CODECLAN

Student Handbook

Welcome to CodeClan!

We are a unique, world-class coding academy creating a new generation of coders, software developers and tech industry specialists. We're delighted you've decided to be part of our story and look forward to working with you over the coming weeks and months.

Life at CodeClan
You'll work hard, but you'll have fun along the way with the immersive style of teaching, the intensive nature of the 16-week programming course and our dedication to being the best. It's going to be challenging but hugely rewarding!

We take great pride in putting the quality of your student experience at the heart of everything we do. One of the ways we do this is by having policies, regulations, and procedures to ensure transparency and equality of treatment for all our students. These regulations, policies and procedures also provide assurance that CodeClan is operating within the appropriate legal and national regulatory frameworks.

This Handbook provides an overview of the key policies relevant to your course and day-to-day life at CodeClan. Many sections within the Handbook reference supporting or more detailed documents. Each of these related documents is indicated in ***bold, italic type***.

You can request a copy of any of these documents through the Head of Student Wellbeing. By enrolling at CodeClan, you undertake to abide by all of our regulations, policies and procedures in relation to both academic and other provision, so it is important that you familiarise yourself with them. If you have any problems understanding any of these regulations, policies and procedures, or if you have any questions, please ask your Instructors or the Head of Student Wellbeing.

Finally, we enjoy learning as much as you do and welcome feedback about any aspect of your course experience so if you have any thoughts on how we can improve the service we provide, please let us know.

Enjoy your time at CodeClan, and make the most of everything the Academy has to offer!

The CodeClan Team

CodeClan Student Contract

When you accept CodeClan's offer of a place, you form a contract with the academy. This contract is based upon the academy's terms and conditions which set out the responsibilities CodeClan has to you as an education provider, and the expectations we have of you as a student.

Instructors

Our instructors are industry experts and practitioners from a wide range of backgrounds and are passionate about working with students, both as teachers and mentors guiding you through all aspects of what it takes to be a coder. In addition to formal instruction they'll be actively involved in supporting you throughout the course, making sure that you are progressing and developing a great working culture.

Student Code of Conduct

CodeClan is committed to providing a supportive and non-threatening environment in order to safeguard the quality of student experience and to give all of our students the greatest chance of success. To help us ensure the safety of our campus and students, the Academy has a *Student Code of Conduct*. The Code outlines the behaviour that is expected of students on campus and within the local community. The Code also outlines procedures for dealing with behaviour classed as misconduct

Health and Safety

Health and Safety is an integral part of ensuring that students, staff and visitors have positive experiences at CodeClan. We are committed to providing a safe and healthy working environment for all staff, students and visitors. Please refer to CodeClan's *Health and Safety Policy* for more detail.

Responsibilities as an International Student

When you enrol with CodeClan as an international student, you agree to meet the conditions of your visa and acknowledge that failure to do so may affect your stay in the UK. It is essential that all international students are aware of their responsibilities to the academy as regards visa regulations.

Assessment Regulations

One of the guiding principles of assessment at CodeClan is that the work of all students is fairly and objectively evaluated. In order to ensure this, we maintain assessment and re-assessment procedures that are compliant with our SQA accreditation requirements.

As part of the SQA requirements, you will need to sign an Authentication Form which is your undertaking that the work you submit for assessment is your own.

Complaints Procedure

CodeClan recognises there may be occasions where students wish to raise a complaint relating to their course, or the facilities and services provided by the Academy. Such complaints will always be dealt with seriously, transparently, and without fear of recrimination. CodeClan has a **Complaints Procedure** in place which outlines the procedures for making a complaint, together with a note of action that may be taken in response.

Cheating and Academic Misconduct

Cheating and academic misconduct is fortunately very rare at CodeClan, however in order to safeguard our academic standards and the integrity of our awards any incidence of cheating or academic misconduct will be taken seriously. Any such incidents will be handled directly by the Academy CEO who will conduct an assessment and take action appropriate to the severity and of the incidence.

Please refer to the **Plagiarism and Assessment Malpractice** policy for more details.

Academic Appeals

CodeClan has in place a range of policies and procedures to ensure that the final marks awarded to students are fair, equitable and accurately reflect the quality of work submitted. In very rare circumstances, where student performance has been adversely affected by exceptional factors or where a material irregularity has occurred during the conduct of an assessment, there may be a basis for submitting an Academic Appeal. Please refer to our **Academic Appeals Procedure** for more information.

Please note that Academic Appeals can only be submitted in the circumstances outlined above, and cannot be used for challenging the academic judgment of

Assessment Boards.

CodeClan Regulations for Payment of Fees

Learning is a significant financial commitment and a key part of this is the payment of course fees. CodeClan can provide guidance for students on a wide range of issues relating to the payment of fees, including:

- How to pay your fees and funding options
- Course deposits
- Awards and scholarships
- Suspending or withdrawing from your studies.
- Early payment discounts

If you encounter any difficulty paying your course fees, it is essential that you discuss this with CodeClan staff at the earliest opportunity. Don't wait for the problem to get out of hand! We may be able to find options for you to alleviate short term financial issues.

Refund Policy

In certain exceptional circumstances, it may be possible to claim a refund from CodeClan. Your **Student Contract** contains information about the timing and scale of refunds and for full details on how to apply for a refund and methods of repayment, please talk to the Head of Student Wellbeing or a member of the finance team.

Data Protection

CodeClan is governed by the Data Protection Act 1998 and compliance is assured through our **Data Protection Policy**. The Policy applies to all use of personal data in the academy. This includes students who collect and/or process personal data as part of their studies.

The academy's Data Protection Policy also outlines your rights in relation to your personal data held by CodeClan.

Supporting Students at Risk of Academic Failure

CodeClan has in place a range of guidance and support available to students who

are uncertain about continuing with their studies or who are failing to meet the professional or academic requirements of their programme. However, there may be occasions where – for a variety of reasons – a student decides that they wish to withdraw from their course, or that CodeClan concludes a student needs to be withdrawn or expelled.

The academy's ***Procedure for Students at Risk of Academic Failure*** outlines the processes, grounds, implications and the specialist sources of advice available in relation to:

- Withdrawal at the request of a student
- Withdrawal of a student by CodeClan
- Expulsion for academic reasons
- Expulsion on the grounds of professional unsuitability
- Expulsion for intentionally overstaying immigration permission to be in the UK
- Suspension of studies at the request of a student
- Suspension of studies by CodeClan

Assessment Arrangements for Disabled Students

CodeClan is committed to inclusivity and equality of opportunity for all students. We will work with those students for whom adjustments to assessment are required on the development of Personal Learning Plans to ensure they are not disadvantaged. Please contact the Head of Student Wellbeing for more details.

Exceptional Factors

At CodeClan we understand that there may be occasions where illness or difficult life events occur outside of a student's control and that these can have a detrimental impact on performance in assessed work. It is important that you tell us as soon as possible if such a situation arises that you feel may have an adverse effect on your studies at CodeClan. Exceptional Factors will be dealt with on a case by case basis and you may be required to repeat one or more course modules if we feel this is in your best interests.

IT Services and Equipment

Use of the CodeClan's IT facilities (including email and laptops) is for work relating to your course during your time at CodeClan. We recognise that this usage will include general internet and reasonable personal usage (such as research and checking email).

Under no circumstances should you use equipment or services (including WiFi network and other communication networks) for any illegal or immoral activities including but not limited to the download and viewing of pornographic content or material likely to cause offence. Any breaches of this will be dealt with under our disciplinary procedures.

Equipment provided to you such as laptops remain the property of CodeClan at all times and CodeClan reserves the right to reconfigure or reformat your laptop or other equipment if deemed necessary.

Finally, it is your responsibility to regularly back up data from your course that you have stored locally on your laptop to ensure your are protected from any failure or loss of equipment.

Other Services

Alongside the procedural and regulatory requirements outlined throughout this guide, detailed information about services and resources available to you as a CodeClan student is available from the online Head of Student Wellbeing. Resources available include:

- Careers
- Counselling
- Environment
- Food & drink on campus
- Health & wellbeing
- CodeClan Futures
- Transport & travel
- Volunteering

Careers and Employability

Our mission is to enhance your employment prospects and help you to become a world-class professional. We provide advice on everything from advice on writing CVs, applying for jobs and more.

We work with employers looking to connect with CodeClan students and graduates, on where to find jobs, tips when applying and organise recruitment events for you to meet potential employers face to face.

We like to talk!

Don't worry if you lose this Student Handbook you can request a free copy of this anytime from any of the CodeClan staff.

Contact us if you have any questions or don't know where to start.

Now all the formalities are over, let's get ready to code!

Appendix A – List of Supporting Documents

- Academic Appeals Procedure
- Complaints Form
- Complaints Procedure
- Data Protection Policy
- Health and Safety Policy
- Plagiarism and Assessment Malpractice Policy
- Procedure for Students at Risk of Academic Failure
- Student Code of Conduct
- Student Contract