iQualifyuk
Modern British Education

Student Handbook

Edition 3

Every effort is made to ensure accuracy in presenting the material in this Handbook, however, iQualify UK reserves the right to alter or amend the contents in the light of changes in regulations or in policy or of financial or other necessity.

Forward

It is with pleasure that we welcome you to the iQualify UK professional programmes.

We offer you the opportunity of reaching your full potential while studying at your own pace. The programme you have signed up to is not only exciting but also challenging as it enables you to develop your knowledge and understanding of the world of business and management.

We are here to support you on this exciting journey you have embarked on. Please let me assure you that at no point are you alone in your quest of learning and self-development as iQualify UK takes it obligations to its students very seriously. Our aim is to help you succeed and to achieve your goals.

Although you are expected to invest time and effort into your studies, you should take this opportunity to make your learning experience enjoyable and fun. Here is your chance to meet new people and make friends across the globe.

This handbook is designed to assist you in getting the most of your programme and we advise you to familiarise yourself with its contents and to consult it as particular issues arise in the future and also to read it in conjunction with the relevant course handbook. Most of the questions you might have about the course processes and procedures will hopefully be answered in this handbook. If they are not you should contact the student support team.

The completion of your course will provide you with a firm foundation for a successful career in your chosen path. We wish you all the best and hope that you will find this experience productive and rewarding.

Good Luck!

Student Support Team
iQualify UK

1. About iQualify UK

IQualify UK was founded in 2013 to provide the best in education to those previously excluded on grounds of finance or the need to work rather than study. IQualify UK's competitive strengths reside in a number of characteristics that are often absent in contemporary institutions:

- "Bringing together the best faculty". The faculty is a team of experts drawn from a range of institutions. We are putting the best together and will expand the faculty network as iQualify UK develops.
- "Personal interaction": the availability to students of personal interaction with faculty members via Skype, email or telephone and the ability to attend some live lectures.
- Offering a "Holistic Experience", both in environment and teaching philosophy, so as to take the learning experience well beyond the textbook level. The distance learning environment supports a teaching philosophy that encourages learning through discourse both between students and faculty, and among students themselves. For example, the online courses are designed in such a way as to promote student discussion of relevant case studies and contemporary examples.
- A "professional culture". IQualify UK is managed by academics who care about their students and their education.
- Strong "international links" with an orientation towards international business.

The above features enable iQualify UK to focus the strengths of a professional network onto offering a personalised service to its students.

2. Mission Statement

IQualify UK's mission is to deliver high quality affordable education in international standard qualifications and skills, which provide both excellent content and learning experience, to students from all over the world.

3. Purpose of this Handbook

The purpose of this handbook is to introduce you to the structure and content of iQualify UK's courses. It outlines key points about the online distance learning provision provided by iQualify UK.

In addition, we lay down the standards which iQualify UK requires from students and set out the policies by which we operate.

You should read through the handbook carefully as it contains important details about the course content and management and your responsibilities as a student. Your course will be managed and administered by the iQualify UK student support team. If you have any queries or concerns that are not covered in this handbook, please contact student support for additional guidance and information.

4. The iQualify UK team

The iQualify UK Student Support team is here to provide you support throughout your learning experience. We will be in regular contact ensuring that you are progressing well with your studies.

You can contact us via email, telephone call or through the online forums on the iQualify UK teaching zone. **Please use the student support team as your first point of contact for all queries or requests. They will then direct it to the relevant person.**

Our aim is to respond to your queries within 24hrs during the working week.

Title	Contact information
Student Support	support@iqualifyuk.com
Accounts	accounts@iqualifyuk.com
Admissions	ehsan.usmani@iqualifyuk.com
Principal	ian.fraser@iqualifyuk.com

5. Induction course

Once accepted onto the course, you will receive by email your username and password for the iQualify UK Teaching Zone. You are encouraged to update your personal profile on the iQualify UK Teaching Zone and get in touch with your fellow students and personal tutors via the forums. If you experience any difficulties accessing any of this information please contact the student support team at support@iqualifyuk.com.

Before embarking on your programme of study you are required to complete a brief online induction course which contains all the information you will need to get you started. You will be able to access your induction course by logging onto iQualify UK and going to the section, 'Induction'. You should aim to complete your induction within the first two weeks of the commencement of your programme.

The aims of the induction course are for you to:
- Gain a comprehensive understanding of all aspects of your programme of study
- Develop or further refine your learning and study skills
- Become acquainted with the awarding body and iQualify UK procedures and policies.
- Ask questions relating to any aspect of the learning experience.

The induction course comprises of the following:

1. Student Handbook
This document.

2. Assessment Handbook
You are strongly advised to read the assessment handbook thoroughly before you start the programme. The assignment submission deadlines and assignment submission procedure is all explained. If you do not meet the deadlines student support will contact you to try to resolve any problems and concerns. **Note: exam dates are non-negotiable!**

3. Effective learning skills
In this section you will work through units designed to help you improve your study skills. They contain exercises, advice and information on key topics relevant for effective study, including time management, effective note taking, reading and writing for assignments and dissertations. You can use them as a guide to help you to learn faster and more effectively. To make the most of your learning experience, we recommend that you study these units before moving onto your first course. This is now a comprehensive package being offered to our students through the effective learning skills programme; and students are welcome to join in the regular live webinars.

4. Online libraries
You have access to iQualify UK's online library. In addition, we recommend free websites to help you find additional information.

5. High Impact Skills guides
These guides cover subjects such as 'How to make decisions', Mind tools', 'What is problem solving' and 'Understanding communication skills' to help you develop your educational and business skills so you can study and work more productively.

6. Guide to the Teaching Zone
You will find detailed explanations of the key functions of the iQualify UK Teaching Zone and how to use them. The site will be updated regularly with new and relevant information as it becomes available.

It is imperative that you should read and become familiar with the programme and assessment requirements. Any queries or concerns should be forwarded to the student support team.

6. Studying on your course

Each course has learning outcomes that are focused on the learning process. Your assignment and examination questions are based on your course learning outcomes, so refer to them regularly as you work through your study material.

6.1 Learning materials

You will access all of your learning material for the programme via the iQualify UK online Teaching Zone (http://teachingzone.iqualifyuk.com). The courses are designed to facilitate your learning and to allow you to achieve the learning outcomes for each course. The material is interactive and contains practical activities, which have been designed to enable you to apply theoretical principles and frameworks.

Each course includes the following:
- Course outlines with aims and objectives
- Additional resources
- Assessment details and criteria

Each course is divided into sessions often based on the Learning Objectives if it is a qualification. Each session has the some or all of the following components:
- Live lectures
- Audio lectures
- Further reading – in some cases containing study guides
- Self-assessed activities
- Activity feedbacks/answers

- Group activities
- Additional learning resources (where deemed appropriate and suitable for the course).

A text book may be recommended. Those of the more dedicated amongst you will buy all the recommended text books. All of you may not do so, but you must at least seek out the further readings to be found on the iQualify UK online library. The more you read the better your answers will be to the exams or assignments by which your performance will be assessed. Please do not download answers or part answers to the assignments from the web as this constitutes plagiarism and is easily found out.

Try to use your own personal and work situations when completing the activities and draw the best ideas and solutions from your own experiences. You are encouraged to discuss your ideas with your fellow students via the online forums; this will make learning much more stimulating and rewarding.

6.2 Study time

Each course typically involves:
- Listening to audio lectures
- Reading and reflecting on the core principles and concepts
- Adding to your knowledge and understanding by reading recommended text books as well as reading widely from the reading list.
- Applying your knowledge in your work place
- Attempting the self – assessment activities
- Completing your assignments by the given deadline

Successful completion of the module requires significant time management to ensure that all the course topics are covered in sufficient breadth and depth. You should develop a personal time table to ensure that you can meet the assignments deadlines and complete your programme on time.

You should be spending approximately 10 hours for each hour of 'guided learning hour' for the course; which involves listening to the audio lectures, completing the self – assessment activities as well as reading widely around the topic. Remember that the time spent in the workplace can often also be important learning time. You should try to apply the strategies and knowledge gained in your work environment and reflect on the outcomes.

6.3 How to approach your learning material?

As an approach to studying through distance or blended learning, you might adopt the following procedures:

- Before you watch or listen to any of the lectures, you could print out the slides to use as the basis for your note-taking, and you might also locate or print out any handouts or diagrammatic references indicated in the lecture.
- Listen to, and take notes on, each lecture. If necessary, listen once for 'gist' – to understand the main points of the topic – and once more for 'detail', using the print out as the basis for your note-taking.
- You may find some of the lectures on each course quite detailed, and it may be helpful to divide the lecture into two or three sections, and then to tackle each section following the procedure described above.
- Read the recommended chapters from the study manual or core text book (if there is one) to deepen your understanding of the subject covered in each lecture, making detailed notes to supplement your lecture notes.

- You may then want to listen to the lecture again to consolidate your learning, now that you are in a position to appreciate the topic in more depth.
- Read corresponding chapters from another, contrasting, recommended textbook as you work through each subject on the course, taking notes in your own words as you go along, in order to broaden your learning.
- Extend your reading by choosing one or two of the journal articles from the further reading list, again taking notes using your own words, in order to further extend your understanding of the subject and to relate it to case study examples where possible. Please note that the extensive reading list is there to help you in choosing the reading materials and you are not expected to read each and every book or article mentioned
- Complete the self-assessment activities and check your answers to see you are on the track.
- Go through the revision session (if there is one) as it will have you revise the key points and concepts.

Remember the iQualify UK student support team is always here to support you at every stage of the programme.

6.4 Self-managed learning

Although the video/audio lectures, study guides and core texts provide you with a focus for each course, you are expected to take responsibility for developing your own learning and discovering more around the subject areas. You should particularly consider how the theories and concepts relate to your own organisation or country.

Use the online library, management publications, work place resources and internet to read and research around different topics ad to analyse theory and practice. The reading list is there as a guide to identify relevant and useful literature. You should join the online forums to chat to your tutors as well as your fellow students to get a global perspective. In order to get most out of the programme and to achieve distinction you must demonstrate that you are studying at a higher level where wider reading, research and analysis is of utmost importance.

You are required to provide a reference list, and if appropriate, a bibliography at the end of all assignments and dissertations. Keep a note of any references or websites so that you can refer back to them and include them in your final submission. Also keep a diary or make notes with references as you read.

6.5 Learning and Study Support

(a) Course leaders

iQualify UK courses have been developed and are supported by a team of renowned academic specialists based in the UK. These academics have additional duties as assessors as they set and at times mark your work.

They will also occasionally hold online seminars or lectures, so keep checking your emails and the Teaching Zone for updates.

(b) Online personal tutors

On registration, if you are studying for a qualification, you will be allocated an online personal tutor. Your online personal tutor will help you by facilitating your academic progress and to this end they will set tasks and activities in the appropriate discussion areas of the Teaching Zone.

The primary means of support will be delivered online via the Teaching Zone. Where appropriate, tutors will also be able to give you support by other means, e.g., by email, telephone call or Skype. You contact the student support team on support@iqualifyuk.com if you want to contact your personal tutor.

Tutors may make announcements or add notes to relevant sections or they may even use it to engage with you in discussion forums.

The tutorial process is viewed as an essential aspect of development and support for students. It is informally based and designed to encourage two-way communication, either peer-to-peer or student-to-tutor.

As such it includes the following:
- The channeling and dissemination of information
- The facilitation of discussion between peers on the programme
- The giving and receiving of formative, as well as summative assessment feedback
- Discussion regarding candidate personal development needs
- Counselling, where appropriate

(c) Student support team

Your course tutors will provide you with academic advice and guidance and answer your questions of an academic nature. For all other queries you are encouraged to contact the student support team.

You can contact them via:
- E-mail: support@iqualifyuk.com
- Telephone: +44 (0)20 3743 1808 option 12

(d) Help desk/IT support

On registering with iQualify UK you will be provided with a user name/password for the Teaching Zone – iQualify UK's state of the art online learning environment. Should you have any problems accessing units or logging onto to the Teaching Zone please contact: support@iqualifyuk.com.

7. Assessment Procedure

The Assessment Handbook consists of iQualify UK's rules and regulations for its course assessment and submission procedures. It is important that you go through it as it outlines iQualify UK's policy relating to the different elements of assessment that you have to complete for the fulfillment of the requirements for your course. Please note that Awarding Organisations may have their own procedures which supersede the iQualify UK ones shown here for their qualifications.

7.1 Deadlines, extensions, deferrals and mitigation

Submission dates for assignments are shown in the assessment section for the relevant unit. If you are unable to meet a coursework, dissertation proposal or dissertation assessment deadline after you have registered for the assessment, you may apply for an extension.

Extensions to deadlines will only be granted to candidates who apply *in writing* with a legitimate reason for being unable to produce their work on time. Your first point of contact, should you find yourself in a position where you may need an extension, is the student support team. Extensions must be requested in advance of the assessment deadline.

Please note that extension cannot be granted for any 24-hour online examination.

At the discretion of the Head of Studies, and subject to appropriate evidence, an extension to the assessment deadline may be granted, normally not exceeding 2 weeks, or a deferral. In the event of a deferral being granted, you will be required to elect to take the assessment at the next available assessment date. Details of the assessment submission dates are available in the assessment section of the course.

Failure to meet deadlines (or extension deadlines) will result in a grade penalty or in your work being awarded a mark of zero. You will also be liable to complete a new assessment. It will not be appropriate for you to submit your original assessment. It is your responsibility to ensure that you submit the correct assessment for your chosen assessment period. Incorrect submissions will be awarded a mark of zero.

7.2 Complaints

iQualify UK is committed to providing the highest quality of education possible, to ensure that you benefit from the academic, social and cultural experience. Where students feel that their legitimate expectations are not being met, whether it is an academic or non-academic matter, they have the right of access to the complaints procedure as per the Student Complaints Policy and Procedures, although it is hoped that most complaints can be settled at a local level through their personal tutor and the student support team.

8. Quality Management

iQualify UK has a quality management system to ensure that all policies and procedures are delivered and maintained at a standard to satisfy the requirements of its awarding bodies. An annual review of the programme structure, learning materials is conducted with the course leaders and personal tutors. Any feedback provided by you is taken into account at this review.

8.1 Student feedback

iQualify UK regards your feedback as an important element in the cycle of programme improvement and development. As part of the quality assurance processes, you will be asked to complete an online feedback questionnaire at the end of each course. Your suggestions and feedback is greatly valued and will be used for programme development for future students.

If you wish to provide feedback outside the formal processes, you are welcome to contact the Principal at any time.

All information is dealt with in strictest confidence and anonymity is maintained.