



## **STUDENT HANDBOOK**

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<i>POLICY LEAD:</i>	<i>MANAGEMENT TEAM</i>

### **MANAGEMENT TEAM MEMBERS**

**DIRECTOR**  
**ACADEMIC COORDINATOR**  
**ADMINISTRATOR**  
**STUDENT WELFARE OFFICER**

# Student Handbook

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#### Disclaimer

Metro College of Management Sciences will make every effort to provide accurate information on the services outlined in this programme but reserve the right to amend any offer published in this Handbook.

## 1. Director's Message

This is, and will remain, a tremendous privilege for me, to lead this institution as it continues to develop and work by providing great teaching facilities to international students. Furthermore, I take pride in this organization's personal growth, for while 'Metro College' once implied a singular Manchester campus: it now supports one of the largest international colleges in Britain with its Birmingham branch.

But our progress doesn't stop there; Metro College is, and has always been, fuelled by **aspiration**, as our company logo suggests. In two creative, dynamic cities, we set very high standards and have a clear vision for the future; to continue to succeed and provide quality education to our learners.

One of the College's two main roles is to help our students achieve that potential and become what they want to be and what society needs. Our other main role is to generate new knowledge to contribute the world of development. We have a commitment of excellence in both of these roles, and we intend to do even better - hence the ambitious program of investment in facilities and staff that we will be continuing over the next few years. We believe in academic and professional excellence and for its welcoming atmosphere.

I personally look forward to welcoming you to **Metro College of Management Sciences**. Thank you for your interest.

Director  
*MCMS*

## 2. About Manchester Campus and City

**Metro College of Management Sciences** is in the midst of the vibrant and diverse communities. Life in Manchester is lively, vigorous and multi-cultural. There is no shortage of places and spots for fun and enjoyment in this fantastic city. Manchester has been voted the coolest place in the UK other than London by 2002 survey report. It is the third heartiest and liveliest place in the UK according to a Comic Relief 2003 survey. Manchester also came second in 2002 survey of the UK's most musical cities. The city is home to two of the England's top 10 Architectural Highlights of the Year for 2003.

Manchester is famous for its world heritage site, renowned for its magnificent cathedral and wealth of historic buildings, it is also a regional shopping centre with narrow, bustling streets (high streets) where cafes, bars, restaurants and clubs make it ever popular with visitors and students alike. It is home to a major financial services sector, as well as having the largest concentration of language schools besides London.

Like thousands of others before you, have found Manchester, the perfect students' city, you too will find it the same way. Manchester city is the hot spot of cinemas, coffee shops, restaurants, parks, art galleries, shops and sports centers. If this is, you are looking for, then welcome to the city of Manchester. It is affordable, has a great public transport system, is located on a beautiful landscape and best of all, is students' friendly.

We bring you to the centrally located campus in which amenities, travel, accommodation, and places of religious worship as well as facilities including gyms, leisure centers are at a stone throw. Manchester Piccadilly Train Station is on a 10 minutes driving from the College and has commuter links to the rest of the country.

**MCMS** is in a wonderful location in Reddish area, a town in this spectacular city.

From wherever you come to study and whatever you come to study at **MCMS**, Manchester, you will experience the quality for academic excellence and friendly welcoming atmosphere with high community spirit.

**Metro College of Management Sciences** welcomes you in this multi cultural city.

### 3. About Birmingham Campus and City

**Metro College of Management Sciences** now boasts a campus in Birmingham; newer and larger than our Manchester branch while still situated in a lively and exciting main city. Birmingham is often coined 'The Youngest City in England' due to its high population of students, and as such offers fantastic opportunities for shopping, entertainment and nightlife.

Birmingham is Britain's second largest city and has excellent road, rail and airport links. Birmingham is located practically between London & Manchester, with London approximately an hour and fifteen minutes away by train. Birmingham is multi cultural and pointedly less expensive than London.

Birmingham has a huge presence of Asian population; famous for its curries and known as the curry capital of Britain. A type of curry called "Balti" is reputed to have been born in Birmingham among the Bangladeshi and Punjabi immigrants. Balti can be found now anywhere in Britain but not in India, Pakistan, or even in Bangladesh. Eating out in Birmingham is a multi-ethnic experience; there are many specialist restaurants in the city centre offering food from countries around the world.

Birmingham has modern shopping centers, restored Victorian arcades and a range of markets offering everything from designer labels to second hand. All the main high street stores are here along with smaller boutiques and special interest shops. The recently opened Bullring is Birmingham's newest shopping destination, built at a cost of more than £500 million; it offers about 160 shops, boutiques and restaurants covering an area equivalent to 26 football pitches in the city centre.

Birmingham city is home to three leading football clubs; Aston Villa, Birmingham City and West Bromwich Albion. International cricket takes place at Edgbaston, home of Warwickshire County Cricket Club, and Birmingham also hosts a number of major sporting championships.

There are many art galleries , including the Birmingham Museum and Art Gallery, which address the world's leading collection of art; the Barber Institute of Fine Art, with an outstanding collection of renaissance and impressionist art; and the Ikon Gallery with its stunning contemporary work. For a 'living museum', visit the Jewelry Quarter, where craftsmen and women use traditional methods to produce jewelry which is then sold directly to the public. Birmingham's Arts Fest, the UK's largest free arts festival, is another major attraction, and you'll also find festivals showcasing the best in everything from dance and design to animation, including Brilliantly Birmingham, the city's jewelers celebration, featuring the work of our students.

## 4. Staff List

### 4.1 Manchester Campus

S.No.	Name	Designation	Contact
1	Jawaid Iqbal	Academic Coordinator	j.iqbal@metrocollege.org.uk
2	Lateef Ul Mannan	Academic Administrator	l.manan@metrocollege.org.uk
3	Saima Hussain	Student Welfare Officer	s.hussain@metrocollege.org.uk
4	Sique Morgenthau	Administrator	s.morgenthau@metrocollege.org.uk
5	Lawrence Ado-Kofie	Business Lecturer	l.adokofie@metrocollege.org.uk
6	Elizabeth Osobemekun	Business Lecturer	e.osobemekun@metrocollege.org.uk
7	Heidi Elisabeth Reid	English Lecturer	h.reid@metrocollege.org.uk
8	Muhammad Bilal	IT Coordinator/Senior Administrator	m.bilal@metrocollege.org.uk
9	Mrs. Shahnaz Raza	English Lecturer	s.raza@metrocollege.org.uk

### 4.2 Birmingham Campus

S.No	Name	Designation	Contact
1	M Serfraz	Principal	m.serfraz@metrocollege.org.uk
2	Y Gulraiz	Vice Principal	y.gulraiz@metrocollege.org.uk
3	S Wong	Admissions Officer	sam.wong@metrocollege.org.uk
4	Z Khan	Academic Officer/Course Coordinator/Examination Officer	<a href="mailto:z.khan@metrocollege.org.uk">z.khan@metrocollege.org.uk</a>
5	Z Yousaf	Liaison Officer/Student Welfare Officer	z.yousaf@metrocollege.org.uk
6	G Hines	Administrator	<a href="mailto:g.hines@metrocollege.org.uk">g.hines@metrocollege.org.uk</a>
7	S Ferney	Administrator	s.ferney@metrocollege.org.uk
8	T Javed	Receptionist	<a href="mailto:t.javed@metrocollege.org.uk">t.javed@metrocollege.org.uk</a>
9	K Dunne	Caretaker	None
10	S Oakley	Trainee & Development Officer/Quality Assurance Officer	<a href="mailto:s.oakley@metrocollege.org.uk">s.oakley@metrocollege.org.uk</a>
11	M Asad Gulzar	IT Technician	m.gulzar@metrocollege.org.uk

## 5. Courses and Fees

We currently offer the following courses;

Course Name	Entry Requirements	Fee
<b>Diploma in Business Management and Marketing</b>	Minimum 10 years of formal Education and CEFR B1* Level English Language Skills	£3,250.00 including registration
<b>Higher Diploma in Business Management and Marketing</b>	Minimum 12 years of formal Education and CEFR B1* Level English Language Skills	£3,500.00 including registration
<b>Professional Diploma in Business Management and Marketing</b>	Minimum Bachelors Degree and CEFR B1* Level English Language Skills	£3,750.00 including registration
<b>Graduate Diploma in Business Management and Marketing</b>	Minimum Bachelors Degree and CEFR B1* Level English Language Skills	£4,000.00 including registration
<b>Post Graduate Diploma in Management</b>	Minimum 1 <sup>st</sup> Class Honors Bachelor Degree/Masters and CEFR B1* Level English Language Skills	£4,750.00 including registration
<b>General English Language Certificate</b>	Minimum 10 years formal Education and CEFR B1* Level English Language Skills	£3,250.00* including registration

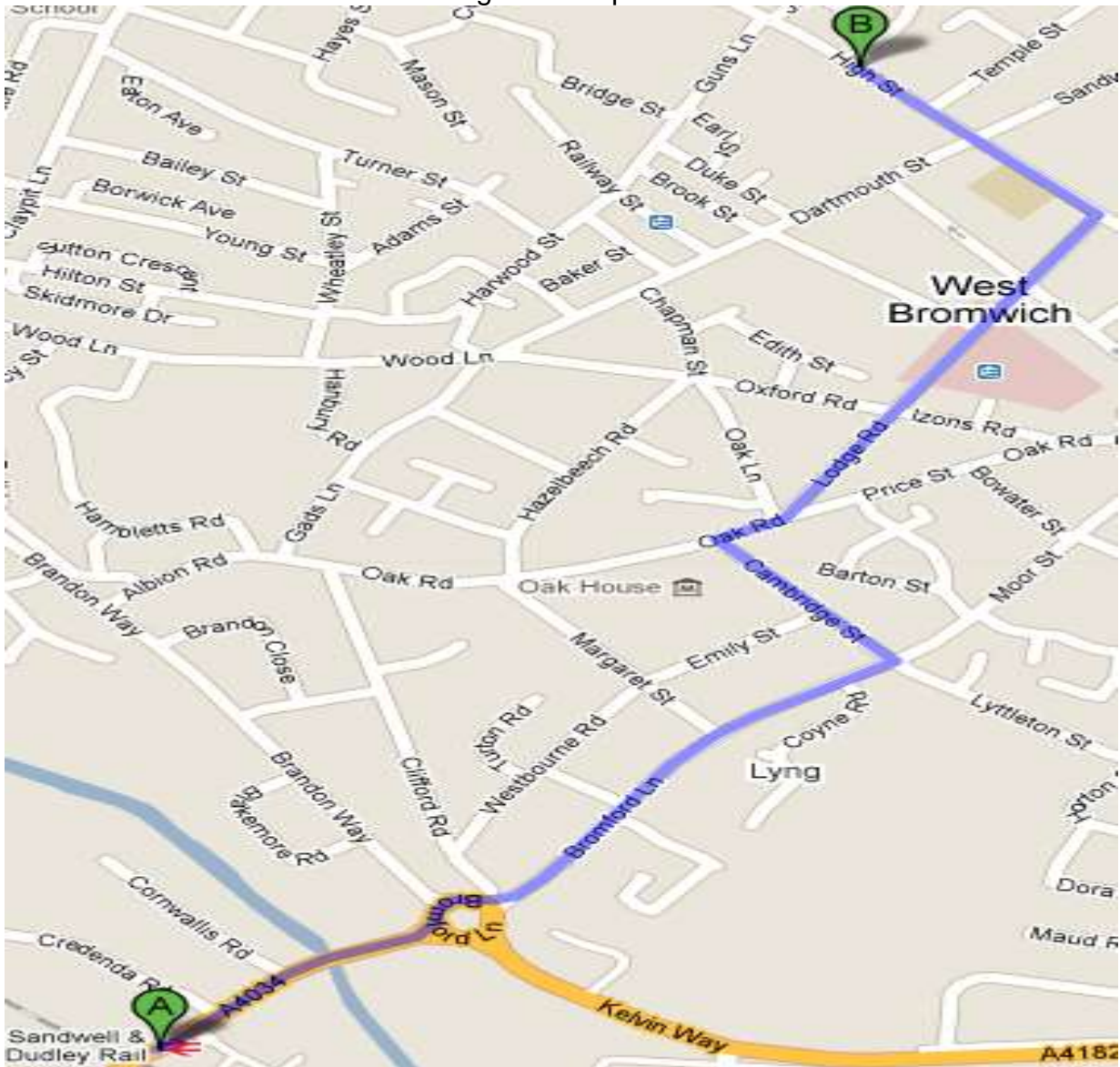
\*A Special Offer is designed when you pay the full fee upfront for General English Language Certificate. In these cases, the entire course will cost £3000.00

- For all courses, the minimum deposit is £2000.00. We will not issue a CAS before receiving that deposit.
- The fees reflect tuition fees only and do not cover additional expenses such as exam fee or the cost of study material.
- The college reserves the right to amend fees without prior notice.
- If your Visa application is refused and we believe you to be genuine then we are willing to refund your fees, less £250.00 kept for administrative charges. However, this is case by case and those who have attempted deception or improperly applied will not be refunded. For further information, please ask for our [Refund Policy](#).
- Offer and acceptance of a place at the College is made on the understanding that the student undertakes to observe the Rules and Regulations of the College, and other applicable regulations.

## 6. Locations

Walking route from nearest Train Station (Levenshulme Railway Station) to Manchester campus:

Walking route from nearest Train Station (Sandwell and Dudley Train Station) to Birmingham campus:



## 7. Making an Application from outside the UK

A student making an application from outside the UK for entry clearance should go to the: International Group website (formerly known as UK Visas) at <http://www.ukba.homeoffice.gov.uk/visas-immigration/studying/adult-students/apply-outside-uk/>

Whereas, he/she can find the forms and more information on how to fill them in.

## 8. Making an Application from inside the UK

Student making an application from inside the UK should go to the UK Border Agency website to find the application form at: <http://www.ukba.homeoffice.gov.uk/visas-immigration/studying/adult-students/applying-inside-uk/>

Students must meet the full requirements of the Immigration Rules and score 40 points in total as shown in the table below:

Points required:	40 Points
Having a valid Confirmation of Acceptance for Studies from a Tier 4 sponsor	30 Points
Having enough money to cover course fees and monthly living costs (also known as maintenance or funds)	10 points
Total Points	40 points

## 9. English Language Requirements

All students whose first language is not English must satisfy the College that they have achieved a level of proficiency in English that will enable them to proceed with their studies without difficulty. They must be able to provide evidence of proficiency in the form of a test score obtained in an internationally recognized English language examination with all the awarding bodies details and relevant scores available on the UKBA website by following this link.

<http://www.ukba.homeoffice.gov.uk/sitecontent/applicationforms/new-approved-english-tests.pdf>

We cannot issue any **CAS letter** unless you meet the following criteria:

- you are competent in English language at a minimum of CEFR **level B2**, if you will be enrolling on a course at NQF 6/QCF 6/SCQF 9 or above;

**OR**

- you are competent in English language at a minimum of CEFR **level B1**, if you will be enrolling on a course at NQF 3-5/QCF 3-5/SCQF 6-8;

**OR**

- You are a national of a majority English-speaking country. The following list shows majority English speaking countries including UK:

1. Antigua and Barbuda.
2. Australia
3. the Bahamas and Barbados
4. Belize
5. Canada
6. Dominica
7. Grenada
8. Guyana
9. Jamaica
10. New Zealand
11. St Kitts and Nevis
12. St Lucia
13. St Vincent  
And the Grenadines
14. Trinidad and Tobago
15. The United States of America

**You are only exempted from the English Language requirements if;**

- You meet the rest of the criteria for a course at NQF 6/QCF 6/SCQF 9 and you are not a national of a majority English-speaking country, you should have either; successfully completed an academic qualification, at least equivalent to a UK bachelor's degree, which was taught in a majority English-speaking country; **Or** successfully completed a course as a Tier 4 (Child) student (or under the student rules that were in force before 31 March 2009, if you were given permission to stay in the UK while you were under 18 years old) - the course must have lasted for at least 6 months, and must have ended no more than 2 years before the date when your sponsor assigns your CAS;
- You meet the rest of the criteria for a course at NQF 3-5/QCF 3-5/SCQF 6-8, and you are not a national of a majority English-speaking country, you should have either; successfully completed an academic qualification, at least equivalent to a UK bachelor's degree, which was taught in English in a majority English-speaking country; **Or** successfully completed a course as a Tier 4 (Child) student (or under the student rules that were in force before 31 March 2009, if you were given permission to stay in the UK while you were under 18 years old) - the course must have lasted for at least 6 months, and must have ended no more than 2 years before the date when your sponsor assigns your CAS.

## 10. Immigration Matters before you leave your Home Country

1. Find out where the nearest British diplomatic post or Visa Application Centre is located. The following website can give you details of centers in your own country: <http://www.ukba.homeoffice.gov.uk/countries/>
2. If entry clearance is required complete application form VAF9-PBS Migrant as well as VAF9-PBS Appendix 8 and submit it to the British diplomatic post or Visa Centre, including any additional documents required (you would have been advised what documents are required). You will be charged a fee for every person included on your application that is travelling with you to the UK and who is applying for entry clearance. The Fee is £255 per person.
3. If there is a problem with your application, you can contact the Admissions Office of the college at: [info@metrocollege.org.uk](mailto:info@metrocollege.org.uk)
4. If your application for entry clearance is successful, then a sticker will be placed in your passport. You MUST check this sticker immediately to make sure you have been given the correct type of visa and for the correct length of time. If you think that an error has been made then you must inform the British diplomatic post or Visa Centre in your home country to have the error corrected.
5. If you are refused by British High Commission, they will send you a letter of refusal, you need to contact the College Admissions Office immediately by telephoning: +44 (0) 121 553 7613 or faxing a copy of your refusal letter to fax +44 (0) 121 500 6290.

## 11. Immigration Matters upon arrival in the UK

Carry, in your hand luggage, all the documents that the Immigration Officer will want to check.

### 11.1 Students from within the European Economic Area (EEA)

Passport or National Identity Card

### 11.2 Non-European Nationals

- Passport or official travel document
- Entry Clearance Certificate (if applicable, see information above for details on who requires entry clearance), i.e. Visa
- Confirmation of Acceptance (CAS) Letter from the College.
- Evidence of financial support (e.g. bank statements)
- Letter from sponsor (if applicable)
- A copy of your chest X-Ray and/or TB Certificate (if applicable).

## 12. Arrival

Upon arrival in the UK, please call your respective College Office. College is open from Monday to Friday, 9.00am to 6.00pm and should be your first point of contact for information. For those students arriving at other times, please let us know in advance by email. After you have settled at your accommodation, go to [visit your college](#). We will help you with all your academic enquiries and with registration for your course modules. It is preferable that you visit the college prior to the Course Start date ideally on [Enrolment day](#), as we do need to properly enroll you before you can attend lessons.

To enroll you, we will need you to bring the following documents;

- Original Passport
- All Original educational documents mentioned in your CAS letter
- A copy of your CAS letter
- Your Address, telephone number in the UK
- Next of kin Details like name, telephone number, email and address in the UK to contact her/him in case of emergency.

## 13. Late Arrival to the UK

College regulations state that we are able to accept students up to four weeks after the start of lectures. If you cannot reach the College by time then ask us for a letter so the Immigration on the airport is aware that we can accommodate you. If you are unable to join us, your place may be transferred to the next session but you have to tell us about this in a good time.

## 14. Police Registration

New arrivals in the United Kingdom, who will be here for longer than six months are reminded to check the immigration entry stamp in their passports to see whether they are required to register with the police. If you do need to register, you **MUST** do so soon after arrival in the UK.

**Please note:** If you *are* required to register with the police, you must remember to inform the local police each time you obtain an extension to your Leave to Enter/Remain in the UK and also each time you change address.

## 15. Extending your Visa

All international students subject to immigration control are advised to check the expiry date of their UK residence permit/entry clearance (visa). If you require an extension to your visa at any stage during your studies in the UK, you must seek advice on how to submit your application from the college Admin Office at least six to eight weeks before your visa expires. Every student applying for an extension to their student visa should download form Tier 4 (General) Application form from the Home Office website at:

<http://www.ukba.homeoffice.gov.uk/visas-immigration/studying/adult-students/applying-inside-uk/>

For further information please contact the College Admin Office.

## 16. Dependants of Tier 4 General Students

From 4 July 2011, you **cannot** bring your dependants to the UK **unless** you are:

- sponsored by a **Higher Education Institution** on a course at NQF level 7 or above which lasts 12 months or more; or
- A new government-sponsored student following a course which lasts longer than 6 months.

If your dependants are already in the UK with permission, they will be allowed to extend their stay provided they apply at the same time as you apply to undertake a course of study lasting more than 6 months.

Dependants must apply under the rules for points-based system dependants.

The only option available to the dependants of students studying in privately funded colleges is to apply for a **Visitor Visa**. If dependants are granted leave to enter the UK as **visitors** they will only be given a maximum stay of six months and will be prohibited from working. This may be suitable for dependants planning to come to the UK for a short holiday only.

### 16.1 Employment Regulations for the Dependants of Tier 4 General Students

The spouse of a Tier 4 General student should receive conditions that allow them to work provided that the student they are accompanying has been granted leave to enter or remain in the UK for twelve months or more in Higher Education Institution on a course at and above NQF level 7 **Or** a new government-sponsored student following a course which lasts longer than 6

months. If you are unsure as to whether you and your spouse are entitled to work in the UK or not, you should contact the College Admin Office during office hours. Please make sure you bring you and your spouse's passport to your appointment.

## **17. Student Conduct**

### **17.1 Behavior in the College environment**

The College encourages the freedom of expression and the sharing of ideas as outlined in the College philosophy. The College does not attempt to safeguard students from ideas that they may find unwelcome, disagreeable, or even offensive. Whilst the College does not impose rigid standards of civility, there are some circumstances in which behaviour so violates our community standards that formal College intervention is required.

### **17.2 Examples of Unsatisfactory Conduct**

- Careless misuse of college equipment or facilities
- Negligent violation of safety practices
- Disruption of classes
- Refusal to follow a reasonable instruction given by member of staff
- Continual poor attendance
- Continual failure to hand in course work
- Use of language, which is offensive on the grounds of gender, race, disability and sexuality

### **17.3 Examples of Misconduct**

- Objectionable or insulting behavior
- Use of foul language
- Defacing any surface with graffiti
- Behavior which is racist, sexist or abusive to persons with a disability or on the basis of their sexuality

### **17.4 Examples of Gross Misconduct**

- Malicious attack on any person within the College
- Harassment, threatening behavior, assault on the basis of race, gender, disability or sexuality
- Threatening behavior towards any person within the College
- Unauthorized removal of college equipment or the possessions of another person learning, teaching, or working within the College
- Malicious graffiti
- Being under the influence of drink or drugs

## 17.5 Examples of Instant Dismissal

- Sale, distribution or illegal use of drugs
- Endangering health and safety of any person within the college
- Possession of offensive weapons
- Behavior considered dangerous or disruptive

## 18. Punctuality

You are expected to turn up to all timetabled sessions on time. If you are late, the tutor has the right to refuse entry in an effort to minimise disruption to the other students. In case of lateness you are required to call the College early in the morning and inform us of the reason why you are late.

## 19. Sickness and 'Absence with good reason'

All absence is to be reported to Admin Office/Course Coordinator or Academic Administrator. This is important to ensure your record of attendance is not affected.

If you are ill the following documentation is required:

If you miss less than five consecutive days, self-certification is acceptable.

If you are absent for seven consecutive days or more (including weekends), a note from an appropriate qualified medical practitioner is required.

If you suffer from a chronic condition that may affect your academic performance, you are advised to inform Admin Office/your Course Coordinator or Academic Administrator in writing.

Similarly, if you are absent through personal difficulties, see your Course Coordinator/Academic Administrator.

## 20. Plagiarism

You are reminded that all work submitted as part of the requirements for any examination (including coursework) must be expressed in your own words and incorporate your own ideas and judgments.

Plagiarism, that is the presentation of another person's thoughts or words as though they were your own, must be avoided, with particular care in coursework, essays and reports written in your own time. You are encouraged to read and criticize the work of others as much as possible. You are expected to incorporate this in your thinking and in your coursework and assessments. But you must acknowledge and label your sources.

Direct quotations from the published or unpublished work of others, from the internet, or from any other source must always be clearly identified as such. A full reference to their source must be provided in the proper form and quotation marks used. Remember that a series of short quotations from several different sources, if not clearly identified as such, constitutes plagiarism just as much as

a single unacknowledged long quotation from a single source. Equally, if you summarize another person's ideas or judgments, figures, diagrams or software, you must refer to that person in your text, and include the work referred to in your bibliography.

The direct and unacknowledged repetition of your own work which has already been submitted for assessment can constitute self-plagiarism. Where group work is submitted, this should be presented in a way approved by your department. You should therefore consult your tutor or course director if you are in any doubt about what is permissible. You should be aware that you have a collective responsibility for the integrity of group work submitted for assessment.

The use of the work of another student, past or present, constitutes plagiarism. Where work is used without the consent of that student, this will normally be regarded as a major offence of plagiarism.

Failure to observe these rules may result in an allegation of cheating. Cases of suspected plagiarism may result in penalties being taken against any student found guilty of plagiarism.

## **21. Academic Support and Services**

Our lecturers are very supportive and helpful in dealing with student's problems and work in a collective team environment.

### **21.1 Student Library**

Students can utilise the library facility that have carefully selected books, magazines and articles.

### **21.2 IT Support Facilities**

In IT Labs you will find PCs with Internet access. Moreover, the College aims at consistent investment for refurbishment of its infrastructure to provide better IT support and services to its students.

### **21.3 Use of computers**

Free access to the Computer Lab is available at any time. However, lecturers may ask you to leave their class if they feel it to be appropriate.

Computers may ONLY be used by the students of the College;

Each person using computer may be asked by any member of the staff to produce their student ID;

Coping of software products and use of unlicensed software is illegal and serious misconduct, the disciplinary consequences of which may include dismissal from the College;

No food or drink is allowed at any time in any rooms;

The labs are expected to be free of litter at all times;  
The use of mobile phones is not allowed in labs or workshops;  
Noise should be kept to a minimum at all times to minimize disruption to other users;  
No student should bring any unauthorized person, or persons, into the laboratory for any reason. Students are expected to have their college card with them at all times and may be asked to present it to members of staff as proof of identification and eligibility to use facilities;  
Any unprofessional behavior while occupying the laboratories will face severe disciplinary action;

#### **21.4 Internet policy**

Access to the Internet is free of charge;  
Students may not:  
Engage in online gambling;  
Accessing, receiving, displaying or disseminating pornography;  
Posting information that may tend to disparage or harass others on the basis of gender, race, age, disability, religion, sexual orientation or national origin;  
Engage in chain letters;  
Downloading, using or distributing copyrighted materials from the internet without verifying their operational integrity;

#### **21.5 Computer Security**

We cannot guarantee that the computers at the college are safe or immune from attack and infiltration. The College accepts no liability for loss of data that results from such an attack. We make best efforts to prevent any unauthorised access but cannot stop determined or malicious hackers. Students are advised to back up their work at every stage.

#### **21.6 Financial Support**

The College provides flexible ways of payment. After paying the minimum fee required for enrolment the rest of your fees you can pay in monthly instalments within three months of the course start dates.

Requests for special fee payment arrangements for students who are experiencing hardship and/or financial assistance are considered by the Director of the college.

Students are informed that in case of failure of any fee due, the college has right to cancel their registration and their detail will be forward to debt recovery agency.

You may find it useful to contact your local British Council office to find out if they know of any local initiatives that you may benefit from.

We do not currently offer any form of scholarship programme.

## **21.7 Counseling**

At Metro College, we understand that the stress of moving country and enrolling in a foreign college is high, and at times seems daunting. Our students are encouraged to talk to us at any time should they encounter problems with any matter; our administrative team is supportive and experienced in dealing with students' problems. Whether the matter be to do with stress, exam anxiety, financial problems, drugs or anything in between we encourage you to come to us with the matter in a confidential and secure environment.

The college also provides additional learning support to all its students from application stage to graduation. If you do not understand your tutor lecture or any other problem please contact college administration.

## **21.8 Career Advice**

Job Search - help in finding a job, completing CVs and application forms, as well as practice with interviews.

If you are interested to see one of the college advisor please contact reception to book an appointment.

## **22. Educational Services**

### **22.1 Teaching**

You will be taught by appropriately qualified staff, lessons will be given using a variety of appropriate methods and resources. They will start and finish at the designated time. You will receive regular verbal and/or written reports of your progress and achievement.

### **22.2 Assessment**

Your course will have a clear assessment arrangement. Your work will be marked, and written feedback will be given within 10 working days. Written records will be held for all assessed work. You will be informed of arrangements for examinations, timed assessments etc, in writing. External examination results will be directly conveyed to you by the examining bodies.

### **22.3 Tutorials / Workshops**

All full-time PGD students will receive at least two hours-long tutorial per week. In return, to get the most from your course in college, you must attend regularly, be on time for lessons and complete set work to deadlines.

## 23. Disability Service

The College's aim is to take all possible steps to remove unnecessary barriers and enable full participation by disabled students in all aspects of College life. Based on our policy for disabled persons, we offer a friendly, confidential and professional service and consider each person's requirements on an individual basis.

## 24. Academic Support and Services

Our lecturers are very supportive and helpful in dealing with student's problems and work in a collective team environment.

### 24.1 Student Library

Students can utilise the library facility that have carefully selected books, magazines and articles.

### 24.2 IT Support Facilities

In IT Labs you will find PCs with Internet access. Moreover, the College aims at consistent investment for refurbishment of its infrastructure to provide better IT support and services to its students.

### 24.3 Use of computers

Free access to the Computer Lab is available at any time. However, lecturers may ask you to leave their class if they feel it to be appropriate.

Computers may ONLY be used by the students of the College;

Each person using computer may be asked by any member of the staff to produce their student ID;

Coping of software products and use of unlicensed software is illegal and serious misconduct, the disciplinary consequences of which may include dismissal from the College;

No food or drink is allowed at any time in any rooms;

The labs are expected to be free of litter at all times;

The use of mobile phones is not allowed in labs or workshops;

Noise should be kept to a minimum at all times to minimize disruption to other users;

No student should bring any unauthorized person, or persons, into the laboratory for any reason. Students are expected to have their college card with them at all times and may be asked to present it to members of staff as proof of identification and eligibility to use facilities;

Any unprofessional behavior while occupying the laboratories will face severe disciplinary action.

## 25. Complaints and Academic Appeals

### 25.1 General

The College recognises the importance of having effective procedures for resolving student and staff members' complaints and academic appeals. Students and staff members should have a full opportunity to raise matters of proper concern to them without fear of disadvantage and in the knowledge that privacy and confidentiality will be respected.

The College wishes to ensure that its procedures are fair and decisions are reasonable and have regard to any applicable law. It also aims to consider complaints and academic appeals in a timely manner, using simple and transparent procedures.

The procedures described in this section form part of the College's overall framework for quality assurance.

### 25.2 Complaints

Students and staff members should feel free to raise matters of proper concern to them with the College. Such matters can include problems with academic matters and resources and complaints about the behaviour of or harassment by other students or faculty members. Complaints about harassment will be taken very seriously.

Harassment can take many forms. In general it can be defined as conduct relating to creed, disability, nationality, sex or other personal characteristics which is unwanted by the recipient. It can also be classified as any such conduct which affects the dignity of any individual or group of individuals. It can include persistent (or a serious single incident of) unwanted physical, verbal and non-verbal conduct.

A romantic relationship between a student and a faculty member, whilst otherwise acceptable may, in a College setting, lend itself to an abuse of power, or to the exertion of undue influence.

### 25.3 Academic appeals

The grounds of appeal are:

Extenuating circumstances affecting student performance of which the examiners had not been made aware when making its original decision, e.g. illness, bereavement or emotional worries;

Irregularity in the examination procedures of such a nature as to cause reasonable doubt that the examiners would have reached the same conclusion had the irregularity not occurred, e.g. failure to conduct the examination or other form of assessment in accordance with regulations or incorrectly recorded/aggregated marks;

Deficiency in management and/or the delivery of a course or any component of a course; and

Evidence of prejudice or bias or of inadequate assessment on the part of one or more of the examiners.

### **25.3 Procedure for complaints or academic appeals**

A student (the "complainant or appellant") may not wish to pursue the formal complaints procedure at first, but could speak to the person whose action has led to the problem. By talking about the problem, it may be resolved but will at least provide more information about the background to the cause for complaint.

A complainant or appellant may prefer to ask someone else to approach the person on his or her behalf and to try to resolve the matter. This may be the Academic Coordinator or Course Coordinator.

Where an informal approach has failed, more formal action will be required. Should a complainant or appellant wish to proceed with a formal complaint or appeal, he or she should normally lodge his or her intention to pursue a complaint or appeal within fourteen days of the notification of assessment results or of becoming aware of facts which constitute a valid ground for complaint or appeal.

The complaint or appeal should be sent in the first instance to the Academic Coordinator. The complainant or appellant should specify in the complaint or appeal the remedy that he or she seeks from the Complaints and Appeals Committee.

A complainant or appellant will normally be given two months from the date of lodging his or her complaint or appeal in which to submit a statement of their complaint or appeal.

### **25.4 Complaints and Appeals Committee**

The Complaints and Appeals Committee shall consist of two suitably qualified staff members nominated by the Principal of the College. It is their responsibility to determine the facts.

Complaints and appeals will be dealt with promptly or normally not more than two months after the date of receipt of any such complaint or appeal.

A complainant or appellant shall be entitled to be accompanied at all stages of the process by a person of his or her choosing.

### **25.5 Action following a complaint or appeal**

The Academic Coordinator will provide the complainant or appellant with a written account of the Complaints and Appeals Committee's findings, setting out the reasons for upholding or rejecting the complaint or appeal.

Where a complaint or appeal is upheld, appropriate remedial action will be implemented. This can include upgrading a student's mark, sending an assignment to a further, independent external examiner for scrutiny, reinstating a student who has been expelled or other suitable remedy.

Where a complaint or appeal is rejected, a complainant or appellant may make a final appeal to the Principal of the College. This does not prevent the complainant or appellant from pursuing any external avenues of redress to which he or she is entitled.

## **25.6 Monitoring of complaints and appeals**

The College will monitor any complaints and appeals with a view to improving the efficiency of the College and increasing the satisfaction of its students and faculty.

## **26. Discipline**

The College sets out clear rules about discipline. Any student who is found guilty of misconduct could be suspended or expelled from the College.

For the purposes of this handbook, misconduct is the interference with the proper functioning or activities of the College, or those who work or study in the College, or action which otherwise damages the College.

Some examples of what is meant by "misconduct" are insubordination (e.g. persistent disobedience and/or disruptive behaviour or refusal to follow a reasonable instruction), theft or deliberate damage to property (including intellectual property), violence of any kind, being in possession of, or under the influence of, alcohol or any illegal substances, cheating, or any physical, verbal or written act which goes against the College's equal opportunities policy.

### **26.1 Disciplinary Committee**

There shall be a Disciplinary Committee which shall consist of suitably qualified persons nominated by the Principal. It is their responsibility to determine the facts.

Disciplinary matters will be dealt with and concluded promptly or normally not more than two months after the date of reporting of alleged misconduct.

### **26.2 Reporting of alleged misconduct**

Any member of the College who becomes aware of conduct by a student which might become the subject of proceedings under these rules shall report the matter to the Academic Coordinator.

The Academic Coordinator shall make all necessary investigations and refer the matter to the Academic Coordinator. The Academic Coordinator shall determine a) that no further action be taken under these rules, or b) that the matter be referred to the Disciplinary Committee.

If it appears that a serious criminal offence has been committed, the matter shall be reported to the police.

### **26.3 Procedure on referral to Disciplinary Committee**

Where a matter is referred to the Disciplinary Committee, the student will be notified of any allegations against him or her and given copies of any supporting documents. The student will be given two weeks from the date of notification to give a written reply to these allegations.

The Disciplinary Committee may call for the student to appear before them in person to answer any charge. The student may be accompanied at all stages of the process by a person of his or her choosing.

Where the Disciplinary Committee upholds the complaint against the student, appropriate action will be taken. This can include a written reprimand, refusal of credit for any piece of work or failure in the examination of a thesis, exclusion for a specified length of time,

Exclusion from the College or such other penalty as the College shall from time to time determine.

## **26.4 Monitoring of Disciplinary Procedures**

The College will monitor all disciplinary matters with a view to improving the efficiency of the College and increasing the satisfaction of its students and faculty.

## **27. Change of Details**

You should inform Admin Office about any change in your personal details.

## **28. Data Protection Act**

The College is required to collect, hold and process personal information on students for various academic and related administrative purposes. This information will largely be provided by you on application to the College on registration and on notification to the Admin Office from time to time. The College will confirm, update and enhance personal records as you progress with your studies.

All personal information will be processed in accordance with the College's data protection policy which, in turn, enshrines the data protection principles as set out under the Data Protection Act 1998.

## **29. Attendance**

All classes, workshops and examinations are compulsory and you are expected to attend unless you have good reason to be absent.

Attendance is monitored and a register taken. For more details please refer to our [non-attendance policy](#).

## **30. Course Alteration**

### **30.1 Course Cancellation Procedure**

Metro College of Management Sciences reserves the right to cancel a course due to insufficient number of students. Students registered for a cancelled class will be notified by the college as to verification of the course cancellation under the UKBA rules and regulations and when the cancelled course will be offered again. For further information you should contact your Course Coordinator.

Tuition and fees will be refunded upon course cancellation.

### **30.2 Transfer between courses**

All students have the opportunity to transfer course within the College. Deadline for transfer is end of third week after starting the classes. All students wishing to transfer are required to discuss this with their Course Coordinator/Academic Administrator.

### **30.3 Course Drop/Withdrawal Policy**

In the event of cancellation the following conditions will apply:

Where a cancellation is received four weeks before the commencement of a course, tuition fee (less registration fee) will be refund, if visa is not issued yet.

Where a cancellation is received later than four weeks before the commencement of a course, there will be no refund whatsoever.

## **31. Your comments**

Metro College of Management Sciences provides you a platform to make your say heard. Your questions are welcomed and your opinion valued. If you raise an issue we will listen to you and look into the matter so if you have any comments about services or academic issues, come along to one of our session and meet our senior manager and tutors face to face.

## 32. Aims

As essential elements of health and safety legislation the College, through its management structure, will so far as is reasonably practicable:

Provide and maintain safe equipments

Establish safe systems of work

Make arrangements for the safe use, handling, storage and transportation of articles and substances

Provide and maintain safe places of work and means of entry and exit

Provide and maintain clean and healthy environments which are safe and without risks to health and provide for the welfare of all staff, students, visitors, suppliers and contractors

Provide such information, instruction, training and supervision as is necessary to ensure the safety and freedom from risk to health of staff, students and visitors.

Managers will ensure that these elements are incorporated into any actions that may affect the health and safety of any member of staff, student, visitor, supplier or contractor within their control. Staff, students, visitors, suppliers and contractors are reminded that they also have a responsibility to take care of their own health and safety and must give consideration for the health and safety of others.

## 33. Health and Safety

It is the Policy of Metro College of Management Sciences to create an environment that is safe and healthy for our staff, students, visitors, suppliers, contractors and neighbours through the implementation of policies and procedures designed to achieve the highest possible standards. To this end the corporation recognises the duties and responsibilities placed upon it by the Health and Safety at Work Act 1974 and the Management of Health and Safety Regulations 1999 as amended.

### 33.1 Smoking

The college is committed to health and safety in all aspects of its work. In line with this commitment, the college has adopted a NO SMOKING policy on all college premises.

### 33.2 Fire

If you hear the fire alarm

Close all windows

Leave the room closing the door behind you

Evacuate the building and assemble at the front of the building

If you discover a fire

Raise alarm – Fire brigade to be called

If possible tackle the fire using the appliances provided but DO NOT endanger yourself or others doing so

For more information, follow Fire Instructions which is displayed on the wall near the reception and other areas of the college. Signs of the fire exits are displayed on each exit.

#### REMEMBER

Do not stop to collect your personal belongings

Never re-enter the building for any reason unless told to do so

Do not take any risk

### 33.3 Emergency evacuation/fire drills

Emergency evacuation or fire drills are signalled by the continuous ringing of the fire bell. Your class lecturer or other member of staff will give you directions to leave by the nearest practicable exit. You must follow these instructions and proceed to the designated assembly point and report to your tutor or person in charge.

Do not obstruct entrances, exits and driveways around the College.

Do not return to the college building until instructed to do so by a member of the college staff.

### 33.4 First Aid

If you have an accident, however slight, you should immediately report it to your class lecturer or other staff member.

They will ensure that you receive appropriate treatment and that any records that need to be kept of the incident are recorded in the correct way.

## 34. Cost of Living in the UK

It is estimated that a **Single Diploma level student** from overseas will need approximately £5,400 for 9 months to cover general living expenses (this includes accommodation, food, local travel, entertainment and clothing).

Private accommodation costs vary widely and in some cases a level in excess of that quoted above will be required. Allowance should be made for inflation for courses of more than one year's duration. Useful websites which allow you to calculate your living costs can be found at:

<http://educationuk.org/> & <http://studentcalculator.org.uk/international>

## 35. Financial matters before you leave your Home Country

Before coming to the UK you should speak to your bank at home and ask their advice about running a bank account in the UK. Find out how long it will take to transfer money from your home bank to your UK bank. You are also advised to ask whether your bank at home has a special relationship with a bank in the UK and whether this would help you set up your account here.

Bring enough cash to pay for your travel either to Manchester campus or Birmingham campus or for any other immediate needs. You are advised to have enough money in **travelers' cheques** to last a month (approximately £1000) as it may take longer than expected to open a bank account and to transfer funds to the UK. Do not carry large amounts of cash.

### 35.1 Money and Exchange Rates

Many governments have regulations concerning the amount of money which may be taken out of the country. Students are strongly advised to check whether such regulations apply to them and, if so, seek permission from their banks or other relevant agencies. Current rules state that students must declare cash/travelers cheques of over £5,000 when passing through UK immigration.

You are advised to bring approximately £500 in cash or travelers cheques to cover public transport fares, meals and other incidentals during your first few weeks in the UK. **However, you should not keep large sums of money in cash on your person or in your accommodation.**

Britain's decimal currency is based on the pound sterling (£) which is divided into 100 pence (100p). Coins are issued up to the value of £2. There are £5, £10, £20 and £50 notes.

### 35.2 Opening a UK Bank Account

To open a bank account you will need to provide certain documents to prove your identity:

- Passport
- College Bank Letter/Enrollment Letter
- Proof of UK address

\* Please note that the Bank Letter is available from the Student Admission Office in your Enrolment letter bundle. This letter may not be available until at least a week after you have officially registered at the College. International Students are normally only eligible to open 'Basic Accounts' that have **no overdraft facility**. 'Student Accounts' are usually only available to those who have been living in the UK for three years.

## 36. Private Accommodation

We do not provide any on-site accommodation at any of our branches. However, many international students live in privately owned accommodation in the city and make individual arrangements with landlords. You are advised to arrive a few days prior to registration in order to settle in and have time to find accommodation.

The rent payable to a private landlord for a single room with shared kitchen and bathroom facilities averages at approximately £70 per week. However, the standard of private accommodation varies considerably. It is important also to take into account the cost of heating and electricity which is usually in addition to the rent.

## 37. Deposits

Most private landlords will ask a student to pay a deposit of roughly one month's rent when they move into a house. This is then used to cover the cost of any damage, or pay any outstanding bills, at the end of the period of stay. If there are no breakages or bills, then the deposit will be refunded in full. It is therefore important that you come to an agreement with the landlord on how to repay this amount.

## 38. Council Tax

The Council Tax is a local tax based on the value of the dwelling in which you live. If all the adult residents in your dwelling are registered full-time students you will be exempt from paying this tax. To obtain this exemption, you should obtain a National Insurance Letter from the College's Administration Office; it will be provided with your Enrolment letters. This should be given to your landlord or sent directly to the council and will then prove that you are a student. You may be liable to pay this tax if you share accommodation with non-students, or if you continue to live in your dwelling after your course has finished. If you would like any further information about Council Tax please contact the Administration Office.

## 39. Regulations

If you are **from a country outside the EEA** and your course of study is for **six months or more** you will qualify for NHS treatment, from the beginning of your stay, on the same basis as anyone who is a British Citizen. Your spouse and children with you in the UK will also be entitled to NHS treatment. To receive free hospital treatment in England and Wales your family members must be in

the UK as your dependants and not, for example, as 'visitors'. 'Family' in this situation means your husband or wife, civil partner and your children up to 16, or up to 19 if they are in full-time education **If your course of study is for less than 6 months** and your course is 35% UK government funded, you will receive full NHS hospital treatment from the beginning of your stay. You might not be eligible for free GP treatment, however.

## 40. Reciprocal Health Care Agreements

The UK has reciprocal health care agreements for the following:

- Nationals of countries in the European Economic Area
- Those who are nationals of: Armenia, Azerbaijan, Belarus, Bosnia, Bulgaria, Croatia, Georgia, Gibraltar, Yugoslavia i.e. Serbia & Montenegro, Kazakhstan, Kirgizstan, Macedonia, Moldova, New Zealand, Romania, Russia, Tajikistan, Turkmenistan, Ukraine, Uzbekistan.
- Those who are residents of:  
Anguilla, Australia, Barbados, British Virgin Islands, Channel Islands, Falkland Islands, Iceland, Isle of Man, Montserrat, St. Helena, Turks and Caicos Island

This list may change, as new arrangements are negotiated, so please check with the health authorities in your home country what treatment is covered by the agreement as you may still need to take out health insurance. If you are covered by a reciprocal health care agreement, you will be eligible for some NHS treatment.

If you are not covered by one of the above agreements and your leave to remain is **less than 6 months long** you are advised to take out adequate health insurance for the period of your stay, as treatment from the NHS is limited to emergency hospital treatment in an NHS Accident and Emergency department. Once you are admitted to a hospital ward or given an outpatient appointment, charges will apply. **European Economic Area** Nationals can receive National Health Service (NHS) care while in the UK and you should obtain a European Health Insurance Card (EHIC) before coming to the UK. If you are here for **six months or more**, you and your family can receive free treatment from NHS hospitals and doctors. If your stay is for **less than six months** and you hold form E128, you can receive NHS treatment. Form E128 is available from the health authority in your own country and must be issued **before** you leave your country. If your stay is for **less** than six months and you **do not** hold form E128, you could be charged for any treatment from a doctor, or treatment at a hospital for a pre-existing condition (i.e. a medical condition that you had before coming to the UK). Leaflets explaining your rights to NHS care are available from Social Security offices, hospitals, doctors, dentists and opticians, and from the Department of Health website: [www.dh.gov.uk](http://www.dh.gov.uk)

For further information on health can be found on the following website: <http://www.ukcisa.org.uk> Click on 'Advice for International Students' – Information Sheets – 'Keeping Healthy'. Information for EEA students is available from the same website: <http://www.ukcisa.org.uk/student/eea.php>

## 41. Registering with a Doctor

International students and their dependants who are here for more than six months should register with the nearest practice. We do not appreciate students registering with a Doctor during lesson times, so please do so before your course starts.

## 42. Chest X-Rays

Nationals of the following countries who are coming to the UK for more than six months must undergo tuberculosis screening prior to applying for a visa to come to the UK:

- Ghana plus Burkina Faso, Cote d'Ivoire, Togo and Niger, which Ghana also issues visas for.
- Kenya plus Eritrea, Somalia, Democratic Republic of the Congo, Rwanda, Uganda (visitor applications) and Tanzania, which Kenya also issues visas for.
- Pakistan
- Bangladesh
- Sudan
- Thailand plus Cambodia and Laos, which Thailand also issues visas for.

For further information please contact your nearest British diplomatic post or check the UK Visas website at:

<http://www.ukvisas.gov.uk/en/howtoapply/tbscreening>

If you come from any other TB-endemic country, you may be required to have a chest X-Ray upon arrival at a UK airport or soon after arriving in the United Kingdom. You should contact your nearest British diplomatic post or Visa Application Centre to find out whether you are likely to be screened on arrival in the UK and whether it would be possible to be screened before leaving home in order to avoid any delays at the UK airport.

## 43. Part-Time Work

The **UKBA** has changed the immigration rules for Tier 4 students from 4 July 2011 onwards and put work restrictions on those students studying in privately funded colleges. Those students, who registered in privately funded colleges will no more, are allowed to work in the UK.

- **EEA Nationals** are free to work unrestricted hours in the United Kingdom.
- **Students from outside the EEA** If you are on a course at or above NQF 6/QCF 6/SCQF 9 at a UK higher education institution, or a short-term study abroad degree program at an overseas higher education institution, you are allowed to:
  - work for up to 20 hours per week during term time;
  - work full-time during vacations;
  - do a work placement as part of your course;
  - work as a postgraduate doctor or dentist on a recognized Foundation Program; and
  - Work as a student union sabbatical officer for up to 2 years.

If you are on a course below this level at a UK higher education institution, you are allowed to:

- work for up to 10 hours per week during term time;
- work full-time during vacations;
- do a work placement as part of your course; and
- Work as a student union sabbatical officer for up to 2 years.

If you are on a course at any level at a publicly funded further education college, you are allowed to

- work for up to 10 hours per week during term time;
- work full-time during vacations;
- do a work placement as part of your course, provided your education provider is a Highly Trusted sponsor or the course is at or above NQF 6/QCF 6/SCQF 9; and
- Work as a student union sabbatical officer for up to 2 years.

You can do this work without needing to seek UKBA approval.

You are **not** allowed to work in the UK if you are on a course at any level with an education provider that is not a UK higher education institution or a publicly funded further education college (unless you are on a short-term study abroad degree program at an overseas higher education institution).

If you are allowed to work, the work you do must not fill a full-time permanent vacancy (other than on a recognized Foundation Program), and you must not be self-employed, employed as a doctor in training (except on a recognized Foundation Program) or as a professional sportsperson, coach or entertainer.

If you are allowed to work, you can work full-time during vacations within the above limits. If you have completed your course and you apply to remain in the UK under the points-based system before your existing permission to stay expires, you can work full-time (within the above limits) until your application is decided.

## **44. Family Accommodation**

Accommodation for students with dependants is scarce and expensive in all cities in Britain. However, some students do arrange for their families to join them. Students with dependants are strongly advised to come alone in the first instance and arrange for their families to join them only when suitable accommodation has been found. Students should be prepared to live in a private house or flat not causing any over-crowding of a house.

## **45. Nurseries and Schools**

Students with children under 4 years of age may wish to send their children to local nurseries. There is a charge for nursery care and the fee varies between nurseries. Education is compulsory for all children resident in the UK between the ages of 4 and 16 years. Children who are in the UK as dependants of international students will be able to attend a state school free of charge. The Local Education Authority will provide school places in the catchment area where the parents live. School places cannot be allocated until you have a permanent local address. For further information please contact the College Administration Office.

## **46. Weather**

The climate in the UK is temperate with warm, damp summers and cold, wet winters. It can be very unpredictable and changeable, wet and windy one day, warm and sunny the next. Therefore suitable clothing is strongly advised for cold and damp weather and especially for the strong coastal winds in winter. A

water proof coat for the rain and strong warm shoes are recommended for winter. During the summer months – June, July and August – the weather may be warm enough for t-shirts but there is never any guarantee that the rain will keep away. Be prepared for a variety of seasons!

## 47. Driving in the UK

There are strict laws governing the driving and owning of motor vehicles in the United Kingdom. If you hold a valid driving license or International Driving Permit (and are not barred from driving in the United Kingdom) you may drive the vehicles covered by your license here for twelve months from the date you first arrived in this country to start your course. If you want to continue driving after the 12 month period, you **must** obtain a UK license by the end of the 12 month period. This can be done once you have been in the UK for 6 months, by making an application to exchange your license for a UK license. The DVLA charges a fee for this service. If you do not exchange your license before the end of the 12 month period then you must stop driving. For information on exchanging your license and to make an application, go to the DVLA website: <http://www.dvla.gov.uk>. You must also be covered by motor insurance for the vehicle you are driving and vehicles over 3 years old must have a current MOT certificate. Further information is also available at: [http://www.ukcisa.org.uk/student/info\\_sheets/driving.php](http://www.ukcisa.org.uk/student/info_sheets/driving.php)

## 48. Electrical Equipment

The British electricity supply is rated 240 volts/50 cycles. Plug size is usually 3 pin fitted with a 13 amp fuse. Check the value of the fuse in case it is rated higher than is needed for the equipment. You are advised to buy plug adaptors at the airport, as many cheaper options are not suitable for high-maintenance electrical goods such as laptops, external hard drives and other computing devices.

## 49. Size and Weight

Both metric and imperial measurements are used for describing weight, volume and length. 1lb (pound) = 454 grams, 1 pint = 568 cc, 1 gallon = 4.546 litres, 1 inch = 2.54 centimeters.

## 50. TV Licenses

To use a television (TV) without a license is illegal. You can be fined up to £1000. One television license must be purchased for each address - that is one for each room in halls of residence or one per household for private or family accommodation. A colour license must be purchased for a colour TV set, the current cost is £139.50. You can buy a TV license via the website at [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk)

## 51. Drug Laws

The laws concerning drugs are very strict in the UK and penalties can be severe. If drugs have been prescribed by your doctor, documentary proof of the nature of the drugs should be available for inspection. Drugs including Cannabis, LSD, Cocaine and Heroin are prohibited and customs officers and police have the right to search for illegal drugs.

## 52. Rabies Laws

At present rabies is non-existent in Britain and it is an offence to import any animals without a permit. Students should not bring animals to the UK as they are subject to quarantine laws. Heavy penalties are imposed for noncompliance with the anti-rabies regulations.

## 53. Importing of Foods and Plants

There are strict controls on bringing meat, milk, fish, shellfish and plants into the European Union. Customs and Port Health Officials have the power to seize and destroy any items. Offenders can face tough penalties which include unlimited fine and up to seven years imprisonment. Details of import allowances can be found at:- <http://www.defra.gov.uk/animalh/illegal/default.htm>

## 54. Business Opening Hours

Most shops in the UK are open between 9.00am and 5.00pm Mondays to Saturdays. Larger shops are also open on Sundays. Banks are usually open from 9.30am to 5.00pm Mondays to Fridays and until 12.00pm on Saturdays. There are many shops that stay open later, and some supermarkets even offer 24 hour services. This, however, is a rarity and not to be relied upon.

## 55. Food Shopping

Though many independent, privately-owned shops offer better prices, such are subject to location and you may not find a well-stocked one in your area. Foreign-based supermarket chains like LIDL and ALDI are some of the top budget options, though for a wider variety you can also find good bargains in ASDA and TESCO.

## 58. Useful Contact Details

### The Home Office UK Border & Immigration Agency

Lunar House, 40 Wellesley Road, Croydon, CR9 2BY Tel: +44 (0)870 6067766  
Website: <http://www.ukba.homeoffice.gov.uk>

### UK Visas

UK Border Agency, Visa Services Directorate, King Charles Street, London, SW1A 2AH Website: <http://www.ukvisas.gov.uk>

### Department for Business, Innovation and Skills

[www.bis.gov.uk](http://www.bis.gov.uk)

### The British Council

Information Centre, Bridgewater House, 58 Whitworth Street, Manchester, M1 6BB Tel: +44 (0) 161 9577755. Website: <http://www.britishcouncil.org> and <http://www.educationuk.org>  
Email: [general.enquiries@britishcouncil.org](mailto:general.enquiries@britishcouncil.org)

**Immigration Advisory Service Helpline** - 020 7378 9191

**London Transport** - 020 7222 1234

**National Rail Enquiries (within the UK)** - 08457 484950  
**(From outside the UK)** - 0044 2072785240

**National Express (Buses)** - 08717 818181

**London Tourist Board** - 0845 44 3010 **(open 8am to 11pm Monday to Sunday)**

**UKCISA Helpline** - 020 71079922

**The British Council**

<http://www.britishcouncil.org> & <http://www.educationuk.org>

**UK Visas**

<http://www.ukvisas.gov.uk/>

**UKCISA (UK Council for International Student Affairs)**

<http://www.ukcisa.org.uk>

**Home Office Border & Immigration Agency**

<http://www.ukba.homeoffice.gov.uk/>

**Overseas Student Awards and Scholarships**

<http://www.iefa.org>

<http://www.educationuk.org/scholarships/.net>

**Foreign and Commonwealth Office**

<http://www.fco.gov.uk>

**The Immigration Advisory Service**

<http://www.iasuk.org>

**Youth Hostel Association**

<http://www.yha.org.uk/>

## **Birmingham Campus**

Metro College of Management Sciences

Metro House

416 High Street

West Bromwich

B70 9JR

Tel: +44 (0) 121 553 7613

Fax: +44 (0) 121

Email: [birmingham@metrocollege.org.uk](mailto:birmingham@metrocollege.org.uk)

[admissions@metrocollege.org.uk](mailto:admissions@metrocollege.org.uk)

## **Manchester Campus**

Metro College of Management Sciences

Unit 1

Houldsworth Mill,

Houldsworth Street,

Reddish,

Stockport,

SK5 6DA

Tel: +44 (0) 161 224 7878

Fax: +44 (0)

Email: [info@metrocollege.org.uk](mailto:info@metrocollege.org.uk)