both, as is appropriate.

2.21 Anti-Discrimination, Bullying and Sexual Harassment Policy

The Anti-Discrimination, Bullying and Sexual Harassment Policy confirms that Axial ensures that the relevant laws and regulations are adhered to.

Axial does not tolerate any form of discrimination or bullying. All persons on site

(including visitors) have the right to an environment free from discrimination.

Sexual Harassment

Axial does not tolerate any form of sexual harassment and finds this behaviour to be unacceptable. Axial believes that all persons on site (including visitors) have the right to an environment free of intimidation and sexual harassment.

Sexual harassment may cause the loss of trained and talented employees and damage staff morale and productivity. Further, under legislation relevant to Axial, sexual harassment is against the law.

The management and staff have a responsibility to ensure that all persons on site (including visitors) are treated equitably and are not subject to sexual harassment. They must also ensure that people, who make complaints, or who are witnesses to a complaint, are not victimised in any way.

Bullying

All bullying is unacceptable, regardless of its form or which excuses are given to justify it.

Bullying may be defined as follows: It is a deliberate misuse of power or influence. It can take the form of verbal or physical threat or action. It is intimidation, often repeated, of a victim(s) by a more powerful person(s) carried out with the intention of causing physical or emotional hurt. Where the intention may not be to deliberately cause hurt it can still be considered as bullying if the victim perceives it to be so.

Behaviour that would normally be reported to the police by a member of the public outside of the College e.g. assault or threat of violence, may also be reported if it takes place in the College or when learners are under College supervision off the premises.

The College values all of its learners, regardless of age, ability, race, gender, or religion. All victims of bullying will be treated in a supportive manner.

Any instance of bullying should be reported to the Student Support Coordinator in the first instance. For any matters that cannot be resolved and require further attention, the SSC will bring the matter to the attention of the Principal. This may result in mediation which will follow the same procedure as the Complaints and Appeals procedure.

Student Support Services and the Quality Manager or nominee will, on an annual basis, monitor and evaluate:

- ❖ The number of reported incidents by staff and learners by location e.g. library, cafeteria etc;
- ❖ The number of reported incidents by staff and learners over a given period;
- ❖ The number of learner days lost reported as arising as a consequence of bullying; and
- ❖ Review of learner comments through evaluation systems including evaluation sheets and moderation meetings

2.22 Workplace Health & Safety Policy

The Workplace Health and Safety Policy confirms that Axial management is committed to providing a safe and healthy study environment.

Axial works in collaboration with all relevant employees and key stakeholders to ensure that matters relating to the study place health and safety are addressed appropriately and in a timely manner.

Axial has established procedures for risk management that all employees, contractors, students and visitors are required to abide by. At all times, action should be taken immediately to correct and/or report any unsafe condition that may arise.

Axial ensures that all levels of its organisation actively participate in the college health and safety issues, including training and compliance with health and safety requirements.

Axial continually monitors and reviews its health and safety control measures.

2.23 Privacy Policy

The Privacy Policy applies to all operations of the Axial Group of Companies. The principles contained within guide entities in the collection, use and disclosure of an individual's personal information.

Types of Personal Information Subject to the Privacy Policy

Personal information that Axial collects and retains that is subject to the Privacy Policy includes:

- ❖ Study performance information;
- ❖ Information about Campus incidents;

- ❖ Information submitted and obtained in relation to absences from the College due to leave, illness or other causes;
- ❖ Student information obtained and submitted by the student (and/or other sources) in association with enrolling in training programs/courses; and
- ❖ Information obtained to assist in managing client and business relationships.

Purposes for Retaining Personal Information

Axial may retain personal information for the following reasons:

- ❖ Recruitment;
- ❖ Training and training administration; and/or
- ❖ Client and business relationship management.

Disclosures

Axial may disclose personal information for the purposes for which it is primarily held or for a related secondary purpose. In some cases Axial may only disclose information with the individuals consent.

Axial may disclose personal information whereby it is under a legal duty to do so, including circumstances where Axial is under a lawful duty of care to disclose information.

Enquiries and Complaints

Further enquiries or complaints regarding Axial's Privacy Policy can be made directly to Axial International College on telephone +256 (0)414 501791.

Access

Subject to legal or regulatory exceptions as prescribed by the relevant regulations, Axial must allow each individual access to any personal information that is retained about them.

Axial has the right to refuse access to an individual's personal information if it has the potential to interfere with the privacy rights of other persons or if it breaches any confidentiality that is associated with that information.

If an individual wants to obtain access to their personal information, they should contact their Axial representative or the College on telephone +256 (0)414 501791.

Where personal information is archived and needs to be retrieved from storage, a delay for applicants in this process might be experienced.

Obligations

Students have an obligation to inform Axial whenever they change residential address or personal details as per those retained at the college. This information is disclosed to our Accreditation Body as a requirement under the accreditation regulations.

Relevant information may include, but not be limited to:

- ❖ personal details
- ❖ contact details
- ❖ course enrolment details or changes
- ❖ details of any breach or suspected breach of College terms & conditions

2.24 Library Services Policy

Library Services is one of the college's principal educational resources. It exists to support the information needs of all members of the institution, students, lecturers, managers, and support staff. The library provides the support that users need to plan, locate, retrieve, select, organise and evaluate information.

Purpose

To ensure that the Library Service continuously develops and implements strategies which support teaching and learning at the institution, Axial will achieve this through means including:

- ❖ Developing broad collections of learning resources; with materials being made available to its customers in a variety of formats;
- ❖ Providing learning resources to suit the needs of users with different needs and differing abilities and provide learning materials which reflect the teaching, learning and information requirements of both students and staff;
- ❖ Ensuring that the learning environment is conducive and safe for study;

Responsibilities

Everyone has a responsibility to give full and active support for the policy, within this general responsibility there are some specific responsibilities:

- ❖ The Principal, for the effective implementation of the policy;
- ❖ The College librarian for the implementation of the policy and the identification of training needs;-

- ❖ The Head of Flexible & Community Learning for the coordination and monitoring of the policy.
- ❖ The Students; To use the library in a way that is fair and considerate to the other users
- ❖ To respect library resources and treat all books with care
- ❖ To leave all bags and belongings in the designated areas when using the library facilities
- ❖ To keep all mobile devices and laptops in silent mode as not to disrupt the studies of my colleagues. Phone calls should be made and received from the Student Lounge area.
- ❖ To use library computers for study purposes only
- ❖ To acknowledge that at present this is a reference library. All library books are to be kept in the library.

2.25 Information & Communications Technology (ICT) Policy

Axial International College is committed to providing a safe and secure environment for all users of its computer networks and communications systems, including all devices connected to those networks and systems. Users of the networks and communications systems (ICT Systems) should be made clearly aware of what is and is not considered acceptable usage of those systems.

This policy applies to all aspects of the use of Information and communications Technology (ICT) within the College and usage of systems and services provided by the College from remote locations. This includes but is not limited to:

- ❖ College owned equipment, including:
 - Desktop PC's
 - Servers
 - Laptop/Tablet devices
 - Telephones, both fixed and mobile
 - Mobile phones
 - Digital video camera or camcorders
 - Digital audio recording devices

- Reproduction devices (scanners, printers, etc.)
- Any and all software and ICT services provided by the College
- ❖ Privately owned ICT equipment (including mobile phones), when:
 - Connected to any College owned network
 - Utilised to access College software and services
 - Made use of on campus, or in the pursuit of College business

It is not possible for the College to inspect or audit the content of privately owned devices. Electronic communications from privately owned devices when connected to, or communicating with, the College network will be monitored.

The same expectations of user behaviour exist when using privately owned devices in the contexts listed above as would exist when using College owned devices. For example, it would not be acceptable to use a privately owned laptop to display obscene images on campus, nor would it be acceptable to use a private mobile phone to send abusive messages on campus.

This policy applies to all students and any other person permitted to use the Axial International College ICT Systems.

Responsibilities

Everyone has a responsibility to give full and active support for the policy by ensuring:

- ❖ The policy is known, understood and implemented
- ❖ Everyone is treated with respect and dignity
- ❖ Behaviour not in accord with the policy is challenged
- ❖ The use of all ICT Systems must be made in compliance with all College policies.
- ❖ The use of all ICT Systems must be made in compliance with all appropriate legislation

Consequences of failure to comply with legislation or policies

If a user fails to comply with any legislation or policy, including any of the acceptable use provisions outlined in this document, use of the system may be withdrawn and future access may be restricted. This may impact on the individual's ability to continue their studies.

Serious or consistent non-compliance with this policy may be considered to be a disciplinary offence and will be dealt with in accordance with the College's Disciplinary procedure or other appropriate action may be considered.

Monitoring usage and access to systems

All communications and stored information sent, received, created or contained within the College's ICT Systems are the property of the College.

The College reserves the right to monitor, log and access all computer, telephone and network activity including internet access and e-mail, with or without notice, to or from any device owned by the College, or connected to the College's ICT Systems.

Monitoring and access will take place in order to:

- ❖ Establish the existence of facts
- ❖ To investigate disciplinary issues
- ❖ To detect and/or prevent crime
- ❖ To ensure that any use (including any personal use permitted by this policy) is lawful and complies with this policy
- ❖ To intercept email for operational purposes, such as protection against viruses and forwarding email to the correct destinations.

The College may make and keep copies of email and other data stored or transmitted on its systems for any of the above purposes. Users should, therefore, have no expectations of privacy in the use of these systems.

Acceptable Use

The following criteria will be used to assess whether usage is acceptable:

- ❖ Usage is consistent with College policies and is undertaken by:
 - A learner currently enrolled on a course in the support of their studies
 - An employee in support of their approved duties
 - A contractor in support of work for which they have a current contract with the College
 - An official visitor to the College in support of the purposes of their visit
- ❖ Usage is consistent with the regulations, current or future, appropriate to any external or internal system or network being accessed

- ❖ Usage of the ICT Systems may be made for limited and reasonable personal usage, provided this is:
 - Not associated with monetary reward
 - Undertaken in the users own time
 - Not interfering with the delivery of College services
 - Does not prevent other users from carrying out their studies or assigned duties
 - Does not violate this or any other College policy
 - A lawful activity.

Unacceptable Use

It is unacceptable for a user to use, submit, publish, display, download or transmit on or from the ICT Systems, or from privately owned devices used on campus, information which knowingly:

- ❖ Restricts or inhibits other users from using the system or the efficiency of the computer systems. Specifically no software, executable files or other potentially harmful material should be downloaded or otherwise installed on the College's systems without the express permission of the Head of ICT Services.
- ❖ Violates or infringes on the rights of any other person, including the right to privacy.
- ❖ Is contrary to the College's Harassment Policy and Procedures.
- ❖ Is in violation of any other College policy.
- ❖ Contains defamatory, false, inaccurate, abusive, pornographic, profane, sexually explicit, threatening, racially offensive, or otherwise discriminatory, or illegal material, or personal/private information about any other College employee.
- ❖ Encourages the use of controlled substances.
- ❖ Uses the system for any other criminal or unlawful purpose, including obtaining unauthorised access to or otherwise interfering with any computer system by 'hacking'.

It is unacceptable for a user to use ICT systems to:

- ❖ Conduct any non-approved business
- ❖ Transmit material information, or software in violation of any local or national law;
- ❖ Harass an individual or group of individuals
- ❖ Make copies of published materials or software when doing so will break copyright laws
- ❖ Conduct unauthorised political activity for personal gain or to promote extremist groups or policies
- ❖ Conduct any non-College related fund raising or non-College related public relations activities
- ❖ Falsify documents or forge a message to make it appear as if it came from another person
- ❖ Access or transmit information via the Internet, including email, in an attempt to impersonate another individual
- ❖ Conduct any other unauthorised activity (such as sending or forwarding jokes, chain emails and similar material)
- ❖ Reproduce any software installed on College's systems without specific authorisation.
- ❖ Commit fraudulent activity
- ❖ Transmit images or videos of an individual, or group of individuals, unless it is reasonably believed that consent of the subjects has been obtained.
- ❖ Attempt to subvert the course of an ongoing disciplinary procedure.
- ❖ Deliberately infect, or attempt to infect, the College systems with a virus or other form of malware.

Clarification of any of the above can be sought from the Head of ICT Services.

Should users indulge in unacceptable use as defined above they will be subject to disciplinary action under the College's disciplinary procedure. In certain cases this may amount to gross misconduct e.g. accessing pornographic or offensive material which would normally lead to summary expulsion from the college.

Security

Access and usage of systems must be in accordance with required data security.

In terms of acceptable usage a user must:

- ❖ Not deliberately reveal the account password or allow another person to use their
- ❖ account
- ❖ Not use another individual's account
- ❖ Not attempt to log on as another user
- ❖ Notify the ICT Helpdesk immediately if they identify a security problem, including out of date virus protection.
- ❖ Not show or identify a security problem to anyone other than the College's ICT staff or their line manager
- ❖ Take reasonable precautions to protect the College's systems from security issues such as computer viruses, spyware and other malware.
- ❖ Use only properly supplied and authorised systems for undertaking College business
- ❖ Not attempt to circumvent any security measures or virus protection put in place by ICT Services.

The College strongly advises users not to store any documents on the local hard drives (i.e. C) of their workstations. It is the responsibility of the user to ensure that any files stored on local hard drives are backed up; furthermore the ICT department must be made aware, in writing, of any machines which have documents stored on their local hard drives.

Access to the Internet

Access to the internet and internal and external email is provided from all devices connected to the ICT systems. The College reserves the right to withdraw access to these services from any device, or individual, at the discretion of the Head of ICT Services.

Access to and usage of these services must be in accordance with this policy.

Filtering and Access to Inappropriate Material

Access to the Internet via the ICT systems is "filtered" to prevent access to certain sites, for example, those containing pornography. The system, however, is not failsafe and the College cannot prevent the possibility that some users may access material that is not consistent with the policies of the College, or in line with the

employee's normal duties and responsibilities.

Where material, which is not consistent with the policies of the College, is inadvertently accessed, people are strongly advised in their own interest to report the matter to their line manager. If there is any doubt as to what constitutes inappropriate material, the user should seek advice from the line manager or ICT Services.

If a user continues to deliberately access inappropriate material this will be treated as unacceptable use as per the above section "Unacceptable Use".

The system must not be used to send or receive illegal material. Illegal material includes, but is not limited to, unlicensed software. Software piracy is theft: if it is detected by the College, disciplinary action may be taken and the police notified.

A record of the websites visited by users of the ICT Systems will be maintained for a period of 12 months. Access to these logs will be restricted to authorised personnel and will be used for the purposes of diagnosing problems, managing system performance and determining if usage is in accordance with this policy.

Removable Devices

Removable devices are items designed to plug in to a computer port for such purposes as transferring data or connecting to a network / internet. Some of these devices include, but are not limited to:

- ❖ flash memory drives
- ❖ network cards
- ❖ modems
- ❖ external hard disk drives

This policy states that:

- ❖ Students are not permitted to connect any removable device to their computers without first seeking guidance from \it services
- ❖ Data on portable storage devices is to be deleted immediately after transfer.

2.26 Drug and Alcohol Policy

This policy forms part of Axial's Workplace Health and Safety Policy.

Axial aims to have a happy, healthy workforce, free of drug and alcohol abuse.

We are aware that drugs and alcohol are a part of our society, and also that their use negatively affects a person's ability to perform at work safely and effectively.

Axial will not allow the health and safety of Axial students to be put at risk through the use or misuse of drugs and alcohol by other students or staff members or visitors.

We will take a risk management approach to the issues of alcohol and other drug impacts at the College/workplace.

Policy Objective

- ❖ To ensure that drug, alcohol and substance abuse and misuse do not jeopardise the health, safety and wellbeing of Axial community members.

If a student or staff member has a drug or alcohol dependency and requests help, Axial will confidentially assist to arrange rehabilitation support and counselling services. However, the affected student or staff member will be required to meet all necessary financial charges.

Use of Alcohol

Students may not consume alcohol whilst on campus premises or be under the influence of alcohol during any time spent on campus.

Being on campus under the influence of alcohol is cause for disciplinary measures.

Drugs And Other Substances

Possession or use of illegal drugs, or other substances of abuse on company property, or whilst carrying out company business, is strictly forbidden.

Prescription Medications

If a student is taking prescription medicine which may affect their ability to study, they must advise their course manager, so that appropriate action can be taken to assist.

Breaches of this Policy

All breaches of this policy will be treated as a cause for disciplinary action..

A breach of Axial's drug and alcohol policy requirements will result in a student being personally liable for any loss or damage sustained by the Company to any property, vehicles, equipment or third party while in their care and control.