

Undergraduate Delegate Handbook



2009-2010

Accredited By:



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Welcome to RisXcel (UK) Ltd, now called RisXcel UK, Training and Development. The purpose of this Handbook is to provide information for delegates and participants for training courses conducted by RisXcel UK, Training and Development leading to qualifying credits towards a UK Bachelor's Degree (WBS) programme with the Middlesex University. This information will be of importance throughout your programme of learning and so you should read the *Handbook* carefully and keep it available for future reference. It is issued once, but certain parts of the information (i.e. dates) will change, so you should refer to this information on-line at www.risxcel.co.uk/courses

We will welcome any comments and suggestions that you may like to highlight and bring to our attention for the smooth running of your programme of learning.

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GLOSSARY

Delegate	Participants or learners,
Qualifications	The qualifications available, e.g. Diplomas, Undergraduate Degree, Masters Degree.
Accreditation of Prior Learning	It is possible to achieve academic credit for previous learning an achievement
Credit Points	The amount of academic credit received for completing modules or units as recognised by the University
Personal Trainer Mentor	Part of academic or administrative staff responsible for participant's welfare
WBS	Work Based Learning Studies
Semester	This represents the duration or course of study
Workshops/ Tutorials	This refers to tutorials or classes held in order to provide lectures, presentation and tutorials
Specialisation	This denotes an area a participant may wish to specialise and to determine the final degree to be awarded, for e.g., participants may specialise in field of Finance, Marketing, IT, Hospitality etc.
Internal Verifier/ Moderator	A named person(s) responsible for quality assurance of the individual or group of subject areas
Assessment Officer	This is a named member of staff who is responsible for coordinating the efforts of participants and that of assessors and verifiers

1 | GENERAL INFORMATION

This handbook contains a great deal of information, so please consult it regularly.

1.1 KEY ACADEMIC STAFF AND TRAINERS

RisXcel UK, Training and Development has a large number of academic staff and trainers. Listed below are those members of staff who have a particular administrative responsibility within the undergraduate degree programmes.

Head of Operations/Lead Trainer

Sunny Ahonsi sunny@risxcel.co.uk

Internal Verifier

Professor David Pinfield david.pinfield@risxcel.co.uk

Internal Moderator

John Howard john.howard@risxcel.co.uk

Personal Mentor

Brian Sallery brian.sallery@risxcel.co.uk

John Hester john.hester@risxcel.co.uk

Assessment Officer

Ayesha Nursing ayesha@risxcel.co.uk

Plagiarism and Academic Malpractice Officer

Peter Waller peter.waller@risxcel.co.uk

1.3 KEY DATES AND TIMETABLE

Date	Activities

Programme timetable

Training timetables are published separately from this book and are available on the RisXcel UK, Training and Development web page: www.risxcel.co.uk/timetable/undergraduate

Whilst every attempt is made to timetable reasonable combinations of course units, various constraints make some combinations and outside options impossible. If you have a timetable difficulty, consult your Course Administration in the first instance on info@risxcel.co.uk

2 | USEFUL INFORMATION

2.1 INFORMATION AND COMMUNICATION

Advisor Team

RisXcel UK, Training and Development advisor's team is a good starting point for all undergraduate enquiries. The advisor team is available from Monday to Friday 9.00 to 5.30pm. They can give advice on a wide range of administrative, academic and personal issues. If they cannot resolve your query they can advise you on the most appropriate person to see.

Your Contact Details

We may need to send you important information during the course of your training and it is your responsibility to ensure that RisXcel UK, Training and Development has your current contact details. If we need to contact you urgently during the course of your training it is extremely useful for us to have a current mobile phone number, correspondence address and a valid email address for you. Please ensure that this information is always kept up-to-date.

Participant Information

In line with the Data Protection Act, participant information held by us is treated as confidential and no address or telephone number will be disclosed without the prior permission of the participant concerned. Participants' progress, including assessment results, cannot be disclosed to a third party (such as sponsor) without the participant's prior written consent.

2.2 ATTENDANCE

It must be stressed that regular attendance coupled with punctuality is of vital importance. A period of absence must be authorised by your Course Trainer. Unauthorised absence must be put into writing to your Course/ Personal Mentor with reason(s) and this may be reported to your sponsoring organisation.

2.3 ILLNESS AND ABSENCE

Absence from tutorials and workshops

Attendance at tutorials and workshops is compulsory and trainers will report participants who miss tutorials and workshops. Therefore, because of the seriousness of absence from tutorials or failure to hand in required work, it is important that you keep us fully informed of any reasons why you have missed a workshop or been unable to hand in a piece of work on time. If you are ill or have another good reason for not attending a tutorial class or workshops, you should inform your Personal Trainer/Mentor as soon as possible. You will then need to contact the workshop trainer at the earliest opportunity to check on the work you have missed. If poor health prevents you from attending for

more than one week a medical certificate should be produced (see Extenuating Circumstances below).

Extenuating/Mitigating Circumstances

If you are ill or injured for **less than a week**, you should be able to make up any time lost from your studies in your own time. If you miss any tutorials/workshops you must inform your trainers at the earliest opportunity. E-mail is a good way of doing this. However if your illness or injury means you will have to miss a deadline, you can self-certify that you are ill or injured.

If illness or other types of problems have a serious detrimental effect (e.g. an illness that lasts longer than a week) on your academic work, it is very much in your best interests to inform your personal trainer/ mentor at the earliest opportunity. You can be assured that confidentiality will always be strictly observed.

3 | PERSONAL MENTORING SYSTEM

Every participant is allocated a personal mentor. He or she will be a member of the training staff in one of your modules.

You are required to see your personal trainer at the beginning of each term. However, we recommend that you meet with your personal trainer more often, so that they can get to know you. This is particularly important when you require an academic reference (see section below).

The Role of your personal trainer

Your personal trainer is available to discuss any matters with you – academic or personal. You should not hesitate to contact your trainer if you encounter any problems, no matter how small or insignificant these might seem. We hope that your time with us will be a happy and productive one. However, participants may occasionally experience difficulties apart from academic problems: these may involve your health, financial or family circumstances. Personal trainers and mentors are usually the first people to approach if such problems do arise.

Contacting your personal trainer/mentor

Trainers have office hours during which they will be available to see participants. All our staff can be contacted via email and this is often the quickest and easiest way to get in touch with your personal trainer/mentor.

Should you feel that your personal trainer has not been able to address an issue that you have or resolve a particular problem then it may be appropriate to speak to someone other than your trainer.

Academic References

It is your personal trainer who has the responsibility for writing academic references for you. Participants often require academic references; for work placements, for jobs, or when applying for further academic courses. It is therefore important, and in your own best interests, to get to know your personal trainer. If you are applying for a placement, job or academic course that requires an academic reference then you should inform your personal trainer beforehand to let them know that they may be approached for a reference request. This can help your personal trainer get a better idea of why you are interested in a particular job or course, and may help them write a stronger reference for you.

4 | PROGRAMME OVERVIEW

4.1 PROGRAMME SUMMARY

Entry Requirements

The Level 3 BA (Hons) in Business Administration/ Finance/Hospitality/ Information Technology is intended for participants who have achieved a relevant Advanced Diploma in Business or any other related field or equivalent recognised HND or Foundation Degree programme. This programme is designed to build upon the specific knowledge and skills acquired in the Diploma and Advanced Diploma and to extend these through a combination of taught units and an independent research project.

For admission to the Level 3 programme, you normally need to have:

- A pass in the Advanced Diploma in Business or any other related field, or equivalent HND or Foundation Degree programme. International qualifications will be checked for appropriate matriculation to UK Higher Education undergraduate programmes

OR

- Mature delegates aged 25 years or above with an extensive 5 years work experience at supervisory level;

AND

- A minimum IELTS score of 6.5 or equivalent is required for those for whom English is not their first language. This may be waived where delegates demonstrates clear alternative evidence of an acceptable standard of English, derived from work experience.

About the Programme

The programme enables you to develop an informed vision of your preferred future career and an understanding of how to create tomorrow's success with today's strategy in terms of business administration and management. Thus, the courses cover essential areas of Business Strategy Formulation, Marketing, Finance, Human Resource Management and Development, Entrepreneurship, International Business, Management of Information Resource, Professional & Personal Development, Project Management and Law.

In each module of this programme, you will have exposure to real-world case studies. This will help you to contextualise and apply what you are learning in your workplace.

The integrative nature and overall emphasis in the programme is on active participation and interaction between participants and trainers. This ensures that you are equipped to excel as holistic and progressive thinkers in all areas of today's dynamic and demanding new business environment.

You can develop a network of contacts in your chosen career route, thus enhancing your employability profile.

The Final Award

The Final will be determined by the participant choice of specialisation subject to the University approval.

Conversion of Credits

Upon completion of RisXcel UK, Training and Development workshops and assessments a certificate will be issued to participants and this will be forwarded to Middlesex University for conversion of the credits achieved. There is a charge for this service. *(please refer to the prevailing pricelist)*

4.2 THE ACADEMIC CREDIT SCHEME

All programmes are credit-rated to help you to understand the amount and level of study that is needed.

One credit is equal to 10 hours of directed study time (this includes everything you do e.g. workshop, seminar and private study).

Credits are assigned to one of 5 levels:

0 - equivalent in standard to GCE 'A' level and is intended to prepare participants for year one of an undergraduate degree programme

1 - equivalent in standard to the first year of a full-time undergraduate degree programme

2 - equivalent in standard to the second year of a full-time undergraduate degree programme

3 - equivalent in standard to the third year of a full-time undergraduate degree programme

M - equivalent in standard to a Masters degree

Award	Level 4 At Least...	Level 3 (or above) At Least...	Level 2 (or above) At Least...	Level 1 (or above) At Least...	TOTAL
Certificate	-	-	-	60	60
Certificate of H.E	-	-	-	120	120
Diploma	-	-	60	-	60
Diploma H.E	-	-	100	140	240
Advanced Diploma	-	60	-	-	60
Foundation Degree	-	-	100	140	240
Degree	-	60	100	140	300
Honours Degree	-	120	100	140	360

4.3 ACCREDITATION OF PRIOR LEARNING AND EXPERIENCE

RisXcel UK, Training and Development will carefully evaluate and assess all participants and their previous qualifications to ensure that they have the relevant academic and work experience to be able to under take the course of studies.

Participants may be granted accreditation based on prior learning. Participant may commence at any level as shown in the chart above and work their way up.

There is an administrative charge on any APL given and granted (*see the prevailing pricelist*).

Additionally, any APL and exemption granted will be subject to university approval. If you are unsure of this, please contact our Administration Team who will be more than happy to assist you.

4.4 THE PROGRAMME STRUCTURE

Structure of the Programme

This programme is part of a modular degree scheme. The overall credit-rating of this programme is 360 credits (including 240 credits from prior study and 120 credits for the Final Year).

Year 1/ Level 1 BA (Hons)

Modules (20 credits each):

- Business Economics
- Quantitative Methods
- Marketing, Principles and Practice
- Business Law
- Organisations and Behaviour
- Business Accounting

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APL is possible for exemption

Year 2/ Level 2 BA (Hons)

Modules (20 credits each):

- Managerial Accounting
- Research Project
- International Business
- Corporate Strategy
- E-Commerce
- Managing People

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APL is possible for exemption

Year 3/ Level 3 BA (Hons)

The Level 3 BA (Hons) Business/Finance/Hospitality/ Information Technology is offered as a full-time one year programme. This programme delivers the 120 credit points at level 3 that are needed to progress from an Advanced Diploma to a full BA (Hons). You must complete seven core modules and a project.

Core Modules (10 credits each):

- Marketing Management
- Human Resource Management
- Business Strategy and Environment
- Managing Finance
- Information Systems and Management
- Entrepreneurship
- Professional Development Plan



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No exemption

Programme Planning (10 credits)



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University**

Research Methods and Project (40 credits):

In addition to the taught core modules, you must complete an individual project that is research-based. Workshops will be used to develop your research skills and independent research capabilities

Typical duration

The expected duration of each level is one year. This can be extended to a period of 18 months to accommodate any external factors such as financial constraints or domestic and work commitments. Many of our participants make use of this flexibility and this may impact on the overall duration of their total study period. However, in normal circumstances, participants are allowed to spend upto 18 months to complete any of the level. There will be an additional cost for any extended period of time (i.e. beyond the 18 months duration).

How the training period is divided

The training year normally begins as per scheduled timetable. A participant will normally complete for 6 modules per level. Each module will be completed on taught and self study basis. Split between 40 hours of taught and, i.e. 5 days of 8 hours per day and the remaining 160 hours of participant own input.

Workshops normally take place three to five days in a week on a block release basis. Morning session start at 09.00am and finish at 1.00pm, afternoon session start at 2.00pm and finish at 5.00pm and evening session start at 6.00pm and finish at 9.00pm.

Requirements for gaining an award

In order to gain an honours degree you will need to obtain 360 credits including:

- A minimum of 120 credits at level one or higher
- A minimum of 120 credits at level two or higher
- A minimum of 120 credits at level three or higher

Methodology

Workshop attendance and active participation are very important to this programme, because participant opinions and discussion of the assigned study materials are an integral part of the learning experience. The reading of current news and articles that focus on events and developments in the field of business are encouraged. Constructive contribution may include observations and questions about the course material as well as current events, and answers to questions raised by fellow participants.

Case studies are an integral part of the programme. Additional opportunities for professional interaction and learning may be offered to you, including an orientation function at the beginning of the year, a social function in the course of the year and various guest speakers from industry and academia from time to time. In order to facilitate presentations, you are encouraged to use PowerPoint presentation or multimedia resources.

AIMS AND LEARNING OUTCOMES

Aims:-

This programme is designed to give you the opportunity to:

- Demonstrate comprehensive knowledge of the specialised areas
- Be able to critically analyse, evaluate and apply theories, models and frameworks of financial, operational, strategic and information systems to complex business situations.
- Study, analyse and critique complex theoretical debates, and apply to case studies.
- Develop originality of thought and skills in independent research.
- Gain a clear understanding of future career options and demonstrate progress towards achieving them as either an employee or an owner manager or entrepreneur, in either business or the non-profit sector, or within further study within the academic community
- Develop academically so that you have a detailed knowledge of business and management practices, can critically evaluate that knowledge and finally apply it in complex situations which may be characterised by contested and contradictory information.
- Enhance your transferable and practical skills so that you can manage your own learning and can be confident in applying these transferable and practical skills

Learning Outcomes:-

The learner will demonstrate the following learning objectives in an academic and/or work based setting:

1. Knowledge and Understanding

- You will have comprehensive knowledge of a major discipline(s), with areas of specialisation in depth, and an awareness of the provisional nature of knowledge
- You will have critical awareness of personal responsibility and professional codes of conduct and can incorporate a critical ethical dimension into a major piece of work

2. Cognitive and Intellectual Skills

- You will be able to analyse new and/or abstract information and situations without guidance, using a range of techniques appropriate to the subject
- With minimum guidance You will be able to transform abstract information and concepts towards a given purpose and design innovative solutions
- You will be able to critically evaluate evidence to support conclusions/recommendations and can assess contradictory information/identify reasons for contradictions.
- You will be able to identify and defining complex problems and can apply appropriate knowledge and skills to their solution.

3. Key/Transferable Skills

- You will be able to work effectively both as a team player and as an individual meeting strict deadlines and targets.
- You will have confidence in explaining, defending and summarising your views to your peers on complex multidisciplinary issues and problems.
- You will have developed a high level of skills in identifying complex business problems and the application of appropriate knowledge, tools and methods to their solutions.
- With minimum guidance you can manage own learning using full range of resources.
- You can engage effectively in debate in a professional manner and produce detailed and coherent reports.
- You will be able to develop effective project management skills that will enable you to understand critical activities and enable you to prioritise and plan these activities

4. Practical Skills

- You will be able to apply quantitative, qualitative, project management and ICT skills to business problems.
- You will be able to operate in complex and unpredictable contexts, selecting from a wide range of innovative or standard techniques.
- You will be able to act autonomously, with minimal supervision or direction, within agreed guidelines
- You will be able to undertake a major self-managed activity, the project, and demonstrate the ability to write substantial reports using sustained argument.

5 | TEACHING, LEARNING AND ASSESSMENT

5.1 Training Methods

WORKSHOPS

Workshops define the content of the course and provide an essential overview of the subject. Assessments are based on the material covered in workshops, tutorials and participant own input. Final Grade will be based on individual assessment.

TUTORIALS

All participants are required to attend tutorial classes and to complete set work. Participants' contributions to workshop discussion, attendance and grade for work completed are recorded. Tutorials can vary greatly in character, according to the unit. There will always be an opportunity to raise questions arising from the lectures and from other aspects of the module.

EXERCISE WORKSHOPS

In a number of modules, exercise workshops are provided as well as, or in some cases, as alternatives to tutorials. In an exercise workshop the trainer will go through exercises (or sometimes an essay topic) explaining how the answers are arrived at. You will often be invited to participate. To get the most out of exercise workshops you should make sure you attempt to do the exercises before the workshop. You will then find that you are in a better position to participate, and you will understand and remember the answers much better.

The programme is designed to provide practical value with real life examples. Although theories are explored, the main concern is to illustrate the overriding practical value of the different topics and to highlight real life methodologies of applying the principles. Throughout the programme, use will be made of:

- role-plays;
- re-enactments;
- case studies;
- syndicate and team work;
- questionnaires;
- group discussions; and
- simulations

5.2 Coursework: Submission, Deadlines and Extensions

COURSEWORK (ASSIGNMENT) SUBMISSION

Participants should follow the guidelines for submission of assignments carefully. Also, they should pay attention to the trainer and the assignment brief with notes on guidelines given to them during the course of your study.

PRESENTATION OF COURSEWORK (ASSIGNMENT)

The assignment should be typed in font size 12, double line spaced. It should be bound and accompanied by a standard cover sheet known as an Assignment Submission Sheet, available from administrative staff, should be attached. An example Form ASF is attached in the appendix.

Electronic copies of your assignment must be submitted in addition, mark for the attention of the assessment officer.

CITATION AND REFERENCING

When submitting written work, it is essential for any sources used in its preparation to be accurately cited. A clear and consistent style is needed to ensure that those reading your work can find the sources you have quoted to follow up your arguments, or to verify quotations. It is very important that you reference all your written work correctly and attach a list of references. Otherwise you will lose marks.

The following points are important:

- Credit must be given when quoting or citing other people's work, words and ideas
- Adequate information must be provided in the reference list to enable a reader to locate the references for themselves
- Referencing should be as consistent as possible. The most commonly used referencing system is the Harvard system
- Referencing is a two-stage process: you need to reference in the text of the assignment or essay and at the end in a reference list

Referencing in the Text

Citations in the text should be by the author's last name and year of publication enclosed in parentheses without punctuation: "(Thorelli 1960)." If practical, the citation should stand by a punctuation mark. Otherwise, insert it in a logical sentence break. If you use the author's name in the sentence, there is no need to repeat the name in the citation; just use the year of publication in parentheses, as in "The Howard Harris Program (1966)."

Reference List

References are to be listed alphabetically, last name first, followed by publication date in parentheses. Use authors' full first name, not just initials. The reference list should be typed double spaced on a separate page. Do not use indents or tabs. Put two hard returns between each reference. Limit the references to only those that have been cited in the body of the article, including notes, tables, and figures. - Authors are responsible for the accuracy of their references. Check them carefully

SUBMISSION DEADLINE

The assignment must be submitted on or before the deadline date. A receipt will be available from the administrative office for the submitted course work as proof of submission. Participants are advised to keep a copy of every assignment. Late coursework is only allowed to be submitted up to two weeks after the deadline date. Participants are required to complete a mitigating circumstances form and furnish documentary evidence of reasons for failing to submit by the due date.

5.3.A Assessment

For each module you study, you will be asked to do a variety of assessment tasks. All assessments taken will count in different ways to your degree classification.

Therefore during your studies and dependent upon the modules you choose, you will be assessed by many different summative techniques which may include, conducted either individually or in groups:

- Essays
- Reports
- Presentations, (using PowerPoint or a short video)
- Preparation of a case study
- Analysis of an existing case study
- An independent research project
- Closed book assessments
- Examinations based upon previously distributed case studies

5.3.B Activity- Based Log (Reflective Account)

Participants will be required to submit an activity-based, work-based log, highlighting key areas specialisation learning, overcoming challenges in the dynamic work environment. This reflective account will be submitted at the final stage before progression to the University for the final phase of the whole programme. The log book will be provided to participant during the course of studies.

5.4 Assessment Criteria

Any assessment will normally be marked out of 100. Such a mark will correspond to a class in the undergraduate degree classification i.e. a First Class with Honours, Second Class with Upper Honours, Third Class or a Fail.

Broadly, the University will classify your final grades as follows:-

A First Class with Honours:-

- Exceptional comprehensive knowledge base
- Exceptional analysis of the interface between theory and practice, which evaluates and challenges theoretical frameworks.
- Exceptional, discerning and balanced range of key and peripheral primary and secondary sources demonstrating a very high level of evaluation and synthesis and the ability to challenge received wisdom in the subject
- Exceptional clarity of presentation that demonstrates ability to attend to all detailed aspects of organisation and structure of discussion and all supporting evidence.

Second Class with Upper Honours:-

- Excellent, comprehensive knowledge base
- Rigorous analysis of the interface between theory and practice clearly elaborated to evaluate theoretical adequacy and synthesises the development of professional practice
- Excellent, wide range of key and peripheral primary and secondary sources, demonstrating evaluation and synthesis within the professional context
- Excellent, coherent organisation and structure which enhances comprehension.

Third Class:-

- Sound knowledge base
- Good analysis/evaluation of the relationship between theory and practice.
- Good selection of key primary literature sources with evaluation of significant issues for the professional context. Some limited analysis of related, secondary material.
- Organisation and structure is coherent. Well presented, facilitating comprehension. Supporting material is well presented and ordered. Accurate referencing

Fail:-

- Some evidence of relevant knowledge base but little argument and lines of thought are poorly expressed and often demonstrate confused thinking
- Some use of relevant theory but lack of awareness of relationship to practice. Little integration of the articulation between theory and practice
- Narrow but mainly relevant selection of evidence/literature demonstrating some recognition of significance for the professional context
- Poorly organised, incoherent structure, Poor presentation and referencing. Little appropriate supporting material given.

5.4 Plagiarism

RisXcel UK Training and Development has strict rules and regulations for dealing with plagiarism. Plagiarism is a serious academic offence.

A person is said to commit plagiarism when he/she inserts or includes someone else's work in his/her own work (coursework, assignment, article, book, etc.) in a manner such that it misleads the reader into believing that work was their own work. Some examples can be summarised as follows:

- Copying directly from a text, word-for-word
- Using an attractive phrase or sentence you have found somewhere else
- Using text downloaded from the Internet
- Paraphrasing the words of a text very closely
- Borrowing statistics from another source or person
- Copying from the essays or the notes of another participant
- Downloading or copying pictures, photographs, or diagrams without acknowledging your sources
- Passing off someone else's work as your own
- Getting someone else to do the work for them

The penalties for plagiarism are severe. RisXcel UK, Training and Development has a rule that the mark for the piece of work that has been plagiarised is always set to a "Fail". There may be harsher penalties for plagiarism as well. This is very likely if you commit it more than once or if you commit it during final assessments. Your participant record will also indicate that you have been caught plagiarising and this may affect the references members of staff will be able to write on your behalf when you come to apply for jobs. This action may also be reported to your employer.

6 | MONITORING AND PROGRESS

6.1 MONITORING YOUR PROGRESS

Your attendance and participation in workshops and work completed during the year will be monitored by your workshops trainers and will play an important role in decisions about your progress. Lack of attendance leads to study problems and any participant with problems should consult his/her module trainers, personal trainer or mentor. In addition, failure to attend can result ultimately in refusal by RisXcel UK, Training and Development to assess a participant assignment. Each workshop trainer completes a workshop report form with details about your attendance and performance during the session. These forms may also be referred to when a member of staff is completing an academic reference for you. It is therefore important that you attend all workshops and complete all set work. If you have a genuine reason for not attending a workshop/tutorial or are having any problems with the work then you should speak to the workshop/tutorial trainer about this. If a workshop trainer becomes concerned about your attendance or work they will use RisXcel UK Training and Development progress procedures to ensure that you are aware of the problem.

7 | QUALITY AND STANDARD

7.1 Before the programme start

Before the programme start, the following is checked:

- there would be enough qualified staff to teach the programme;
- adequate resources would be in place;
- the overall aims and objectives are appropriate;
- the content of the programme met national benchmark requirements;
- the programme met any professional/statutory body requirements;
- the proposal met other internal quality criteria covering a range of issues such as admissions policy, teaching, learning and assessment strategy and participant support mechanisms.

This is done through a process of programme approval which involves consulting academic experts including some module specialists from other institutions.

7.2 How we monitor the quality of this programme

a) Participant Evaluations of workshops and tutorials

An important part of this process is obtaining your views through the use of questionnaires. Each year a sample of trainers, modules and programmes is taken and the relevant participants are asked to complete questionnaires. Please complete them in a constructive way. Your responses will be used to improve teaching in future. The quality of teaching you receive is partly the consequence of previous participants completing these forms and RisXcel UK, Training and Development changing its practices accordingly.

b) External examiner reports

After the Assessment Board has completed its deliberation on candidates, the external assessors should each be invited to give a brief oral report, which should cover:

- their opinion of the assessment procedure, including its fairness, accuracy and efficiency;
- their opinion of the academic quality of the cohort(s) that they have just assessed;
- any recommendations to the Assessment Board for improvements in the teaching or assessment process;

c) Statistical information (considering issues such as the pass rate);

The purposes of this procedure are to ensure:-

- that the awards are in good health;
- that the awards are achieving appropriate standards when measured against national and international criteria;
- that any issues are identified and action is taken to resolve them;
- that the enhancement of quality is being pursued and achieved

It is an opportunity for staff responsible for the awards to:

- reflect on the awards they have been involved in delivering over the year;
- record positive aspects of the previous year to disseminate good practice
- identify aspects for improvement
- establish action plans to enhance the quality of the provision

8 | PARTICIPANT SUPPORT AND GUIDANCE

8.1 GUIDANCE/ SUPPORT

At RisXcel UK, Training and Development, we care for everybody's training needs regardless of your status, state or predicament. To enhance your training needs, there is a group, individual tutorials support for Accounting, Business and Marketing, IT and languages for those participants or group of participants experiencing difficulties. This is part of the training provision. For personal counselling/ assistance, you may contact the administration or your personal trainer/mentor assigned to you at the beginning of the term.

8.2 EQUAL OPPORTUNITY

At RisXcel UK, Training and Development, we operate Equal Opportunities policy. This policy does not imply that everybody must be treated in exactly the same way, but that organisation does not show partiality when dealing with participants or staff due to their background, race, colours, creed, sex and sexuality. Thus everybody is given the opportunity to have equal access to our training resources, to excel within the organisation's framework and policy.

Different people have different needs and we might, for example, make special provisions for someone who is disabled to ensure that their opportunities are the same as for everyone else's. But equally, it means not treating someone differently because of their race, colour, gender, sexual orientation, religious or political beliefs. You can expect our team members to observe this policy in all contacts with you. We expect you to observe the policy in your contacts with them and other participant.

Your success and our success can be the best achieved on the basis of mutual respect for what we can bring to our common tasks, valuing the experience, knowledge, culture and understanding which we each contribute

9 | FACILITIES

9.1 LIBRARY FACILITIES

The organisation appreciates the need for up-to-date and well-equipped library facilities stocked with current recommended list of publishers, teaching guides, magazines and Examiners' Report for all relevant courses. Books can be loaned to participants on request. The library is ideal for private studies and it is opened:

Monday-Friday 9.00 am- 9.00 pm

Weekend 9.00 am- 4.00 pm

We also provide 24-hour library facilities for all our participants all year around. This gives our delegates additional flexibility to study at any time of the day. As some participants said, **“this is a unique provision and unheard of.”** Throughout the year, the E-Library is particularly useful for research work and this will be useful for those taking professional levels and beyond. You will require a username and pass code to gain access to the online resources.

9.2 OTHER FACILITIES

RisXcel UK, Training and Development has adequate facilities such as:

- Computer room, stocked with up-to-date Pentium PCs, having current computer with programmes such as SAGE LINE 50, windows 2000/ XP, Microsoft Office & XP etc
- There are comfortable desks and chairs spacious enough to enable participants to work comfortably;
- Board and board makers are used;
- Overhead projectors, audio visual data projectors and slides are used where appropriate;
- Environment for one-to-one tuition is encouraged and participants take advantage of this facility.

-END OF HANDBOOK-

10. APPENDICES

Appendix 1:-

ASSIGNMENT SUBMISSION FORM

Student First Name:Surname:

Registration Number.....

RisXcel ID Number:

STUDENT DECLARATION:

I declare that this assignment is my own work, that all sources of reference are acknowledged in full and that it has not been submitted for any other course.

Signed: Date:

Unit Name:

ASSESSOR'S GENERAL COMMENT:

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.....
.....

Assessor's Name: Assessor's Signature:

Date:

INTERNAL VERIFIER'S GENERAL COMMENT:

.....
.....
.....

IV Name: IV Signature:

Date:

Recommended Grade: Final Grade (After Assessment Board):.....