



## **Student Policies and Procedures**

### **The Academy Plagiarism Policy**

If you copy part of a sentence or quantities of sentences, word for word from the Internet, a book, magazine, course notes or anywhere else this is considered to be plagiarism.

Plagiarism is considered by most credible academics around the world to be unacceptable; and for this reason the Academy cannot issue a formal pass and qualification to anyone who practices plagiarism.

Incidents of plagiarism have damaged the reputations of some colleges and universities. The Academy has established a very good academic reputation in part because of the fact that we do not tolerate plagiarism.

Bearing this in mind; it is in the interest of our graduates that we take a firm stand against plagiarism. The value of the studies you pursue, and the qualification you and other students attain, is dependent upon an anti plagiarism policy.

Plagiarism is easily detected by tutors marking assignments, through the use of web searches; changes in writing style and tone and depth of technical content.

- If plagiarism is detected in any work by a student, the incident will be noted on the student's records. They may be asked to rewrite and resubmit their work.
- When deciding the final result for a course or module, we always take into account more than just the performance in an exam. Any student found to have plagiarised will be closely monitored to ensure compliance before being given a pass.
- If a student continues to plagiarise after being warned, they are not going to learn as much as they otherwise would from the course, and as a result it is inappropriate to give them a pass.



## **Code of Practice**

### **1. Educational standards**

The Academy of Wedding and Event Planning will ensure that policies and management practices are adopted which maintain high professional standards in the marketing and delivery of education services, and which safeguard the educational interests and welfare of students.

### **2. Marketing**

The Academy will market the educational product with integrity, accuracy and professionalism.

### **3. Trainee information**

The Academy will provide sufficient accurate information to students, which sets out the total costs/fees to students and the objectives, assignment procedures and competency standards and outcomes to be achieved by the students.

This will include:

- The Code of Practice
- The Refund Policy
- Details of all Fees and Costs incurred in a course
- Aims to be achieved
- Assignment procedures
- Arrangements for Recognition of Prior Learning or Credit Transfer •
- Grievance/appeal procedure

### **4. Recruitment**

Recruitment of students will be conducted at all times in an ethical and responsible manner. You don't need any previous experience to undertake our courses; however, you will need to have the willingness to learn and the desire to succeed.

### **5. Refund Policy**

The Academy of Wedding and Event Planning has a refund policy in place, which is fair and equitable. The policy will contain guidelines for guaranteeing the refund of



fees to students. Students notifying the school of their withdrawal from their course within 7 calendar days of enrolling, qualify for a full refund of course fees only (not including handling & administration fees of £150). The school cannot accept responsibility for changes in your personal circumstances. Due to being E Learning in nature courses can be deferred or postponed. If courses are postponed a recommencement fee will apply as outlined in the Schedule of Administrative Fees.

#### **6. Student Grievances/Appeals**

In the event of a grievance, the student is first required to submit details of the matter in writing via email [info@weddingplanningacademy.co.uk](mailto:info@weddingplanningacademy.co.uk). Every effort will be made to settle the grievance internally, in a fair and equitable manner, to the satisfaction of both parties. In the event that the matter cannot be settled, the student will be advised of an appropriate legal body where they can seek further assistance. A student may appeal against results anytime within a period of 1 month after receiving results.

#### **7. Guarantee**

The school guarantees to honour any statement made in this code of practice, or in the current

#### **8. International Students**

Anyone studying an external course from outside of the United Kingdom will be treated in a fair and equitable manner, and treated in accordance with this code of practice and all information provided in the current handbook.

#### **9. Sanctions**

The Academy accepts that various accreditations, affiliations and memberships held by this institution could be withdrawn should the Code of Practices not be implemented or abided by.



## **Recognition of Prior Learning**

If you have already learnt things, which are taught in a course, either through previous study or work experience, you may be able to obtain credit towards your chosen course, eliminating the need to repeat material and thereby reducing the time taken to complete your course.

Credit can be obtained by completing a Recognition of Prior Learning (RPL) Application form either before or after commencing your course.

- To apply for RPL, contact the Academy for an RPL Application form. Complete the form and submit it together with photocopied documentation.
- A nominal fee is charged to make a standard RPL assessment as outlined in the Schedule of Administrative Fees. A higher fee may apply for more complex submissions involving large exemptions.
- In order for credits to be granted for past studies, proof will need to be supplied that verifies the qualifications and experience of the people who taught you, and the number of hours you undertook. In order for credits to be granted for past studies; proof needs to be supplied that will verify the qualifications & experience of the people who taught you; and the number of hours you undertook.

You must either supply

- A web site address that verifies these details (as well as your qualification), or
- A scan or hard copy of an official document that verifies such detail.

*Note: Qualifications that do not prescribe hours etc. in the accreditation system may not be considered unless the applicant provides such additional detail.*



## **Grievance & Complaint Policy and Procedure**

The Academy has a fair and equitable process for dealing with client complaints. The following policy and procedures are designed to allow for the effective and timely reporting and follow up of complaints from clients of training courses, training programs and assessments conducted by the Academy of Wedding and Event Planning.

### **Definition**

- A person can lodge a complaint against a process that is adopted or followed by the Academy
- A person can lodge a complaint against the service provided by the Academy
- A person is also able to lodge an appeal against a decision or assessment made by the Academy that affects them.

### **Policy**

The Academy will meet the needs of all clients and will actively seek feedback on the range of services provided via a range of methods. However, if we fail to satisfy a client in any area of service, then we are happy to discuss their issue and concerns and take appropriate steps to rectify the area of concern to a level mutually agreed by the client and the management of the Academy.

If a client is dissatisfied with a decision made by an Academy staff member or contractor, then we are happy to consider their issues, offer feedback, seek additional information, and if appropriate amend the original decision based on the new information.

The following procedures are to be followed:

### **Student Procedure**

1. In the first instance, where a student feels that they are dissatisfied with some aspect of the service provided by the Academy staff or contractors, it is suggested that they speak with the person in charge of delivering the service

in an attempt to resolve the problem. If your situation concerns a piece of assessment then you should speak to your tutor; if your situation concerns your enrolment or refund then you should speak to the Administration Team.

2. In the situation where a student feels uncomfortable or unable to approach the Academy staff member, they may be able to speak directly with the Director of the Academy. It is intended that the issues of concern are resolved at the lowest staffing level with minimal impact.
3. If the situation cannot be resolved, the student is advised that they make a formal complaint by recording their issues in writing as a formal complaint, if they choose.
4. The student will be advised both verbally and in writing of the outcome of the written complaint. In most situations the complaint should be resolved within one (1) week.
5. If the student is dissatisfied with the outcome of the complaint, the student is advised that they may make an appeal against the decision made by the Academy to an agreed independent mediator.

## **Appeal Policy**

The Academy has a fair and equitable process for dealing with client complaints and appeals. The following policy and procedure is designed to allow for the effective and timely reporting and follow up of appeals from clients of training courses, training programs and assessments conducted by the Academy.

### **Definition**

- A person can lodge a complaint against a process that is adopted or followed by the Academy
- A person is also able to lodge an appeal against a decision or assessment made by the Academy that affects them.



## Policy

The Academy will meet the needs of all students and will actively seek feedback on the range of services provided via a range of methods. If a student is dissatisfied with a decision made by the Academy staff members or contractors, we are happy to consider their issues, offer feedback, seek additional information, and if appropriate amend the original decision based on the new information.

If we fail to satisfy a student in any area of service, then we are happy to discuss their issue and concerns and take appropriate steps to rectify the area of concern to a level mutually agreed by the student and the management of the Academy.

## Scope

Where a student considers that a decision made on any assessment, process or any other aspect of a service delivered by the Academy is not accurate or is not what the student expected they will have the opportunity to discuss the decision and the decision making process with the decision maker. If the situation cannot be resolved then the student is advised that an appeal should be lodged against the decision by formally presenting his or her case in writing.

## Procedure

The following procedure is to be followed:

1. An appeal must be made in writing within 14 days of the decision. If the student has additional data or information to be provided, it is to be suggested to the student that the information be submitted at this time.
2. Once a written appeal is received, the appeal is to be recorded in the Customer Complaints and Appeal Register by a member of the Administration Team before referring to the Manager of the work area concerned. The Manager will then nominate an independent person or refer the matter to an appointed Appeals Committee for evaluation of the evidence and for decision.



3. The review of the appeal, based on additional information, or clarification of existing data is to be conducted within seven (7) days of the date the appeal was lodged.
4. The Manager of the work area is to complete the Appeals Form and provide written notification of the outcome including the reasons for the decision to the student within fourteen (14) days of date of receipt of appeal.
5. The Manager of the work area concerned must follow up the outcome with the student within (7) days of written notification being sent. Follow up details are to be recorded on the Appeals Form.
6. If the student is still not satisfied, they will be advised that they may access an external mediator.
7. If a student wishes to pursue the complaint, the Academy will liaise with the chosen external mediator to arrange the mediation.

### **Equal Opportunities Policy**

The Equal Opportunity Policy of the Academy of Wedding and Event Planning is contained in the following statement:

The Academy is committed to the principle that all those who make up the community which is The Academy, have the right to be valued equally and to have equality of opportunity. This is regardless of their gender, race, colour, nationality, ethnic origin, age, disability, sexual orientation, political or religious beliefs, or any criminal convictions that are unrelated to their purpose at the Academy.

This policy will help to ensure that The Academy achieves its objective that all applicants to and current members of The Academy community are accorded equal opportunity for recruitment and training as employees or students.

Staff and students will be accepted by The Academy based on objective and justifiable criteria.





### Aims of the Policy

- To foster an environment where individuals can develop their full potential.
- To encourage individuals to value each other's contribution and standing at The Academy
- To ensure that all staff and students are treated fairly and in line with Equal Opportunities principles and law.
- To ensure that all who apply to The Academy are treated equally through the selection, recruitment and admissions processes.

### Implementation

- The Equal Opportunities Policy is implemented by the Academy in accordance with its statutory obligations, instrument and articles of Government and in compliance with current legislation.
- Monitoring committees for both staff and students will have responsibility for recommending programmes of action to achieve the aims of the policy and to initiate changes as appropriate. These groups will report to the Academy Director.
- The formal staff and student grievance and disciplinary procedures will be used for dealing promptly with any instances of harassment, intimidation and bullying.
- There will be specific guidance to staff and students on Equal Opportunity issues.
- All members of staff will be responsible for implementing The Academy policy to promote equal opportunity in all areas of their work.
- The Academy will provide career support and training for ALL staff in line with The Academy Staff Policy.
- Training will be provided to staff to ensure a clear understanding of how to apply HR policies fairly and professionally



- All recruitment and selection procedures including documentation and literature will be continually reviewed to eliminate as far as possible potential discrimination against any applicant.

#### Curriculum and Students

- The Academy will undertake to ensure that its teaching staff deliver a curriculum using teaching methods and materials that are free from discriminatory and stereotypical assumptions and images and which promote the concepts of Equal Opportunity wherever appropriate.
- All publicity and marketing material will reflect the Academy's commitment to Equal Opportunity.

#### Monitoring

The Academy recognises that the policy to promote equality of opportunity and its implementation require regular monitoring and review at all levels. Monitoring committees for staff and students will:

- Observe and evaluate the implementation of The Academy policy to promote equality of opportunity
- Identify and make recommendations to meet the training and additional resource needs for implementation of the Equal Opportunities Policy
- Evaluate information from staff training and development records
- Consider the equal opportunities implications for Academy procedures of legal requirements and codes of practice produced by relevant bodies
- Collect, analyse and publish data about the sex, ethnic origin, age and disability status of applicants and members of the Academy. The Academy Director will review the findings of the committee and respond to the recommendations.



## **Policy and Procedure Modifications**

The Academy's Policies and Procedures are subject to change. The most recent policies and procedures can be accessed at any time through our Virtual Campus.

## **Privacy Policy**

### **1. Introduction**

1.1 We understand that the privacy of your personal details, and the security of your transactions with us, is of paramount importance to you. The Academy has therefore adopted data protection policies with respect to your privacy and security. The Academy's Privacy Policy sets out the rules we will abide by when dealing with personal information we collect from individuals in the course of our business.

1.2 We may make alterations or additions to this policy from time to time. Should we do so, we will update the policy on our web site. We require that all our customers agree to abide by our Privacy Policy as part of our terms of trade.

1.3 Please note that we cannot and do not assume any responsibility for the privacy or security practices of any other website which you may be able to access through our site, or for our customers' level of compliance with our code.

### **2. What Information Do We Collect?**

The Academy collects different information about you at different times. There are four broad categories of information that we collect from you:

2.1 Information we require to supply our services.

(a) When you enrol with the Academy on one of our courses, or when you make an enquiry about our courses, we request information such as your name, address, telephone number, email details of your primary and



secondary contacts, and type of business or job/career you are in. We may also ask for your age and gender.

(b) We may also monitor and/or record telephone conversations with you from time to time in order to train staff and to improve our service to you.

## 2.2 Non personally identifying information.

(a) In addition to the information you specifically provide above, the Academy operates statistics gathering software on its web site to collect information about the number of visitors coming to the site. No identifying information is collected by this software.

The software records the IP address of the visitor only. We use this information to improve our own technical structure and performance, and to determine which areas of our web site are most popular.

(b) We also sometimes may use 'cookies'. Cookies are pieces of information that a web site can transfer to an individual's computer in order to allow that web site to store information about user preferences. We use cookies which expire once the visitor leaves our website. Cookies are used to collect session ID's. It is possible to adjust your Internet browser to refuse cookies, but you may find that this reduces the functionality of our website.

2.3 Other demographic information. If you respond voluntarily to our surveys or other interactive communications, we collect the responses and use the information to improve the quality and range of the Academy's courses.

## 3. How Do We Use Personal Information We Have Collected?

3.1 We collect and use your personal information to deliver our courses to you via our Virtual Campus. We will use your personal information to provide you with:

- (a) Technical support
- (b) Billing and credit control
- (c) Sales support
- (d) Product upgrades



(e) Information

3.2 You may stop the delivery of future promotional email from The Academy by following the specific instructions in the email you receive. These instructions will tell you how to remove your name from our promotional email list. These instructions will appear at the BOTTOM of your email. If you experience technical difficulties with removing yourself from a list, you may email us at [info@weddingplanningacademy.co.uk](mailto:info@weddingplanningacademy.co.uk) asking to be removed.

3.3 We may use your personal information to:

(a) Contact you in relation to upgrading your use of our services, special offers (from us, or on behalf of third parties), with newsletters, surveys, and individual service audits.

(b) Identify the source of new customers to the Academy

(c) Monitor and address complaints, other feedback, and to resolve disputes

(d) Maintain a technical and account history of your dealings with us, and to re-establish your account with us where you re-join as a customer within six months after having terminated your account;

3.4 We will treat all information we collect from you as strictly confidential. The Academy does not rent or lease its customer lists to third parties. We will not reveal, disclose, sell, distribute, rent, license, share or pass onto any third party (other than those who are contracted or supply services to the Academy) any personal information that you may have provided to us unless we have your express consent to do so, other than in the circumstances set out in the next paragraph.

3.5 We will disclose your personal information, without notice or your consent, only if:

(a) We are required to do so by law or in the good faith belief that such action is necessary to conform to the laws, applicable code of conduct or legal process served on us in relation to our business or web site

(b) To protect and defend the rights or property of the Academy



(c) If we consider it necessary to do so in order to enforce or apply the terms of any of our agreements with you

(d) If we sell our business or part of it

(e) In extreme circumstances, to protect the personal safety of users of the Academy's services, its website, our staff or the public.

#### 4. Other Disclosure By You

4.1 You might provide personal information through your participation in chat sessions, message boards, email exchanges or newsgroups accessed via the Academy's Virtual Campus, or another service provided by the Academy. This information is available to anyone who has access; it is not private. The Academy urges you to enter only information that you are comfortable to share with the public at large in this public domain. This Privacy Policy does not apply to such information.

4.2 You should never reveal your password to third parties. If you lose control of your password, you may lose control over your personal information and may be liable for actions taken on your behalf by third parties using your password and/or personal information. Therefore, if your password has been compromised for any reason, you should immediately change it.

#### 5. How To Access & Correct Your Personal Information

5.1 From time to time you may need to update your personal information. You may do so by phone, mail or email. You may be required to supply your username and password to authorise the update of information.

5.2 If you contact us via telephone, you may need to answer a few security questions before any personal information is revealed or amended.

#### 6. Children's Privacy

The Academy does not knowingly collect, use or market any information to children without seeking parental or a guardian's consent.



## 7. Complaints

If you have a complaint about any aspect of our Privacy procedures, please contact our Admin Office on [info@weddingplanningacademy.co.uk](mailto:info@weddingplanningacademy.co.uk). We will deal promptly with your complaint.