



**Students'
General
Handbook**

**2024 / 25
London**

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How to Use This Handbook

Dear Student,

We are delighted that you have joined us at IFG and hope that your time with us will be rewarding, enjoyable and fulfilling.

We designed this handbook to help you settle into life at IFG with greater ease. It is intended to show you the range of support services available to IFG's students as well as providing a comprehensive guide to different aspects of your studies with us. The booklet also offers practical advice and information on a wide range of subjects.

During your first few weeks you will find yourself referring to the handbook frequently as you orientate yourself at IFG, but it will also be of use in the longer term as it provides information and advice on a comprehensive array of topics.

Welcome to IFG!

Term One

30th Sep – 13th Dec
Reading week: 4th Nov – 8th Nov

Term Three

7th April – 20th June
Reading week: 12th May – 16th May

Term Two

6th Jan – 21st March
Reading week: 10th Feb – 14th Feb

Timetable and Lecturers

Your Timetable will help you avoid any clash between your lectures and other commitments. You are not expected to book other commitments which conflict with your timetable.

Know your lecturers

One important thing is that you should know who your lecturers are. They are the people who will be helping you throughout your academic life at IFG.

It is recommended that right from the beginning of your course you know the following:

- Name of the lecturer
- The subject taken by the lecturer
- Day and time of the lecturer's class



Staff name	Role	Contact email
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Francisco Ciancetta	<ul style="list-style-type: none"> • Law 	f.ciancetta@studyatifg.uk

Fees & Medical Matters

Payment of fees

The easiest way to pay your fees is by bank transfer to our UK account.

It is also possible for us to accept card payments, although there is a 5% surcharge for this method. It is important that fees are paid on time - please see Fees, Deposits and Refunds Policy.

If you are experiencing financial difficulties, please do speak to us.

Medical Matters

If you are on a Standard Visitor Visa, you will get emergency treatment free of charge. For other treatment, you will have to pay so we strongly advise you to take out medical insurance.

The nearest Accident & Emergency Centre to IFG London is approximately 1 mile away:

University College Hospital
235 Euston Road
London NW1 2BU

The nearest doctor's surgery (GP) to IFG is:

London Doctors Clinic
10-11 Bulstrode Place
London W1U 2HX

We can also advise you on the nearest doctor's surgery in the area where you are living. Also, if you require a member of staff to accompany you we can organise that.

If you require any advice or assistance with medical treatment or appointments please contact us on +44 (0) 203 633 0510 or info@intfoundationgroup.co.uk or in emergencies +44(0) 7814 993368.

Please also remember to call **999** if an emergency and you require an ambulance.

Public Transport in London

Everyone in London uses Public Transport to get around which is managed Transport for London (TfL). This includes the London Underground ('The Tube'), buses, railways in London ('The Overground'), trams, ferries on the river Thames and even a Cable Car.

Fares can be paid using an 'Oyster Card' and you have the option of paying for a week or monthly travelcard or just pay-as-you-go. Plus, as an IFG student you can apply for a discount on travel.

18+ Student Oyster photocard

If you are 18 or over and studying at IFG you can apply for an 18+ Student Oyster photocard. This will give you 30% discount on the Tube, buses, trams and the London Overground. You can apply online and will need:

- An email address
- Your IFG Student ID card
- Your London address
- A digital photo which must be a jpg, bmp or gif file and less than 6MB

You will also need to pay an administration fee of £20 using a credit or debit card. TFL will then post your 18+ Student Oyster photocard to you once IFG has approved your application.

The screenshot shows the TfL website page for the 18+ Student Oyster photocard. The page title is "18+ Student Oyster photocard". Below the title, it states: "If you're 18 or over, a student and living in a London borough, you can get discounted travel with an Oyster photocard." There are two columns of navigation links: "Benefits", "Who is it for?", "How to apply", "Check your application status", "How to use and where to buy", "Expiry", "Get a Railcard", "Schools, colleges and universities", and "Related content". On the right side, there is a "Photocard web account" section with a "Sign in" button and a link to "Apply for photocards and manage your account". Below that is a "Free and discounted travel" section with a list of options: "5-10 Zip Oyster photocards", "11-15 Zip Oyster photocards", "16+ Zip Oyster photocard", "18+ Student Oyster photocard" (highlighted), "18-25 Care Leaver Oyster photocard", and "Travel for schools". At the bottom, there is a "Benefits" section stating "Save 30% on adult-rate [Travelcards](#) and [Bus & Tram Pass season tickets](#)." and a "Who is it for?" section stating "You can apply for an 18+ Student Oyster photocard if:". An image of an Oyster photocard is shown, featuring the name "David Allen" and the text "18+ Student Oyster photocard".

18+ Student Oyster photocard application

1. Go to the [this page](#)
2. Choose 18+ Oyster card and click on Create web account
3. Enter the college name, International Foundation Group, and then click on Apply Now
4. The next page has information on volunteering. Scroll to the bottom of the page and click Continue
5. Enter your email address and create a password and click for next page
6. Choose a security question and answer, then Continue
7. Enter name, phone number and address (your term time address) and click Continue
8. Enter an ID number. This will be two initials plus date of birth eg if your name is John Smith and you were born on the 16th May 1998, you would put JS160598
9. For course duration, you choose under one year. Put the dates of your course, then press Continue
10. Upload a photo in jpg, bmp or gif format and then click Upload and Continue
11. Read and sign terms and conditions by ticking the box at the end, then click Continue to Secure Payment
12. Enter your account details – the address must be the address with which your bank account is registered. Then enter card details
13. Let us know that you have registered as we need to authorise the application

Full details on TfL terms & conditions can be found on the [TfL website](#).

Students who are 16 or 17

If you are 16 or 17 you can apply for a 16+ Zip Oyster photocard. This will give you 50% off adult pay as you go fares on the Tube, DLR, London Overground and most National Rail services in London. If you live in London, you also get free travel on buses and trams.

The application process is similar to that for the 18+ Student Oyster photocard. The main difference is that you will need to print out your application and then have it signed by your UK Guardian. You will then have to hand it in at a post office. Your 16+ Zip Oyster photocard will then be sent to you within two weeks.

[Click here for more details](#)



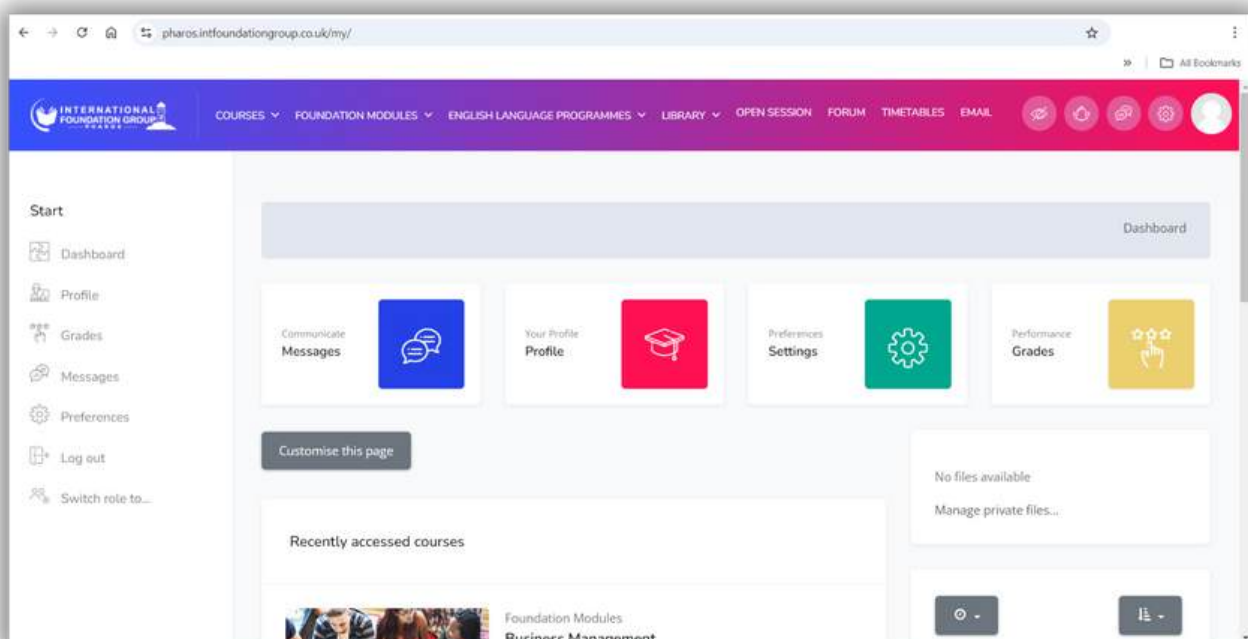
IFG's Learning Platform - Pharos

Pharos is IFG's Virtual Learning Environment. It is the platform where you can see your courses/modules, upcoming formal assignments and deadlines, your progress and where you can join open sessions.

There are a lot of learning resources on our learning platform Pharos. It provides essential support for all the modules you will take. You will be given access to this system at the beginning of your stay with us and will be trained on how to navigate around it. You will receive **Enrolment Information** with a link to Pharos and a username + password which you will use to log in. To log in to Pharos, follow the steps:

1. Click on the link provided in your **Enrolment Information**
2. Click on Login/Register
3. Enter your login details when you see a login prompt (check your **Enrolment Information** for username + password)

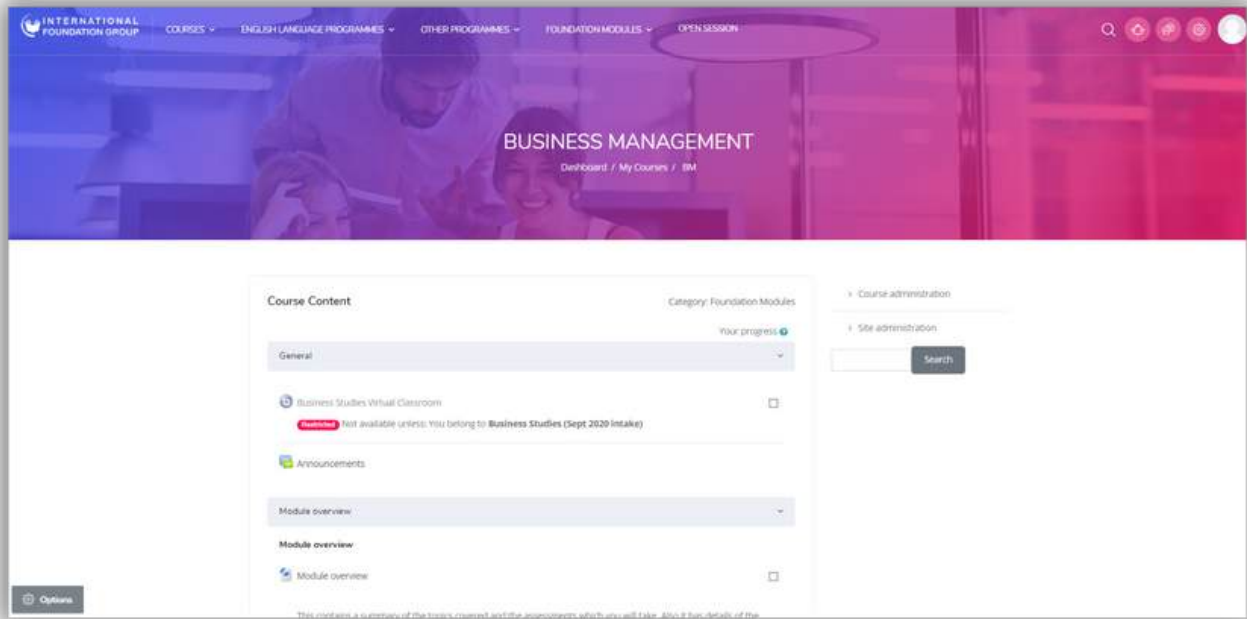
Once you've logged in, on your Dashboard you'll see a list of courses/modules that you have been enrolled in.



Activities

When you visit a course page on Pharos, you will see a list of items/links on the page. These items are called Activities and they could be a presentation, a PDF file, a quiz or an external link.

Every individual course has its own activities, and the number and types of activities may vary depending on the type of course you have been enrolled in. Here's an example of the activities on a course page:



You will receive a more detailed presentation on Pharos during induction week.

Recommended Reading

All the main text books for your course are kept in the college library for your reference, and we encourage you to study at the library during breaks and before/after classes. However, you are advised to purchase some of the books so that you have access to them all the time. We can also help you with providing the list and finding the books in the local bookshops.

Also, our learning platform, Pharos, has a lot of learning resources - check individual course pages to see those.

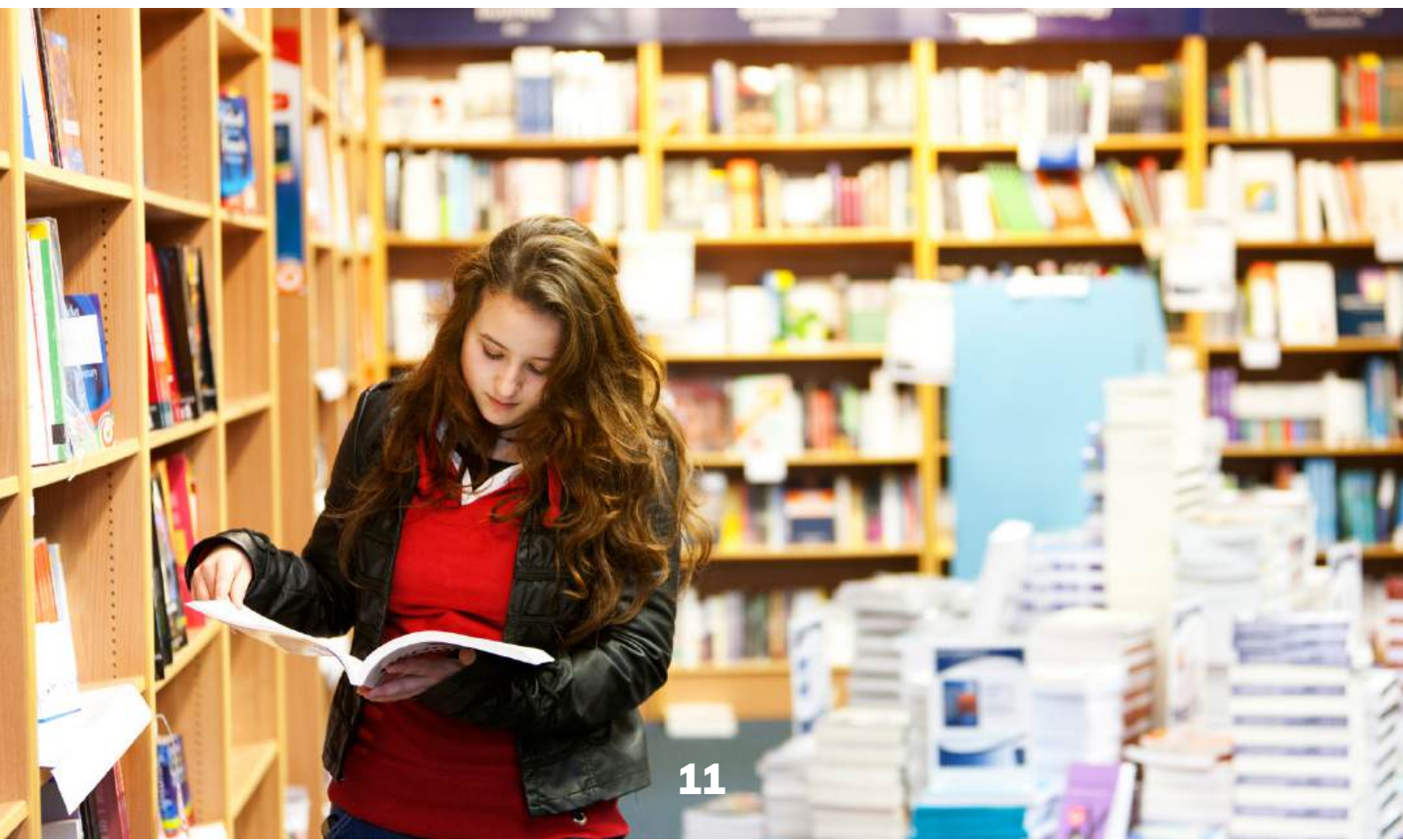
Students are also given membership of Perlego Online Library and, early in the term, you will be given a tour of the library. Perlego has an AI Researcher service which allows you to research a particular question and get different books relevant to your question.

In addition, you will receive handouts and notes from your tutors.

Tutoring Sessions

As a student you will be allocated a personal tutor with whom you will meet twice in the first term and at any other time at your request. The tutor will assist in your personal and academic development throughout your time with us. You can consult her/him for any of your academic matters.

Your personal tutor is responsible for offering guidance in your academic work, monitoring progress and initiating the provision of additional support where this may be required. He/she is always prepared to fulfill a more generally supportive role and to discuss any matters affecting your academic work. In cases where personal difficulties are affecting your academic work, the personal tutor may consider initiating appropriate consultation with you and the Academic Director.



Applying to University

You will receive extensive one to one help in choosing the right course and university for the next stage of your studies.

Non-Medical Applications

All applications to UK universities (except for Medical) are made via the Universities and Colleges Admissions Service (UCAS), which is an online admissions system.

Once an application has been made, students can track the progress and offers via their online accounts. IFG will guide you through the process of registering and filling in your details, and will help you with your personal statement and recommend suitable courses based on your career aims.

You can apply to a maximum of 5 UK universities via UCAS. IFG partner universities will reply with a conditional offer based on completion of the IFG Foundation with the required grade and a final IELTS, or equivalent, score. If students have applied to a non-IFG partner, they may contact IFG for further information before making an offer.

Once students have heard back from all their 5 choices, they must make a first (firm) choice and a second (insurance) choice and reject the others.

Important Dates

First 2 weeks of the course:

A group presentation by IFG followed by students drafting their personal statements with feedback from IFG.

Late October:

1-1 session with IFG to discuss course and university choices.

Mid-November to late December:

Students complete & submit their UCAS application.

Late January:

Deadline for UCAS applications. (Students who start in January focus on their applications in the first week to meet this deadline, but universities are also quite flexible with dates.)

Mid January-Mid-May:

Universities respond to all applications with offers or rejections (note: IFG partners will respond with an offer).

Early June:

Students must reply to offers by early June—1st choice, 2nd choice and reject the others.

End of IFG course

IFG forwards Foundation results to the chosen university, who issue an unconditional confirmation letter and CAS (Confirmation of Acceptance for Studies) for the student to apply for a Student Visa.

Once the university has issued a CAS you can apply for your 3-year UK Student Visa. In addition to your 1st year course fees, you need to show you have enough money to support yourself for the first 9 months in the UK.

There is also a UK healthcare charge to be paid as part of your visa application plus students from some countries are also required to take a Tuberculosis (TB) test. You will need to visit a visa application centre to get a UK biometric residence permit (BRP).

You may also be required to attend a 'credibility interview' to explain your reasons for deciding to study in the UK. More information on living costs in the UK will be shared with all students.

Applications to non-UK universities are made directly to the universities of choice individually.

Medical Applications

Medical applications are made directly to the universities; we will help you with each university application thoroughly, starting with registration and ending with submission.

Assistance in applying to universities is a key part of our responsibility to you. During the induction week, you will get advice, detailed instructions and help with UCAS and other applications. Students on the Foundation course must submit their applications before the end of the first term.

Personal Statements

A personal statement (a 2,000 to 4,000 character essay that introduces you, your skills, achievements and interests) is an extremely important part of all university applications, and all students will receive guidance on how to write one. It is your opportunity to tell universities about yourself and why you should be offered a place.

A good personal statement includes the following:

- Why I want to study this - this is particularly important when you're applying for a subject that you have not studied before. Tell the university the reasons why this subject interests you, and include evidence that you understand what's required to study the course. It helps here to do your research and learn more about the course.
- Why I want to study in this chosen country, and not in my home country
- Why I want to study at this specific school of medicine (for Med. students only)
- My position now: foundation year at IFG, and any other courses you might be doing now
- Achievements at school and skills I have - universities like to know the types of skills you have that will help you on the course, or generally at university. They also like to see if you've been involved in any accredited or non-accredited achievements.
- My work experience and any volunteer work I have done - you won't need any work experience to apply for degree courses but, if you have worked, then include details of jobs, placements, work experience or voluntary work, particularly if it's relevant to your chosen course(s).
- Future plans - if you know what you'd like to achieve after completing a university course, explain how you want to use the knowledge and experience that you gain.
- My hobbies and pastimes - think about how your hobbies, interests and social activities demonstrate your skills and abilities. If there's anything that relates to your course or to the skills needed to complete a higher education course, include it - the more evidence the better.
- Conclusion

The personal statement must be divided into paragraphs, but the previous points do not necessarily have to all go in separate paragraphs. Two or more of these points could go in one paragraph.

Our Study Skills teacher will help you, review your drafts and give you extensive advice, then our Academic Director will give you feedback and the support needed to produce a perfect personal statement.

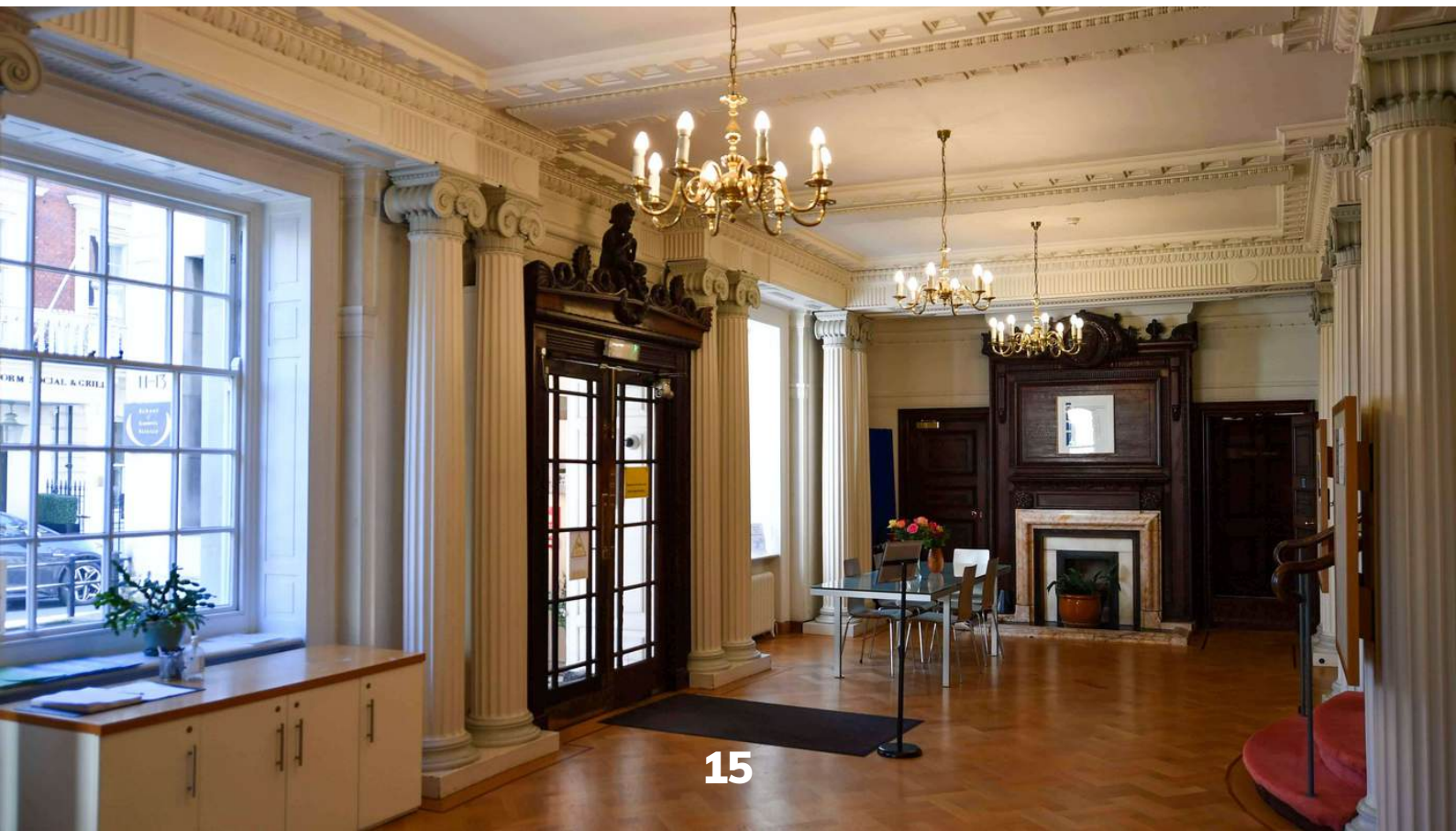
IELTS and IFG Academic English Test

IFG guarantees that students who successfully pass their Foundation with the required level of English will receive offers for undergraduate courses from our university partners. The international test of English language proficiency that is accepted by most universities is IELTS (International English Language Testing System).

The conditional offers you get from universities will specify what IELTS band score you must get (with the minimum score in each section).

An alternative to IELTS is IFG Academic English Test (AET). AET is currently accepted by the following universities (for non-med. students only):

- The University of East London
- The University of Gloucestershire
- Anglia Ruskin University (undergraduate courses only)
- The University of Central Lancashire
- The University of Chester



Lectures & Punctuality

Attending Lectures

We strongly advise students to attend all of their teaching sessions.

There is a very clear link between high attendance and high marks and therefore we insist that students attend well.

We appreciate however that sometimes it is not possible to attend lessons. This might be due to illness or other unforeseen and unavoidable reasons.

So long as you contact us before the lesson to let us know you are not going to be able to attend, then we may give you an authorised absence.

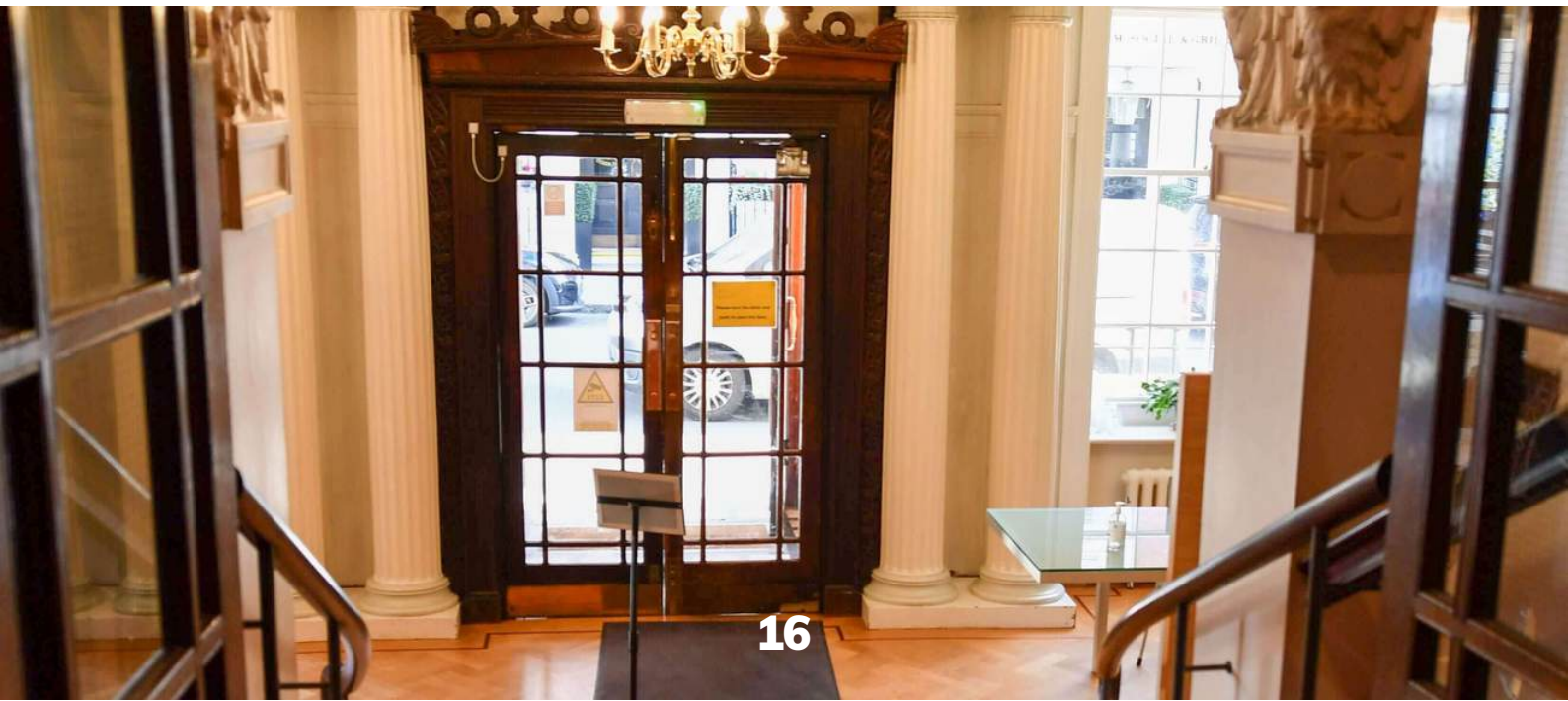
In this case, an absence will not count against your overall attendance record.

An attendance register is taken at the beginning of each class and students who are absent and who have not informed us of their absence will be contacted.

Punctuality

Being late for classes is not only detrimental to the progress of the late comer, but also disruptive for the entire class.

If a student arrives more than 15 minutes after the start, teachers may not allow you to join the class until after the mid lesson break.



How to Study

There are plenty of ways to improve your studying process, and you will discuss them during the Study Skills classes and your tutoring sessions. You can also find books and articles on effective study techniques on Pharos, college library or Perlego online library. Below are some tips.

Taking notes

Being smart about your note-taking can help you study better. When in class, make sure you take the best notes you can. Catch all the important information, writing down what the teacher says or emphasizes (even if it's not in the textbook).

Not only do detailed notes help you study later, but they also help you stay alert and focused during the lesson. Follow these note-taking tips to get started:

- Use abbreviations to jot down words quickly.
- Ask questions in class or write them down to research later.
- Rewrite your notes at home, filling in any gaps from further research or memory.

Having a plan

Establishing a plan is a great study strategy. This can assist you in achieving your study objectives and is extremely beneficial for time management. Having a study plan can encourage you to stay organized about your assignments, obligations, and interests so you may prepare ahead of time.

Asking for help

You don't have to endure challenging topics by yourself; ask for assistance. Be proactive in identifying areas where you need support and seek out that aid right away; the longer you delay, the harder it is to catch up. You can get assistance from a variety of people, including your teachers, tutors, fellow students and Academic Director.

Dealing with feedback

Feedback is the best way to figure out what you are doing well, where you need to improve and how to achieve your goals.

Listen to or read your teachers' feedback carefully and make sure you understand what is being said to you. If you need clarification, ask questions. Then, implement the suggestions given to you or schedule a meeting to discuss the feedback and send in the updated work.

Self-study

Use your time effectively and direct your studies well. Practice self-study outside the classroom and without supervision. You can do this at home/accommodation or you can come to IFG campus and study at the library or any free classroom. Go beyond the learnt material by reading academic articles related to the topics discussed during your lessons or watching videos on the themes required. Ask your teachers for useful academic references for your self-study time.

Group studies

Having a study buddy or two helps you stay accountable. Gather some friends and/or classmates together and have everyone bring their notes and study supplies. Pass your notes around, quiz each other, and chat about the material. You'll be hanging out with friends all while retaining the material.

Spaced repetition

Unlike cramming all the information in a short period of time which leads to quick forgetting, spaced repetition helps you retain the information in your long term memory. It is a technique that depends on repeating the information learnt at systematic intervals. For example, you first revise the information on the same day of the lecture, then the next day after the lecture, and then at the weekend; as the material is reviewed the intervals become longer. This method allows you to revise the learnt material before it's forgotten.

Managing your time

Managing your time can help you study better and wiser. Make a weekly schedule and devote a certain amount of time to study per day. The amount of time you spend is entirely up to you - even 30 minutes a day can make a difference.

Remember to pace yourself. Don't cram a full lesson into one study session. Instead, devote a portion of the lesson or key concepts to each session to manage your time more effectively. Keep in mind that being a Foundation student is a full-time job. Prioritize your time by focusing on the most important tasks, then fill in the gaps with extracurricular activities.

Active revision

Active revision helps you connect ideas and think about material from different angles, and also ensures that you remember the information as well as recognize it. To revise actively, follow these tips:

- Try to visualise the information you learn in class by drawing maps and diagrams.
- Connect the different lectures to each other; do not only revise one lecture, but ask yourself how it relates to other concepts and information learnt in previous lectures.
- Select a lecture or a topic you have studied and take a blank piece of paper. Try to write down everything you remember from that lecture, then compare with the notes you have taken or with the coursebook, and pay attention to what you have forgotten.

Self-testing

Self-testing is a technique where you answer questions or try to recall the learnt information without looking at the material. You can do self-testing as part of your active revision and spaced repetition. It is also a good idea to self-test in group studies. You can answer questions and do tasks available in your textbooks or write your own questions and predict exam tasks and answer them without referring back to the material. Then you check your answers to see where you need to review and add to your understanding.

One way to self-test is to use flashcards - small two-sided note cards with the prompt (question) on one side and the information about the prompt (answer) on the other. To make and use flashcards, follow these tips:

- Prepare the flashcards during your self-study, group studies, active revision or spaced repetition.
- Write good questions - those that ask about important concepts and information that is likely to be on the exam.
- Choose a card randomly and read the question on the front. Answer by writing or saying the information out loud without peeking, then flip the card to check if your answer is correct.
- If your answer is correct, put the flashcard in a separate pile. If not, put it at the bottom of the current pile to get back to it later during the same study session.
- Use spaced repetition - revisit your flashcards regularly to retain the studied material better.

Well-being

Sleeping is key to memorizing and processing information. Even if you have a big test coming up, make enough time in your schedule to get enough sleep. Studies have shown that sleep positively impacts test-taking by improving memory and attentiveness. Staying up all night studying may sound like a good idea, but skip the all-night cram session. Getting a good night's sleep will help you perform better.

Also, eating healthy, nutritious foods can give you the focus you need to study. Instead of sugary snacks, opt for energy-boosting foods that'll give you the fuel you need to stay productive. Try fruit, vegetables, nuts, and dark chocolate and remember to drink plenty of water as well. Staying hydrated is just as important as eating well.

Stepping away from the material can also be beneficial. Taking periodic breaks while studying can actually help you retain information better. If you're studying for a few hours at a time, take 5-minute breaks every half hour or so. Go for a walk or chat with a friend; make sure you stay away from gadgets and screens. This helps your mind relax, which can help you more effectively remember the material.

Academic Progress

We will monitor your progress on a weekly basis but it is important that you make your own assessment of how you are doing as well.

If we or you feel that your progress is too slow, then we can arrange a meeting with your personal tutor or the Academic Director to decide on what further action might be advisable.

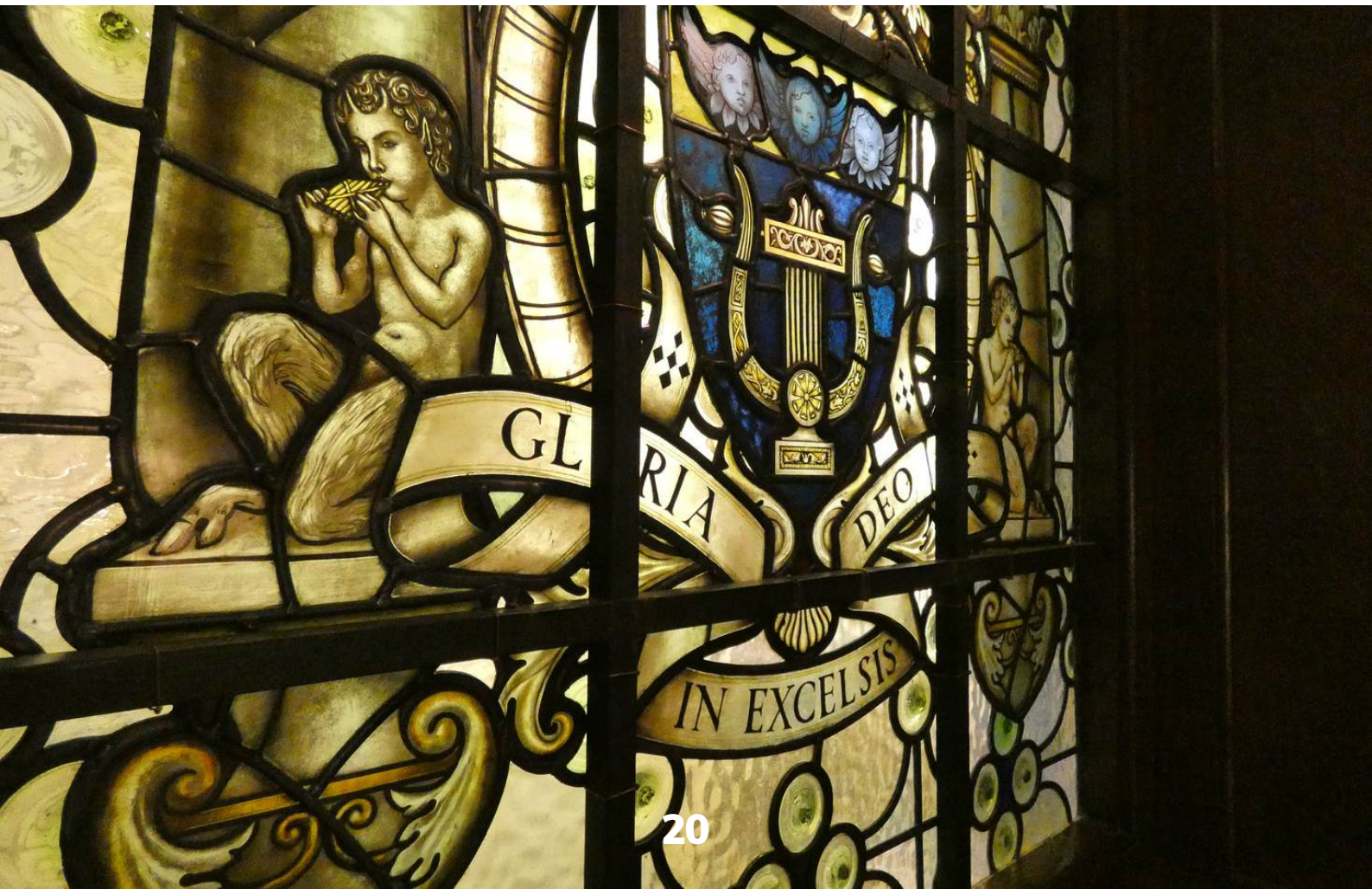
We want you to succeed and will help in any way we can to make an effective plan.

Assessment Guidelines and Policies

There are several types of assessments throughout the Foundation.

- Written assessments (coursework, projects, essays, reflective essays)
- In-class assessments (presentations, debates, negotiation meetings, interviews)
- Exams

Below are the general instructions and recommendations for the most common ones.



Written Assessments

Deadlines and late submissions

All of your written assessments have a deadline, indicated on the front page of the assignment. That means that your assessment must be submitted no later than 11:59 pm that day. We have the same policy as most UK universities for late submissions. If an assignment is submitted up to 48 hours late, 10% of the mark will be deducted. If the submission is between 48 hours and one week late, 50% of the marks will be deducted. Thereafter, no marks will be given and the student will have to submit a new assignment for which marks will be capped at 50%.

Assignment files - names

Please give your assignment a descriptive title when you submit it. For the IFG program use the following:

- Your full name
- Abbreviation/Name of the subject (if the subject is 2+words - use abbreviations, if it is 1 word - use the full name)
- Assignment title

e.g. "John Smith SS essay proposal.doc",
"Mary Brown CS Reflective essay
(Interview).docx".

In the future universities may require you to use slightly different guidelines (e.g. using your full name, stating the subject name first, etc.) but they won't be much different in the idea of always giving a descriptive name.

Plagiarism Policy

IFG and UK universities have a zero-tolerance plagiarism policy. Plagiarism is when you take another person's ideas or words and say they are yours. The two main types are copying from other sources without proper referencing, and using AI to write your assignments. This means that any plagiarised assignment will result in serious consequences, such as zero credit for an assignment, reporting plagiarism to universities, or even expulsion from the university. For the IFG assessments, if a student submits a plagiarised assignment, no marks will be given and the student will have to submit a new assignment for which marks will be capped at 50%. If the re-submitted assignment or any other submitted assignment in any subject is plagiarised as well, the IFG staff will consider more serious measures.

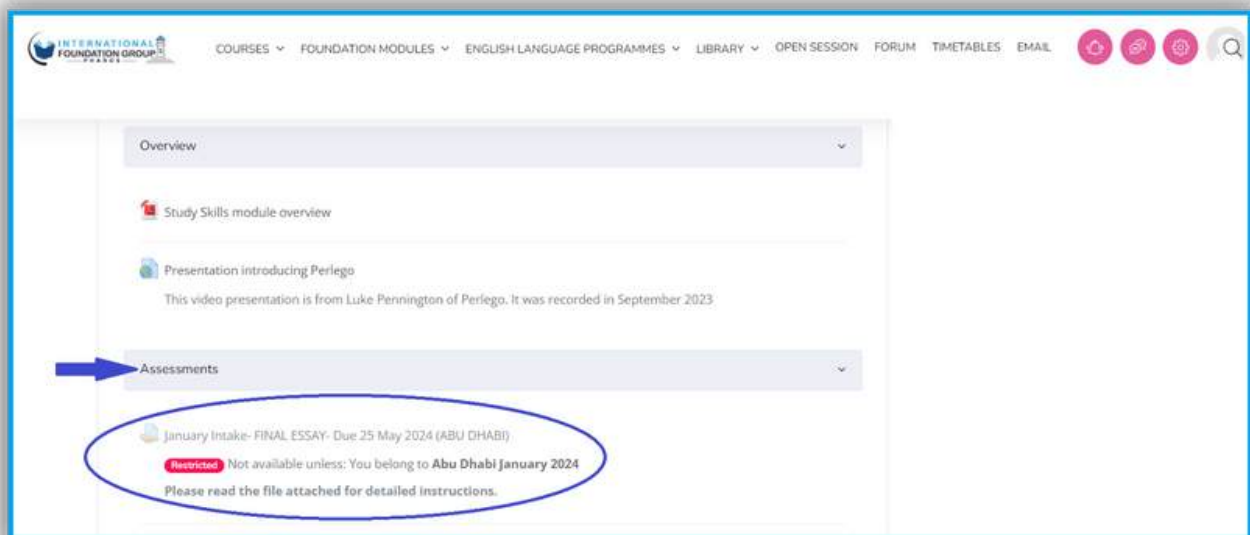
Draft

You are encouraged to send your lecturer a draft copy of your assignment for feedback and advice on how it might be improved. It should meet the draft deadline indicated on the front page of your assignment to give your lecturer sufficient time to get back to you and still leave yourself time to make any changes to your assignment after getting feedback.

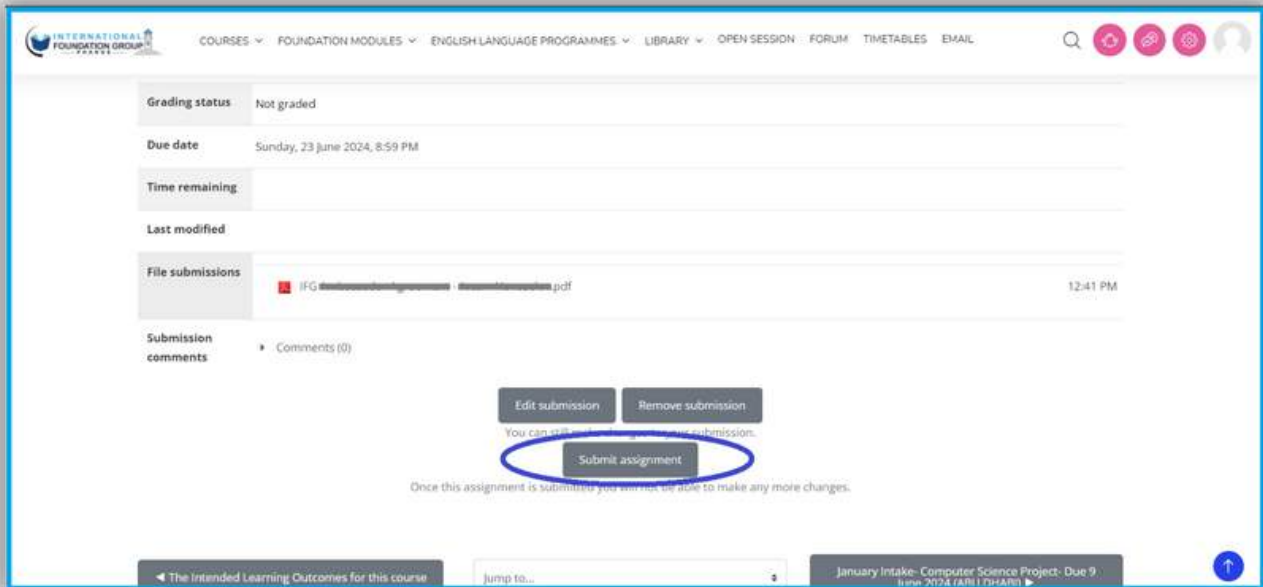
Submitting Assignments

All formal assignments are submitted via our learning platform Pharos (see “IFG’s Learning Platform - Pharos” section on page 9). This does not include homework tasks which your teachers set you, but only assignments which will count towards your overall grade. To submit your assignments, follow the steps:

- 1 Log in to Pharos
- 2 Click on Foundation Modules and choose the relevant module (for example, “Study Skills”)
- 3 Choose and open the relevant assignment submission page - click on the assignment activity



- 4 Carefully read the instructions
- 5 Click on add submission button
- 6 Attach your file (or files) in the format indicated in each assignment (usually .docx or .pdf for coursework, .pptx for slides, etc) and save changes
- 7 Click on submit then click on continue and wait for the plagiarism check to finish, it doesn't take long.



8 Check that your assignment status is “submitted for grading”.

A more detailed presentation during induction week will teach you how to submit assignments on Pharos.

Formatting Assignments

1. You must include a title page. It should contain the following information:
 - a. Assessment title
 - b. Your full name
 - c. Course name
 - d. Lecturer's name
 - e. Institution
 - f. Date
2. Your written assignments must have clear headings. For coursework and projects you must also include question numbers.
3. Font formatting
 - a. Font: Times New Roman
 - b. Size: 12
 - c. Color: black
4. Resources and Citations - You will need to use resources and cite them in most of your assignments. You will learn how to do so in the Study Skills Module.

Recommendations

- Allow yourself sufficient time to do the written assignments. They cannot be effectively done in a couple of days as they require additional reading and working with the sources. Procrastination will make it much harder, so build it up gradually.
- When you read a source you have chosen, paraphrase and take direct quotations as you read. You won't have time to re-read the sources.
- Always refer to the Harvard Referencing System guidebook for different sources.

In-class Assessments

You will get detailed instructions for each type of in-class assessment during your course, but here are general recommendations:

- Study all topics at home after the lectures. Do it regularly throughout the semester to ensure retention of the material. It's a good idea to organise study groups with your classmates and ask your lecturer any questions that were unclear during your self-study process.
- Make sure you practice speaking the words out loud several times prior to any in-class assessment. Otherwise, you risk having an ineffective delivery.
- Sleep all night before the assessment. Sleep helps to improve your concentration and performance the next day.
- Have breakfast and drink enough water. It will help you stay rested and focused.
- Arrive at least 30 minutes earlier to avoid unnecessary stress and check any equipment you may need to use (projectors, laptops).
- Have a back-up source/solution for your presentation slides (usb drive, cloud storage or second laptop/tablet). All devices have a tendency to stop working once it's presentation time!



Exams

Exams Overview

- 10-minute reading time
- 2-hour exam time
- No break
- No late entrance

Recommendations

- Study all topics at home after the lectures. Do it regularly throughout the semester to ensure retention of the material. It's a good idea to organise study groups with your classmates and ask your lecturer any questions that were unclear during your self-study process.
- Start revision a week prior to the exam. Write a plan of what and when you will revise and follow it.
- Sleep all night before the exam. Sleep helps to improve your concentration and remember the material you studied before.
- Have breakfast and drink enough. It would help you stay rested and focused.
- Arrive at least 30 minutes earlier to avoid unnecessary stress.
- Don't drink too much coffee/energy drinks before the exam - it helps only for a short period of time, affecting memory and performance afterwards.

Guidelines

You **can** bring:

- Water
- Up to 3 **black** pens
- A pencil and eraser (for drafts only)
- A ruler
- A calculator (for science modules)

You **can't** bring:

- Any personal belongings
- Any devices, including smart watches and headphones
- Any notes and papers (including blank papers)

Resits & retakes

If you fail an assignment or exam, you will be given one opportunity to retake it. Your mark for the retake will be capped at 50% unless you have mitigating circumstances for not submitting the original assessment or not sitting an exam.

Mitigating Circumstances

It is obvious that there are some circumstances that can genuinely prevent a student from performing well in his or her assessments. Please find below some of the circumstances that will be considered in mitigation:

- Severe illness,
- Sudden accidents,
- Parental illness or accidents,
- Illness or accidents of other members of your family

If you are faced with any of the above situations, you must immediately inform us. You will then be advised to put your situation in writing and provide supporting evidence. However, there is no automatic guarantee that consideration will be given; each case will be dealt with individually and on merit.

If Mitigating Circumstances are granted, then your resit will not be capped.



Keeping your records updated

We need to keep up-to-date records of your contact details. At the beginning of the course, we will ask you to complete a contact details form, and please let us know if any of these details change during the academic year.

Appeals and complaints procedure

Students are encouraged to inform us if they feel that they have not been treated fairly or if they wish to comment on any aspect of college life at IFG. To make a complaint, please contact us on m.addison@intfoundationgroup.co.uk or s.mahvash@intfoundationgroup.co.uk.

Hopefully, complaints can be resolved on an informal basis. However, students have the right to make a formal complaint and to appeal against any disciplinary action taken by the college. The Complaints Procedure will be covered during induction.

Please see our Disciplinary and Appeals Proceedings [here](#).

Conduct

We try to keep rules and regulations to a minimum and assume that you will behave in an adult and considerate way. However, one rule which we must insist on is that, inside the college, you throw away your litter in the designated bins and not leave any rubbish in the rooms.

Serious misconduct may result in you being suspended from the college. In such cases no refund of fees will be given and any outstanding tuition fees will be payable.

Please see our Academic Misconduct Policy and Regulations and Code of Conduct [here](#).

Security

As personal possessions are your own responsibility during your time at IFG, you are advised to ensure the security of those possessions.

IFG cannot take responsibility for any valuables lost or damaged while you are on our premises, but we do have security cameras 24/7, so if you lost anything, we will try to help you find it.

Student Welfare

Health & Safety

Everyone in the institution has a responsibility to those around us, and to ourselves, to ensure that we all remain safe in the college environment. You are requested to go through our Health & Safety Policy [here](#), and know the arrangements provided.

Emergencies

If an emergency occurs, dial **999** on the nearest phone. This is a free number, which will put you in contact with the emergency medical, police or fire. You can also ring our 24-hour emergency numbers 07814 993368 (general) or 07939 885 893 (for under 18s) - Please note that this service is only for emergencies which cannot wait until the next college day.

Accidents & Incidents

If you see anything that could be of danger to anyone then report it immediately to a member of staff - do not try to deal with it yourself. In the case of an accident or incident, contact the nearest member of staff or the reception. The first aid box is located in the teachers' room.

Fire Drills

Make sure that you know where the fire exits are and how to use them. Do not tamper with fire alarms or fire extinguishers. Fire drills will be organised at regular intervals so please make sure you know what to do.

Procedures in the event of a fire

On hearing the fire alarm, leave the building immediately by the nearest available exit (including fire exit doors). Go to the fire assembly point to the left of the front of the building at the crossroads of Mandeville Place and Hinde Street.

Lecturers are responsible for ensuring that the classroom in which they are teaching is evacuated. Leave your possessions in the classroom and do not use the lifts. Do not re-enter the premises until told by the controlling officer to do so.

Smoking policy

With regard to the health and comfort of all members of the Institution and its visitors, and to comply with Government Policy, smoking is not permitted in any part of the campus.

First Aid Policy

IFG has trained First Aiders who can be called if there is an injury. The trained First Aiders are:

- Michael Addison
- Maggie (at reception)

The first aid box is kept at reception. Should you need any assistance, please contact a member of staff or reception.

Michael: 07814 993368

Maggie: 020 7034 4000

Equal Opportunity

IFG aims to promote equal opportunity for all and to ensure that no one is discriminated against because of gender, race, ethnic origin, disability, nationality, colour, religion, political/religious beliefs, age, marital status or family responsibilities.

IFG places great emphasis on tolerance and respect and expects all staff and students to hold these values.

Please see our Equal Opportunities Policy [here](#).

Student Counselling & Wellbeing

We recognize that students can only study effectively in a secure and stable environment and appreciate that the college can play an important role in helping to provide this. Students can face pressure in many different ways including mental or physical health problems, personal and family circumstances, financial problems, adapting to life away from home, and coping with their workload.

We are committed to helping with these problems wherever possible so please do not suffer in silence but come and talk to us. To arrange an appointment, please either contact your personal tutor or, if you prefer, get in touch with:

- The Academic Director (Michael): m.addison@intfoundationgroup.co.uk
- or The Director of Studies (Siavash): s.mahvash@intfoundationgroup.co.uk

Also you can talk to your student mentor about anything that troubles you.

All IFG students also have free access to Togetherall.

This is an online and confidential community where you can access help and advice from trained professionals.

You can also communicate anonymously with other students who may be experiencing similar problems. This is a 24/7 service.

Students with Disabilities

IFG aims to ensure that all students, regardless of their abilities or disabilities, have equal access to education and learning. We strive to create an inclusive learning environment that supports the diverse needs of students and promotes their success.

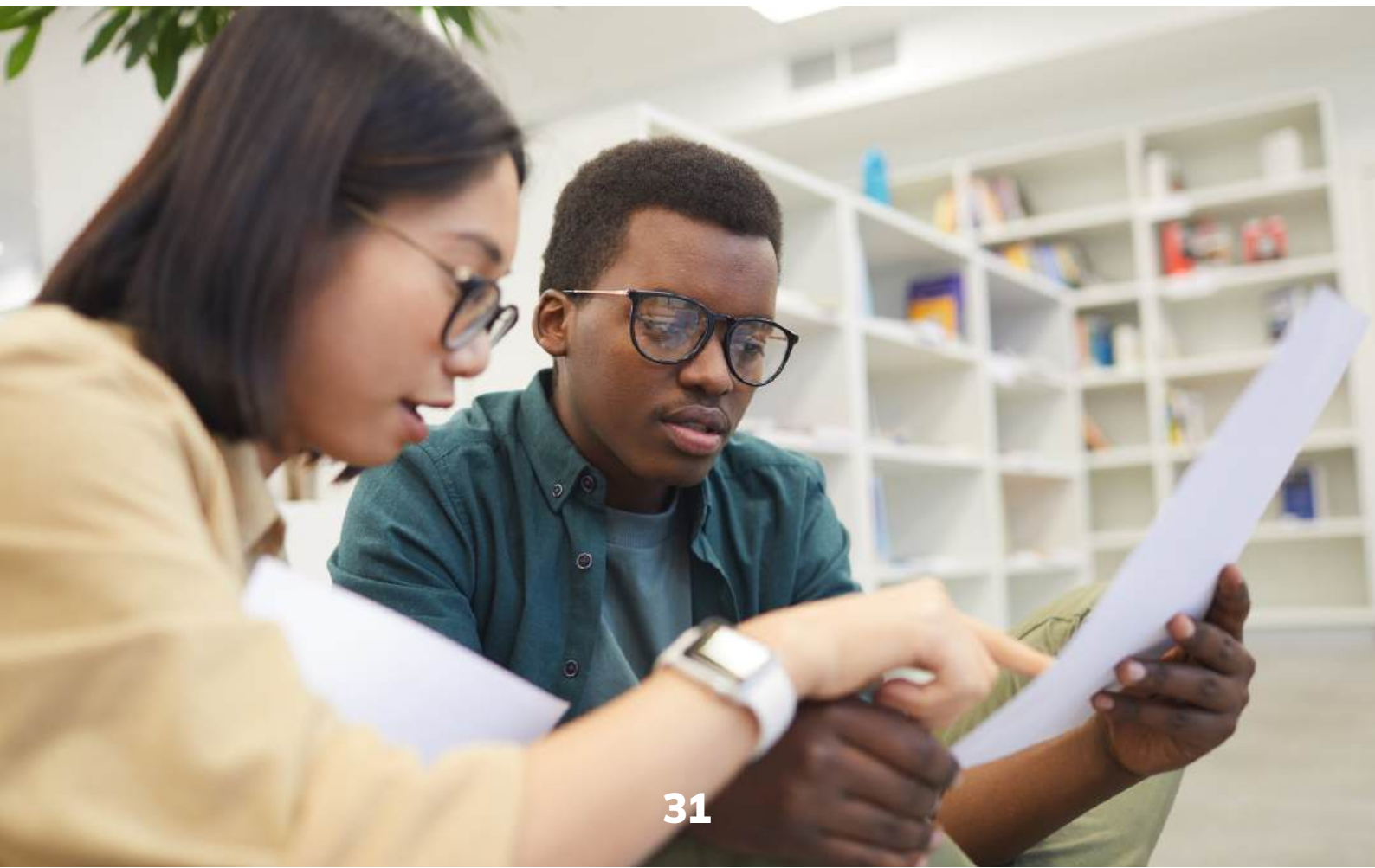
IFG will identify individualised learning plans for students with disabilities, outlining their learning goals, accommodations, and support services, and lecturers will implement inclusive teaching strategies to meet the diverse learning styles and abilities of students.

In some cases, based on students' needs, extended time for testing and submitting assignments is granted. The college has a wheelchair accessible entrance and an accessible toilet on the ground floor. Classrooms and canteen are accessible via a lift.

Data Protection

Next to its people, IFG regards information as its most important asset. Because of this, the institution recognises the importance of protecting its information assets and, in particular, the information relating to its staff, students and other individuals in whatever form that information is held. All data, whether held electronically or manually, is kept securely and not disclosed unlawfully.

Please see our Data Protection Policy [here](#).



Student Engagement

IFG aims to provide high quality education and services to everyone who studies at, works and visits the Institution. We can only achieve this with your help and we encourage student engagement in all aspects of college life:

1. At the beginning of each academic year, we ask students to select one of their peers to represent.
2. These student representatives will meet with the management of the college and have an opportunity to tell us their views on different issues and those of other students. They also organise a range of social activities.
3. We ask students for feedback on all academic and non-academic issues. This feedback is analysed and forms part of the annual review.
4. We encourage all students to contact us at any time with suggestions and concerns.

Disclaimer

This handbook does not replace IFG's regulations.

All students will be required, as a condition of enrolment, to abide by and submit to the procedures of IFG which are amended from time to time.

Every effort has been made to ensure the accuracy of the information contained within this handbook, but it is subject to alteration without notice.

IFG will use all reasonable endeavours to deliver programmes in accordance with the descriptions set out in this handbook.

However, IFG reserves the right to make variations to the contents or methods of delivery of programmes.



International Foundation Group

IFG Mission Statement:

“Our mission is to help students fulfil their academic dreams by providing pathways to university level study and beyond”

Call **+44 (0)203 633 0510** or **+44(0) 7814 993368**

Email info@intfoundationgroup.co.uk or visit intfoundationgroup.co.uk