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Student Handbook

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THE BRITISH COLLEGE

STUDENT HANDBOOK

This Student Handbook provides you with information on a range of matters relevant to your time at The British College. As a student, you have certain rights, but you also have responsibilities. If you fail to meet your responsibilities, you risk losing your access to the world-class education that we provide.

In order to minimise any chance of this happening—and in order to provide you with the best chance of having successful and enjoyable studies—it is essential that you carefully familiarise yourself with the entire contents of this handbook. At the end of the handbook, you will be asked to sign a form confirming that you have fully read and understood the contents within it. In the event that any matter needs clarification, please speak to the appropriate member of staff as soon as possible.

You will also need to be fully conversant with any of the additional regulations that apply to your conduct with, and progression through, your TBC coursework. You may locate these policies at the Reception (2nd floor) and at the Student Services Department (3rd floor), Trade Tower Nepal, Thapathali, Kathmandu.

As TBC is part of the larger community of the British Model College (BMC) and the British Professional College (BPC), it should be assumed that relevant rules and regulations extend to situations in which TBC students are present in BMC/BPC areas or events.

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PART I: ABOUT THE BRITISH COLLEGE

A. INTRODUCTION

Founded in 2012, The British College (TBC) is now one of the leading colleges in Nepal, offering undergraduate and postgraduate programmes, in both Business and Computing. All courses are taught on The British College campus, which is made possible through their franchise agreements with two major UK partners—The University of the West of England and Leeds Beckett University. Along with six different degrees (two bachelor's, and four master's), all in the field of IT and business, we also offer A Level education via TBC's subsidiary, the British Model College (BMC), and several professional certifications via TBC's sister organisation, the British Professional College (BPC), to over 1,900 students. This is all made possible through the exemplary strength and quality of our world-class faculty, who support The British College in their mission to counter the current phenomenon of students going abroad to study, and subsequently not return, by offering them world class education from within their own country.

Mission & vision

Our vision is to cultivate a culture of creativity and innovation, and thus create home-grown entrepreneurs. Through this we aim to develop 'job creators' as opposed to simply 'job holders', who are equipped for, and invested in, ushering Nepal into a new era of development and prosperity. Our mission is to invest in Nepal's human capital and entrepreneurial spirit, thereby countering the on-going migration of our intellectual resources out of the country. To do so, we must provide internationally competitive, high-quality education, that includes the provision of opportunities to develop the skills most needed in Nepal today, thereby allowing our students to stay in-country for their studies, and invest in the future of our country after they graduate.

Partnerships



The [University of the West of England](#) (UWE) is an esteemed institution, committed to making a difference by using their high-quality teaching and research to shape higher education, and their research policy to benefit their students and the world of business. UWE is one of the most popular universities in Britain, and its 27,000 students include those here at The British College. Partnered with UWE since 2012, The British College offers both the Bachelor in Business Administration (BBA) and MSc International Business Management (MSc IBM) degrees. Awarded by the University of the West of England, students in these programmes are given the chance to study at home, but graduate with an internationally recognised UK degree, which will help to shape their lives and give them opportunities across the world.



[Leeds Beckett University](#) (LBU) has a 190-year history of education. Their student body now includes more than 28,000 students from institutions in over 100 countries across the world, and The British College is proud to be one of them. Leeds Beckett is the only university to hold both the Customer Service

Excellence Award and Investors in People Gold Standard; and this level of distinction is reflected in the degrees that they award at The British College. Partnered with Leeds Beckett University since 2012, TBC offers both a Bachelor and Master of Science in Information Technology (BSc IT, MSc IT); BSc (Hons) Hospitality Business Management (BHBM) (subject to validation), and Master of Business Administration (MBA, Graduate and Executive levels). With a degree awarded by Leeds Beckett

University (LBU), our graduates have gone on to achieve success across the globe.

Current Programmes

Degree	Title	Affiliate
BBA	Bachelor in Business Administration, Honours	UWE
BSc (Hons) Computing	Bachelor of Science in Information Technology, Honours	LBU
BHBM	Bachelor of Science in Hospitality Business Management, Honours	LBU
MBA (Ex)	Master in Business Administration (Executive Programme)	LBU
MBA (Gr)	Master in Business Administration (Graduate Programme)	LBU
MSc IBM	Master of Science in International Business Management	UWE
MSc IT	Master of Science in Information Technology	LBU

Note: *BHBM is subject to validation

Foundation and Pre-Masters Programmes

These courses are offered as pre-degree courses, giving access to local and overseas students hoping to study undergraduate programmes (UG) and postgraduate programmes (PG) at The British College. The L3 foundation programme and Pre-Masters enable local Nepali and international students who graduate at 10+2 or equivalent (for UG), and bachelor's or equivalent (for PG), to augment these qualifications whilst experiencing a university study environment. Through these programmes they will also improve their English Language and Study skills, and thus be equipped with the basic academic knowledge necessary for the commencement of their future course of study.

B. FACILITIES & SERVICES

Trade Tower Nepal

The British College is located inside Trade Tower Nepal (TTN)—along with the British Professional College (BPC) and British Model College (BMC)—in Thapathali, Kathmandu. The 3rd floor houses TBC and BPC classrooms, the Student Services Department, the Finance Office, and many administrative/executive offices - including the Principal and Associate Dean's offices. The Reception and the Canteen are located on the 2nd floor, along with the A Level wing. Please note:

- TTN's general operating hours are from 6am to 6pm.
- TBC hours are from 6:30am to 5:00pm.
- Please refer to Appendix C for a list of public holidays during which TBC will be closed.

Personal lockers

Personal lockers are free of charge, and are assigned on a first-come, first-serve basis - as either single or pair-shared (depending on the locker size). To request a locker, consult the Student Services Department (SSD) for a written application form. Each locker user will have one key, with a secondary, emergency key kept in TBC's custody. User(s) are responsible for maintaining the security of the locker

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and as such TBC is not responsible for any stolen items. The storage of valuable items in lockers is strictly prohibited.

Lockers are a privilege—not a right—and lockers remain subject to search at any time. TBC management reserves the right to open, investigate, and remove items from a locker that has been reported as ‘offensive’ (including, but not limited to, odorous, inappropriate, or illegal items). In case of damage, the user will be charged a 500 NPR fine for repairs.

When requesting a locker, students will have to agree to all of the terms listed above, and understand that any breach in terms will automatically disqualify them from any future locker privileges.

Computing & printing facilities

Students may wirelessly access TBC’s internet on their personal device (e.g., laptop) at any time. Note that students may only be logged onto Wi-Fi via one device at a time.

There are four computer labs (plus an examination lab) on campus. Three labs are generally used for IT classes, but may be accessed when unoccupied, with permission from the administration. The fourth lab is assigned as an ‘open lab’—open from 7am to 5pm—where students may use computers to complete homework, assignments, and presentations. Students also have access to printers and photocopiers on the 2nd floor, for academic purposes, but are responsible for paying separately for personal printing and photocopying.

Library & learning support

Located on the 3rd floor, the library is open from 6:30am to 5pm, Sunday through to Friday. The library collection contains over 2,500 books, related to both business and computing, with an addition of 500 e-books, and access to 17 e-journal sites, ten magazine/journal subscriptions, and a number of daily newspapers. Some resources may be borrowed, while others (such as reference works), must be used in the library only.

At the beginning of each semester, TBC will provide a list of necessary textbooks, practice books, and reference works. Students are required to buy the textbooks (and any stationary necessary), though practice and reference books are optional. Many of these optional resources are available for consultation in the Library, along with other helpful materials.

The library space itself has 28 study places for learning activities. Two rooms adjacent to the library may be reserved for small group work, and can seat around 16 students. Other small group activity areas throughout TBC collectively accommodate around 50 students. Please refer to the College Library Rules and Regulations, published on the Library Notice Board, for further information.

Basketball court & recreation area

Outside of the building, on the southeast corner of TTN, TBC has a full-size basketball court, available for students’ fitness needs. TBC also has an indoor gym which has available cardio and weight training equipment. We also have a recreational room, complete with activities such as pool and ping pong tables. The recreation room also hosts a music room, which includes instruments available for student use and loan.

First Aid

For minor ailments, a first aid kit is available in the Student Services Department. For severe ailments, students will be taken to the nearest hospital.

Lost & Found

Lost property enquiries should be directed to the Student Services Department. Unclaimed property will be disposed of after three (3) months.

Student Services Department (SSD)

The Student Services Department provides information to students, and serves as a liaison between students and academic staff. The department also consults with students to plan both academic and social activities, such as arranging guest speakers, visits, and internship programmes.

Counselling Services

Academic Counselling

Students who need information or assistance with their programmes, should see their lecturer, personal tutor, and/or Student Services. There are also resources available for guidance on applying for study abroad and overseas college programmes.

Psychological Counselling

Students are able to seek counselling for any reason, including but not limited to: feelings of alienation, loneliness, anxiety, or depression; academic-related struggles, including cognitive/learning disabilities; drug and/or alcohol issues; and harassment, assault, or other trauma. A free, confidential, and individual counselling service is available to all students. No information will be disclosed (either internally or externally) without the student's consent.

C. STUDENT ACTIVITIES

Students are encouraged to participate in a wide variety of activities outside of their regular coursework.

Co-curricular Activities

Students are required to attend co-curricular activities (CCA), such as guest lectures or class field trips.

Extracurricular Activities

Students may opt to participate in extracurricular activities (ECA), which include, but are not limited to:

- Intra- and inter- college ECA competitions;
- Community service initiatives;
- Excursions;
- Adventure sports (trekking, hiking, and rafting); and
- Student clubs and / or events organised by student clubs.

PART 2: POLICIES

Disciplinary consequences for violating various policies are generally outlined within that policy's description. However, more elaborate protocols and procedures are outlined in Part 3: Regulations.

- * See Part 3, Section C: Student's Right to Appeal against results, for how to appeal disciplinary decisions. *

A. EQUAL OPPORTUNITY & ACCESS

Equal opportunity

TBC is committed to access and equality for all students, to ensure that no student is put at a disadvantage, discriminated against, or harassed, regardless of their:

- Race, ethnicity, (former) caste, nationality, accent, or religion;
- Gender identity, sex, or sexual orientation
- Life stage (e.g. age, marital status, pregnancy);
- Disability - cognitive, learning, or physical (inc. speech impediment).

Discrimination, bullying, and harassment

Students who believe they are subject to discrimination, bullying, or harassment (sexual or otherwise) should report the matter immediately to either SSD, a School Counsellor, or another trusted party within TBC. The matter will be promptly investigated and appropriate action will be taken to resolve the student's issues and concerns.

Students with disabilities

TBC endeavours to help all of its students succeed as much as possible, including students with disabilities. 'Disabilities' includes both physical as well as cognitive/learning disabilities (e.g. ADHD, autism, dyslexia).

In order for TBC to best accommodate students' specific needs, students are urged to contact SSD as soon as possible to make arrangements, ideally prior to their formal enrolment, and by the end of the first week of classes at the latest. Student-specific plans—including a personal emergency evacuation plan—require consideration, time, and planning. The sooner this process is initiated, the better TBC is able to accommodate your needs.

A note on mental health

While mental health issues are not disabilities, TBC takes students' mental health and wellness seriously, including anything from mild anxiety, to trauma survivors, and psychological disorders. Please see Part I, Section B: Facilities & Services, for more information about psychological counselling options at TBC.

B. ACADEMIC DISHONESTY: PLAGIARISM & CHEATING

Each student is responsible for completing his or her own work. Plagiarism—representing another's work as one's own, copying another student's work, or commissioning others to complete an

assignment—is strictly prohibited and seriously punished. Material drawn from other sources must be properly documented and referenced. Penalties for academic dishonesty include receiving a failing grade for the assignment, or potentially the whole course. In more serious cases, students risk expulsion (after consideration by the Academic Committee).

Cheating is treated as a major misdemeanour and will incur disciplinary action without exception. Cheating includes, but is not necessarily limited to:

- The submission of work that is not the student's own - for papers, assignments, or exams;
- The submission or use of falsified data;
- The theft of, or unauthorised access to, an examination paper;
- The use of an alternate person, stand-in, or proxy during an examination;
- The use of unauthorised material - including textbooks, notes, or computer programmes in the preparation of an assignment, or during an examination;
- Supplying or communicating unauthorised information in any way to another student, for the preparation of an assignment, or during an examination;
- Unauthorised collaboration in the preparation of an assignment; or
- The submission of the same work for credit in two different courses.

C. PUNCTUALITY & ATTENDANCE POLICY

Attendance is taken within 10 minutes of the start of each class, to ensure full attendance every day. Attendance is recorded online via the Orbund system.

Punctuality

All students are required to be punctual. Tardiness disrupts not only one's fellow students but also their teacher. Students who do not arrive within 10 minutes from the start of the class, will be marked as late/tardy. Students who arrive more than 15 minutes after class will be marked as absent, and will not be allowed to attend the class that day.

Excused absences

Students may be excused for their absence under exceptional circumstances (e.g. health/medical reasons) or based on compassionate grounds (e.g. bereavement). When requesting that an absence be excused, the student is responsible for supplying documentary evidence (e.g. medical certificate / letter from a registered medical practitioner). SSD will periodically check such certificates to ensure their validity. Only programme leaders may approve (or deny) excused absences.

Sick leave

Students may apply for sick leave from their studies under exceptional circumstances (such as those described for excused absences above). If a student is sick, they must inform SSD via email (ssd@thebritishcollege.edu.np) on the first day of illness, and then on each subsequent day. If the student is absent for five consecutive days because of this illness then, upon their return, the student must produce official medical documentation confirming that their absence was on medical grounds. If such documentation is produced, it will be recorded in the attendance system, and their sick leave will not affect their attendance record. However, if the student fails to produce such documentation, they will be marked as absent for the days that they were not in attendance.

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Excessive absences profoundly affect not only the student's ability to learn and progress through each module and programme, but also cause unfair strain on teachers and fellow students, if and when the student returns. Student attendance is monitored closely to ensure that each student meets the mandatory minimum requirements (per class: 80% for undergraduates and 70% for postgraduates).

"Excessive absence" applies to two categories:

- When a student is absent in a particular class three times in a row (acute excess)
- When a student's attendance is lower than the mandatory minimum (accumulated excess).
* See Part 3, Section F: Excessive Absence Procedures, for more information. *

D. SOCIAL MEDIA POLICY

Social media defined

Social media is a set of internet-based tools used for sharing and discussing information among people. It refers to user-generated information, opinions, and other content shared and discussed over open, public, digital networks. Social media includes, but is not limited to, the following:

- Social/professional networking sites (e.g. Facebook, LinkedIn, Instagram, etc.)
- Video/photo sharing sites (e.g. YouTube, Flickr, etc.)
- Blogs/Vlogs, including corporate and personal blogs, and micro-blogs (e.g. Twitter, etc.)
- Forums, discussion boards, and groups (e.g. Reddit, Google Answers, Quora, etc.)
- Wikis (e.g. Wikipedia, MediaWiki, etc.)

Students' roles & responsibilities

TBC students represent The British College when in public and online, whether or not they are on campus at the time. The following policy details are intended to protect both the students as individuals and the TBC community as a whole.

When using the internet in general, and social media in particular, students should:

- ✓ Respect the rights and confidentiality of others
- ✓ Remember that communicating over the internet brings anonymity & associated risks
- ✓ Protect private/personal information, never sharing without adult permission

When using the internet/social media, students should NOT:

- ✗ Share personal information about themselves or others without adult permission—including phone numbers, addresses, birthdays, or financial information;
- ✗ Impersonate or falsely represent another person;
- ✗ Bully, intimidate, abuse, harass, or threaten others;
- ✗ Make defamatory comments;
- ✗ Use offensive or threatening language, or resort to personal abuse, especially towards each other, or other members of the TBC community;
- ✗ Post content that is hateful, threatening, pornographic, or incites violence against others;
- ✗ Use excessive criticism to portray a person as socially, mentally, physically, or intellectually inferior;
- ✗ Harm the reputation, good standing, or public image of TBC, or those within its community;
- ✗ Use any social media during lessons without the teacher's express permission/instruction;
- ✗ Video, photograph, or record (audio or otherwise) members of the TBC community, without the teacher's express permission; OR

✘ Use video, photographs, or recordings of TBC community members without their express permission.

Any violation of this policy may result in disciplinary action, up to and including expulsion. In cases where the student's violation includes posting negative remarks about TBC or its community:

1. The student's programme leader will instruct the student to accept responsibility, immediately remove the post, and offer apologies to relevant parties.
2. If the student's behaviour persists, the Principal may suspend the student for 7–14 days.
3. If the behaviour continues beyond suspension, then they may be expelled from TBC.
4. All of the above processes will be documented and kept in the student's permanent record.

E. STUDENT CODE OF CONDUCT

Student behaviour and etiquette

It is the responsibility of the students to respect each other's views and help settle any dispute amicably through mediation, so as to create a conducive teaching/learning environment. Students are required to treat each other and members of staff with politeness and respect. Our mission at TBC is to provide educational opportunities to all those who fulfil our entrance qualifications, regardless of age, race, gender identity, or sexual orientation. TBC will not tolerate behaviour that is derogatory, racist, sexist or homophobic. Students found to have been behaving in this manner will be subject to a disciplinary procedure, which may lead to expulsion.

Dress code

While on campus or at TBC events, students should dress in a clean, modest, and appropriate manner, that promotes and maintains a professional learning environment and minimises distractions during class.

Therefore, students are restricted from wearing:

- ✘ Clothing with offensive slogans or motifs;
- ✘ Mini-skirts, shorts, or half-pants;
- ✘ Halter-, Tank-, or Sleeveless tops;
- ✘ Slippers.

In addition to clothing, the following rules should be followed:

- ✓ Long hair should be well-kept and out of the student's face.
- ✓ Beards of any length should be well-trimmed.
- ✓ Hair colouring, make-up, nail polish, and accessories should be tasteful and non-distracting.
- ✓ During sports hours or events, appropriate sportswear should be worn for safety.
- ✓ Formal dress is recommended for formal programmes.

If a student fails to follow the dress code, they may be barred entry to the campus or class by faculty, staff, or security.

Electronic devices

Electronic devices—including but not limited to, laptops, mobile phones, iPads, mp3 players, cameras, etc.—should remain out of sight (and silent, where applicable) during class, except and unless instructed by the teacher to use them for research or other learning purposes.

Mobile phones must be set to silent in meetings, classrooms, computer laboratories, the library, and examination venues. Students whose mobile phones disturb the learning environment in any way may be asked to leave, and will be marked as absent where relevant. If a student is expecting an urgent or emergency call however, they may request permission in advance to leave the room and take the call.

Care for classrooms and laboratories

Students are expected to leave classrooms and laboratories in a respectable order after using them, out of respect for the space and its future users. Students are responsible for disposing of their rubbish in appropriate bins located throughout the TBC campus. Food and drink (other than bottled water) is prohibited in TBC classrooms. All food and drink (including water), are prohibited inside computer laboratories. As bags on the floor present a safety hazard in computer labs, they should be kept at the front of the room or in lockers.

Smoking

'Smoking' refers to the use of cigarettes/tobacco, e-cigarettes ('vaping'), and chewing tobacco. Students are prohibited from smoking within TTN's grounds, up to the front gate. This includes anywhere in the recreation area, parking areas, and driveway, as well as inside the building (including stairwells and fire escapes). If a student is caught smoking, they will be held responsible and the following steps will be taken for each instance.

1st offense—Warning

The College will issue a warning letter, handed directly to the student. Parent(s)/guardian(s) will be informed about the warning via telephone and email.

2nd offense—Suspension

If a student is caught violating this rule for a second time, he/she will be suspended. Parent(s)/guardian(s) will be called in for a suspension meeting and a suspension letter will be handed to the student in the presence of the parent(s)/guardian(s). After suspension, the student must visit the College counsellor and present a confirmation of improvement, or a commitment not to repeat such action in the future.

3rd offense—Expulsion

If the same student is caught a third time, the Principal/CEO will decide whether or not to expel the student.

Drug use

Students are also prohibited from using or being under the influence of drugs while on campus (in this case, 'drugs' refers to both illegally-obtained prescription drugs and drugs that are illegal outright). If a student is caught doing so, they will be held responsible and the following steps will be taken:

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1st offense—Suspension

If a student is caught violating this rule, he/she will be suspended. Parent(s)/guardian(s) will be called in for a suspension meeting and a suspension letter will be handed to the student in the presence of the parent(s)/guardian(s). After suspension, the student must visit the College counsellor and present a confirmation of improvement, or a commitment not to repeat such action in the future.

* Please note that there is no warning for the first offense; the student is immediately suspended. *

2nd offense—Expulsion

If the same student is caught a second time, the Principal/CEO will decide whether or not to expel the student.

* See to Part 3, Section C: Student's Right to Appeal, for how to appeal these decisions. *

F. DISCIPLINARY OFFENCES

The College Disciplinary Committee (CDC) oversees and evaluates any disciplinary offences and the subsequent actions to be taken. These include: verbal and written warnings, suspension, and expulsion. Disciplinary offences include, but are not limited to:

1. Academic dishonesty (plagiarism and cheating);
2. Use of foul, abusive, derogatory, racist, sexist, or homophobic language;
3. Carrying and/or using any kind of weapon(s);
4. Harassment (sexual or otherwise);
5. Possessing and/or viewing pornographic materials;
6. Smoking or using alcohol, drugs, and illegal (or illegally-obtained prescription) drugs;
7. Fighting, assaulting, intimidating, bullying, or harassing other students or faculty/staff (including the threat of any of the above);
8. Theft, vandalism, or damaging / destroying property;
9. Obstructing or interfering with the proper use of TBC facilities;
10. Borrowing or lending ID cards;
11. Chronic tardiness/absences (* See Punctuality & Attendance Policy *);
12. Public displays of affection/intimacy;
13. Inappropriate or offensive physical acts or gestures;
14. Insubordination towards faculty/staff;
15. Involvement in activities that are detrimental to the smooth running of TBC;
16. Behaving in a manner that is disorderly or detrimental to the interest/reputation of TBC;
17. Engaging in activities that damage TBC's reputation in public, including on social media;
18. Falsifying any documentation required for entry to TBC;
19. Falsifying medical or academic certifications;
20. Any other offence within the College Policies and Regulations, or the College Charter.

Any serious threat, assault, or damage to property will be immediately reported to the police.

For major breaches (e.g. violence, harassment, or chronic problems in the classroom), the appropriate lecturer/staff member will investigate. Should sufficient evidence be found, the student will be asked to leave the vicinity immediately and a written report will be submitted to the Principal/CEO on the

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incident(s). In this event, the student will be required to attend an interview with the Principal/CEO (or any other team assigned by the Principal/CEO). If the allegation of behavioural misconduct is upheld, a formal warning will be given to the student in written form and the incident attached to their academic record, where it shall remain during the student's entire tenure at BMC. For continued behavioural problems, a student's enrolment may be terminated, following a review by the Principal/CEO.

G. PAYING STUDENT TUITION & FEES

Registration, tuition, and fees must be paid on time - either in advance or according to an agreed-upon payment schedule. Enrolment will not take place until the first payment has been made. Please read the full Fees Policy found on Orbund (VLE). The following points should be especially noted:

- Two weeks prior to commencing to the next level, a **university registration fee invoice** will be sent from the relevant UK partner via email. If the invoice is not paid by the due date, then the student will be suspended, which may further lead to the student's expulsion for non-payment.
- The **refundable security deposit** will be refunded to the student upon completion of the course and if there are no other dues. Students who wish to voluntarily withdraw from the course must follow the proper withdrawal procedure in order to be eligible to receive their refunded security deposit.
- For students who failed a module at the first sit, they will get an automatic resit, and not have **resit/reassessment fee** involved for their 2nd attempt.
- On your third attempt, you will be charged a **retake fee** - and given another opportunity to study the whole module. A retake is charged at full module rate, and the student must re-register at their designated time, depending on the intake.

How to pay

Students will receive a discount for paying their programme tuition and fees in advance and in full. Students also have the option to pay their total balance in four (4) instalments over the course of a year. When paying your tuition and fees, the following **methods of payment** are accepted:

- Bank draft,
- Fund transfer, or
- Direct deposit into the College account at any NIC Asia Bank Branch in Nepal.

Bank name:	NIC Asia Bank
Account name:	The British College
Account number:	54 18 3022 83524 001
Branch identifier / Swift code:	NICENPKA
Bank branch address:	Trade Tower, Thapathali, Kathmandu

Late payments/instalments will incur penalty charges.

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Students must allow at least seven (7) business days for a bank cheque or fund transfer to clear. Before the payment has cleared, the student is not eligible to claim any action from the College regarding the application for which the student has made the payment.

Students will be liable to pay all necessary bank and/or transfer charges for all application and refund processes. Please note that by making a deposit payment to the College, students agree to pay the full amount of their tuition fees to the College in due course.

If a student is experiencing extenuating circumstances that are interfering with the proper payment of tuition and fees in a timely manner, they are urged to contact the Finance Manager immediately, in order to resolve the issue before their account becomes irreparably delinquent.

Non-payment

The College reserves the right to take appropriate action against students who fail to pay all relevant tuition and university fees. These actions include, but are not limited to, the student:

- Losing access to Orbund, internet, and the library;
- Becoming deregistered from the programme;
- Being barred from attending classes, taking exams, or participating in graduation ceremonies;
- Not having their papers or exams marked; and
- Having their degree certificates, transcripts, or references withheld.

Once the account is delinquent, TBC cannot guarantee reinstatement, even after having paid all due fee. Therefore, it is best to communicate early and often with the finance department about financial arrangements (and potential difficulties) in order to resolve issues before they become unmanageable.

H. REFUND POLICY

Eligible conditions

Students are eligible for full or partial refunds in the following situations.

Advance withdrawal

Nepalese students may claim a refund of the course fee paid (minus a 20,000 NPR administrative fee) by providing a written notice of cancellation, to be received by the College at least one month in advance of the course commencement date. Notices received after that point, but still prior to commencement, are still eligible for a refund, but will also have the year's application fees deducted.

Visa denial

International students requiring a student visa to enter Nepal may only claim a refund of the tuition fees paid (minus a 20,000 NPR administrative fee) if:

- Their visa application has been refused, and the College has been informed of the refusal prior to the commencement of the course.

In this instance, the student needs to complete a refund application, which must be accompanied by:

- An original copy of the refusal letter from the Nepalese Embassy;
- Their original documents of admission, which were issued by the College; and

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- A copy of each page of the student's passport.

If the College is informed of the refusal after the commencement of the course, the year's application fees will be deducted.

- * No refund will be issued where the visa is denied due to (a) fraudulent application or documents. *

Extended illness

Should a student become ill and be forced to withdraw from the course, a refund will be provided in the following semester (not the current one in which the student withdrew). A refund can only be processed once medical certificates and a certified letter from a licensed doctor have been submitted to the College. Alternatively, a student may defer the rest of their course to a later date, at the discretion of the College.

Course cancellation

The College reserves the right to withdraw or cancel an advertised course if enrollment for that course is insufficiently low, or for any other reasons that the College deems appropriate. If a course is cancelled, and therefore not offered or conducted by the College, students are eligible for a full refund of relevant tuition and fees.

Deferments

On the student's request, and with a recommendation from their Programme Leader, fees may be deferred to a course commencing at a later date, up to a maximum of one semester. Deferral charges are non-refundable.

Refund requests

Students wishing to request a refund should be aware of the following information:

- A minimum of 4 weeks is needed for the processing of refunds.
- No interest is paid on any refund payments.
- All refunds are made subject to the prior approval of the CEO.
- After the semester begins, students are eligible for refunds on fees for subsequent years only.
- Refunds will be made to the person/sponsor that initially made the payment.
- The receipt of all relevant documents is required to process a refund.

In addition, in order to request a refund of tuition and/or fees, the student or sponsor must first:

- Advise the College (Programme Leader/Registrar)—in writing—of their withdrawal from the course, one month prior to course commencement, using the withdrawal/deferral from programme form.
- Return their Student ID card and any other relevant TBC property.

Refund requests must be submitted within one year of the initial payment date. Late requests may be considered—at TBC's discretion—if the student has previously advised, in writing, that they are appealing their refused visa application.

Ineligible conditions

Tuition and fees are not eligible for full or partial refund in cases where the student:

- Voluntarily postpones the commencement of their course and fails to notify TBC in advance;

-
- Stops attending the course after it commences;
 - Fails to attend the course; OR
 - Is suspended/expelled for non-attendance or misconduct.

Student records

Students must consent to the appropriate Nepalese authorities having access to their academic records, as a part of any audit at TBC, in accordance with relevant Nepalese legislation. Students must also consent that TBC may use or disclose their information for marketing purposes, but only to the extent permitted by the relevant privacy legislation.

* See Part 3, Section B: Administrative procedures, for more information about student records. *

I. EXAMINATION POLICIES

Students are **permitted** to sit periodic examinations for their course if they:

- Have been recommended to take the exam by their Module Leader;
- Have an attendance record above the mandatory minimum; and
- Are in good standing with the College.

Students are **prohibited** from sitting examinations if they:

- Owe outstanding fees,
- Have discrepancies on their academic record; and/or
- Are currently suspended or expelled, even if it is currently being appealed.

Cheating is regarded as an act of grave misconduct, for which heavy penalties are applied, including failing the exam or overall course, and possible expulsion from the College. If a student is caught cheating in an exam, they will be subject to a malpractice report being filed against them.

* See Part 3, Section H: Examination Procedures, for more information. *

J. CRIMINAL CONVICTION POLICY

The British College has a duty to ensure the safety of its staff, students, and other stakeholders. This policy sets out TBC's approach for managing criminal convictions, that have either been declared by a student during their time at the College, or that have been received by the College management team from a third party. Criminal offences include:

- Crimes against another person, whether of a violent or sexual nature;
- Offences involving unlawfully supplying controlled drugs or substances; and
- Offences listed in the Nepal Government Criminal Act 2074.

When considering the case, the Programme Leader and Registrar (or nominated staff) shall draw upon whatever documentation and information they consider relevant. A meeting will be arranged with the student's parent(s)/local guardian(s) to provide further information. When considering whether to

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continue or withdraw a student, the Programme Leader and Registrar (or nominated staff) will take the following factors into consideration:

- The nature of the offence(s);
- The date(s) of conviction(s);
- The penalties applied and punishments served;
- The circumstances in which the offence(s) was/were committed;
- Any pattern(s) of offending behaviour; and
- The potential risk of reoffending, including any attendance/succession rehabilitation programmes.

Once all the information has been received, the Programme Leader and Registrar will assess the level of risk that the student may pose to The British College community. On the basis of this assessment, they will decide whether to send a formal withdrawal notice to the student, or alternatively to close the case and update the student file accordingly. In case of withdrawal, a withdrawal letter will be sent to the student by the Principal, upon approval from the Senior Management Team (SMT). Students who wish to appeal against a decision must lodge a written case of appeal by writing within 7 days of the date of the decision, which will be reviewed by the Principal/CEO. If their appeal is denied, then the Registrar will send the student's name to the relevant university for withdrawal.

K. Radicalisation and Extremism Policy

If TBC staff are alerted to any anti-social student behaviour, which could potentially be related to extremist or radicalist behaviour, then they will follow the locally agreed upon procedure. This procedure has been set out by the Local Authority Safeguarding Team/Nepal Police's Team, as an agreed process and criteria for safeguarding individuals who are vulnerable to extremism and radicalization.

* For the full policy please read TBC Radicalisation and Extremism Policy *

PART 3: REGULATIONS & PROCEDURES

A. ACADEMIC PROGRESS & ASSESSMENT

Academic Progress

The College reserves the right to suspend, transfer, or expel students who fail to complete and submit compulsory coursework, assignments, and/or dissertations to the appropriate lecturers, or who fail to satisfactorily progress their understanding of the subject matter taught on their chosen course, without any liability to the College.

Students wishing to continue studying at The British College after their previous studies have ended in either of the above circumstances, must re-enrol onto a new course of study. New enrolments in either of these cases will incur the College's standard course fees.

Assessments

Students can find details about the mode of delivery and assessment for each Module, in the Module Handbook provided by the lecturer. Students should ensure that they are aware of the requirements for each course that they study, including the proportion of marks awarded for coursework and, where applicable, an examination. The Course Handbook will also outline the type of coursework required, when the coursework is to be completed, and what form the examination will take.

Evaluation

All forms of internal assessment—including but not limited to, assignments, tests, case studies, presentations, and examinations—are subject to the following evaluation grades: L3- Foundation and L7- pre masters (except where the partner university expresses otherwise)

Foundation Programme		Pre-Masters Programme	
Percentage	Classification	Percentage	Classification
70%+	Distinction	70%+	Distinction
60% to 69%	Credit	60% to 69%	Credit
40% to 59%	Pass	50% to 59%	Pass
0% to 39%	Fail	0% to 49%	Fail

Partner Universities Grading System

Undergraduate		Postgraduate			
Percentage	Classification	UWE		LBU	
		Percentage	Classification	Percentage	Classification
70%+	First Class Honours	70%+	Distinction	70%+	Distinction
60% to 69%	Upper Second Class Honours	60% to 69%	Merit	60% to 69%	Merit
50% to 59%	Lower Second Class Honours	50% to 59%	Pass	40% to 59%	Pass
40% to 49%	Third Class Honours	40% to 49%	Fail	<40%	Fail
<40%	Fail	<50%	Fail	<40%	Fail

Your lecturer will provide you with a module outline that will determine the internally-assessed, overall grade breakdown, of assignments, examinations, attendance and participation (as it may differ from above, depending on the partner universities requirements).

B. ADMINISTRATIVE PROCEDURES**Change of address**

Students *must* notify the TBC student services department of any changes to their current or permanent mailing addresses, and/or other contact details. TBC is not responsible for missed or lost communications based on incorrect contact information.

Termination of enrolment

In addition to various disciplinary procedures outlined throughout this handbook, TBC reserves the right to immediately expel a student or terminate their enrolment on a course of study and/or award—if it is discovered that the student has:

- Gained admission by misrepresentation, document tampering/falsification, or any fraudulent means;
- Failed to fulfil admission/enrolment requirements (e.g. submitting a delayed transcript, etc.);
- Failed to appear for exams or fail courses and/or exams; or
- Committed an act of grave misconduct against TBC policies and regulations.

Suspension & expulsion

Students and parent(s)/guardian(s) are notified of suspension and expulsion via email/telephone. When a student is suspended, they are not permitted to attend classes or sit an exam during their suspension period. If and when the suspension is lifted, they will be allowed to attend future classes, and will have the opportunity to resit relevant exams. TBC will not provide a character certificate for students who are expelled. Warning Letters, suspensions, and expulsions will be documented in the student's record.

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If a student does not contest their expulsion within seven working days of being notified, they will be officially expelled from the College. The student will not receive a refund for any tuition or fees paid, nor will they receive a certificate for the course.

Student records

TBC creates and maintains a record for each enrolled student. There are security systems in place to protect all stored information from misuse or unauthorised disclosure/modification. TBC does not retain records for which it has no further use. Information is not disclosed to third parties without prior written consent from the student (or parent(s)/guardian(s)), unless legally required to do so.

Records contain personal information, including but not limited to:

- Personal details (e.g. name, date of birth, gender, current/permanent addresses, country of residence/citizenship, allergies, and illnesses);
- Parent/guardian information;
- Financial details relating to TBC;
- Academic qualifications and transcripts;
- Conditional offer letters, and Confirmation of Acceptance of Studies (CAS);
- ID documents;
- Course selections and enrolment details;
- Attendance records/related documents (e.g. medical certificates/letters, approved absence forms);
- Any documented/contractual agreements between the student and TBC (e.g. Student Handbook Declaration Form); and
- All communication between the student and TBC.

TBC uses this information for:

- Correspondence
- Assessing applications to study at TBC
- Giving academic awards
- Issuing documents
- Confirming tuition and fee payments
- Tracking academic progress
- Consulting for recommendation letter requests

Students may access their files at an appropriate time by appointment. To view their record, the student must submit a request form, which they can find available at SSD. The completed form will then be passed to the Registrar and the student will be notified in writing of the day, date, and time that has been allocated to view their record. During the scheduled meeting, the student will be shown both their physical and digital record.

If, after viewing, students are not satisfied with the information contained therein, or consider some information to be inaccurate, they should write to the Registrar, outlining their concerns and asking for the relevant corrections to be made. The student may then ask to view their record again, to ensure the approved changes have been made.

C. STUDENT'S RIGHT TO APPEAL AGAINST FINAL RESULT

Students have the right to appeal any decisions - academic, administrative, or disciplinary (including suspension and expulsion) by contacting the Principal, who will then present the appeal to the relevant parties (e.g. CDC, CEO), depending on the type of appeal. Appeals must be made within seven business days of the decision or action being appealed. They will be notified via email of the decision that has been made about their appeal, within another seven business days, following the appeal submission.

Academic appeal against a final result

An 'academic appeal' is the process of review of an examination or major coursework assignment. Generally, appeals are made on formal grounds and provide students with the opportunity to query a recommendation or decision made by the examiner. The appeal must relate to non-adherence to stated assessment procedures and not simply dissatisfaction with marks/grades awarded.

Please note that all major examinations and coursework are moderated by subject specialists to ensure non-bias. To make an appeal is a serious matter and may take some time to process. Candidates seeking an appeal need to be aware of possible delays in the Principal reaching a decision. Candidates also need to be aware that the outcome of an appeal may not always be favourable for the candidate seeking the appeal, especially if the examination/assignment is marked again by another external examiner.

Queries may therefore be made on the following grounds:

- The result of an individual subject,
- The completion of a stage or part of a course,
- The progression to the next stage of a course, or
- Entitlement to an award.

TBC's rules regarding assessment regulations will be followed at all times except where the university partner, whose examination is being taken, advises that their own procedures must be followed instead. If this is the case, students will be informed of the alternative procedures to be followed.

Except where specific university regulations prevail, candidates are permitted to request an appeal of a recommendation or decision in cases where:

- The examiner(s) has(have) been advised beforehand of any medical or other extenuating circumstances that were likely to adversely affect the candidate's performance, but failed to appreciate or accommodate their significance when arriving at their decision or recommendation;
- There were medical or other extenuating circumstances which were likely to have adversely affected the candidate's performance, which for valid reasons, the candidate was unable to disclose before the examiners arrived at their decision or recommendation;
- There was a material administrative error or procedural irregularity at some stage of the assessment process;
- The examinations or other assessments were not conducted in accordance with the approved course regulations;
- Some other material or procedural irregularity, relevant to the assessments, occurred;
- There was unfairness or impropriety on the part of one or more of the examiners.

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The process of appeal against a minor assessment mark may first be addressed by the student, in an informal discussion with the relevant lecturer. If still dissatisfied, the student should submit an 'Application for Appeal of Summative Assessment' (signed by both the student and the lecturer) to the Principal, for formal investigation.

The candidate's written submission should:

- Summarise their case or grounds for requesting the review;
- Indicate the date on which the decision or recommendation was taken by the Principal; and
- Include any relevant documentary evidence.

Students may appeal against the final results of a subject within seven working days of their final results (or raw marks) being issued. The student must also have maintained an attendance record above the mandatory minimum, in the course under appeal, in order to file such an appeal.

D. SECURITY & SAFETY PROCEDURES

TBC's Health & Safety Policy is covered during your induction, and is always available at SSD for review. However, please also familiarise yourself with the safety and security concerns outlined in this section.

Student ID card

All students are issued with a Student Identification Card (SID), which should be carried (on display) at all times when on campus. Lost ID cards must be replaced promptly. Replacement cards can be ordered from SSD (200 NPR fee). The SID ensures:

- Proof of identity on campus & during examinations
- Access to the library & computer laboratories
- Proof of enrolment/registration
- Access to student discounts

Regarding entry to outsiders

In general, access to The British College campus is limited to students, faculty, and staff. Therefore, students are advised not to encourage outside friends to come to TBC (with the exception of special events, wherein such guests would be expected and welcome). If an outside person must come to campus for any reason, that person must wait in the reception area (for a limited time) for the student to come and meet them. However, if a student's friend or unauthorised guest causes the property damage, physical or otherwise, the student will be held responsible for those actions and may face special disciplinary action.

Electrical equipment

Electrical equipment is always safe, properly installed, and regularly inspected. However, please remember that:

- Water and liquids are conductors of electricity;
- Faulty, damaged, or overloaded equipment—such as cables, plugs, sockets, circuits, and fuses— can cause a more severe electric shock; and
- Damaged and/or defective equipment can cause an electrical fire, if not attended to.

Therefore, you should never:

- ✘ Touch electrical equipment with wet hands,
- ✘ Use electrical equipment in a place where it can get wet,

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- ✘ Move portable electrical equipment without first disconnecting it from its power source, or
- ✘ Place equipment/cables where they may be walked/tripped over—while stored or in use.

You should always:

- ✔ Switch off equipment when not required, unless continuous operation is necessary, and
- ✔ Disconnect electrical equipment at night by removing the plug from the socket, unless continuous operation is necessary (or you are instructed otherwise)

If any electrical equipment becomes damaged or is defective—including but not limited to frayed wires, loose plugs, and poor connections—stop using the equipment and inform a member of staff immediately. Do not conduct, or attempt to conduct, repairs or modifications on electrical equipment yourself.

E. EMERGENCY PROCEDURES

Emergency procedures can also be found displayed in the building corridors, classrooms, and laboratories.

Assembly point, evacuations, & accessibility

For all actual emergencies and drills - students, faculty, and staff must gather at the Assembly Point for roll call and to await further instructions.

- * The 'Assembly Point' is the basketball court behind the Trade Tower Building. *

Wheelchair users, or people with mobility impairment, must ensure that they are familiar with the escape routes from TTN. Consult with the Student Services Office to create a plan for how you will be able to safely evacuate the building via the stairs.

- * See Part 2, Section A: Equal Opportunities & Access, for more information. *

Fire procedures

If you discover a fire, you should:

- Calmly operate the nearest fire alarm call point (security will call the Fire Brigade);
- Follow the procedures outlined below
- Once at the Assembly Point, inform the Fire Warden(s) and Brigade of the fire's location.

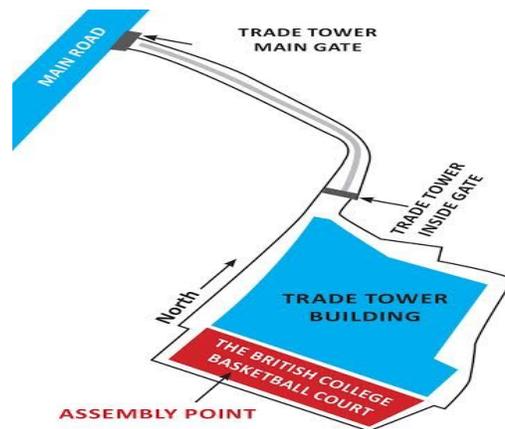
If you hear the fire alarm:

DO:

- ✔ Evacuate the building via the nearest exit;
- ✔ Walk directly to the Assembly Point;
- ✔ Listen for roll call; and
- ✔ Await further instructions.

DO NOT:

- ✘ Attempt to fight the fire yourself;
- ✘ Stop to collect personal belongings;
- ✘ Run or use the lifts;
- ✘ Re-enter the building until it is declared safe; or
- ✘ Leave the Assembly Point until instructed to do so.



Earthquake procedures

If an earthquake occurs while you are on campus, the following procedure will be followed:

1. The **alarm** will go off (or shaking will begin).
2. **Duck** to the ground, **cover** your head and neck, and **hold** onto a nearby heavy object.
3. **Remain** in this position until the shaking stops.
4. Once the shaking has stopped, **evacuate** the building in a fast, but safe, manner.
5. **Assemble** with other students and staff at the basketball court.
6. The Incident Commander (IC) will conduct a **headcount**, to determine anyone missing.
7. The nominated **Damage Assessment Team (DAT)** will inspect the building and determine if it is safe to re-enter.
8. If safe, the **Search and Rescue Team (SRT)** will enter the building to search for and rescue missing parties.
9. The **First Aid Team (FAT)** will treat any injuries.

*** DO NOT LEAVE THE ASSEMBLY POINT UNLESS OR UNTIL INSTRUCTED TO DO SO. ***

Emergency drills

Fire and earthquake drills will be conducted throughout the year, to ensure that the necessary equipment is functioning correctly and to practice procedure. You are required to participate in the drills by following the procedures outlined below, and must follow this procedure as though the drill were an actual emergency. After the drill, there will be a debriefing before returning to previous activities.

F. EXCESSIVE ABSENCE PROCEDURES

*** See also Part 2, Section C: Punctuality & Attendance Policy. ***

‘Excessive absence’ applies to two categories:

- When a student is absent in a particular class three times in a row (*acute*), or
- When a student’s attendance is lower than the mandatory minimum in any one class—80% for undergraduates and 70% for postgraduates (*accumulated*).

Acute excessive absence procedure

In the case of an acute absence—when a student misses one or more classes three times in a row, at any point in the semester—SSD will contact both the student and parent(s)/guardian(s) to seek the reason for that absence and any relevant documentation.

Accumulated excessive absence procedure

Though TBC tracks attendance from the start of the semester, notifications for accumulated excessive absences do not begin until:

- *After* the first six weeks of the semester, AND
- *After* the student is already 5% below the mandatory minimum.

Therefore, students are strongly encouraged to also track their own attendance, in order to anticipate issues before they arise, and in case there are any issues or discrepancies.

If a student's attendance falls below 5% of the mandatory minimum in the first six weeks of their semesters class, SSD will inform and warn the students (and their parent(s)/guardian(s)) of their low attendance. The process of accumulated excessive absence notification is outlined below and summarised in a table at the end of this section.

Step 1: Verbal warning

If an undergraduate/postgraduate (UG/PG) student's attendance falls below 75% (UG) / 65% (PG) in a single class, they will be verbally warned by an SSD officer (or by email if the student is not present for a verbal warning).

Step 2: First written warning

If attendance declines below 70% (UG) / 60% (PG), SSD will issue a First Written Warning via email.

Step 3: Second written warning

If attendance falls below 65% (UG) / 55% (PG), then SSD will send a Second Written Warning via email.

Step 4: Suspension

Should attendance drop below 60% (UG) / 50% (PG) in a 6-week period, the Exam/Registry Department will remove the student from the class register and issue a Final Written Warning. The Final Written Warning outlines the student's current status and requires that the student promptly contact and meet with their programme leader to resolve the situation. Furthermore:

- The student and their parent(s)/guardian(s) will be required to meet with the Principal and sign a commitment letter outlining their commitment to remedying the excessive absences.
- If all meetings are successful, the student may return to class. However, please note that it may not be possible for the student to return to the exact same class and teacher that they previously had, prior to their register removal (e.g. sections and times may vary).
- The student's name will be recorded in the SSD risk register file and SSD will track the student's progress until the probation period ends. The student is no longer considered "at risk" once their attendance record returns above the mandatory minimum and it is clear that the situation has been resolved.

Step 5: Expulsion

is not responsible for the non-awarding of marks for any assignments submitted incorrectly (e.g. as an email attachment or directly to the lecturer). Students are advised to retain their assignment receipts until after their assignment marks have been issued.

Submission deadlines (both time and date) are firm, and an assignment submitted past the deadline is subject to a penalty, including the possibility of a 0% mark being awarded. A deadline of 14:00 means **no later than** 14:00, so an assignment submitted at 14:01 could incur such a penalty.

An extension may be granted on the basis of extenuating circumstances—solely at the instructor’s discretion—if the student provides the Programme Leader with the following items, within three (3) days of the date that the assignment is due:

- A written explanation of the personal/medical/extenuating circumstances that may significantly impinge upon the student’s performance, and/or
- Medical certificate or other relevant documentation.

H. EXAMINATION PROCEDURES

Students are expected to familiarise themselves with the examination procedures below, which are to be strictly observed in both formal and informal examination settings.

Before exam day...

- Students should ascertain the exact location of their exam room *before the exam day*. Exams must be taken in assigned rooms, so students should prepare accordingly.

What to bring...

- Student ID card: This is required as proof of identity at every exam, and students will not be permitted to take the exam without it.
- A writing implement: Writing implements are not provided. Pens are the standard implement, unless the teacher has advised that a pencil should be used (e.g. for diagrams). Pens must be in BLACK or BLUE ink only. If changing from black to blue ink or vice versa during the exam, students must notify the invigilator, who will document the change on your answer sheet.

*What **not** to bring...*

The following items are not allowed to be on students’ desks during the exam, so they should be left in their bag or locker (or if possible, not brought to campus at all):

- Personal items (e.g. wallets, pencil cases, rulers, glasses cases);
- Summary notes and/or study sheets of any kind; AND/OR
- Any books or other sources of information (whether digital or printed), including calculators, dictionaries, or blank paper, unless such materials have been explicitly approved in advance by the invigilator/faculty, and listed under the instructions on the exam paper.

No unauthorised materials will be allowed in the examination room. If a student is unsure whether or not something is allowed, they should ask an invigilator before the examination begins. If a student is later caught with unauthorised material, it will be taken from the student. The student will be allowed to finish the examination, and their exam will be assessed, but their mark will remain at 0% until the case can be addressed by the Principal.

Before the exam...

- Use the toilet! Students who need to use the toilet during the exam must be escorted by an invigilator when one is available; therefore, they may not be able to go as soon as needed.
- The seating plan for the exam will be posted 15 minutes prior to the start of the exam.
- Students must be seated 5 minutes prior to the start of the exam as per the seating plan.
- All valuable/prohibited items should be left in the student's locker or at home.
- All bags must be left at the front of the room (close to the door). Students are advised not to leave any valuable items in their bags.
- Mobile phones must be turned off and deposited with the invigilator before the exam begins. If a phone rings in a bag during the exam, both the bag and the phone will be placed outside of the room. TBC is not responsible for the security of these items.
- When the exam is distributed, students must not commence reading or writing until instructed to do so.

Late arrivals...

- Upon arrival, late students must fill out a 'Late Arrival Form'.
- Late students may not enter in the first five minutes of the start of the exam.
- Students who are late to an exam do not get extra time; they must finish at the same time as the rest of their fellow students.

During the exam...

- Students are not permitted to share items (e.g. calculators, dictionaries, pencils, etc.), or speak to any other student during the examination. Such action will be considered as cheating and reported.
- Students wishing to make notes during the exam must use a page in the answer booklet, and should clearly mark that page 'Notes Only' or 'Rough Work'. Students should not remove any pages from the answer booklet, including their 'Notes Only' page.
- Students may not leave their desk or the examination room without permission. If a student requires attention, they should remain seated and raise their hand.
- Once reading time has commenced, students may not leave the room for the first hour.
- If an examination exceeds two hours, students may not leave the room for the first hour, or for the last fifteen minutes of the scheduled examination time.
- If a student requires additional writing/graph paper or other stationary, they should raise their hand and request it from an invigilator.
- If a student needs to go to the toilet, they should remain seated and raise their hand; an invigilator will escort them to the toilet when it is possible to do so.

- Any student whose behavior is considered unacceptable while the examination is in progress will be asked to move to another table, or will be removed from the room and reported to the Principal.

Upon completion...

- At the conclusion of the examination time, students must stop writing immediately when instructed to do so.
- Before submitting the exam, insert all answer booklets inside one singular booklet.
- Students must remain seated until all exams and answer booklets have been collected and the invigilator states that students may leave the room.
- Students are responsible for ensuring that the invigilator receives their exam/answer booklet before they leave the room.
- If a student completes their exam before the end of the examination time, they should remain seated and raise their hand. The invigilator will collect the student's exam/answer booklet, and inform them as to whether or not they may leave at that time, and if not, when the next available exit time will be.
- Students must not leave the room without permission, even if they have finished their exam early.

I. COMPLAINT AND APPEAL PROCEDURE AGAINST STAFF OR INSTITUTION

The British College is committed to providing education and services of the highest quality. It aims to provide a supportive environment for all learners and to be responsive to all concerns or complaints.

TBC recognises that, in a complex organisation, problems may arise of a teaching-related or service-related nature. These problems need to be addressed in order to ensure that high standards are developed and maintained. We regard feedback, both negative and positive, as a valuable resource to help us improve the quality of our provisions and services.

What is covered by the Complaints Procedure?

The Complaints Procedure covers any expression of dissatisfaction about:

1. The standard of the courses or services provided by the College;
2. The actions (or lack of actions) by the College or its staff;
3. Provisions of the College affecting students.

Confidentiality

All information received as a result of a complaint investigation will remain confidential to those involved in the process.

Timing

Every effort will be made to adhere to the time limits set out in this Procedure. There may be occasions however, when this is not possible. In the case of such an event, you will be kept informed of the progress of the complainant by the Student Service Manager.

For the purposes of this Procedure, 'working days' refer to the College working days i.e. Sunday to Friday, excluding Public Holidays and days when TBC may be closed for other reasons.

Mode of complaint

Type A: Orbund

All TBC students are provided with an orbund username and password. Students are required to login in to their assigned orbund account. From there, they will have the option of (i)Tracking. By clicking the tracking button, students can post their complaints in the "complaints and suggestions" section.

Type B: Email

Students can send their complaint via email at: complaint@thebritishcollege.edu.np.

Type C: TBC SS Form 03 Student Complaint form

Alternatively, a formal complaint can be made using The British College: SS Form 03 Student Complaint, available either at the Reception or Student Service Desk, and to be submitted to the:

- (i) HR Manager for staffing matters (or the Principal in the HR Manager's absence);
- (ii) Student Service Manager for administrative matters;
- (iii) Programme Leader for academic matters.

Stage I - Informal Complaints

1. You should first raise the matter with the person responsible for giving rise to your complaint.
2. If you do not feel able to approach the person concerned, or if you do not know who is responsible, you should talk to the Student Service Manager, your tutor, or another trusted member of staff, who will guide you on how to proceed further.
3. If the problem affects several of you, you may find it helpful to raise it with your student representatives and/or make a group complaint.
4. Informal complaints should normally be made within 20 working days of the incident giving rise to the complaint. You should expect a resolution to be agreed within approximately 12 working days of the complaint being received.
5. Records of such complaints will not normally be retained or recorded centrally, unless the complainant and staff member involved wish for it to be kept.

Stage 2 – Formal Complaints

1. With regards to complaints, every effort should be made to use the informal procedure before making a formal complaint.
2. However, TBC recognises that there may be problems that have either not been resolved, or are too serious to be dealt with, informally.
3. TBC is also aware that there may be occasions when, for whatever reason, a complainant feels impossible to raise directly with the member of staff concerned. In any of these circumstances, the College's formal complaints procedure may be used.
4. Details of the complaint should be as complete as possible and include, if possible, any supporting documentation (e.g. copies of any correspondence, for example). Formal complaints should be made within 10 working days of the Stage I decision or 20 working days of the incident giving rise to the complaint.

5. Full records will be kept by SSD and submitted to the Quality Assurance and Compliance Department. The decision will then be reported back to the person who issues the complainant, in writing and normally within 20 working days of the complaint being made. Additionally, a copy of the decision will also be sent to the Principal.
6. If the complaint is upheld, possible responses may include:
 - (i) A letter of explanation and/or apology;
 - (ii) Recommendations for further actions within the College;
 - (iii) Recommendations for changes in the College procedures/policies etc.
7. It is expected that the majority of complaints will have been resolved satisfactorily by this stage at the latest, with no further action being necessary.
8. However, if the person who has issued the complaint is not satisfied with the response received as a result of Stage 2, the complaint may be taken to Stage 3 of the procedure.

Stage 3 – Appeals

1. If a complaint has still not been satisfactorily resolved after Stage 2, you may appeal in writing to the Principal - setting out the reasons for your disagreement with the Stage 2 decision, normally within 10 working days. The Principal will acknowledge receipt of the formal complaint in writing, normally within 5 working days.
2. The Principal may seek to resolve the complaint on the basis of the documentation provided alone. However, if the Principal deems it necessary, both parties to the complaint, and the staff member responsible for Stage 2, will be invited to a Hearing, where they must present evidence and be questioned on the evidence provided.
3. For previous stages of the Policy, a full investigation of the matter will be involved. However, at this stage, the Principal will only be concerned with the following two issues:
 - a. (i) If Stage 2 conducted in accordance with the current procedure.
 - b. (ii) If the final decision was reasonable and in accordance with the facts of the case.
4. Therefore the Principal will only take action if she/ he believes that the correct procedures have not been followed, or if the outcome does not appear reasonable in light of the facts of the case. The decision will then be reported back to the complainant in writing by the Principal, normally within 20 working days of the acknowledgement of receipt.
5. The Principal's decision is final, thereby concluding TBC's internal complaints procedure.

For a complete guide, please read the Complaint and Appeal Policy against staff and institution

PART 4: APPENDICES

A. TBC KEY CONTACTS

To contact, simply use the email ID plus @thebritishcollege.edu.np
e.g. for the principal: principal@thebritishcollege.edu.np

Title/Position	Name	Email ID
Executive Principal	Mr Joey Foster Ellis	principal
Associate Dean	Mr Arun Lal Joshi	ajoshi
Academic Researcher	Mr Prajwal Shrestha	pshrestha
Finance Manager	Mr Nirmal Karki	nkarki
Registrar / Examinations Manager	Ms Kabita Adhikari	kadhikari
Operation Manager	Ms Anju Basnet	abasnet
Student Services Manager and Industry Engagement	Ms Kripa Basnet	kbasnet
Admission Manager	Mr Govind Dev Bhallav Adhikari	gdadhikari
Library Services	Shruti Dhakal	sdhakal
IT Services	Niraj Neupane	nneupane
Sports	Durga Bdr Thapa	dbthapa

Programme Leaders and Associate Programme Leaders

	Role	Undergraduate / Bachelor		Postgraduate / Master	
Business & Management	Programme Leader	Ms Kumuda Lamichhane	klamichhane	Dr. Arun Bajracharya	abajracharya
	Associate Programme Leader	Ms Nistha Raj Bhandari	nrajibhandari	Ms. Sunita Basnet	s.basnet
Information Technology	Programme Leader	Mr Rohit Pandey	rpandey	Dr. Pranita Upadhyaya	pupadhyaya
Hospitality Business Management	Associate Programme Leader	Mr Jeetendra Rokaya	jrokaya		

B. EMERGENCY CONTACTS

Police		
Headquarters	Naxal	4411210 / 4410088
Control		100 / 110 / 120 / 130
Emergency		4226999
Hospital		
Bir Hospital	Kantipath	4221119
Bhaktapur Hospital	Bhaktapur	6610798
Grande City Hospital	Kantipath	4163500
Grande International Hospital	Dhapasi	5159266
Kanti Children's Hospital	Maharajunj	4411550
Nepal Eye Hospital	Tripureshwor	4250691
Nepal Mediciti Hospital	Sundhara	4217766
Norvic Hospital	Thapathali	4258554
Patan Hospital	Lagankhel	5522295
T.U. Teaching Hospital	Maharajunj	4412303
Ambulance		
Nepal Red Cross Society Ambulance	Kalimati	4272761
Bishal Bazar Ambulance Sewa (Free)	New Road	4244121
Nepal Chamber Ambulance	Kathmandu	4228094
Paropakar Ambulance	Kathmandu	4260859
Fire Brigade		
	New Road	4221177
	Pulchowk	5521111
	Bhaktapur	6610044

C. PUBLIC HOLIDAYS

- On the holidays listed below, no classes will be held.
- Each holiday is for one day, unless otherwise indicated.
- Correlation between Nepali & Gregorian (English) months is approximated.
- The table is organised according to Nepali year (the first month of the Nepali and Gregorian calendar are italicised).
- Please consult the current Academic Calendar (online) to confirm exact dates each year.

Nepali	Gregorian	Holiday	Remarks
<i>Baishakh</i>	Apr-May	Nepali New Year	1st day of Baishakh
Jestha	May-June		
Ashadh	June-July		
Shrawan	July-Aug	Janai Purnima (aka Raksha Bandhan)	Shrawan full moon day
Bhadra	Aug-Sept	Hartalika Teej	Applies to all students
Ashwin	Sept-Oct	Dashain (during Ashwin or Kartik), 6 days	1st day, Ghatasthapana 7th-11th day (5 days total), starting with Fulpati/Phulpati
Kartik	Oct-Nov	Tihar , 3 days	Kartik new moon day, +/- one day
Mangsir	Nov-Dec		
Poush	<i>Dec-Jan</i>	Christmas Day	December 25th
		English New Year	January 1st
Magh	<i>Jan-Feb</i>	Maghe Sankranti	1st day of Magh
Falgun	Feb-Mar	Maha Shivaratri	
		Holi Purnima	Falgun full moon
Chaitra	Mar-Apr		

D. USEFUL WEBSITES

News

- Himalayan Times: <http://www.thehimalayantimes.com/>
- eKantipur: <http://www.ekantipur.com/en/>
- Nagarik News: <http://www.nagariknews.com/>

Education

- The British College: <http://www.thebritishcollege.org.np/>
- Leeds Beckett University: <http://www.leedsbeckett.ac.uk/>
- The University of the West of England: <http://www.uwe.ac.uk/>
- Google Scholar: <http://scholar.google.com/>
- Worldwide Nepalese Student Organisation: <http://www.wnso.org/>
- UK Quality Assurance Agency: <http://www.qaa.ac.uk>
- UK Quality Code: <http://www.qaa.ac.uk/assuringstandardsandquality/quality-code/>

Food & Shopping

- Foodmandu: <http://foodmandu.com/>
- Hamrobazaar: <http://hamrobazaar.com/index.php>
- Giftmandu: <http://www.giftmandu.net/>

Entertainment

- Sangaalo Network: <http://www.sangaalo.com/>
- CyberSansar: <http://cybersansar.com/>
- Wave Magazine: <http://www.wavemag.com.np/>
- HimalMag: <http://himalmag.com/>
- FCube Cinema: <http://www.fcubecinemas.com/>
- QFX Cinema: <http://www.qfxcinemas.com/>

E. DISCLAIMERS

Secure communications

It is the student's responsibility to provide TBC with valid and up-to-date contact information for themselves and parent(s)/guardian(s), including a functioning email address. TBC assumes that any method of communication that the student has provided, including e-mail, is secure. TBC will not be liable for any damages, financial or otherwise, resulting from the release of the student's personal information to a third party, as a result of insecure communication via an invalid or insecure contact point, or the interception of communication with said contact point, be it a postal or email address, telephone or fax number, or an SMS.

Changes & amendments

- The College reserves the right to amend advertised course content, tuition fees, and start dates for its courses, at its discretion and without any prior notice.
- The College reserves the right to change the advertised examining body for any/all courses offered.
- The College reserves the right to conduct classes in any of the College (or partner Colleges) premises, including temporarily hired or rented rooms. The College reserves the right to amend or alter its prospectus/brochure at its discretion and without any prior notice.
- The College reserves the right to amend or alter any or all of these Terms and Conditions at its discretion and without any prior notice.

Students are therefore reminded to visit the College website regularly for up-to-date Terms and Conditions.

Revision No: 2
 Supersedes: NA

Effective Date: 22/04/2020

F. STUDENT DECLARATION

I hereby state that I have read and fully understood all of the provisions contained within The British College Student Handbook. I assent to all regulations in the handbook, and agree to follow all TBC policies and the Student Code of Conduct described herein. I acknowledge that I have read and understood the disciplinary procedures described in this handbook, and that my violation of any policies, rules, or regulations may lead to my immediate or eventual expulsion from TBC, in accordance with these procedures.

Student

_____ Printed name	_____ Signature	_____ Student ID #
_____ Phone number	_____ Email	_____ Date

Parent/guardian

_____ Printed name	_____ Signature	
_____ Phone number	_____ Personal Email	_____ Date

TBC witness

_____ Printed name	_____ Signature
_____ Designation	_____ Date

This signed declaration will be placed in your student file.