



STUDENT HANDBOOK

Together  WE can

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Welcome

Welcome to Winsor Education Birmingham.

Congratulations on being a part of a global society.

This Student Handbook provides useful information on services and support provided to students and policies and procedures followed at WE. This booklet is written for every student enrolled in one or more courses at Winsor Education.

The purpose of this handbook is to assist students in understanding their rights, freedoms, and responsibilities as students. While officially enrolled at the Institute, students are responsible for abiding by its rules, which are intended to facilitate and sustain, in an orderly fashion, the ongoing services of the Institute. WE have committed itself to students' development and to the support of those rules designed to enhance and protect their individual rights. This handbook is an official publication of the Institute.

Since a major portion of this handbook highlights rules and regulations that govern the standards of the Institute community, students are responsible for familiarizing themselves thoroughly with the contents. Policies most relevant to students, whenever possible, are printed in full in this handbook.



An introduction to Winsor Education

Winsor Education is an established educational institution with the aim of contributing to global society by providing excellent educational services. Our high educational standards are quality assured by the UK's leading inspection body; Independent Schools Inspectorate for Private Further Education (ISI).

The Institute is fully committed to providing all the support you need in your studies with the support of a strong, peaceful and friendly environment in which to study. We have evolved an approach that empowers learners with broad-based knowledge, the ability to work professionally and contribute their energy towards the development of society.

Getting started

This section will tell you the important points that you need to know when studying at WE.

Your ID cards

You will be issued with a student ID card when you enrol on a course. The card must be kept safe and worn always at the campus.

If you lose your card, you can obtain a replacement at the reception desk by filling the 'Request Letter Form'. There is a charge of £5.00 for the replacement card.



Personal belongings and insurance including health

WE will not accept any liability whatsoever for the personal property of students. Students should make their own arrangements to ensure that their possessions are adequately insured, during their presence in the premises of WE.

Facilities and services

Security

The outdoor premises are monitored during opening hours and the institute is monitored by 24-hours CCTV.

Library

We have an adequate library, with over 500 books ranging from non-fiction, academic-related books, to fictional novels. You may use the library either to study at your spare time. Unfortunately, we don't borrow books.



Computer Lab/IT services

We have a computer lab on the first floor and desktops are connected with Wi-Fi. You can use our computer labs during your free time to increase your knowledge and IT skills.

There is free Wi-Fi access inside the premises. Please find the network names and passwords on each floor on the notice boards.



B1 / IELTS Examination centre

We do have a B1 / IELTS examination centre at the premises on the 3rd floor run by a third party organisation. It is a very convenient for our students who study B1 or IELTS prep courses with us to book and appear their exams.

Kids near the institute premises

We have a third-party nursery at walking distance from us, to which you may bring your child during the days of your classes. The nursery facility is not free, and they do incur a small fee, which you must pay for your child to be kept in a safe, fun and pleasant environment whilst you study without any worries.



Nearby restaurants/take-aways

One of the advantages of being within the heart of Birmingham City Centre, food is just minutes away. There are over 50 restaurants nearby within walking distance from the institute, for you to enjoy and Halal options are available in most of the restaurants.

We are opposite the fruit and vegetable markets, a 30 second walking distance from the campus, in which during your free time you can buy various exquisite fruits and vegetables.



Parking

The institute is unable to provide parking for students. However, there are paid car parks at the rear side of the institute premises. We recommend using public transport like buses or trains to commute to the institute.

Accessibility

We regret to say there are no appropriate facilities for wheelchair access or people with disabilities and we cannot facilitate courses for special needs learners.

Academic Matters

WE offer the following courses:

- *General English Language(GEL)*
- *English for Academic Purposes(EAP)*
- *IELTS (International English Language Testing System) test preparation*
- *B1 Certificate for Immigration Purposes*
- *A2 English for Spouse Visa*
- *Foundation Programme in Management*

Most classes run from Mon to Friday between 09:30AM – 4:45PM

For more information on courses and timetable, please visit our website www.winsoreducation.org.uk or contact the institute.

Course Books (for GEL courses)

Our classes follow two sets of course designs:

1. Scheme of Works: designed by our experienced and professional tutors
2. Course books

Your teacher or the Academics will tell you which course you are enrolled to. From **September 2024** most of our classes will follow Headway 5th edition.

You do not need to buy a course book if your teacher is following the scheme of work. There are 11 topics to be covered by the teacher in 11-12 weeks. One topic to be covered each week. The 12th week is an exam week. Please read below “Assessment” to know more about exam.

If the teacher is using a course book to teach your class, then you have two options:

1. Buy a book from the college. Books cost between £30.00 and £35.00
2. Borrow a book from the college and return it the last day of your class. To borrow a course book, students pay £30.00 on the first day. They return it on the last day and get back £20.00. The course book must be in good condition. We cannot refund any money paid for the book if it is not in acceptable condition.

Assessment

Only General English Language students who complete their term (GLH: 100-190) sit for an internal final exam. Students must comply with their responsibilities in respect of Classroom Participation and Final Assessment.

The students, who fail the final exam or any part, will be given up to two chances to re-sit the exam within the 14 days. If they fail in one skill only, they only retake the exam of that skill.

For **Foundation courses**, learners need to complete all the mandatory modules they are studying.

Code of Conduct for Internal Examination

WE pay a great deal of importance on the conduct of examination and ensuring that all students have an equal opportunity to do well. The information below will help the students to be ready for their internal examinations

- Students must bring their ID cards on the day of exam.
- During an exam, you are not allowed to use any electronic device
- If a dictionary/calculator is required, WE will provide one.
- Students must bring their own pens or pencils or may be provided by the institute.
- Possession of any unauthorised material will be considered an attempt to complete the exam by unfair means.
- Only water will be allowed in the exam.
- If any student wishes to communicate with the invigilator, they must raise their hands.

Certificate / Transcript

Successful students will be awarded with a certificate of achievement, which can be received - either by the student or by the person whose name and details are provided as a next of kin - within the four weeks after the exam results are announced.

Students who do not complete the GLHs, are issued an attendance certificate only.

Students who enroll on a Foundation Programme and ATHE courses, follow the assessment criteria set by their awarding body. For more information, contact the course coordinator.

Students who enroll on other courses, do not sit any formal exam, therefore, they cannot be issued either a certificate or a transcript. They can only be issued with an attendance certificate.

Attendance

WE have its own policy for attendance, and we follow it strictly. Please read below the policy:

- Students coming within 20 minutes of the start time will be marked as present.
- Students coming between 20-30 minutes from the start time will be marked as late.

- Students coming later than 30 minutes will be marked as absent.
- Three lateness count as one absence in one month.
- Attendance dropping below 80% will result in issuance of warning letter 1, 2, and 3 followed by termination of the course if no improvement is seen.

Excused absent policy:

Students, who cannot attend the lesson, must inform either their respective tutor or the admin staff through text messages, email, and phone call or in person.

If things go wrong

Occasionally, you may find when things do not always go according to plan. This section will tell you what can happen if things go wrong with you.

Late submission of work

Students will be given an adequate time to submit their missing work, which includes homework and assignments. This can be arranged with your personal tutor.

Finance/Scholarship

The institute offers a limited amount of financial support to students experiencing difficulties in paying full fees. It is based on individual cases and is on the discretion of the institution. We may be able to help you with a scholarship. Maximum 1 student can be offered scholarship of a free course in a class. These schemes are for GEL courses only. For more information, please contact the institute.

Fees

All the fees must be paid in cash or online before starting any course. In some cases, we can accept installments too depending on the length of the course. To know more about installments please contact the institute.

Refunds

Refunds can be made under special circumstances. This is decided either by the Academic Coordinator or by the centre manager. The students must inform the institute at least two weeks prior to leaving the course. The institute has full right to deduct the registration and admin fees. If a student decides to withdraw from the course before it has started, the institute will deduct registration / admin fees and one week's tuition fee. The remaining tuition fees will be refunded.

No refund will be given for missed classes.

Refunds will not be given if the student intends to stay in the UK without studying, move to another language school or is asked to leave the school due to disciplinary procedures.

Refunds will not be given for holiday periods but we will extend your course end date. This will only be allowed for full weeks taken (Monday to Friday).

Refunds are not issued for illness, but we will extend course end dates. This will only be allowed for full weeks taken (Monday to Friday).

Your safety and security

Reporting accidents

WE have a policy of investigating all incidents and accidents to reduce any possible risks. If you have something to report, please speak to your tutor or speak to reception.

First aid and emergencies

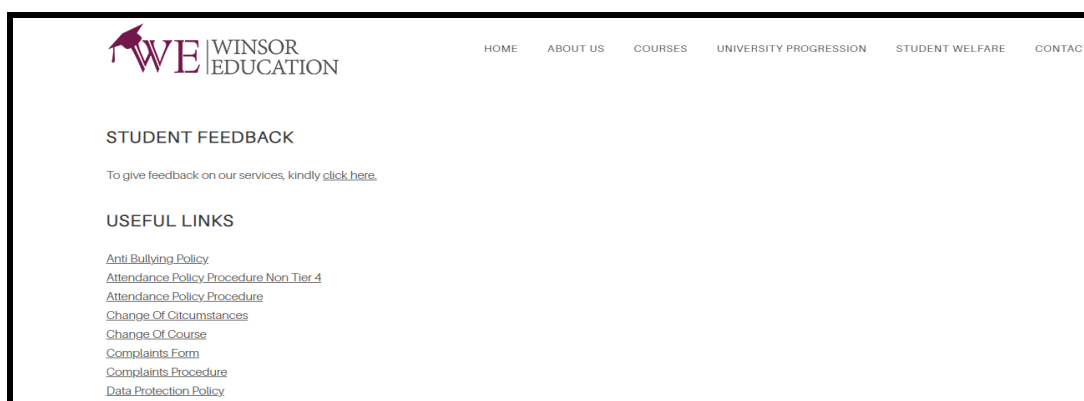
There are trained staff at WE who can help in a case of emergency. If someone requires first aid whilst at the institute, please contact the concerning person. You can find their names on a notice displayed in each class, room, toilets and corridors.

Fire alarms and drills

In the event of a fire alarm it is essential that everyone evacuates the building as quickly as possible via the fire exit routes displayed throughout the building and assemble *at MOAT LANE ALLEY WAY*. Please do not use lifts at times of fire alarm/drill.

WE have **procedures and policies** in place to ensure they fulfill their duties. Our policies and procedures are available online 24X7 . Kindly follow the guidance mentioned below;

<https://winsoreducation.org.uk/support.php> (Under **USEFUL LINKS** heading) as shown in the picture



Lost or damaged property

Lost properties are recorded and kept at reception. Any items unclaimed within two weeks, will be disposed. We cannot accept responsibility for loss or damage to property or items on the premises.

Student code of conduct

There are number of requirements that students must comply with, such as:

- Respecting all institute staff and students, in relation to the institute Equality & Diversity Policy
- The institute does not accept violent or extremist views and is part of the Prevent Duty
- Refraining from using mobile phones and taking photographs or video recordings on the premises without permission
- Helping to keep the building tidy
- Informing the institute of any change in circumstances, change of address or contact details
- Refrain from bullying others and being bullied by others
- Appropriate dress for students is recommended

Complaints / Appeals

Complaints and appeals are a great way to get your worries and concerns heard. We take all our complaints seriously and work hard to keep you satisfied in our institute. If you do have a complaint, or you are dissatisfied with its services, at first, try to resolve it informally with the person(s) involved. If the student is not comfortable approaching the concerning person(s) or if it is off a more serious nature, he or she can make a formal complaint.

A formal complaint must be written down, preferably by you and it can be made either by email or letter. It should explain the problem and set out what you wish. Alternatively you can fill a complaint form from the website and handover to the admin staff member in an envelope. <https://winsoreducation.org.uk/policies2024/complaints-form-2024.pdf>

Leaving WE or changing your course / level

You may ask to suspend your studies if you take a break of more than 2 weeks from your course. If you are a GEL student and you suspend your studies, it may be possible to join the next equivalent group, but you will have to wait until the institute forms a new group of the same level. If you are a Foundation or EAP student, it may be possible to return in the same group.

If you want to leave Winsor Education, you can ask to be withdrawn from your course. Sometimes students need to leave their studies because of personal, health or money problems. If this is the case, you might like to consider asking to suspend your studies instead.

If you want to change your course or level, you must discuss it either with the student welfare and support team or with the academic coordinator. They will decide what is better for you. It is important to tell us if you are leaving Winsor Education. If you do not tell us, you may find yourself being charged for the wrong tuition fees.

Contacts

Enrolments and enquiries

T: 0121 439 3916, M: 073 9983 7659

E: enquiries@winsoreducation.org.uk

Academics related

T: 0121 439 3916, M: 077 3181 3482

E: acad.coordinator@winsoreducation.org.uk

Facilities / Health & Safety

T: 0121 439 3916

E: a.wahid@winsoreducation.org.uk

Complaints / Safeguarding & Others

T: 0121 439 3916

E: operations@winsoreducation.org.uk

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Website:
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Twitter:
[@WinsorEducation](https://twitter.com/WinsorEducation)



Facebook:
WinsorEducation



Youtube:
WinsorEducation



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We work with:



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Saudi Arabian Cultural Bureau in the UK

