



Academic Appeals Policy

Version 1.2

1. Introduction	2
2. Definition of an Appeal	2
3. Making an Academic Appeal	3
4. Responsibility	4
LAT PROGRAMMES: ASSESSMENT	5
APPEALS FORM	5

NOTE:

This policy does not apply to non-academic complaints, or appeals against refunds, admissions, disciplinary procedures or attendance monitoring/compliance issues.

1. Introduction

1.1. This policy and procedure is intended to provide a means by which students on programmes taught by the London Academy of Trading (LAT) can request a review of a published decision of a programme Assessment Decision.

1.2. LAT appeals process, will seek to ensure that:

- 1.2.1. all appeals are handled in manner which is fair, objective and timely to facilitate speedy resolution;
- 1.2.2. no student will suffer disadvantage as a result of making an appeal;
- 1.2.3. specific procedures are readily accessible to students, taking into account equality and diversity issues and barriers to access;
- 1.2.4. training is available for staff conducting appeals procedures;
- 1.2.5. where possible and to maintain impartiality, staff dealing with any stage of escalation of an appeal will not have been involved in any of the previous stages, except in an advisory capacity where required;
- 1.2.6. appropriate action is taken following an appeal process, and such actions are recorded monitored.

2. Definition of an Appeal

2.1. LAT defines an appeal as “a request for a review of a decision of a body charged with making decisions on assessment, student progression and awards”.

Grounds for Making an Academic Appeal

2.2. Students studying the assessed programmes taught by LAT have the right to appeal against the results of internal assessments provided they do so only on one or more of the following grounds:

- i.* Procedural or administrative errors where the process leading to the decision has not been carried out correctly. This would include arithmetical or other errors of fact, or bias in the operation of the procedure;
- ii.* Exceptional personal circumstances which were not known to the Tutors and Learning Committee (TAL), and where the student can show good reason why such circumstances could not have been made known to the TAL when the student was assessed, and which are shown to have had an adverse effect on the student's performance;
- iii.* Defects or irregularities in the conduct of assessments or in written instructions or in advice relating to the assessments which were not known to the TAL, when such defects, irregularities or advice are shown to have had an adverse effect on the student's performance;

- 2.3.** Appeals which question the academic judgement of examiners, or appeals on any grounds other than those stipulated in *i. to iii.* above, shall not be admissible and the appellant will be informed accordingly in writing.

3. Making an Academic Appeal

The stages of making an academic appeal are as follows:

3.1. Stage 1: Informal consultation with tutor or Academic Dean

In the first instance the student is advised to discuss the matter informally with a member of staff directly involved in the assessment decision, such as a programme tutor or the Academic Dean who serves as the chief internal verifier, and they will clarify the rationale behind the decision. If the student remains unsatisfied following consultation at Stage 1, he/she can then evoke a formal review of the assessment decision via stage 2, outlined below.

3.2. STAGE 2: Formal review of an assessment decision

- 3.2.1. Any student who wishes to formally appeal against a decision of the TAL should submit an appeal to their Academic Dean (using the form attached below) **within 10 days** of the date of the publication of the TAL decision by the institution. The grounds for appeal must be clearly stated on the form and relevant documentary evidence appended.
- 3.2.2. On receiving the appeal, the **Academic Dean or CEO of LAT** will appoint an academic lead who has not been previously involved in the assessment decision in order to review the appeal.
- 3.2.3. The academic lead will consider whether the appeal demonstrates one or more valid grounds described above by seeking verification from the Chair of the TAL. In the event that he/she considers that valid grounds have not been demonstrated, in the first instance the academic lead or their nominee will notify the student to explain why this is the case and to review his/her decision in light of any further comments by made the student.
- 3.2.4. The Chair of the TAL, or his/her nominee, shall inform the academic lead handling the formal appeal of the outcome of the verification in writing no later than **10 working days** following receipt of the appeal. If the outcome of Internal Quality Assurance (IQA) is not received in writing within 10 working days, the academic lead shall refer the appeal to the TAL and the TAL shall be re-convened to review the case in light of the information presented in the appeal.
- 3.2.5. The academic lead shall consider the appeal on receipt of IQA from the Chair of the TAL and decide either that:
- A.** The appeal be referred back to the TAL, which will reconvene to review the case in light of the information presented. The academic lead shall be permitted to take such action where it has been established:
- i.* that result as published is incorrect or
 - ii.* that defects or irregularities in the conduct of the assessments or in written instructions or in advice relating thereto were not known to the TAL; or
 - iii.* that the appeal contains exceptional personal circumstances which were not known to the TAL when the student was assessed and the student has shown good reason why such circumstances could not have been made known to the TAL;

OR

- B.** The appeal shall be rejected and no further consideration will be given to the appeal. The academic lead is required to disallow an appeal which is based wholly on factors which were known to the TAL concerned when the student's result was determined and also to disallow appeals based on exceptional personal circumstances which were not known to the TAL when the student was assessed where the student is unable to show good reason why such circumstances could not have been made known to the TAL before its meeting.

- 3.2.6. Where an appeal is referred to the TAL by the academic lead handling the appeal, the academic lead shall write to ask the Chair of the TAL to re-convene a meeting of the TAL to review the case in the light of the information brought forward by the appeal.

It will not necessarily follow that a student's result shall be changed from the result originally published by the TAL. The Chair of the TAL shall inform the senior academic of the decision of the re-convened TAL in writing **no later than 21 days** following its referral to the TAL.

- 3.2.7. The senior academic or his/her nominee shall inform the appellant of the outcome of his/her appeal in writing and, if appropriate, issue a supplementary result. The awarding body shall also be informed of the outcome of all formal appeals.
- 3.2.8. LAT will only consider a complaint against the outcome of an appeal based on the following ground: namely irregularities in the conduct of the interim appeals procedure, which are of such a nature as to cause reasonable doubt on whether the same decision would have been reached had they not occurred.
- 3.2.9. Any such complaint will be dealt with in accordance with the Student Complaints Procedure.

4. Responsibility

- 4.1.** Responsibility for the update, implementation and monitoring of policy governing appeals rests with the Academic and Planning Committee (APC). The APC will additionally monitor the effectiveness of appeals handling, the substance of appeals and appeal outcomes in order to drive continuous quality enhancement.
- 4.2.** Responsibility for submitting an appeal in the correct manner, in time and with all required supporting evidence rests solely with the student/appellant. The appellant is additionally responsible for their own punctual attendance and representation should this be requested of them at any stage during their appeal.
- 4.3.** Implementation of actions arising from any stage of the appeals process is the responsibility of the programme's Administration. Ratification of these actions rests with the programme's TAL.
- 4.4.** Monitoring of appeals and resolution times is undertaken by senior academic management reporting to the APC in order to inform development and quality enhancement.
- 4.5.** LAT is responsible for the protection of Appellants' personal information in accordance with its obligations under the Data Protection Regulations. Appellants' personal information will be shared internally on a strictly need-to-know basis. This information will be kept securely on file by LAT for a minimum of 18 months.

LAT PROGRAMMES: ASSESSMENT

APPEALS FORM

Before completing this form please read the Assessment Appeals Policy and Procedure. Any supporting evidence must be attached to this form.

Appeals will not be accepted in any other format **and have to arrive no later than TEN (10) days from the date of receiving your result**. This Appeal form should be completed and sent **by e-mail** to tutors@lat.london

Full Name	
LAT Student ID	
Email Address	
Cohort / Group	
Programme Name	

I wish to appeal against the decision of the Tutors and Learning Committee (TAL) on the grounds that (tick one or more relevant boxes):

- ☐ There have been procedural or administrative errors made which have led to an incorrect assessment decision (these might include arithmetical or other errors of fact, or bias in the operation of the procedure);
*Please complete **Section 1** below.*
- ☐ There were exceptional personal circumstances which were not known to the TAL, and where I can show good reason why such circumstances could not have been made known to the TAL when I was assessed, and which can be shown to have had an adverse effect on my performance. *Please complete **Section 2** below.*
- ☐ There were defects or irregularities in the conduct of the assessments or in written instructions or in advice relating to the assessments which were not known to the TAL and which can be shown to have had an adverse effect on my performance. *Please complete **Section 3** below*

Please note that you are not permitted to appeal on any grounds other than those given above.
Form continues over:

SECTION 1

Please explain the administrative or procedural errors you believe have occurred in the assessment of your work.
(Please provide supporting documents).

Continue on a separate sheet, if necessary

SECTION 2

Did you report any exceptional personal circumstances to the tutor, your Academic Dean or a member of support staff before the meeting of the TAL? *(please tick the appropriate box)*

Yes Please complete section 2.1

No Please complete sections 2.2, 2.3 and 2.4

- 2.1** Please specify to whom the circumstances were reported and provide full details of any exceptional personal circumstances you had reported previously. If there are any additional circumstances that have not been previously reported please complete sections 2.2, 2.3 and 2.4.

Continue on a separate sheet, if necessary

- 2.2** Please provide details of any exceptional personal circumstances you have not reported previously to the Tutor/ Academic Dean

Appeals on medical grounds will not be considered without written evidence from a medical practitioner (or other health professional) which should be attached to this Form.

- 2.3** Please state why you did not report the circumstances detailed in 2.2 above to the Tutor/ Academic Dean before the meeting of the Board.

- 2.4** Please state why you believe the circumstances detailed in 2.2 above had an adverse effect on your performance.

Continue on a separate sheet, if necessary

SECTION 3

3.1 Please state the defects or irregularities in the written instructions or advice relating to the units assessment criteria you believe to have occurred.

3.2 Please state why you believe the defects or irregularities detailed in 3.1 above had an adverse effect on your performance.

Continue on a separate sheet, if necessary

No further submission will be considered.

I declare that the information given on this Form and documentary evidence attached, if any, is a true statement of the facts to the best of my knowledge and belief.

.....
Signed (Appellant)

...../...../.....
Date

Version Control Table

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		Original draft version		
Approved by:				
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Academic Misconduct Policy

1.	Principles	2
2.	Definitions and Examples	2
2.1.	Plagiarism	2
2.2.	Collusion.....	3
2.3.	Falsification	3
2.4.	Personation.....	3
2.5.	Ghosting.....	4
3.	Academic Misconduct Procedure	4
	Appendix A: Detecting Plagiarism – a Guide for Assessors	6
	Appendix B: Avoiding Plagiarism – Student Responsibility.....	9
	Appendix C: Academic Malpractice and Maladministration by Staff; Policy and Procedure.....	10

1. Principles

- 1.1.** The work submitted by a student for assessment must have been undertaken by the student.
- 1.2.** Academic misconduct also includes cheating or inappropriate behaviour during a class test or formal examination.
- 1.3.** The determination of whether cheating, plagiarism or another form of academic misconduct has occurred is not a matter for the Assessment Board; the facts must be established before the Assessment Board can consider the effect of the alleged incident on a student's performance.
- 1.4.** An allegation of cheating, plagiarism, malpractice or other form of academic misconduct (as given in the next section) is not the same as proof of the incident.
- 1.5.** Allegations of academic misconduct will be investigated with full regard to principles of equity and fairness.
- 1.6.** Once the facts have been established, it is then for the Assessment Board to judge the seriousness of the case and to exercise discretion accordingly, having regard to institutional precedent where appropriate.

2. Definitions and Examples

There are different forms of academic misconduct, all of which may be the subject of the procedures described below. The following are different examples of academic misconduct but do not constitute an exhaustive list:

2.1. Plagiarism

The unacknowledged incorporation in a student's work, of material derived from the work (published or unpublished) of another. Examples of plagiarism are:

- 2.1.1.** The inclusion in a student's work of more than a single phrase from another person's work without the use of quotation marks and acknowledgement of the sources.
- 2.1.2.** The summarising of another person's work by simply changing a few words or altering the order of presentation, without acknowledgement.
- 2.1.3.** The use of the ideas of another person without acknowledgement of the source.
- 2.1.4.** The unacknowledged use of images (digital or otherwise) music, patents or other creative material either in the entirety or in the creation of a derivative work.
- 2.1.5.** Copying the work of another student, with or without their knowledge or agreement. (See section on Collusion).

- 2.1.6. The unacknowledged re-submission of work the student had previously submitted to gain academic credit at Vocational School or elsewhere.

2.2. Collusion

Collusion exists where a student:

- 2.2.1. Submits as entirely his/her own, work done in collaboration with another person.
- 2.2.2. Collaborates with another student in the completion of work which is submitted as that other student's own unaided work.
- 2.2.3. Enables another student to copy all or part of his/her own work and to submit it as that student's own unaided work.

2.3. Falsification

Examples of Falsification include:

- 2.3.1. The falsification of data. The presentation of data in laboratory reports, projects or other forms of assessment based on experimental or other work falsely purported to have been carried out by the student, or obtained by unfair means.
- 2.3.2. The falsification of references, including the invention of references and/or false claims.

2.4. Personation

"Personation" is the legal term for what is usually referred to by the lay person as "impersonation". Personation is thus the assumption by one person of the identity of another person with intent to deceive or to gain unfair advantage. It may exist where:

- 2.4.1. One person assumes the identity of a student, with the intention of gaining unfair advantage for that student.
- 2.4.2. The student is knowingly and willingly impersonated by another with the intention of gaining unfair advantage for himself/herself.

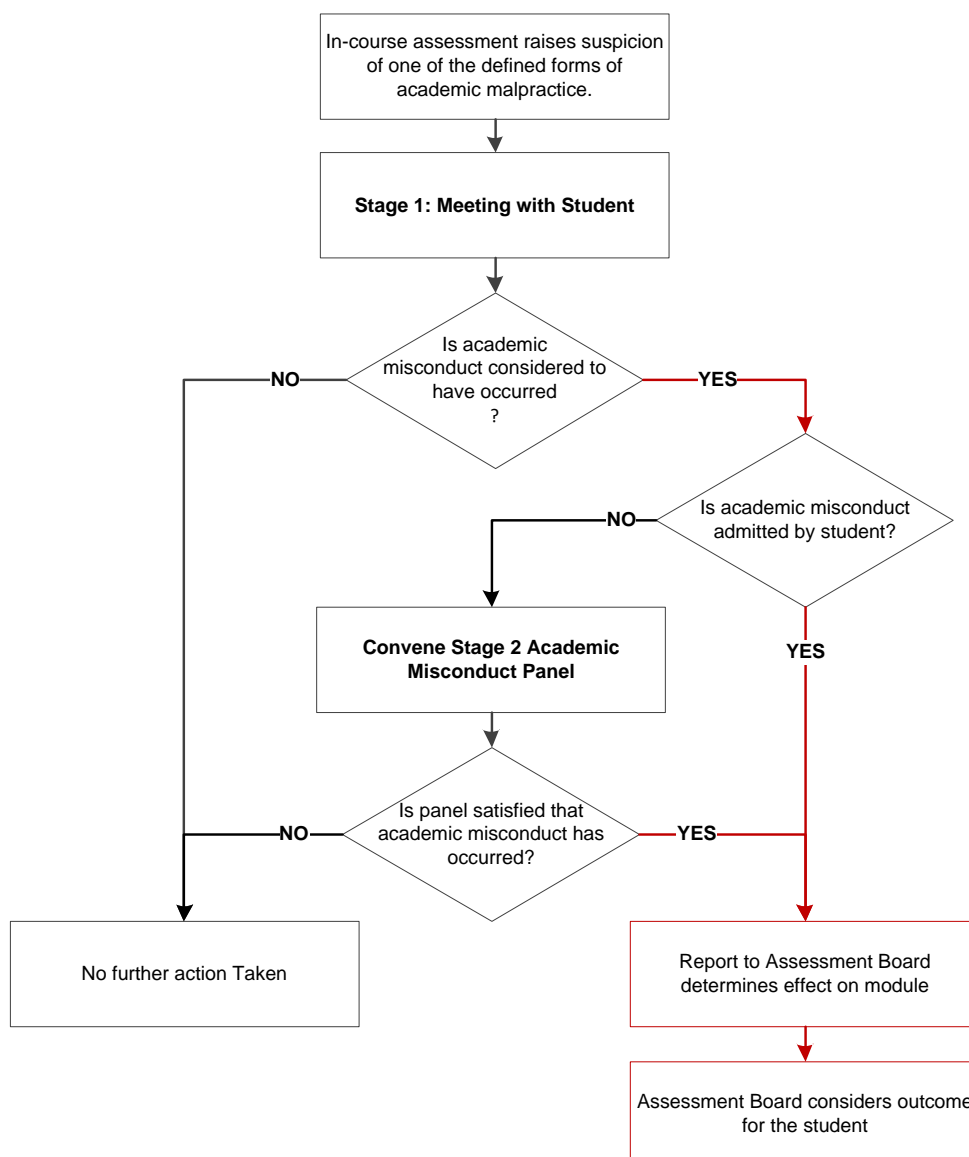
2.5. Ghosting

Ghosting exists where:

- 2.5.1. A student submits as their own work, which has been produced in whole or part by another person on their behalf, *e.g.* the use of a 'ghost writing' service or similar.
- 2.5.2. A student will also be guilty of academic misconduct if he/she deliberately makes available or seeks to make available material to another student (of this institute or elsewhere) whether in exchange for financial gain or otherwise with the intention that the material is to be used by the other student to commit academic misconduct.

3. Academic Misconduct Procedure

3.1. Process Overview:



- 3.2. First instance of academic misconduct:** A written warning plus a 'refer' grade for each affected piece of work is given. Re-submission opportunity can be granted by the Assessment Board if the student is eligible.
- 3.3. Second or subsequent instances of academic misconduct:** Another 'refer' grade for the piece of assessed work is given and the Assessment Board to decide whether re-submission should be accepted, or whether to withdraw the student from the programme according to the facts and severity of the academic misconduct.

Appendix A: Detecting Plagiarism – a Guide for Assessors

What is Plagiarism?

There are many definitions of what constitutes plagiarism. All of them agree that plagiarism is a form of academic misconduct or, put more simply, a form of cheating. Plagiarism is much more than simple copying from another student, or from books, or from the internet and can be taken to include paraphrasing, subcontracting the work to someone else, submitting the same piece of work for two different purposes, etc. Ultimately, plagiarism is attempting to pass off other people's work and ideas as your own.

Why is plagiarism wrong?

- It is fundamentally dishonest;
- Students who commit plagiarism are seeking an unfair advantage over other students;
- Students who commit plagiarism are devaluing the value of their qualification;
- It is disrespectful to their assessors, and a betrayal of their trust.

What are the undesirable consequences of plagiarism?

- Students who commit plagiarism learn far less than those who do not;
- Assessment procedures are compromised if the work submitted is not the student's own;
- Assessors are unable to form correct decisions on the progress of individual students;
- It may result in legal action due to infringement of copyright laws;
- It may be penalised by failure in one or more components of a course;
- It could be unfairly interpreted as professional incompetence on the part of the Assessor.

How is plagiarism detected?

Students work is submitted to Turnitin (or other plagiarism detection software/websites).

Turnitin searches billions of pages of active and archived internet information, a repository of works previously submitted to Turnitin, and a repository of tens of thousands of periodicals, journals, & publications. Turnitin provides an originality report which shows the percentage of work copied and the sources to help highlight where the student may have quoted or paraphrased without referencing.

Originality Reports

The originality report has a percentage score BUT there is no specific number that indicates plagiarism has taken place. This policy is a guide to the originality report/percentage score process but is at the discretion of your tutor/ Programme Leader.

Any matching or highly similar text discovered is detailed for your tutor to see. According to ABE rules, this originality 'score' or 'similarity index' should not be above 40%. However, some students think that a score of less than 40% from a Turnitin originality report will be acceptable and no plagiarism is indicated. This is wrong. How the percentage is made up is of critical importance as the following examples illustrate:

- i.* Where the 40% comes from a large chunk of the text of the student work, for example, a number of consecutive paragraphs and this is all from one source, then this would be considered to be plagiarism.
- ii.* Where the 40% is made up, for example, of 15% from the reference section and a number of small percentages (say seven of 1% to 4%), then this would not necessarily be regarded as plagiarism.
- iii.* Where the 40% is made up for two chunks of text each of 20% and each full paragraphs copied from one copied from one text book or journal article, then this would be regarded as plagiarism.
- iv.* Where the 40% is made up of four instances of 10% from four different sources a more difficult decision has to be made. This example may fall into a grey area and the lecturer would need to make an academic decision over whether or not to treat this as plagiarism.

Note: A 'similarity index' of zero is unusual since full references are normally identified in the originality report and will make up a percentage and not be treated as plagiarism. It may be that the student's work has been incorrectly loaded into Turnitin or is in a file format that Turnitin cannot read. In such an instance the student will need to resubmit a valid file format (ideally an MS. Word copy).

There are some occasional instances where the similarity index registers over the thresholds defined above, such as quoting legislation and acts of parliament, in which case each assignment will be judged on its own merit. This is at the discretion of the tutor and subject to a Programme Leaders authorisation.

Plagiarism may also be detected by handwritten/verbal presentation work submitted in class that the tutor notices similarities to another student(s). This will also be at the discretion of the tutor and subject to a Programme Leader's authorisation.

As a Guide:

Turnitin Originality Report Percentage	Action
If the originality report shows a percentage 0-20.	This may be checked by your tutor and guidance and support will be given.
If the originality report shows a percentage 20-40.	This will be checked by the tutor. A refer may be given and the student will be asked to resubmit within an agreed timescale. Guidance and support will be given.
If the originality report shows a percentage 41-69.	<p>This will be checked by the tutor. The work will not be assessed and a refer will automatically be given.</p> <p>The student will attend a meeting with the tutor/unit leader to discuss the severity of Plagiarism. Disciplinary action under the Plagiarism and Academic Misconduct Policy may be taken.</p> <p>The student will be asked to resubmit within an agreed timescale. Guidance and support will be given.</p>
If the originality report shows a percentage 71+	<p>This will be checked by the tutor. The work will not be assessed and a refer will automatically be given.</p> <p>The student will attend a meeting with the tutor/unit leader or Programme Leader to discuss the severity of Plagiarism. Disciplinary action under the Plagiarism and Unfair Practice Policy may be taken.</p> <p>The student will be asked to resubmit within an agreed timescale. Guidance and support will be given.</p>
If the originality report shows a percentage of 100%	<p>Firstly, check that the work has not been submitted directly to Turnitin by the student.</p> <p>This will be checked by the tutor. The work will not be assessed and a refer will automatically be given.</p> <p>The student will attend a meeting with the Programme Leader to discuss the severity of Plagiarism. Disciplinary action under the Plagiarism and Unfair Practice Policy may be taken.</p> <p>The student will be asked to resubmit within an agreed timescale. Guidance and support will be given.</p>

Limitations of Turnitin

Turnitin is a very useful tool for detecting certain types of plagiarism, but it does not offer a complete solution to the issue. Turnitin cannot recognize, for example, when the work does not match the known ability and style of the student. Further, the software can only match against what is electronically available to it.

Repeat offences

The tutor will have tracking documents of student's submitted work. If a second and subsequent high percentage originality report is found, the student will be required to meet with the Programme Leader to discuss disciplinary action and suitability of the programme of study.

Appendix B: Avoiding Plagiarism – Student Responsibility

It is the student's responsibility to reference work correctly and ask for support or guidance during the assessment process. Students should be aware of the Academic Misconduct Policy and conform to this at all times.

All suspicions of academic misconduct will be reported to Programme Leaders and will be investigated in accordance with the Academic Misconduct Procedure.

How to avoid plagiarism

The following key points will help you to avoid plagiarism in your written coursework:

- Make sure you write using your own words;
- Indicate clearly when a direct quotation is used and provide the full reference;
- Observe fully the referencing requirements;
- Provide referenced sources for any indirect quotations or paraphrasing;
- Take notes from the sources you use in preparing for your assignment using your own words;
- Do not copy parts of a source in your assignment or for your notes;
- Ask your lecturer for guidance if you are not sure;
- Check through your written work to make sure that you have acknowledged all quotations, paraphrasing, *etc.* properly.

Read this policy a number of times and keep it with you for reference when writing an assignment

Appendix C: Academic Malpractice and Maladministration by Staff; Policy and Procedure

C1. Introduction

- C1.1.** This policy relates to malpractice in any assessment and certification context and sets out the rights and responsibilities with regard to malpractice of staff of London Academy of Trading. This policy should be read in conjunction with the LAT's *Appeals Policy*.
- C1.2** Academic malpractice or maladministration by LAT's staff can undermine the integrity and validity of assessment, can potentially lead to learners being disadvantaged, may cause reputational damage to the College(s), the certification of qualifications and/or damage the authority of those responsible for conducting the assessment certification.
- C1.3** The London Academy of Trading (LAT) do not tolerate actions (or attempted actions) of malpractice or maladministration by staff or anyone with responsibility for assessments and certification.

C2. Definitions

- C2.1** Staff **academic malpractice** is defined as any deliberate action by an assessor, or staff member which has the potential to undermine the integrity of qualification by creating unfair advantages or disadvantages for learners.
- C2.2** The following are examples of malpractice by LAT (or associated institution) staff. The list is not exhaustive and other instances of malpractice may be considered:
 - C2.2.1. alteration of assessment and grading criteria;
 - C2.2.2. assisting learners in the production of work for assessment, where the support has the potential to influence the outcomes of assessment, for example where the assistance involves centre staff producing work for the learner;
 - C2.2.3. producing falsified witness statements, for example for evidence the learner has not generated;
 - C2.2.4. allowing evidence, which is known by the staff member not to be the learner's own, to be included in a learner's assignment / task / portfolio / coursework;
 - C2.2.5. facilitating and allowing impersonation;
 - C2.2.6. misusing the conditions for special learner requirements, for example where learners are permitted support, such as an amanuensis, this is permissible up to the point where the support has the potential to influence the outcome of the assessment;
 - C2.2.7. falsifying records/certificates, for example by alteration, substitution, or by fraud;
 - C2.2.8. fraudulent certificate claims, *i.e.* claiming for a certificate prior to the learner completing all the requirements of assessment;

- C2.2.9. inappropriate retention of certificates.
- C2.2.10 breaking the confidentiality of question papers or materials.

C2.3. Staff **maladministration** refers to any non-deliberate activity that results in the College:

- C2.3.1. not complying with awarding body rules and regulations and risking learner disenfranchisement with that awarding body;
- C2.3.2. not complying with specified requirements for programme delivery;
- C2.3.3. failing to keep learner computer files secure;
- C2.3.4. failing to keep assessment/examination/test papers secure prior to the assessment/examination/test.
- C2.3.5. failing to invigilate in accordance with the instructions for conducting examinations.

C3. Dealing with Staff Academic Malpractice or Maladministration

C3.1. Preventative Measures

To safeguard against instances of academic malpractice or maladministration occurring LAT will:

- use robust internal and external verification procedures to detect irregularities or inconsistencies in assessment outcomes;
- audit learner records, assessment tracking records and certification claims;
- ensure staff are made aware of awarding body requirements and of this policy during inductions and training;
- ensure that staff are aware of the consequences of malpractice and maladministration;
- where appropriate, ensure that exam scripts and assessment submissions are anonymised when sent for marking to prevent preferential treatment being given (whether conscious or unconscious) from assessment markers who know the learners personally.

C3.2. Reporting Instances of Academic Malpractice or Maladministration by Staff

Allegations of academic malpractice or maladministration on the part of LAT staff can be raised through the *formal complaints channel*, the *academic appeals channel* or simply by approaching the Academic Dean (or other senior academic) to relate concerns directly. Any of these will trigger the same investigation process, as given below.

All cases are taken seriously and learners will not be penalised for raising a genuine concern. LAT expects that learners will not engage in making frivolous, vexatious or false allegations. However, where clear evidence exists that students do submit allegations of academic malpractice or maladministration which are clearly baseless, frivolous or vexatious, action may be taken under the *Student Disciplinary Procedure*.

C3.3. Investigating Cases of Academic Malpractice or Maladministration by Staff

Note: All allegations of staff malpractice and maladministration will be reported to the awarding body before LAT start any investigation. This is to allow the awarding body the opportunity of investigating the alleged malpractice themselves.

STAGE 1: Preliminary Investigation

Allegations will be sent by the officer/staff member in receipt of them to the Head of School, who will take ownership of the case thereafter.

On receipt of information concerning suspected academic malpractice or maladministration, the Head of School (or an appointed investigating officer) will carry out a preliminary investigation within **10 working days**.

The outcome of the preliminary investigation will be that the allegation is:

- a.** unfounded or does not warrant formal investigation;
- b.** is credible and warrants formal investigation

In the event of the former (**a.**), the person bringing the allegation (complainant) will receive a clear explanation from the DEAN or appointed officer as to why the matter will not be advanced and advised of any external recourse to review, should they wish to pursue it.

In the event of the latter (**b.**), the DEAN will invoke the formal investigation process.

STAGE 2: Formal Investigation

This stage is to be completed within **1 calendar month** from the date of referral to the Head of School, where the outcome of the preliminary investigation is that there is sufficient substance to the allegation to warrant a formal enquiry.

The DEAN will convene and chair a review panel comprised of at least three independent members, two of which should be senior academics and at least one of the academics should specialise in the academic area where the malpractice took place.

The DEAN will present a report of the findings of the preliminary investigation. The complainant will have the opportunity to comment on matters of fact only in this report, prior to the panel meeting taking place.

The staff member identified as having conducted academic malpractice or maladministration (respondent) will be informed **2 weeks prior** to the panel meeting of the allegations made and requested to provide evidence to justify their position to the panel members **1 week prior** to the panel meeting.

The respondent may if they choose attend the panel meeting to defend their actions.

Through deliberation the panel will reach one of the following conclusions:

- a. There is no substance to the allegation and case is to be dismissed;
- b. There is substance to the allegation and restorative (including potential disciplinary) action is required.

A formal notification of outcome will be sent to both the complainant and respondent within **2 days** of the meeting.

The DEAN will oversee the completion of any actions resulting from the panel meeting.

STAGE 3: Review of Formal Investigation Process

Note: Both the complainant and respondent have a right to request a review of the formal investigation decision.

To invoke Stage 3 either party must produce evidence that was not available for the formal review with a valid reason why this evidence was not initially presented, or provide compelling evidence as to why the findings of the formal investigation are flawed, within **21 days of the date of the outcome notification**.

The party requesting the review will be put in contact with the GUS Rector's Office. The GUS Rector's Office will appoint a review panel comprising of three senior staff members who have had no previous involvement with the case.

The DEAN will provide information to the review panel **2 weeks** prior to the meeting taking place; they will attend the meeting in an advisory capacity only and will not contribute to its final decision.

Through deliberation the review panel will reach one of the following conclusions:

- a. Confirm the findings of the Formal Investigation panel, or
- b. Decline to confirm the findings of the Investigation Panel.

A formal notification of outcome will be sent from the Rector's Office to the complainant, respondent and Head of School within **2 days** of the meeting.

The DEAN will oversee the completion of any actions resulting from the review panel meeting.

All proven cases of staff academic malpractice or maladministration and the action taken will be reported to the programme's awarding body.

This concludes the internal investigation process.

C4. Penalties and Sanctions

- C4.1** Where staff members are found to have committed malpractice, action may be taken by LAT under the existing staff disciplinary proceedings, depending on the severity of the incident. Such action taken will be proportionate to the nature of the incident and ultimately mindful of whether the incident was deliberate or non-deliberate.
- C4.2** In the interests of enhancement and furthering good practice, where the investigation into the alleged malpractice or maladministration reveals a vulnerability in LAT's assessment processes, remedial action will be taken to ensure protection of LAT's academic standards. The implementation of the action will be overseen by the DEAN and reported to the APC.

C5. Retention of Records

Records of incidents will be kept on file within the LAT Administration team for a minimum of **5 years**. All records will be kept in accordance with LAT's *Information Access and Confidentiality Policy*.

Document Information Table

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London Academy of Trading

Equality & Diversity Policy

Contents

Equality and Diversity Policy	3
1. Introduction of the policy and its application.....	3
Our Duty under the Equality Act 2010	3
2. Organisation & Responsibilities	3
The CEO	3
Academic Dean, Department and Manager	4
Teaching Staff.....	4
Responsibilities of All Staff.....	4
Responsibilities of All Students	4
3. Introduction to the Disability Discrimination Act	5
4. Introduction to Racial Equality.....	8
Direct discrimination.....	12

Equality and Diversity Policy

1. Introduction of the policy and its application

The Equality and Diversity policy clearly sets out how the London Academy of Trading (LAT) promotes equality and diversity and create a culture that actively values difference and recognises that people from different backgrounds and experiences can bring valuable insights and enhance the way we operate.

Equality can be described as breaking down barriers, eliminating discrimination and ensuring equal opportunity and access for all groups both in employment, and to goods and services; the basis of which is supported and protected by legislation.

Diversity can be described as celebrating differences and valuing everyone. Each person is an individual with visible and non-visible differences and by respecting this everyone can feel valued for their contributions which is beneficial not only for the individual but for the Library.

Equality and Diversity are not inter-changeable but inter-dependent. There can be no equality of opportunity if difference is not valued and harnessed and taken account of.

-The policy applies to all staff LAT (engaged through, or by, an employment agency and supplied to LAT on a temporary basis), and all job applicants regarding recruitment.

-This applies to all our current enrolled students and all new applicants.

-Staff and students working in or on the premises of other organisations must adhere to the policies and procedures of that organisation.

-The policy also applies to LAT visitors; including, visiting students, visiting lecturers, guest speakers and third party contractors.

Our Duty under the Equality Act 2010

LAT is committed to provide supportive working environment for our staff and an excellent teaching and learning experience for our students, where staff are equally valued and respected, and students are encouraged to thrive academically.

When we're making decisions, the **Equality Act 2010** gives us a duty to take into account the need to:

- Eliminate discrimination, harassment and victimisation
- Advance equality of opportunity
- Foster good relations between different parts of the community

This covers, age, disability, gender reassignment, marital or civil partnership status, pregnancy and motherhood, race (including ethnic or national origin, colour and nationality), religion or belief (including lack of belief), sex and sexual orientation.

2. Organisation & Responsibilities

The CEO

The CEO have the ultimate responsibilities of Equality and Diversity and the following additional responsibilities:



- Champion, sponsor and promote the value of equality and diversity
- Assuring performance judged against Key Performance Indicators
- LAT is ultimately responsible for equality and diversity. He will delegate specific responsibility for particular areas as follows:

Academic Dean, Department and Manager

Academic Dean, Managers, Line Managers have the following responsibilities

- Responsible for ensuring that staff and students are aware of their responsibilities, understand and apply this policy.
- Responsible for promoting equality and diversity throughout the activities in their area.
- Identify and respond to equality and diversity staff development needs
- Support individual needs of staff so they can participate and perform effectively

Teaching Staff

Staff with responsibility for teaching, support and welfare of students and those who manage others have a responsibility to identify, value and respond appropriately to varying needs and perspectives. In addition, all teaching staff are responsible for:

-Promoting equality and diversity through their teaching programmes and through relations with students, staff and the wider community;

-Ensuring that the curriculum covers the knowledge, skills and values which students need to tackle discrimination when they meet it and to help them to understand and value diversity; and

-Ensuring that materials used to deliver the curriculum are accessible to a diverse range of students and adjusted to meet specific needs, and that they are free from sexist, racist and other discriminatory assumptions, images and languages, unless they are being studied as examples of such

Responsibilities of All Staff

All staff have the above responsibilities and the following additional responsibilities:

- Anticipate and respond positively to different needs and circumstances of members of LAT community
- Apply equality and diversity principles through everyday work activities
- Keep knowledge of LAT equality and diversity policy up to date

Staff who have concerns about unlawful discrimination, harassment or bullying are advised to contact their line manager or a member of GUS HR Team.

Responsibilities of All Students

All students have the following responsibilities:



- Treat all members of LAT community with dignity and respect their rights and beliefs (including within the virtual learning environment)
- Challenge or report incidents of discrimination, harassment and bullying
- Respond positively and inclusively to individual differences

Students who have concerns about unlawful discrimination, harassment or bullying are advised to consult the Student Handbook and contact Academic Dean.

3. Introduction to the Disability Discrimination Act

The Disability Discrimination Act 2005 makes it unlawful to discriminate against a disabled person in relation to employment, or the provision of goods, facilities and services. Following on from the Special Educational Needs and Disability Act 2001 (SENDA - part 4 of the Disability Discrimination Act), LAT has made a formal commitment to opposing discrimination on the grounds of a person's impairments. This policy further incorporates the requirements of the Equality Act 2010 by ensuring that indirect discrimination, including harassments, does not occur for disability.

This includes protection from direct disability discrimination and harassment where this is based person's association with a disabled person, or on a false perception that the person is disabled.

The Equality Act 2010 places a general duty on all Training provider & Higher Education Institutions to promote disability equality. Under these duties LAT is required to:

- eliminate unlawful discrimination
- eliminate harassment of disabled people
- promote equality of opportunities between disabled people and other people
- involve disabled people in the formulation of actions
- promote positive attitudes towards disabled people
- encourage participation by disabled people in public life
- take steps to meet disabled people's needs, even if this requires more favourable treatment
- identify and analyse potential discriminatory policies, practices and procedures in all aspects of the LAT's activities.

Definition of Disability

The Equality Act 2010 uses a wide definition of disability which includes those with physical or mobility impairments, visual impairments, hearing impairments, dyslexia, dyspraxia, dyscalculia, AD(H)D, medical conditions, mental health difficulties, autistic spectrum conditions, Chronic Fatigue Syndrome, M.E. and 'unseen disabilities' (e.g. asthma, epilepsy, heart conditions, diabetes). The formal definition included in the Act is: "A physical or mental impairment which has a substantial and long-term adverse effect on a person's ability to carry out normal day to day activities"

The definition of "day to day activities" includes mobility, manual dexterity, lifting, hearing, eyesight, speech, memory, and the ability to concentrate, learn or understand. The Act defines "substantial" as

being more than trivial and “long-term” as being more than twelve months or likely to last twelve months. An impairment which would substantially affect a person, but which is controlled by medical treatment or prosthesis, is still covered by the definition of disability.

The definition includes cancer, HIV/AIDS and Multiple Sclerosis effectively from the point of diagnosis.

Discrimination and harassment is not limited to those people who are themselves disabled but also applies to those associated with disability i.e. a carer for a disabled child

Students with Disabilities

LAT promotes the increase of access to students with specific learning needs, mental or physical impairments. It encourages applications from students with impairments and specific learning needs and, through its determined commitment, strives to ensure that no suitable candidate is unable to take up a place on one of its courses or is placed at a substantial disadvantage while pursuing that course because of disability or any impairment.

Admissions and Support Identification

All applicants to LAT are considered equally, based upon their academic aptitude. Where an applicant declares an impairment, LAT ensures that any support entitlements are identified at an early stage in advance of a student’s confirmation of a place on a course, but this should not involve unreasonable delays in processing such applications. LAT’s procedures allow staff then to assess which advice on the amenities and resources available are suitable for the requirements of the student.

LAT has procedures in place, which monitor the potential student applicant and ensure that the student will not be placed at a substantial disadvantage during their period of study; all the while ensuring there is no discrimination against any student. As soon as possible during the admissions process, and on considering all reasonable adjustments possible to ensure that a disabled person would not be at a substantial disadvantage compared to non-disabled people, staff will advise potential students in the unlikely event LAT is unable to facilitate the entitlements of the student.

LAT is committed to guaranteeing that the potential student will gain support as is required, where any barriers occur to their course of study while at LAT’s. This will be monitored through a series of assessments, made by the Welfare Officer, prior to the admission process, and a plan of action will be set up to evaluate the entitlements of the potential student.

Premises and Access

LAT acknowledges that the buildings present a problem for different kinds of impairments. LAT seeks to continuously monitor and make improvements to its premises, based on a comprehensive annual premises health and safety, and access audit. This commitment to improved access will continue through adjustments to our general maintenance and improvements. All new buildings and major refurbishment schemes already specifically address the entitlements of students with all types of impairments.

Student Support

The Academy has established an approach which includes detailed assessments that have been devised to allow staff to identify the entitlements of the student, even if the disability or impairment only becomes apparent during the course of their studies. It is through this approach that LAT ensures that the student will feel free and comfortable to converse with LAT to assess and expand upon the assistance that is required to facilitate their study. This developed support and advisory service will also be available to staff with whom the student will interact.

Assessment

LAT has put into practice a number of practical arrangements for assessing students on the course.

LAT has ascertained certain assessment procedures that ensure that no student is placed at a disadvantage when it comes to examinations and assessments. LAT maintains certain procedures for ensuring that examination officers and assessment boards are made fully aware of the entitlements of any specific student considering the needs of the student.

LAT has undertaken verifications and has an appeal procedure, which does not allow any discrimination of any kind against any student, whether they have a disability or not. These ensure that LAT is as transparent as possible and can be accountable. Allowances are made for students who have disabilities, as long as said students make LAT aware of the entitlements required. Deadlines are followed equally for all students, unless the student in question has extenuating circumstances (such as unforeseen worsening of a condition or related problems); these circumstances must be proven by the support of Medical Certification. The primary focus and purpose is to put personal and general support arrangements in place, and make 'realistic adjustments' to the assessment processes (such as additional time in an examination).

Where candidates are in the UK, students will be referred to be needs assessed by authorised and regulated authorities. Any additional support, or other adjustments required of LAT will then be assessed with the view of accommodating the disabled learner. In the case of overseas (non EU) candidates, LAT will advise of the additional costs required to be met by the learner or their sponsor so LAT may put in place the requirements and entitlements of the learner.

General information from LAT will make clear any difficulties that may arise in the way of mobility access to certain parts of LAT. Where possible, other arrangements that could be made possible to suit the entitlements of the student, will be made in the early stages of admission. This information, along with any special measures or adjustments to be put in place for the student will be notified to the student.

Staff with Disabilities

LAT believes in the value of a diverse workforce and this includes the representation of staff with disabilities. It, therefore, aims to create an accessible physical environment and an inclusive culture.

It is the aim of LAT to recruit, train, develop and retain disabled people. LAT monitors self-declaration of disability at both application and appointment stage but it ensures that the recruitment and selection process is fair and does not discriminate people with disability. It is important that the HR have the necessary information and inform the relevant school/department for any adjustment required to the recruitment process.

Reasonable Adjustments



LAT provides reasonable adjustments to ensure that a person with a disability is not at any substantial disadvantage when compared to a non-disabled person.

Reasonable adjustments are changes to the employment arrangements or any physical feature of the workplace and can include:

- making adjustments to premises, fixtures and fittings, furniture and access to equipment
- allocating some of the work to another person
- transferring the employee to another post or another place of work
- being flexible about hours of work and allowing the employee to be away from the office for rehabilitation, assessment or treatment
- providing additional training
- using modified equipment
- making instructions and manuals more accessible
- enabling the use of a reader or interpreter
- Making special arrangements for parking and access to buildings

Making special arrangements for Health and Safety or a disabled staff. Arrangements, for example, for the safe evacuation of a disabled person identified at risk from fire. In all cases, members of staff with disabilities that affect their mobility in an emergency will be consulted about their individual needs for evacuating the building in a safe and dignified manner.

Discipline

When taking any disciplinary action against a disabled staff, LAT will fully consider the facts whether there are reasons related to their disability for a disabled staff behaving in the way that has led to the disciplinary action. This is to ensure that there is no discrimination that is just due to disability.

Redundancy

LAT will ensure that in the event of potential redundancies, selection criteria do not discriminate against disabled employees. It will also ensure that any arrangements that are made for consultation do not discriminate against disabled employees.

In all cases LAT will consult with the person concerned about the reasonable accommodation of his or her needs.

4. Introduction to Racial Equality

LAT's is in essence a diverse educational facility, dealing with persons from varying nationalities and racial diversities. LAT is committed in all its functions to promoting race equality, eliminating unlawful discrimination and promoting good race relations between people of different racial groups. LAT values the diversity of its workforce and student population, and is working to ensure that the highest equality and diversity standards are maintained.

This policy incorporates the rights and responsibilities listed in the Race Relations Act 1976 and the general and specific duties of the 2000 and 2001 Amendment Acts.

The Race Relations Act 1976, as amended by the Race Relations (Amendment) Act 2000 (RRAA), makes it unlawful to discriminate against anyone on grounds of race, colour, nationality (including citizenship), national or ethnic origin. The amended Act also imposes general and specific duties on specified public authorities to eliminate unlawful racial discrimination, and take positive steps to promote racial equality and mutual respect. The definition of public authority under the Act is 'anybody certain of whose functions are of a public nature'. LAT is a public body under the terms of the Act.

LAT and the Act

The RRAA arose out of the recommendations of the 'Report of the Stephen Lawrence Inquiry', and provides an opportunity for public bodies to undertake a review of policies and processes relating to staff and students in the context of racial equality. LAT community will work within the framework provided to eliminate any institutional racism.

LAT ensures that racial equality is a matter of which those who carry out its functions at every level are fully aware. The functions of LAT to which this Policy is particularly relevant include the following

- Student admissions, access to courses, assessments and academic progress.
- Student guidance, career advice, support, accommodation, catering and recreational activities
- Curriculum design, teaching, learning and delivery.
- Provision of and access to support services.
- Staff recruitment, selection, induction.
- Staff development, professional training, promotion, career progression; disciplinary, grievance and exit procedures.
- Procurement and outsourcing; quality assurance.

Harassment and Bullying

LAT's approach to harassment is that everyone should be treated with dignity and respect at work and while studying. LAT policy extends beyond the purely legal requirements; no form of harassment of individuals, whether prohibited by law or not, will be tolerated. An individual must not pursue a course of conduct that amounts to harassment of another, and that s/he knows, or ought to know, amounts to harassment of the other.

Definition of Harassment

Harassment is behaviour resulting in diminution of self-esteem and the undermining of a person's well-being. It may, for example, adversely affect his/her health, work performance or threaten or appear to threaten job security or prospects. It may be persistent behaviour or an isolated incident. In relation to gender, disability, sexuality, race, or ethnic and national origins, harassment is defined as occurring when unwanted conduct, based on the relevant grounds, has the purpose or effect of violating someone's dignity or creating an environment that is intimidating, hostile, degrading, humiliating or offensive to someone.



Definition of Bullying

The dictionary definition of a bully is a person who frightens or persecutes weaker people. It can for that reason be the act of intentional causing of harm to others through verbal harassment, physical assault, or other more subtle methods of coercion, such as manipulation. Bullying can occur in any environment where individuals interact with each other. It is far more common than sexual harassment and verbal abuse. Workplace bullying often takes place within the established rules and policies of the organisation and society. Such actions are not necessarily illegal and may not even be against the firm's regulations; however, the damage to the targeted employee and to workplace morale is obvious. Intimidation, victimisation or any other form of retaliation against those who have been involved in making or assisting in a complaint of harassment are not acceptable. This may lead to further action, which could include pursuing disciplinary procedures, civil action or criminal investigation.

Gender Recognition

LAT is considered in essence to be a diverse educational facility, dealing with transsexual individuals. LAT is committed in all its functions to promoting gender equality, eliminating unlawful discrimination and promoting good relations between peoples of different genders. LAT values the diversity of its workforce and student population, and is continually working to ensure that the highest equality and diversity standards are maintained.

This policy encompasses the rights and responsibilities of any staff member or student who has fully transitioned, or is in the process of transition to the opposite gender, as identified and laid down in the Gender Recognition Act (2004).

LAT ensures that the Gender Recognitions a matter of which those who carry out its functions at every level are fully aware. The functions of LAT to which this Policy is particularly relevant include the following

- Student admissions, access to courses, assessments and academic progress.
- Student guidance, careers advice, support, accommodation, catering and recreational activities
- Curriculum design, teaching, learning and delivery
- Provision of and access to support services
- Staff recruitment, selection, induction
- Staff development, professional training, promotion, career progression; disciplinary, grievance and exit procedures
- Procurement and outsourcing; quality assurance

Sexual Orientation Equality

LAT is committed in all its functions to promoting sexual orientation equality, eliminating unlawful discrimination and promoting good relations between people of all sexual orientations: gay, lesbian, heterosexual and bisexual. LAT values the diversity of its workforce and student population and is working to ensure that the highest equality and diversity standards are maintained.



The Equality Act 2010 protects individuals from discrimination on grounds of sexual orientation, in the provision of services, education and management of premises. The protection will therefore apply to everyone, whether the individuals are lesbians, gay men, heterosexual or bisexual.

The regulations prohibit direct discrimination: this is when a person treats another person less favourably on the grounds of his/her sexual orientation, or what is believed to be his/her sexual orientation, or the sexual orientation/perceived sexual orientation of another person with whom they associate.

LAT is aware that it is unlawful to discriminate against a prospective student in the terms by which it offers to admit or by refusing to accept an application to admit them as a student. It is also conscious that it is unlawful to publish, or to cause to be published, an advertisement which indicates an intention by any person to discriminate unlawfully. The functions of LAT to which this policy is particularly relevant include the following:

- Student admissions, access to course, assessment and academic progress
- Student guidance, career advice, support, accommodation, catering and recreational activities
- Provision of and access to support services, staff recruitment, selection, induction, staff development, professional training, promotion, career progression, disciplinary, grievance and exit procedures
- Quality Assurance

Religion & Belief

The Equality Policy provides for an inclusive environment, which 'promotes equality, values diversity and maintains a working, learning and social environment in which the rights and dignity of all its staff and students are respected.' It also provides that no student or member of staff will be treated less favourably on grounds which include religion and belief.

The **Equality Act 2010** provides protection against discrimination, harassment and victimisation on the grounds of religion or belief. The definitions of religion and belief under the Equality Act 2010 are:

- **religion** - any religion or reference to religion, including a reference to a lack of religion
- **belief** - any religious or philosophical belief or reference to belief, including a reference to a lack of belief

Religion or belief should be taken to mean the full diversity of religious and belief affiliations within the UK, including non-religious and philosophical beliefs such as atheism, agnosticism and humanism.

Age

In the Equality Act 2010, age is one of the 'protected characteristics' on the grounds of which people are protected against unfair discrimination. The Equality Act 2010 makes it unlawful to discriminate against employees, job seekers and trainees because of age. For example, this may include because they are 'younger' or 'older' than a relevant and comparable employee. All members of LAT are encouraged to be alert to possible unconscious bias, and to make decisions about people against clear criteria.

There are four main types of age discrimination.



Direct discrimination

Breaks down into three different sorts of direct discrimination of treating someone 'less favourably' because of:

- their actual age (direct discrimination)
- their perceived age (direct discrimination by perception)
- the age of someone with whom they associate (direct discrimination by association).

Direct discrimination because of someone's actual age is the only one of the three different sorts of direct discrimination that may be objectively justified as what the law terms 'a proportionate means of achieving a legitimate aim'. This means it must be proportionate, appropriate and necessary (economic factors such as business needs and efficiency may be legitimate aims).

Indirect discrimination

Can occur where there is a policy, practice, procedure or workplace rule which applies to all workers, but particularly disadvantages people of a particular age. For example, a requirement for job applicants to have worked in a particular industry for ten years may disadvantage younger people. In some limited circumstances, indirect discrimination may be justified if it is 'a proportionate means of achieving a legitimate aim'.

Harassment

When unwanted conduct related to age has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual.

Victimisation

Unfair treatment of students or staff who has made or supported a complaint about age discrimination.

LAT is aware that it is unlawful to discriminate against the prospective student and staff and it promotes applications for all ages (Please note that students are subject to minimum age requirements depending on their chosen courses. It is also conscious that it is unlawful to publish, or to cause to be published, an advertisement which indicates an intention by any person to discriminate unlawfully. The functions of LAT to which this policy is particularly relevant include the following:

- Student admissions, access to course, assessment and academic progress
- Student guidance, career advice, support, accommodation, catering and recreational activities
- Provision of and access to support services, staff recruitment, selection, induction, staff development, professional training, promotion, career progression, disciplinary, grievance and exit procedures
- Quality Assurance

Staff of all ages are encouraged to discuss their future plans and choices. There may be periods in their lives when they need particular support, when they have caring responsibilities for children or elderly family members, or towards the end of an extended working life. We encourage all staff to discuss their future plans and choices with their manager and to identify any development needs. Within LAT there

may be opportunities for options such as part-time working, career breaks, and sideways moves to develop new skills or flexible retirement. LAT offers a formal flexible working scheme to parents and carers, but other people are encouraged to make informal enquiries about flexible working.

Monitoring

LAT will publish data on Equality and Diversity for both staff and students as required by the legislation. LAT aspires to be in a position to monitor and analyse performance on the basis of the monitoring of Equality and Diversity for staff and students. All data, which will be anonymous to maintain confidentiality, will be subject to the requirements of the Data Protection Act and must be current, credible and accurate. LAT decides for ourselves what information we publish and in 2016, we are focusing on the four equality strands of Gender, Race, Age and Disability.

The results of all equalities monitoring data will be reported to LAT Academic and Planning Committee.

Staff Training & Development

All students and staff joining LAT will have access to the Student/Staff handbook and they will be given information in their relevant induction programmes.

Disclosure and Confidentiality

It is LAT's normal policy to respect the privacy of the student and staff while ensuring that those who have regular contact with the student will be informed of their specific support needs on a 'need to know' basis. Should the student and staff have need of a greater degree of privacy than that, this will be respected. The student will be made aware that this increased level of privacy may interfere with the staff's effective delivery of the student's explicit support needs.

Non-Compliance, Complaints and Support

Where a student alleges non-compliance with the policy, he or she may lodge a complaint through the Academic Dean; alternatively, recourse may be made to the Grievance Procedure and students may use the Student Complaints Procedure. In case of a member of staff alleges non-compliance with the policy, he or she may lodge a complaint through their respective line managers; alternatively, recourse may be made to the Grievance Procedure outlined in Staff Handbook.

Members of the public can make written complaints to LAT directly in cases where they believe that they have not been treated by LAT according to the requirements of this policy.



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Harassment and Anti-Bullying Policy

Version 1.2

Contents

Legislation	2
Policy Statement	2
Key Principles	2
Responsibilities	3
Training	4
Supportive Framework	4

Legislation

- 1.1. Harassment and bullying can affect people's health, work performance, study and personal development. London Academy of Trading (LAT) is fully compliant with following legislations with regard to prevention of harassment and anti-bullying.
 - 1.1.1. Equality Act 2010
 - 1.1.2. Sex Discrimination Acts 1975 and 1986
 - 1.1.3. Race Relations Act 1976
 - 1.1.4. Health and Safety at Work Act 1974
 - 1.1.5. Employment Protection (Consolidation) Act 1978
 - 1.1.6. Disability Discrimination Act 1995 (SENDA 2001)
 - 1.1.7. The Criminal Justice Public Order Act 1994:
 - 1.1.7.1. EC Resolution 1990 on the protection of dignity of women and men at work
 - 1.1.7.2. A Code of Practice on measures to combat sexual harassment
 - 1.1.8. Trade Union and Labour Relations (Consolidation) Act 1992
 - 1.1.9. Trade Union Reform and Employment Rights Act 1999 'J'
 - 1.1.10. Human Rights Act 1998
 - 1.1.11. Race Relations Amendment Act 2000

Policy Statement

- 2.1. Harassment and bullying are unacceptable to London Academy of Trading (LAT) whether or not it is unlawful.
- 2.2. LAT is committed to the elimination of discrimination on the grounds of age, disability, ethnic or national origin, faith, marital status, nationality, race, religion, sex or sexual orientation. It is the right of every member of staff, student and visitor to come to work at, study or visit LAT without fear of harassment or bullying.
- 2.3. LAT recognises the problems associated with harassment or bullying and is committed to providing an environment in which all individuals can operate safely, confidently and competently. If a complaint is brought to the attention of LAT management, it will be taken seriously, investigated promptly and appropriate action will be taken.

Key Principles

- 3.1. **Harassment** is conduct that is unacceptable to a recipient. It may be directly aimed at them, felt indirectly or witnessed by them. It may be repetitive or an isolated occurrence. It is also subjective, i.e. what one person finds unreasonable, unwelcome or offensive, another person may not. Harassment could include the following:
 - 3.1.1. **Physical** – contact e.g. touching; assault or gestures; intimidation; aggressive behaviour



- 3.1.2. **Verbal** – unwelcome remarks; suggestions; propositions; malicious gossip; insults; jokes; teasing;
 - 3.1.3. **Non-verbal** – offensive literature; pictures; graffiti; computer or other imagery; isolation or non-cooperation and exclusion from social activities.
- 3.2. **Bullying** - The Oxford Dictionary defines a bully as *“a person using strength or power to coerce others by fear”*. Bullying can be defined as *“offensive; intimidating; malicious; insulting or humiliating behaviour; abuse of power or authority which attempts to undermine an individual or group of employees or students/trainees”*. Bullying can occur in a number of different ways; some are obvious and others are subtle and difficult to explain. Bullying behaviour could include:
- 3.2.1. Being actively obstructive and limiting an individual’s potential or progression. Not giving credit where credit is due.
 - 3.2.2. Punishing an individual’s competency by constant criticism, by removing responsibilities and/ or giving trivial tasks.
 - 3.2.3. Conducting an aggressive manner to get things done.
 - 3.2.4. Persistently picking on people publically, or in private.
 - 3.2.5. Insisting on a particular way of doing things without discussion.
 - 3.2.6. Deliberately ignoring or excluding individuals from activities.
 - 3.2.7. Inducing failure by overloading an individual with work and reducing deadlines.
 - 3.2.8. Consistently attacking a person in terms of their professional or personal standing.
 - 3.2.9. Setting out to make a person appear incompetent in the hope of forcing them to leave or avoid progression.
 - 3.2.10. Physical attacks or threat of such attacks.
- 3.3. These examples are not exhaustive but are designed to give an outline of the sort of behaviour that will be dealt with under this procedure.

Responsibilities

- 4.1. It is the duty of all staff, students and trainees to take responsibility for their behaviour and modify it if necessary. Failure to do so could result in disciplinary action for staff or students/trainees.
- 4.2. By bringing any complaint of harassment or bullying forward, the victim has the right to feel supported and not feel or become open to further victimisation.
- 4.3. Anyone experiencing harassment or bullying may use the Harassment and Anti-Bullying Policy, irrespective of their legal rights. LAT will ensure this policy is widely publicised and its contents made known to all staff, students/trainees and, where practicable, contractors and visitors.



Training

Training will be provided, as appropriate, to all managers to ensure that this policy is fully understood and implemented. The policy will also be incorporated into appropriate training programmes for staff and students/ trainees such as induction courses.

Supportive Framework

6.1. LAT recognises that making a complaint of harassment or bullying is likely to be a distressing experience and that it may be difficult. Accordingly, the following post holders may be approached to provide support, advice and assistance to individuals who believe they are or have been harassed/bullied and who will help them look at the range of solutions on offer.

6.1.1. Managing Director

6.1.2. Academic Dean

6.1.3. Tutors

6.2. Individuals who have been accused of harassment or bullying also have the right to request and receive appropriate support and advice from any person listed above when an allegation has been made and is being investigated.

7. THIS PROCEDURE IS DESIGNED TO BE SUPPORTIVE AND IS SEPARATE FROM THE DISCIPLINARY, GRIEVANCE AND COMPLAINTS PROCEDURES, WHICH MAY BE USED IF THE RESULTS OF THIS INVESTIGATION ESTABLISH A CASE FOR OTHER ACTIONS.



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Reviewed / Amended by:				
		<i>Details of amendments:</i>		

SAFEGUARDING POLICY

Introduction

This document sets out the procedures for implementing the University's Safeguarding Policy where there are allegations or suspicions of abuse. Types of abuse and indicators of abuse are explained in Appendix B.

Responsibility for reviewing and evaluating the effectiveness of safeguarding procedures lies with the Designated Senior Person for Safeguarding (DSP), assisted by the University's Safeguarding Officers.

A. Procedures for dealing with allegations or suspicions of abuse

If you become aware of the actual or alleged harm to or abuse of a child or adult at risk or you receive information alleging risk to a child or adult at risk posed by an adult, or by the actions or lack of actions of an organisation providing services or activities for children, you must act without delay. This also includes where you may be concerned about a child or adult at risk's behaviour, but there is no evidence of or allegation of abuse.

Abuse can take different forms and includes physical abuse, sexual abuse, emotional abuse as well as neglect and bullying.

All suspicions and allegations of abuse or inappropriate behaviour will be taken seriously by the University and responded to appropriately.

Responding to reports of abuse

If a child or adult at risk says something or acts in a way that abuse is suspected, the person receiving the information is required to:

- React in a calm and considered way but show concern;
- Tell them that it is right for them to share this information and that they are not responsible for what has happened;
- Take what they have said seriously;
- Only ask questions to ascertain whether there is a concern, but not interrogate them. Do not ask leading questions;
- Listen to them and don't interrupt if the child or adult at risk is recounting significant events;
- Offer reassurance that the problem can be dealt with;

- **Not give assurances of confidentiality but explain that the information will need to be passed on to those that need to know;**
- If it is an adult at risk consider their mental capacity to give consent – if it is considered that they have capacity, try to gain their consent for information to be passed on
- Make a comprehensive record of what is said and done immediately and keep all original notes.

Recording reports of abuse

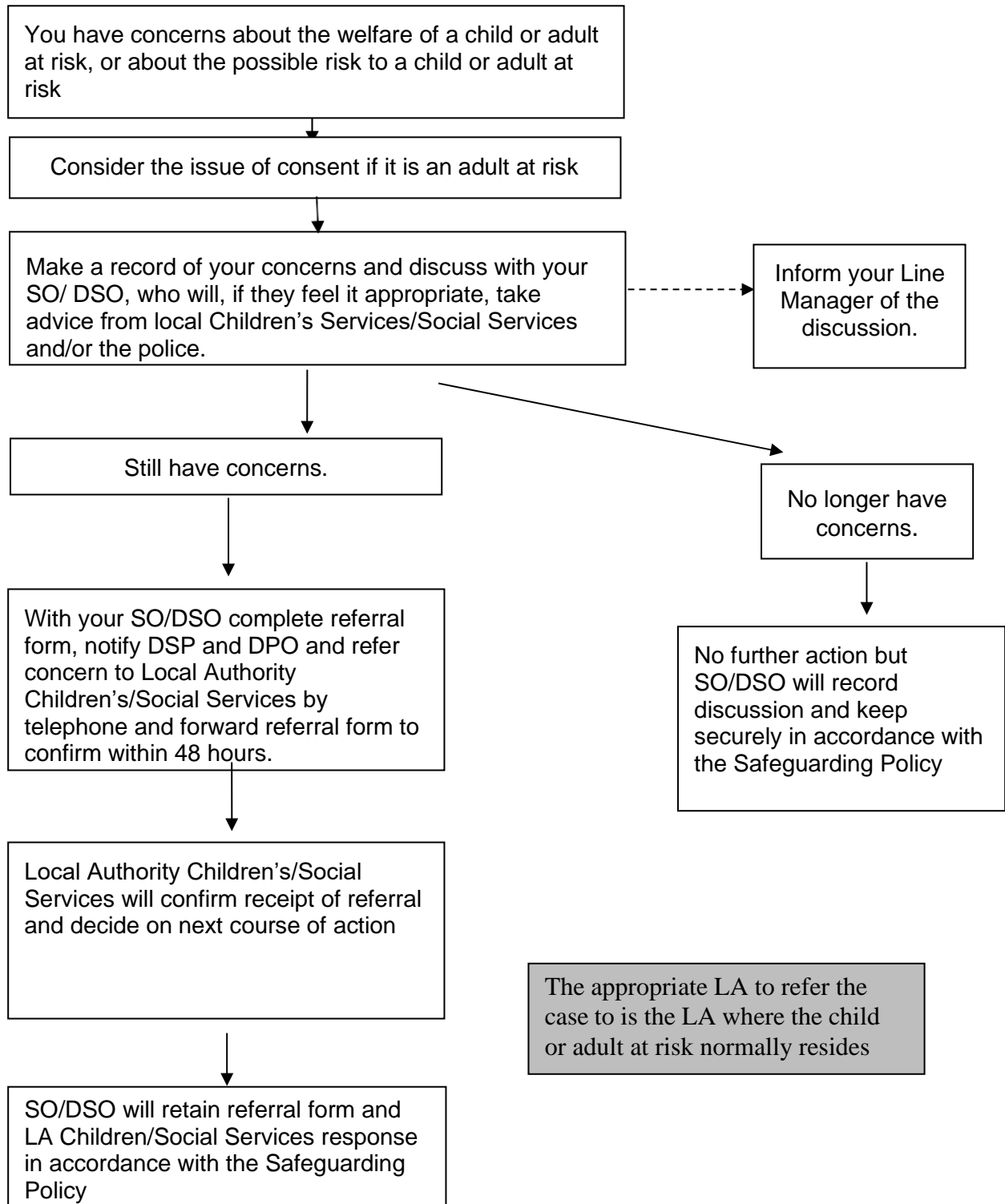
The record should include:

- a verbatim record of the child or adult at risk's account of what occurred in their own words (this could be used in court so needs to be as accurate as possible);
- details of the nature of the allegation or concern;
- a description of any injury. Please note, you must not remove a child or adult at risk's clothing to inspect any injuries;
- dates, times or places and any other information.

The incident should then be reported immediately to your Safeguarding Officer (SO) or Deputy Safeguarding Officer (DSO) for action to be taken. The SO/DSO will complete a safeguarding referral form (Appendix A)

Remember - it is not your role to investigate disclosures, allegations or information about harm or abuse of children or adult at risks, or risk to them. This is the role of Social Services (and/or the police). It is your role under these procedures to pass on the information to those who are qualified and authorised to do so. If you have any of these concerns you must comply with the following process.

General child/adult at risk protection procedures



B Procedures for dealing with allegations or suspicions or abuse against an employee of the University or the person acting on the University's behalf

Staff may be made aware of a concern or receive an actual allegation against a member of staff or person acting on The University of Law's behalf that the person has:

- Behaved in a way that has harmed or may have harmed a child or adult at risk;
- Possibly committed a criminal offence against or related to a child or adult at risk;
- Behaved towards a child/children/adult at risk(s) in a way that indicated he or she may pose a risk of harm in the work regularly or closely done with them.

This guidance relates to allegations against any staff members who are currently working for or on behalf of the University, regardless of whether the University is where the alleged abuse took place. Allegations against a former staff member will be referred to the police.

The University recognises its duty of care to any staff member who is facing an allegation. The University has an Employee Assistance Programme which provides confidential independent support and counselling for all staff members. Any employee facing an allegation will be provided with a named contact for all related matters. The University will also aim to deal with any allegation quickly, fairly and consistently that provides effective protection for the child/adult at risk and at the same time supports the person who is the subject of the allegation.

Every staff member has a responsibility to report any concerns to their SO or directly to the Designated Senior Person for Safeguarding (DSP). Where the allegation relates to the SO the DSP should be the first point of contact. Where the allegation relates to the DSP the SO should report directly to the Director responsible for HR.

It is in everyone's interests to resolve cases as quickly as possible consistent with a fair and thorough investigation. All allegations will be investigated as a priority to avoid any delay.

Initial Actions

Upon receiving information of a concern or allegation against a staff member, the Safeguarding Officer (SO) must immediately notify the DSP. The DSP will notify the Director responsible for HR.

The DSP should immediately

- Ensure the safety of the child or adult at risk
- Inform the Local Authority Designated Officer (LADO) in the case of an allegation relating to child abuse or the relevant Social Services department where the allegation relates to an adult at risk
- Secure all records relating to the allegation

The member of staff must not be informed of the allegation and no action must be taken until the DSP has consulted the relevant agencies.

Where following discussion with relevant agencies no action is taken

The initial sharing of information and evaluation may lead to a decision that no further action needs to be taken in regard to the individual facing the allegation or concern, in which case this decision and a justification for it will be recorded by the DSP.

As soon as possible after the decision to take no further action has been made the DSP will agree with the Director responsible for HR what information is put in writing to the individual concerned and what action will be taken, if any, regarding those who made the allegation.

As soon as possible the DSP will inform the accused person about the allegation.

Where following discussion with the relevant agencies it is decided to take further action

The possible risk of harm to children and/or adults at risks by an accused person will be evaluated and managed in respect of the individuals involved in the allegations. Suspension on full pay will be considered where there is cause to suspect one or more children or adults at risks are at risk within the University, or where the allegations are so serious that it might be grounds for dismissal. The DSP will discuss the options of suspension and/or alternative duties with the LADO/Social Services, and the HR Business Partner. These considerations must be recorded. Alternatives to suspension may include temporary redeployment, change of location, or restricting duties to prevent unsupervised contact with children and/or adults at risks. The arrangements for any suspension and/or alternative action to avoid suspension will be confirmed in writing to the staff member.

The DSP will agree with the LADO/Social Services how an investigation should be undertaken. Usually it would be carried out by a Safeguarding Officer and an HR Business Partner.

Supporting those involved

The employee will receive details of the allegations, next steps, and the likely course of action, as soon as possible, unless there is an objection from the police or social services. The employee will be encouraged to use the Employee Assistance Programme (EAP) and will have a named contact throughout. They will also be encouraged to seek support from a colleague. The employee will be kept informed of the progress of the case.

Parents/Carers for a child/adult at risk will be informed of the allegation as soon as possible if they are not aware of it, with the prior agreement of the LADO/Social Services/Police. They will also be kept up to date with the progress of the case. They will be informed of the outcome of the case where there is not a criminal prosecution, including in strict confidence the outcome of any disciplinary process (the full details of the considerations and information will not be disclosed, only the outcome).

If the child or adult at risk may have suffered significant harm, or there may be a criminal prosecution, social services and/or the police will consider what support they need. Additionally the University has a student counselling service that the student would be encouraged to access.

All involved will be informed of the legal restrictions on reporting or publishing allegations. There is more information in the confidentiality section below.

Confidentiality

The University will collect and process information relating to employees in accordance with the University's Privacy Notice.

The University will make every effort to maintain confidentiality and guard against unwanted publicity while an allegation is being investigated or considered. The DSP will agree with the LADO/Social Services/Police:

Who needs to know and exactly what information can be shared;

- How to manage speculation, leaks and gossip;
- What, if any, information can be shared with the wider community to reduce speculation;
- How to manage press interest if it should arise.

Outcome of Investigations

The following definitions will be used when determining the outcome of allegation investigations:

- **Substantiated:** there is sufficient evidence to prove the allegation
- **Malicious:** there is sufficient evidence to disprove the allegation and there has been a deliberate act to deceive
- **False:** there is sufficient evidence to disprove the allegation
- **Unsubstantiated:** there is insufficient evidence to either prove or disprove the allegation. The term, therefore, does not imply guilt or innocence.

After the investigation has taken place, the University may invoke the disciplinary procedure, as detailed in the University's disciplinary policy. In some circumstances this may commence prior to the conclusion of any external investigation, for example a police investigation.

If the staff member resigns and subsequently leaves the University, the investigation will continue. If a staff member does not co-operate with an investigation and/or leaves, the investigation will still continue and a judgment about whether the allegation can be substantiated or not on the basis of the information available will still be recorded.

Record Keeping

Details of allegations that are found to have been malicious will be removed from personnel files and only held confidentially by the DSP for 3 years after the allegation was reported.

For all other allegations a record of the allegation together with details of the investigation and action taken, including any referral to an appropriate authority, will be kept on the staff member's file and a copy will be provided to the staff member.

Employee References

References on behalf of the University may only be provided about current or previous staff by the HR Department. The University has a duty of care to give details in any reference of a substantiated allegation where information is requested about a current or previous employee's suitability to work with children and/or adult at risks.

Cases in which an allegation was proved to be false, unsubstantiated or malicious will not be included in references to other organisations about a current or previous staff member. This includes where there has been a history of repeated concerns or allegations which have all been found to be false, unsubstantiated or malicious.

Information Sharing

In a discussion with LADO/Social Services/, the DSP will share all relevant information they have about the staff member who is subject to the allegation and about the alleged victim. Where police are involved, wherever possible we will ask for consent from the individuals involved to share their statements and evidence for use by the University in any internal disciplinary process.

Conclusion of a Case

Depending on the outcome, if the employee is remaining in work (or returning to work from suspension), support will be put in place by the DSP, SO and their manager. They will also consider how the staff member's contact with the person that made the allegation can be best managed if they are still at the University.

Malicious Allegations

If an allegation is shown to be deliberately invented or malicious, the DSP in consultation with the Director responsible for HR will consider whether any disciplinary action is appropriate for the person who made it or whether the police should be asked to consider if action might be appropriate against the person responsible.

Lessons Learnt

At the end of any investigation, the DSP will work with the appropriate parties to record and identify actions arising from any lessons learnt. If an allegation is substantiated, the DSP will also carry this out in conjunction with the LADO/Social Services.

APPENDIX A

Safeguarding Procedures Record/Referral form

Please complete as many sections as possible

Name of Student		Age & DOB	
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Ethnicity		SRN	
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Any disability?		International? Visa?	
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Parent/Carer's details	
Responsible Adult's details	

Addresses Permanent/ Correspondence		Telephone number(s)
		Home: Other:

Are you reporting your own concerns or passing on those of someone else?
Description of what has prompted concerns (please include details of any specific incident, dates, times) etc

Please describe any physical or behavioural indicators, which have been observed

Have you or anyone else spoken with the student and if so what was discussed?
Have you or anyone else spoken with anyone other than the student e.g. next of kin?
What actions have you taken/do you propose to take? Please explain the reasons for your decision. NB if the student has a disability e.g. mental health issue and this has not been disclosed to Disability Support Service please contact DSS and make them aware as soon as possible

Name and role of person to whom concern was reported (if applicable)		Date & Time	
Your name and role			
Your location and contact details			
Signature		Date	

Safeguarding Procedures

APPENDIX B: Types of Abuse

Type of abuse	Examples of abuse	Possible indicators
Physical	<ul style="list-style-type: none"> • Assault, hitting, slapping, punching, kicking, hair-pulling, biting, pushing • Rough handling • Scalding and burning • Physical punishments • Inappropriate or unlawful use of restraint • Making someone purposefully uncomfortable (e.g. opening a window and removing blankets) • Involuntary isolation or confinement • Misuse of medication (e.g. over-sedation) • Forcible feeding or withholding food • Unauthorised restraint, restricting movement (e.g. tying someone to a chair) 	<ul style="list-style-type: none"> • No explanation for injuries or inconsistency with the account of what happened • Injuries are inconsistent with the person's lifestyle • Bruising, cuts, welts, burns and/or marks on the body or loss of hair in clumps • Frequent injuries • Unexplained falls • Subdued or changed behaviour in the presence of a particular person • Signs of malnutrition • Failure to seek medical treatment or frequent changes of GP

Safeguarding Procedures

Type of abuse	Examples of abuse	Possible indicators
Sexual	<ul style="list-style-type: none"> • Rape, attempted rape or sexual assault • Inappropriate touch anywhere • Non- consensual masturbation of either or both persons • Non- consensual sexual penetration or attempted penetration of the vagina, anus or mouth • Any sexual activity that the person lacks the capacity to consent to • Inappropriate looking, sexual teasing or innuendo or sexual harassment • Sexual photography or forced use of pornography or witnessing of sexual acts • Indecent exposure 	<ul style="list-style-type: none"> • Bruising, particularly to the thighs, buttocks and upper arms and marks on the neck • Torn, stained or bloody underclothing • Bleeding, pain or itching in the genital area • Unusual difficulty in walking or sitting • Foreign bodies in genital or rectal openings • Infections, unexplained genital discharge, or sexually transmitted diseases • Pregnancy in a woman who is unable to consent to sexual intercourse • The uncharacteristic use of explicit sexual language or significant changes in sexual behaviour or attitude • Incontinence not related to any medical diagnosis • Self-harming • Poor concentration, withdrawal, sleep disturbance • Excessive fear/apprehension of, or withdrawal from, relationships • Fear of receiving help with personal care • Reluctance to be alone with a particular person

Safeguarding Procedures

Type of abuse	Examples of abuse	Possible indicators
Psychological or Emotional	<ul style="list-style-type: none"> • Conveying to children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person • Enforced social isolation – preventing someone accessing services, educational and social opportunities and seeing friends • Removing mobility or communication aids or intentionally leaving someone unattended when they need assistance • Preventing someone from meeting their religious and cultural needs • Preventing the expression of choice and opinion • Failure to respect privacy • Preventing stimulation, meaningful occupation or activities • Intimidation, coercion, harassment, use of threats, humiliation, bullying, swearing or verbal abuse • Addressing a person in a patronising or infantilising way • Threats of harm or abandonment • Cyber bullying 	<ul style="list-style-type: none"> • An air of silence when a particular person is present • Withdrawal or change in the psychological state of the person • Insomnia • Low self-esteem • Uncooperative and aggressive behaviour • A change of appetite, weight loss/gain • Signs of distress: tearfulness, anger • Apparent false claims, by someone involved with the person, to attract unnecessary treatment

Safeguarding Procedures

Financial	<ul style="list-style-type: none"> • Theft of money or possessions • Fraud, scamming • Preventing a person from accessing their own money, benefits or assets • Employees taking a loan from a person using the service • Undue pressure, duress, threat or undue influence put on the person in connection with loans, wills, property, inheritance or financial transactions • Arranging less care than is needed to save money to maximise inheritance • Denying assistance to manage/monitor financial affairs • Denying assistance to access benefits • Misuse of personal allowance in a care home • Misuse of benefits or direct payments in a family home • Someone moving into a person's home and living rent free without agreement or under duress 	<ul style="list-style-type: none"> • Missing personal possessions • Unexplained lack of money or inability to maintain lifestyle • Unexplained withdrawal of funds from accounts • Power of attorney or lasting power of attorney (LPA) being obtained after the person has ceased to have mental capacity • Failure to register an LPA after the person has ceased to have mental capacity to manage their finances, so that it appears that they are continuing to do so • The person allocated to manage financial affairs is evasive or uncooperative • The family or others show unusual interest in the assets of the person • Signs of financial hardship in cases where the person's financial affairs are being managed by a court appointed deputy, attorney or LPA • Recent changes in deeds or title to property • Rent arrears and eviction notices • A lack of clear financial accounts held by a care home or service
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Safeguarding Procedures

Type of abuse	Examples of abuse	Possible indicators
	<ul style="list-style-type: none"> False representation, using another person's bank account, cards or documents Exploitation of a person's money or assets, e.g. unauthorised use of a car Misuse of a power of attorney, deputy, appointeeship or other legal authority Rogue trading – e.g. unnecessary or overpriced property repairs and failure to carry out agreed repairs or poor workmanship. 	<ul style="list-style-type: none"> Failure to provide receipts for shopping or other financial transactions carried out on behalf of the person Disparity between the person's living conditions and their financial resources, e.g. insufficient food in the house Unnecessary property repairs
Domestic	<ul style="list-style-type: none"> Psychological Physical Sexual Financial Emotional <p>Domestic violence and abuse includes any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been, intimate partners or family members regardless of gender or sexuality.</p>	<ul style="list-style-type: none"> Low self-esteem Feeling that the abuse is their fault when it is not Physical evidence of violence such as bruising, cuts, broken bones Verbal abuse and humiliation in front of others Fear of outside intervention Damage to home or property Isolation – not seeing friends and family Limited access to money

Safeguarding Procedures

Type of abuse	Examples of abuse	Possible indicators
	<p>Coercive or controlling behaviour is a core part of domestic violence. Coercive behaviour can include:</p> <ul style="list-style-type: none"> • acts of assault, threats, humiliation and intimidation • harming, punishing, or frightening the person • isolating the person from sources of support • exploitation of resources or money • preventing the person from escaping abuse • regulating everyday behaviour 	
Discriminatory	<ul style="list-style-type: none"> • Unequal treatment based on age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation (known as 'protected characteristics' under the Equality Act 2010) • Verbal abuse, derogatory remarks or inappropriate use of language related to a protected characteristic • Denying access to communication aids, not allowing access to an interpreter, signer or lip-reader 	<ul style="list-style-type: none"> • The person appears withdrawn and isolated • Expressions of anger, frustration, fear or anxiety The support on offer does not take account of the person's individual needs in terms of a protected characteristic

Safeguarding Procedures

Type of abuse	Examples of abuse	Possible indicators
	<ul style="list-style-type: none"> • Harassment or deliberate exclusion on the grounds of a protected characteristic • Denying basic rights to healthcare, education, employment and criminal justice relating to a protected characteristic • Substandard service provision relating to a protected characteristic 	
Modern Slavery	<ul style="list-style-type: none"> • Human trafficking • Forced labour • Domestic servitude • Sexual exploitation, such as escort work, prostitution and pornography • Debt bondage – being forced to work to pay off debts that realistically they never will be able to • Discouraging visits or the involvement of relatives or friends 	<ul style="list-style-type: none"> • Signs of physical or emotional abuse • Appearing to be malnourished, unkempt or withdrawn • Isolation from the community, seeming under the control or influence of others • Living in dirty, cramped or overcrowded accommodation and or living and working at the same address • Lack of personal effects or identification documents • Always wearing the same clothes • Avoidance of eye contact, appearing frightened or hesitant to talk to strangers • Fear of law enforcers

Safeguarding Procedures

Type of abuse	Examples of abuse	Possible indicators
Organisational/Institutional	<ul style="list-style-type: none"> • Run-down or overcrowded establishment • Authoritarian management or rigid regimes • Lack of leadership and supervision • Insufficient staff or high turnover resulting in poor quality care • Abusive and disrespectful attitudes towards people using the service • Inappropriate use of restraints • Lack of respect for dignity and privacy • Failure to manage residents with abusive behaviour • Not providing adequate food and drink, or assistance with eating • Not offering choice or promoting independence • Misuse of medication • Failure to provide care with dentures, spectacles or hearing aids • Not taking account of individuals' cultural, religious or ethnic needs 	<ul style="list-style-type: none"> • Lack of flexibility and choice for people using the service • Inadequate staffing levels • People being hungry or dehydrated • Poor standards of care • Lack of personal clothing and possessions and communal use of personal items • Lack of adequate procedures • Poor record-keeping and missing documents • Absence of visitors • Few social, recreational and educational activities • Public discussion of personal matters • Unnecessary exposure during bathing or using the toilet • Absence of individual care plans • Lack of management overview and support

Safeguarding Procedures

	<ul style="list-style-type: none"> • Failure to respond to abuse appropriately • Interference with personal correspondence or communication • Failure to respond to complaints 	
Neglect/Act Omission	<ul style="list-style-type: none"> • Failure to provide or allow access to food, shelter, clothing, heating, stimulation and activity, personal or medical care • Neglect of a child may occur during pregnancy as a result of maternal substance abuse. • Providing care in a way that the person dislikes • Failure to administer medication as prescribed • Refusal of access to visitors • Not taking account of individuals' cultural, religious or ethnic needs • Not taking account of educational, social and recreational needs • Ignoring or isolating the person • Preventing the person from making their own decisions • Preventing access to glasses, hearing aids, dentures, etc. 	<ul style="list-style-type: none"> • Poor environment – dirty or unhygienic • Poor physical condition and/or personal hygiene • Pressure sores or ulcers • Malnutrition or unexplained weight loss • Untreated injuries and medical problems • Inconsistent or reluctant contact with medical and social care organisations • Accumulation of untaken medication • Uncharacteristic failure to engage in social interaction • Inappropriate or inadequate clothing • Very poor personal hygiene • Unkempt appearance • Lack of essential food, clothing or shelter • Malnutrition and/or dehydration
Self-Neglect	<ul style="list-style-type: none"> • Failure to ensure privacy and dignity • Lack of self-care to an extent that it threatens personal health and safety • Neglecting to care for one's personal hygiene, health or surroundings • Inability to avoid self-harm 	<ul style="list-style-type: none"> • Living in squalid or unsanitary conditions

Safeguarding Procedures

	<ul style="list-style-type: none"> • Failure to seek help or access services to meet health and social care needs • Inability or unwillingness to manage one's personal affairs 	<ul style="list-style-type: none"> • Neglecting household maintenance • Hoarding • Collecting a large number of animals in inappropriate conditions • Non-compliance with health or care services • Inability or unwillingness to take medication or treat illness or injury
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**London Academy
of Trading**

Staff Handbook

London Academy of Trading



LAT Staff Handbook

1. Introduction

Welcome to the London Academy of Trading (LAT) and the LAT Staff Handbook.

Our aim in producing this document is to create a one-stop information point where you, as an employee of LAT, will be able to access all the information you are likely to need in relation to your employment with us. The Handbook and corresponding policy documents form part of your contract of employment with LAT.

The document gives an overview of the terms and conditions of your employment, and outlines what you can expect from us as your employer. In return we ask you for a high degree of commitment, dedication and loyalty to help us achieve the aims and objectives of the Company.

I hope you find this a useful guide during your employment with us. However if you are unable to find the answer to your question here, please feel free to contact your line manager who will certainly be able to find an answer for you.



2. Contents:

1. Introduction	2
2. Contents:	3
3. Starting with The London Academy of Trading	5
a. About the Company	5
b. Your Induction	5
c. Statement of Employment Terms and Conditions	6
d. Our Relocation Policy	6
e. Probation Periods	6
f. Your Attendance at Work	7
i) Notification of Absence due to sickness	7
ii) Sickness Payments	7
g. Hours of Work	7
h. Flexible Working	7
i. **Criminal Records Checks	8
j. Conflict of Interest	8
k. Standards of Performance and Behaviour at Work	8
i) Appearance	8
ii) Company Premises	8
iii) Personal Property	8
iv) Telephones & Correspondence	9
v) Smoking and Other Substances at Work	9
vi) Confidentiality	9
vii) Computer, email and Internet use	9
viii) Receipt of Gifts	9
ix) Bribery and other Corrupt Behaviour	10
l. Data Protection and Access to Information	10
m. Changes in Personal Information for Employment Purposes	11
4. Valuing Diversity and Dignity at Work	12
a. Valuing Diversity	12
i) Statement	12
ii) Key Actions	12
b. Dignity at Work	13
i) Statement	13
ii) What and How of Harassment	13
iii) What should I do if subject to Harassment?	13
5. Pay, Benefits & Pensions	15
a. Salary Arrangements	15
b. Overtime	15
c. Income Tax	15
d. Business Travel	15



e.	Sickness Pay Provision.....	15
i)	Statutory Sick Pay (SSP).....	15
ii)	Occupational Sick Pay	16
6.	Leave Arrangements.....	17
a.	Annual Leave.....	17
b.	Maternity Leave and Pay Policy	17
c.	Paternity Leave and Pay	19
d.	Parental Leave.....	20
e.	Time Off For Dependants	20
7.	Health and Safety.....	21
a.	Introduction	21
b.	Procedure in the event of an accident	21
c.	First Aid	21
d.	Fire Safety.....	21
e.	Personal Safety.....	22
8.	Training and Development.....	23
a.	Training and Development Policy	23
b.	Personal Development Planning	23
i)	Introduction	23
ii)	PDP - The Process	23
9.	Leaving LAT	24
a.	Notice Periods	24
b.	Working Notice	24
c.	Other Conditions on Leaving.....	24
d.	Retirement.....	25
10.	Appendix 1: Disciplinary and Grievance Procedures	26
11.	Appendix 2 - Contacts	33
12.	Appendix 3 - Confirmation of Receipt of Handbook Form	34



3. Starting with The London Academy of Trading

a. About the Company

The London Academy of Trading (LAT) was created to provide potential traders with the knowledge and skills they need to become successful in global financial markets.

LAT has established various working partnerships and joint ventures with leading financial and academic institutions. These relationships have enabled LAT to provide the very highest quality of teaching, reinforced with relevant practical experience and an opportunity for a potential career path for every individual.

LAT has become an internationally recognised provider of financial education, attracting students from the UK and internationally. Our courses have been designed with an emphasis on the practical application of academic theory to help develop technical competence in financial markets trading, leading to professional qualifications that provide specific advantages over traditional academic qualifications.

In addition to the academic content, all courses include access to real-time trading software and data to introduce students to the realities of financial markets trading. Course schedules have been designed to cater for differing student requirements. There are intensive short courses as well as longer accredited courses to enable students and delegates to develop a more detailed understanding of financial market trading.

Company Philosophy

The ethos of the London Academy of Trading is to provide an opportunity for trainee financial traders to develop successful careers within a positive, inclusive and creative environment. The Academy provides a relaxed atmosphere in which ambitious individuals come together to learn and develop their trading skills.

We actively encourage interaction between individuals to share their trading experiences on a daily basis, to develop teamwork and enhance their trading skills. The emphasis is on maximising the potential skills and employability of each individual, with our flagship Diploma courses leading to formal accredited and regulated qualifications.

All staff have direct access to the management team and to other Academy members in order to discuss and develop their knowledge and trading strategies. We work together towards the common goals of successful trading performance and continued career development.

b. Your Induction

The London Academy of Trading believes its employees are its greatest asset and recognises its responsibility to ensure they are afforded appropriate development throughout their employment. This development begins at the Induction stage when a new employee joins the Academy.

Our aim is to support and develop employees in their role so that they feel confident to undertake the responsibilities placed upon them and ultimately are able to contribute to the success of the organisation.

The induction/training process will be spread over your first few months at LAT, with the content and duration of your training being dependent on your previous experience, as well as the scope and complexity of your job.



c. Statement of Employment Terms and Conditions

As an employee of The London Academy of Trading you will have signed a contract setting out the specific terms and conditions of employment as they relate to your job function. This includes details of:

- the names of the employer and the employee;
- the date when the employment (and the period of continuous employment) began;
- remuneration and the intervals at which it is to be paid;
- hours of work;
- holiday entitlement;
- entitlement to sick leave, including any entitlement to sick pay;
- pensions and pension schemes;
- the entitlement of employer and employee to notice of termination;
- job title (or a brief job description);
- the period for which your employment is expected to continue (for non-permanent positions) or, the date when it is due to end (for fixed term contracts);
- either the place of work or, if required to work in more than one location, an indication of this and of the employer's address;
- details of the existence of any relevant collective agreements which directly affect the terms and conditions of your employment;

Further detailed policies and procedures which may not be mentioned as part of this document, but which still form part of your conditions of employment with us, can be accessed through your line manager. This handbook also summarises the main terms of your employment.

LAT reserves the right to change its terms & conditions and employment policies from time to time. You will be notified at the earliest opportunity of these changes by way of general notice to all employees affected by the change. Where a contractual change in your terms and conditions of employment results in a change to your written statement of particulars of employment, we will give you a written statement of the change at the earliest opportunity.

d. Our Relocation Policy

Assistance with relocation expenses will be granted if we are satisfied that your relocation is required in order for you to undertake the duties of the post for which you have been employed. Eligibility and any sums paid are purely at the discretion of the Chief Executive, and this is not a contractual right.

You will be required to sign a written undertaking to repay all or some of the expenses reimbursed if you leave within 24 months of receipt of these expenses.

e. Probation Periods

All new members of staff are subject to a probationary period of 3 months. A formal review will take place after 3 months with your line manager. Your appointment will be confirmed on satisfactory completion of the 3 month probationary period. During this period you will be given appropriate



support and development opportunities to help you reach the required standards. Extension of the probationary period may be granted to enable the required standards to be achieved, but failure to meet these standards by the end of the extended period could result in termination of your employment.

f. Your Attendance at Work

LAT values good attendance at work and is committed to improving the general wellbeing of its employees to achieve this. Although we aim to secure regular attendance, we do not expect employees to attend when they are unwell.

i) Notification of Absence due to sickness

Your line manager should be notified as early as possible if absence from work is anticipated for hospitalisation and other medical treatment.

If you are unable to attend work due to sickness or injury, your line manager must be notified by telephone or via email before 9.00 am or as soon thereafter as possible on the first day of absence. In any case, this notification should be confirmed in an email, if possible indicating a date of return. Notification of sickness should be made by you personally unless impossible due to the nature of the illness. In this case you should arrange for someone else to call on your behalf. During prolonged periods of absence, your manager should be kept informed of progress and an expected date of return.

Any employee who has been absent due to sickness and is found not to have been genuinely ill will be subject to disciplinary action, which could include dismissal.

ii) Sickness Payments

Payment of Occupational Sick Pay will be made on a sliding scale depending on length of service and sickness period. For more details please see the section below on Pay and Benefits. From your first day of absence you will be required to complete a self-certification form available through your line manager on your return; if greater than 7 days you will require a statement of Fitness for Work from your G.P.

g. Hours of Work

Your normal hours and working pattern will be specified in your Statement of Terms and Conditions of Employment. The full-time contracted hours for all posts within the organisation are 40 hours per week excluding daily meal breaks. A daily unpaid lunch break of a minimum of 30 minutes must be taken if you work more than six hours daily. LAT reserves the right to vary your hours and pattern of working, following consultation and agreement with yourself.

LAT expects you to be punctual. Persistent poor timekeeping means that colleagues are put under pressure to cover your duties. This is not acceptable and will therefore be treated as a potential disciplinary offence under our disciplinary procedures.

h. Flexible Working

LAT has a policy of trying to assist staff to balance their work and home life, and is therefore willing to consider requests from staff to vary their working hours or work pattern. Such requests will be considered, taking into account the impact on the organisation, work colleagues and any other relevant factors. Should you wish to discuss flexible working you should speak to your line manager.



Staff with children under the age of six, or under eighteen if the child receives Disability Living Allowance have a statutory right to request flexible working and the organisation has a duty to seriously consider this request.

i. **Criminal Records Checks

Certain employees of LAT may be required to undergo a DBS criminal records check. This is only in very special circumstances where your employment with us means you are likely to come into contact with children or vulnerable adults (or certain other particular circumstances). Should this be the case, we will discuss the situation with you prior to confirming your appointment (or relevant change to your job).

j. Conflict of Interest

You should not, directly or indirectly, engage in, or have any interest, financial or otherwise, in any other business enterprise which interferes or is likely to interfere with your independent exercise of judgement in LAT's best interest.

Generally a conflict of interests exists when an employee is involved in an activity:

- Which provides products or services directly to, or purchase products or services from LAT
- Which subjects the employee to unreasonable time demands that prevent the employee from devoting proper attention to his or her responsibilities to LAT
- Which is so operated that the employee's involvement with the outside business activity will reflect adversely on LAT

Should you be in doubt as to whether an activity involves a conflict, you should discuss the situation with your manager.

k. Standards of Performance and Behaviour at Work

i) Appearance

LAT does not seek to inhibit individual choice in relation to your appearance. However, you are expected to dress professionally at all times in relation to your role, and to ensure that your personal hygiene and grooming are properly attended to prior to presenting yourself at work.

If you have any queries about what is appropriate, these should be directed to your line manager.

ii) Company Premises

You will be issued with a security card allowing access to your workplace. This remains the property of LAT. Loss of your security card (or accidental disclosure to someone) must be reported immediately to your line manager.

You must not bring any unauthorised person on to LAT property without prior agreement from your line manager, unless you are authorised to do so as part of your job. In these circumstances you are responsible for ensuring that your visitors are appropriately monitored during their stay, and that they do not access areas or company property inappropriately.

You must not remove LAT property from the organisation's premises unless prior authority from your line manager has been given.

iii) Personal Property



Any personal property such as jewellery, cash, credit cards, clothes, cars, motorbikes or bicycles etc. left on LAT premises is done so entirely at your own risk. You are strongly advised not to leave any valuables unattended, either on our premises, our vehicles or in your own vehicle. LAT does not accept liability for loss or damage to any personal property whatsoever.

iv) Telephones & Correspondence

Company telephone / mobile phone or postal facilities must not be used for private purposes without prior permission from your line manager. If, for any reason, personal use is made of these items then arrangements must be made to pay the cost price of all services used. Abuse of these facilities will be considered a potential disciplinary matter.

v) Smoking and Other Substances at Work

Legislation now exists which makes it illegal to smoke in enclosed public spaces. Smoking is therefore strictly prohibited on all LAT premises (including entrances and exits) and vehicles.

Outside areas have been identified for those who wish to smoke during their break-time. Should you wish to avail yourself of these facilities, please speak to your Line Manager.

Bringing alcohol or any unlawful drugs to the workplace, and / or imbibing them there is strictly prohibited both during work time or during a period prior to work where the effects carry over to the workplace. Any such instances will be dealt with under the disciplinary procedure and may lead to your summary dismissal.

vi) Confidentiality

It is a condition of your employment that you have a duty of confidentiality with regards to LAT.

During the course of your employment you may find yourself in possession of sensitive information, the disclosure of which could be construed as a breach of confidentiality. It is a condition of your employment that you have a duty of confidentiality to the Company, and you must not discuss any Company sensitive or confidential matter whatsoever with any outside organisation including the media.

Any such breach of confidentiality would be deemed as gross misconduct except as otherwise provided or as permitted by any current legislation (e.g. the UK Public Interest Disclosure Act 1998) and could lead to your dismissal.

vii) Computer, email and Internet use

If you have access to the Company's computers including email and access to the internet as part of your job, you must not abuse this by using these facilities for purposes unrelated to Company business.

Limited personal use of the internet is permitted during your formal breaks. All internet use is monitored and accessing pornographic or other unsuitable material, including auction or certain social networking sites is strictly prohibited and would be considered a serious disciplinary offence which may result in dismissal.

Only software packages properly authorised and installed by the Company may be used on Company equipment, you must therefore not load any unauthorised software onto Company computers.

If you have a Company email address, this is provided for responsible use on Company business and should not be used in any other way whatsoever.

viii) Receipt of Gifts



Your working relationships may bring you into contact with outside organisations where it is normal business practice or social convention to offer hospitality, and sometimes gifts. Offers of this kind to you or your family can place you in a difficult position. Therefore no employee or any member of his or her immediate family should accept from a supplier, customer or other person doing business with LAT, payments of money under any circumstances, or special considerations, such as discounts or gifts of materials, equipment, services, facilities or anything else of value unless:

- They are in each instance of a very minor nature usually associated with accepted business practice.
- They do not improperly interfere with your independence of judgement or action in the performance of your employment.

In every circumstance where a gift is offered, the advice of your line manager must be sought.

ix) Bribery and other Corrupt Behaviour

The Company has a strict anti-bribery and corruption policy in line with the Bribery Act (2010). A bribe is defined as: giving someone a financial or other advantage to encourage that person to perform their functions or activities improperly or to reward that person for having already done so.

If you bribe (or attempt to bribe) another person, intending either to obtain or retain business for the company, or to obtain or retain an advantage in the conduct of the company's business this will be considered gross misconduct. Similarly accepting or allowing another person to accept a bribe will be considered gross misconduct. In these circumstances you will be subject to formal investigation under the Company's disciplinary procedures, and disciplinary action up to and including dismissal may be applied.

I. Data Protection and Access to Information

LAT will comply with all statutory requirements of the Data Protection Act by registering all personal data held on its computer and/or related electronic equipment and by taking all reasonable steps to ensure the accuracy and confidentiality of such information.

The Data Protection Act protects individuals' rights concerning information about them held on computer. Anyone processing personal data must comply with the eight principles of good practice. Data must be:

- fairly and lawfully processed
- processed for limited purposes
- adequate, relevant and not excessive
- accurate
- not kept longer than necessary
- processed in accordance with the data subject's rights
- secure
- not transferred to countries without adequate protection

Employees can request access to the information held on them by the Company. All requests by employees to gain access to their personnel records should be made in writing. There is no charge for this service.



m. Changes in Personal Information for Employment Purposes

It is important that our records are correct, as inaccurate or out of date information may affect your salary or cause difficulties in situations where contact is required for emergencies. You **must** notify your Line Manager immediately of all changes in the following personal information:

- Name
- Home address
- Telephone number
- Bank account details
- Examinations passed/qualifications gained
- Emergency contact
- Driving licence penalties (if you are required to drive on Company business)
- Criminal charge, caution or conviction
- Conflict, or potential conflict of interest

Personal data on employees is held in accordance with the provisions of the Company's Data Protection Policy which will be made available for inspection by you if required.



4. Valuing Diversity and Dignity at Work

a. Valuing Diversity

i) Statement

LAT is committed to valuing diversity and seeks to provide all staff with the opportunity for employment, career and personal development on the basis of ability, qualifications and suitability for the work as well as their potential to be developed into the job.

We believe that people from different backgrounds can bring fresh ideas, thinking and approaches which make the way work is undertaken more effective and efficient.

The Company will not tolerate direct or indirect discrimination against any person on grounds of age, disability, gender / gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex, or sexual orientation whether in the field of recruitment, terms and conditions of employment, career progression, training, transfer or dismissal.

It is also the responsibility of all staff in their daily actions, decisions and behaviour to endeavour to promote these concepts, to comply with all relevant legislation and to ensure that they do not discriminate against colleagues, customers, suppliers or any other person associated with the Company.

ii) Key Actions

In adopting these principles LAT:

1. Will not tolerate acts that breach this policy and all such breaches or alleged breaches will be taken seriously, be fully investigated and may be subject to disciplinary action where appropriate.
2. Fully recognises its legal obligations under all relevant legislation and codes of practice.
3. Will allow staff to pursue any matter through the internal procedures which they believe has exposed them to inequitable treatment within the scope of this policy. If you need to access these procedures they can be obtained from your line manager e.g. Grievance Procedure, Dignity at Work Procedure etc.
4. Will ensure that all managers understand and maintain their responsibilities and those of their team under this policy.
5. Will offer opportunities for flexible working patterns, wherever operationally feasible, to help employees to combine a career with their domestic responsibilities.
6. Will provide equal opportunity to all who apply for vacancies through open competition.
7. Will select candidates only on the basis of their ability to carry out the job, using a clear and open process.
8. Will provide all employees with the training and development that they need to carry out their job effectively.
9. Will provide all reasonable assistance to employees who are or who become disabled, making reasonable adjustments wherever possible to provide continued employment. We will ensure an appropriate risk assessment is carried out and that appropriate specialist advice is obtained when necessary.



10. Will distribute and publicise this policy statement throughout the Company

b. Dignity at Work

i) Statement

The Company believes that the working environment should at all times be supportive of the dignity and respect of individuals. If a complaint of harassment is brought to the attention of management, it will be investigated promptly and appropriate action will be taken.

ii) What and How of Harassment

Harassment can be defined as conduct, which is unwanted and offensive and affects the dignity of an individual or group of individuals.

Sexual harassment is defined as “unwanted conduct of a sexual nature, or other conduct based on sex, affecting the dignity of women and men at work”. This can include unwelcome physical, verbal or non-verbal conduct.

People can be subject to harassment on a wide variety of grounds including:

- race, ethnic origin, nationality or skin colour
- sex or sexual orientation
- religious or political convictions
- willingness to challenge harassment, leading to victimisation
- disabilities, sensory impairments or learning difficulties
- status as ex-offenders
- age
- real or suspected infection with a blood borne virus (eg AIDS/HIV)
- membership of a trade union or activities associated with membership

Forms may include:

- physical contact ranging from touching to serious assault
- verbal and written harassment through jokes, offensive language, gossip and slander, sectarian songs, letters and so on
- visual display of posters, graffiti, obscene gestures, flags and emblems
- isolation or non-cooperation at work, exclusion from social activities
- coercion ranging from pressure for sexual favours to pressure to participate in political/religious groups
- intrusion by pestering, spying on or following someone
- bullying

iii) What should I do if subject to Harassment?

If you feel you are being harassed you are strongly encouraged to seek early advice/support from your line manager. If your feel your line manager is harassing you, then you should contact his / her immediate line manager.



You should also keep a written record detailing the incidents of harassment and any requests made to the harasser to stop. This written record should be made as soon as possible after the events giving rise to concern and should include dates, times, places and the circumstances of what happened.

The Company has a formal procedure for dealing with these issues which you can obtain from your line manager.



5. Pay, Benefits & Pensions

a. Salary Arrangements

Your salary will be paid monthly in arrears at the end of each month by direct credit transfer to your designated bank account. Your basic pay was outlined in your letter of appointment / statement of terms and conditions. Any subsequent amendments to your basic pay will be notified to you in writing by the Company.

Part-time employees will be paid on a pro rata basis based on the hours they work. In all other aspects, their salaries will be paid in accordance with the pay arrangements for full-time employees of the Company.

If any queries arise with regard to pay, or if it looks as if a mistake has been made, speak to your line manager immediately so that they can take appropriate action. Unless agreed otherwise, any pay errors, whether of over or underpayment, will be rectified in the next salary payment.

Appropriate deductions will be made from pay including income tax and National Insurance contributions (NICs), which are subject to each employee's earning level, family status and the number of hours worked.

b. Overtime

Overtime is defined as all hours worked in excess of your full time contracted hours, which has the prior explicit approval of your manager. Overtime is payable to posts which have been specifically designated as qualifying for overtime payment.

For periods worked between Monday and Saturday inclusively, overtime is payable at time and a half. For periods worked on Sundays or designated bank holidays, double time is payable.

c. Income Tax

If there are any changes in your personal circumstances which will affect your tax status, you should notify the Inland Revenue, who will automatically inform the Company of any changes to your tax code. Addresses of local offices and enquiry centres can be found here:

<http://www.inlandrevenue.gov.uk/menus/officesmenu.htm>

d. Business Travel

You will be reimbursed for any expenditure necessarily incurred in order to do your job when working away from your normal place of work.

e. Sickness Pay Provision

i) Statutory Sick Pay (SSP)

Most employees have a right to statutory sick pay (SSP) as long as they earn more than the lower earnings level, and are not over state retirement age which is currently 65. SSP is not however payable for the first three qualifying days of absence. (A qualifying day is a day on which you are normally expected to work under your contract of employment).



There is a limit of 28 weeks' SSP in any one period of sickness or linked periods. (Periods of sickness are said to be linked if the second period starts within eight weeks of the end of the first period.)

SSP is paid in the same way as ordinary pay and is liable to tax and National Insurance contributions.

ii) Occupational Sick Pay

Occupational sick pay is entirely at the discretion of the Company but will not be unreasonably withheld as long as you have complied with the notification requirements and have produced any necessary medical certificates, including self-certificates.

The amount of sick pay you receive will depend on the length of your service with LAT:

Period of continuous service on first day of absence	Period on full pay	Period on half pay or SSP only
Probation Period		
3 months up to 1 year		
Year 2		
Year 3		
Year 4		
Year 5		

When assessing an employee's eligibility for sick pay, the amount of time they have had off over the previous 48 months will be taken into account.

LAT reserves the right to refuse to pay sick pay if it has reasonable cause to think that an employee is not genuinely sick, if it has cause to believe that an employee is abusing the sick pay scheme, if an employee has failed to comply with the notification requirements, or has not supplied the appropriate certification. If the sick pay scheme has been abused, disciplinary action may follow.

Payments of sick pay may be terminated, suspended or reduced if an employee fails to notify the Company of relevant facts, or if their absence or continued absence is due to their taking an unwarranted risk (in or out of work), conducting themselves in a way that prejudices their recovery, abusing alcohol or drugs or other substances, or recklessly endangering the health and safety at work of themselves and others.



6. Leave Arrangements

a. Annual Leave

All employees of LAT time are entitled to a minimum four weeks' paid annual leave. Your manager will let you know your annual leave entitlement for the current leave year.

Holidays must be agreed with your manager as early as possible. The Company will where possible try to accommodate individual preferences for holiday dates but the needs of the business may have to take precedence, particularly where short or inadequate notice is given.

- The holiday year runs from 1st January to 31st December.
- Up to three days' unused holiday allocation may be carried over from one year to the next, but these days must be taken by 31st March of the year into which the holiday entitlement has been carried over.
- In exceptional circumstances you may be authorised to carry over an additional two days of unused holiday entitlement to the following year. These days must be taken by 31st January of that year and they do not carry any value in terms of payment in lieu in the event that the employee leaves the company.
- Leave for employees joining after the start of the leave year accrues at the rate of one twelfth of the annual entitlement for each complete calendar month of service.
- Leave for employees who terminate their employment during the leave year is calculated on the same basis. If, however, the annual leave entitlement has been exceeded, a deduction calculated on the same basis will be deducted from the final salary payment.
- Holiday pay in lieu of accrued leave will be paid only on termination of employment and will normally be subject to a maximum of 10 working days.

LAT also recognises the 8 statutory Bank Holidays in addition to basic annual leave entitlement.

b. Maternity Leave and Pay Policy

Pregnant employees will be entitled to take 26 weeks' Ordinary Maternity Leave and 26 weeks Additional Maternity Leave, irrespective of their length of service or the number of hours worked each week.

You may not return to work during the two weeks immediately following the birth of your child (four weeks for women who work in factories).

You are free to choose when you would like your maternity leave to start, however, the earliest you can chose to start your maternity leave is during the 11th week before the expected week of your child's birth.

In certain circumstances, your maternity leave may start automatically earlier than the date you chose as the start date for your maternity leave. This applies where you are absent from work wholly or partly because of pregnancy at any time during the four weeks before the expected week of childbirth or if you give birth early.

If you have at least 26 weeks' service by the end of the 15th week before your child is expected to be born, you may be entitled to Statutory Maternity Pay (SMP), provided your average weekly earnings are at or above the Lower Earnings Limit for National Insurance.



SMP is payable for 39 weeks. For the first six weeks, SMP will be paid at 90% of your average weekly earnings. For the remaining 33 weeks, SMP will be paid at the standard rate which is prescribed by regulations and is adjusted from time to time. The Company will inform you of the applicable rate. If your average weekly earnings fall below the standard rate, SMP will be paid at 90% of your average weekly earnings throughout.

SMP will be paid subject to deductions for tax and National Insurance contributions in the normal way. In order to be eligible for maternity leave and SMP, you are required to notify your line manager in writing by or during the 15th week before the expected week of your child's birth. You must inform your Line Manager of the following:

- you are pregnant
- the week in which your child is due
- the date you intended to start your maternity leave
- the date from which you will be claiming SMP

You should enclose a MAT B1 certificate with your written notification signed by your registered doctor or registered midwife to confirm the expected week of childbirth.

Within 28 days of receiving your notice, the Company will notify you in writing of the date when your maternity leave will end.

You may change the date you start your maternity leave providing you give at least 28 days' notice in writing of either the new start date or the original start date (whichever is earliest). Within 28 days of receiving your notice, the Company shall notify you in writing of the date when your maternity leave will end.

Prior to your departure on maternity leave, your line manager will meet with you to discuss your rights and entitlements during maternity leave, the possibility of flexible working on your return to work and the level of contact you would like with the Company during your maternity leave. You should feel free to raise at this meeting any queries or concerns you have.

Your line manager may also offer you up to 10 days work during your maternity leave. It is up to you if you wish to work these days. The rate of pay for the work will be agreed in advance with you. Your right to maternity leave and SMP will not be affected.

During Ordinary Maternity Leave, you will continue to receive your contractual benefits and your normal terms and conditions will continue to apply, except for those terms relating to wages and salary. You will continue to accrue holiday [but holiday must be taken in the year it is earned].

During Additional Maternity Leave, the rights and obligations under your contract of employment are reduced, but you must still give notice in accordance with your contract of employment if you want to leave. In addition, you will continue to be bound by your obligations of confidentiality and loyalty. Only statutory holiday will accrue.

If any pregnant employees, or employees who have recently become mothers or who are breastfeeding are employed in positions which have been identified as posing a risk to their health and safety or that of their baby they will be notified immediately and arrangements will be made to eliminate the risks.

If you have concerns about your own health and safety at any time you should consult your Line Manager immediately.

You do not have to notify the Company separately of your return date. It will be assumed that you will come back to work on the date the Company has notified you is the end of your maternity leave



period. However, if you wish to return to work before the end of your full maternity leave entitlement, you should give your line manager at least 8 weeks' notice in writing of your intended return date.

If you return to work immediately after a period of Ordinary Maternity Leave you will return to work in the same job you left before you started your maternity leave.

If you return to work from a period of Additional Maternity Leave, you will return to the same job you were employed to do. If this is not reasonably practicable, you will be offered a similar job on equally favourable terms and conditions.

If you decide not to return to work after maternity leave, you should confirm this in writing and give the notice required by your contract of employment.

On your return from maternity leave, your line manager will arrange a meeting with you to discuss any changes which have taken place during your absence. This will be an opportunity to discuss any issues relating to breastfeeding. You should also feel free to raise at this meeting any queries or concerns you have.

Parallel arrangements are available for the adoption of a child.

c. Paternity Leave and Pay

Statutory Paternity Leave is a maximum of two weeks' leave, following the birth of a child, taken in order to support the mother or care for the new child. It can be taken as a single week or two consecutive weeks. It cannot be taken as odd days or as two separate weeks.

Statutory Paternity Leave must be taken within 56 days of the birth. If the baby is born earlier than expected, it must be taken within 56 days from the date the baby was due.

To qualify you must have worked for the Company for at least 26 weeks by the end of the 15th week before the expected birth week.

Statutory Paternity Pay is paid at a fixed rate per week (determined in legislation) or 90% of average earnings if that is less. It is paid less tax and National Insurance contributions in the normal way.

During Statutory Paternity Leave, you are entitled to all of your normal contractual terms and conditions as if you were not absent, apart from basic wages and salary. You have the right to return to exactly the same job, on the same terms and conditions after Statutory Paternity Leave.

Paternity leave and pay are also available for the adoption of a child.

You may qualify for Additional Paternity Leave and Pay if either:

- your wife, partner or civil partner is pregnant and due to give birth to a child
- you and your partner receive notification that you are matched with a child for adoption
- your spouse, civil partner or partner (including same-sex relationships) is adopting a child from overseas, when the child arrives in the UK

Additional Paternity Leave is for a maximum of 26 weeks. If your partner has returned to work, the leave can be taken between 20 weeks and one year after your child is born or placed for adoption. You may be entitled to receive Additional Statutory Paternity Pay during your partner's Statutory Maternity Pay, Maternity Allowance or Adoption Pay period.

Additional Statutory Paternity Pay is paid if you either:

- take Additional Paternity Leave



- are not working for the purposes of caring for your child, during your partner's Statutory Maternity Pay, Maternity Allowance or Statutory Adoption Pay period

d. Parental Leave

An employee who has or expects to have responsibility for a child is entitled to take Parental Leave to care for that child. This includes the child's registered father or anyone else who has or expects to have formal parental responsibility for the child. To be eligible to take Parental Leave, an employee must have been employed by the Company for at least one year. Both parents can take Parental Leave for each child they have who was born after 15th December 1999.

Parental Leave consists of 13 weeks' unpaid leave or 18 weeks' unpaid leave if the child is disabled. It can be taken at any time up to the child's fifth birthday or up to the child's 18th birthday if the child is disabled. Up to four weeks' Parental Leave can be taken in respect of each child, each year, in blocks of one week or more. Employees cannot take the leave in blocks of less than one week, unless the child is disabled. You must give your line manager at least 21 days' notice of your intention to take Parental Leave.

e. Time Off For Dependants

You are legally entitled to take a reasonable amount of time off to deal with certain prescribed emergencies involving certain dependants. This leave is called Time Off For Dependants. Time Off For Dependants can be taken, for example, if a dependant falls ill or is injured, if care arrangements break down, or to arrange or attend a dependant's funeral. A dependant is your child (including adopted child), husband, wife or parent. It also includes someone who lives in your household, and someone who reasonably relies on you, such as an elderly relative. Any time taken off must be necessary and reasonable in the particular circumstances. Time Off For Dependants is not paid.



7. Health and Safety

a. Introduction

LAT recognises and accepts its responsibility as an employer to maintain, so far as is reasonably practicable, the safety and health of its employees and trainees, and of other persons who may be affected by its activities.

It is your duty as an employee not to put either yourself or others at risk by your acts or omissions. You should also ensure that you are familiar with the Company health and safety arrangements. Should you feel concern over any health and safety aspects of your work, this should be brought to the attention of your line manager immediately.

b. Procedure in the event of an accident

An Accident Book is available and it is the responsibility of each individual employee to report and record any accident involving personal injury. Any accident or near miss occurrence (i.e. no one was injured but the incident had the potential to injure or kill) at work should be reported immediately to your line manager.

All employees who are absent from work following an accident must complete a self-certification form, which clearly states the nature and cause of the injury.

For any employee who suffers an injury at work which results in them being away from work, or unable to do their normal work, for three days or more (including weekends, rest days or holidays) it is important that your manager is informed as the Health and Safety Executive also need to be informed by the Company. Form 2508 (available from www.riddor.gov.uk/f2508.dot) should be completed in conjunction with your line manager. Employees are not expected to complete these forms themselves.

c. First Aid

The Company believes that best practice is to ensure all staff members have access to a trained First Aider or Appointed Person (someone who can take charge in the event of an accident). Details of these trained staff will be displayed on your local notice board or from your line manager and you should familiarise yourself with names and contact details.

d. Fire Safety

Employees should follow these steps to help prevent fires:

- Before you use any electrical appliances carry out a quick check to make sure that the cables, plugs etc. are not damaged.
- **Do not** use any electrical equipment that shows signs of damage, even if you think it is only minor. Report any faults you find to your line manager and find an alternative appliance.
- Ensure that you place your rubbish in the proper waste bins. Do not overfill the bins, and ensure that your waste bin is accessible to the cleaners at the end of each day.

Action to take when the fire alarm goes off:



- Immediately stop what you are doing and walk (do not run) to the **nearest** available safe fire exit. If your nearest exit/route is obstructed, choose another route. Make sure that you are aware of the fire exits and routes in your area.
- Follow the instructions of your designated Fire Warden.
- Direction signs should indicate the route to your fire exit. These comprise a white arrow on a green background sometimes accompanied by the words 'FIRE EXIT' and also a pictogram of a running man. The arrows indicate the direction of the nearest fire exit.
- **Do not** use a lift to leave the building - always use designated stairs.
- Make your way to the appropriate assembly point.
- Once you are at the assembly point you should report to the Fire Warden, so that they can account for the people in their designated area.
- **Do not** leave the designated assembly point, or attempt to re-enter the building, until you have been instructed to do so by the Fire Warden.

Action to take if you discover a fire:

- **RAISE THE ALARM!** This can be achieved by breaking the glass on the call points or by shouting the instruction "Fire – call the fire brigade".
- Raise the alarm even if your building is fitted with an automatic fire alarm system, which has not yet activated - you must not wait for it to do so of its own accord. The alarm must be raised for every occurrence of a fire, no matter how small it appears to be. This will ensure that people in the building have adequate notice to evacuate should it begin to spread quickly. In addition, modern furnishings may allow the fire to develop unnoticed, so time is of the essence if everyone is to get out safely.
- Call the fire brigade at the earliest available, and safe, opportunity and do not attempt to tackle the fire unless you have been appropriately trained and can safely do so e.g. a small fire in a waste paper basket. Unless you have been trained you could be putting yourself or somebody else at risk.

e. Personal Safety

Generally, you should try to avoid working alone whenever this is possible. However, if you have to work alone, then you need to develop an awareness of the risks and how to minimise them.

Prior to making an appointment with someone you do not know, obtain as much information as possible about the person you are meeting and arrange to meet the person in Company premises. Always ring back the telephone number you have been given to confirm that it is legitimate. If a mobile number is given you should always ask for an alternative fixed line number.

If visiting, let your colleagues know where you are going, with whom and what time you are expecting to return. If you think that you are going to run over your original timescales, let your colleagues know.

If you are at all concerned that you are being placed in a dangerous situation through your employment, you must discuss this with your line manager.



8. Training and Development

a. Training and Development Policy

The Company aims to provide training opportunities which will provide:

- An induction programme which all staff will be required to undertake and will assist staff settling into their new role/job.
- A progressive training and development scheme to enable staff to develop relevant skills and acquire knowledge to underpin their current role and career aspirations.

b. Personal Development Planning

i) *Introduction*

The Company has a Personal Development Planning Scheme (PDP). The aims and purposes of the Scheme are:

- To help managers and staff to make effective arrangements to identify and meet learning needs
- To develop the skills, knowledge, values and behaviour that staff need to do their current jobs well

ii) *PDP - The Process*

There are 3 stages in the process:

- **Preparation** – where you and your manager prepare separately for the interview.
- **The Personal Development Plan Discussion** – where a personal development plan is agreed by you and your manager.
- **Monitor & Review** – the method and timescale for monitoring should be agreed at the discussion stage and implemented throughout the year.



9. Leaving LAT

a. Notice Periods

Unless your employment is terminated by agreement, or specified otherwise in your principal statement of terms and conditions, you or the Company are required to give a period of notice in writing as follows:

- Four weeks' notice after three month's employment
- One additional day for each full year of service, up to a maximum of five weeks

These periods of notice will apply if you are dismissed on grounds of inefficiency or if your dismissal is the result of disciplinary proceedings in circumstances where summary dismissal is not justified. Your employment may be terminated without notice where dismissal follows disciplinary proceedings.

b. Working Notice

In all cases the Company reserves the right to enforce your full notice period. Your full remaining annual leave entitlement should be taken during your notice period in agreement with your line manager. Exceptionally, if this is not possible, your manager may agree to make a payment in lieu of this. If you leave any day other than the last working day of that month, that month will not count for annual leave purposes.

If you resign and are in possession of Company property (including computer files), you should make your manager aware of these, and arrange how they will be handed back to the Company. You remain bound by the confidentiality arrangements outlined in your contract of employment during this period.

In exceptional circumstances, if deemed appropriate and as an alternative to working your notice, the Company reserves the right either to transfer you to other suitable duties during your notice period or to require you to accept payment in lieu of any entitlement to notice.

c. Other Conditions on Leaving

On leaving, the Company will deduct from any money due to you such sums as you may owe to the Company. These may include, but are not restricted to, any loans, relocation assistance, court orders and payment made for holidays taken in excess of entitlement.

If you leave without giving notice and without the Company's agreement, you are in breach of your contract and you may forfeit some or all of any salary due to you.

Before leaving, you must hand over to your manager all articles belonging to LAT, including your ID badge and any documents, equipment and computer software used at home. Documents and software include (but are not limited to) correspondence, diaries, address books, databases, files, reports, plans, records or any other medium for storing information. You should not retain any copies, drafts, reproductions, extracts or summaries of documents and software.

After you have left the Company, you must not:

- Solicit or seek to entice away any Company staff



- Use or divulge to any person or organisation any confidential information relating to the business of LAT.

Should your employment be terminated following disciplinary action it is likely you will receive payment in lieu of notice. However, as there are numerous reasons as to why someone is dismissed, payment in lieu of notice will be reviewed on an individual basis taking into consideration the reasons behind the dismissal.

Should you be dismissed for reasons of gross misconduct, your employment will be terminated immediately without the benefit of notice or payment in lieu of notice.

d. Retirement

In line with current UK Government policy there is no default retirement age. This means that employees can work beyond age 65 if they wish.

As and when you do intend to retire you should ensure that you inform your line manager at least 6 months before you wish to retire to ensure all appropriate arrangements are made (e.g. sourcing a replacement, mobilising your Company pension etc.).



10. Appendix 1: Disciplinary and Grievance Procedures

LAT DISCIPLINARY PROCEDURE

SCOPE

The Company Disciplinary Procedure will be used only when necessary and as a last resort. Where possible, informal and/or formal counselling or other good management practice will be used to resolve matters prior to any disciplinary action being taken. The procedure is intended to be positive rather than punitive but takes cognisance of the fact that sanctions may have to be applied in some circumstances.

An employee can discuss any part of this policy with their Union Representative or their Line Manager. They can help clarify an employee's rights as well as give guidance and support where it may be needed. Every individual has the right to representation at any point during the disciplinary process.

SUSPENSION

Suspension is not disciplinary action. The purpose of suspension is manifold and can be used when it is necessary to remove a member of staff from the workplace pending an investigation for example, to allow time for a 'cooling down period' for both parties, for their own or others protection, to prevent them influencing or being influenced by others or to prevent possible interference with evidence. Only the Manager in charge of that individual, at that time or their superior, have the authority to suspend an individual.

An employee suspended from duty will receive written confirmation within three days of:

- The reason for the suspension
- The date and time from which the suspension will operate.
- The timescale of the ongoing investigation.
- The right of appeal to the immediate manager of the suspending manager should the suspension last more than 7 days

COUNSELLING

Counselling is an attempt to correct a situation and prevent it from getting worse without having to use the disciplinary procedure. Where improvement is required, the employee must be given clear guidelines as to:

- What is expected in terms of improving shortcomings in conduct or performance
- The time scales for improvement
- When this will be reviewed
- The employee must also be told, where appropriate, that failure to improve may result in formal disciplinary action.

A record of the counselling should be given to the employee and a copy retained in their personnel file. It is imperative that any counselling should be followed up and improvements recognised and



recorded. Once the counselling objectives have been met, any record of the counselling will be removed from the employees file.

If during counselling it becomes clear that the matter is more serious, then the discussion should be adjourned, and pursued under the formal disciplinary procedure.

PROCEDURE FOR FORMAL INVESTIGATION

Formal investigations should be carried out by the most appropriate manager who is not directly involved with the incident being investigated. This manager may involve others to assist with the investigation process. All the relevant facts should be gathered promptly as soon as is practicable after the incident. Statements should be taken from witnesses at the earliest opportunity. Any physical evidence should be preserved and/or photographed if reasonable to do so.

A report should be prepared which outlines the facts of the case. This should be submitted to the appropriate senior manager / Director who will decide whether further action is required. Where appropriate, this report may be made available to the individual and their representative..

In most circumstances where misconduct or serious misconduct is suspected, it will be appropriate to set up an investigatory hearing. This would be chaired by the appropriate Senior Manager / Director, who would be accompanied by another manager. The investigating manager would be asked to present his/her findings in the presence of the employee who has been investigated. Witnesses should be called at this stage, and the employee allowed to question these witnesses. The employee has a right of representation at this hearing.

Following the full presentation of the facts, and the opportunity afforded to the employee to state his side of the case, the hearing should be adjourned, and everyone would leave the room except the senior manager / Director hearing the case, and the other manager. They would discuss the case and decide which of the following option was appropriate:

1. Take no further action against the employee
2. Recommend counselling for the employee
3. Proceed to a disciplinary hearing

All parties should be brought back, and informed as to which option has been chosen.

Should the decision be taken to proceed to a disciplinary hearing, then this may follow on immediately from the investigatory hearing if the following criteria have been met:

- The employee has been informed by letter that the investigation may turn into a disciplinary hearing, and that he has the right of representation
- He/she has been told in advance what the nature of the complaint is, and had time to consult with a representative
- All the facts have been produced at the investigatory hearing, and the manager / Director is in a position to decide on disciplinary action.
- The manager should inform the employee and their representative that the hearing would now become a formal disciplinary hearing, and invite them to say anything further in relation to the case.

It may be appropriate at this point to adjourn proceedings, whilst necessary arrangements are made for a representative to attend the hearing at the request of the employee.



Should anyone who is subject to disciplinary action resign during the course of it, the action will cease unless there are extenuating circumstances which require its continuance. The subject of the discipline may also request that the disciplinary action continue.

WARNINGS

Examples of Minor Misconduct

Below are listed examples of misconduct which may warrant either a Verbal Warning or a First Written Warning. It is stressed however that this list is not exhaustive and that on all occasions a full and proper investigation must take place prior to the issue of a warning.

- Persistent lateness and poor time-keeping.
- Absence from work, including going absent during work, without valid reason, notification or authorisation.
- Smoking within unauthorised areas.
- Failure to work in accordance with prescribed procedures.
- Incompetence.
- Unreasonable standards of dress or personal hygiene.
- Failure to observe Company regulations and procedures.

Verbal Warning

A Verbal Warning is appropriate when it is necessary for the manager in charge to take action against an employee for any minor failing or minor misconduct.

First Written Warning

A First Written Warning is appropriate when:

- A verbal warning has not been heeded and the misconduct is either repeated or performance has not improved as previously agreed.
- An offence is of a more serious nature for which a written warning is more appropriate.
- The recurrence or accumulation of an offence/offences, if left, will lead to more severe disciplinary action.

Examples of Gross – Misconduct

Listed below are examples of misconduct which may be considered to be Gross Misconduct and may warrant a Final Warning, Demotion or Dismissal. It is stressed however that this list is not exhaustive and that on all occasions a full and proper investigation must take place prior to the issuing of a Final Warning, Demotion or Dismissal.

- Theft, including unauthorised possession of Company property.
- Breaches of confidentiality, prejudicial to the interest of the Company,
- Being unfit for duty because of the misuse/consumption of drugs or alcohol.



- Refusal to carry out a management instruction which is within the individual's capabilities and which would be seen to be in the interests of the Company.
- Breach of confidentiality / security procedures.
- Bribing or attempting to bribe another individual, or personally taking or knowingly allowing another person to take a bribe;
- Physical assault, breach of the peace or verbal abuse.
- False declaration of qualifications or professional registration.
- Failure to observe Company rules, regulations or procedures.
- Wilful damage of property at work.
- Incompetence or failure to apply sound professional judgement.

Final Written Warning

A Final Written Warning is appropriate when:

- An employee's offence is of a serious nature falling just short of one justifying dismissal.
- An employee persists in the misconduct which previously warranted a lesser warning.

Downgrading or Transfer to another Post

This action is appropriate when:

- Previous attempts, via the disciplinary procedure, to rectify a problem have failed and this is a final attempt to solve a problem without having to dismiss an employee.
- An employee is considered by the Manager of the department to be incompetent or otherwise unfit to fulfil the duties for which he is employed but where dismissal is not thought to be appropriate.

Dismissal

Dismissal is appropriate when:

- An employee's behaviour is considered to be Gross Misconduct.
- An employee's misconduct has persisted, exhausting all other lines of disciplinary procedure.

Time Scales for the expiry of Warnings

Warnings issued to employees shall be deemed to have expired after the following periods of time.

- Verbal Warnings: 6 months
- First Written Warnings: 12 months
- Final Written Warnings: 18 months (or as agreed and recorded at the hearing)

These time scales remain provided that during that period, no further warnings have been issued in respect of the employee's conduct.



LETTER OF WARNING

All Warnings must contain the following information:

- The letter must be issued within 7 days of the date of the disciplinary hearing.
- The nature of the offence and where appropriate, that if further misconduct occurs, more severe disciplinary action will be taken.
- The period of time given to the employee for improvement.
- The employee's right to appeal to the manager directly above that of the one issuing the warning.
- A copy of the warning and any supporting documentation must be attached to the individuals personnel file.
- The employee must also receive a copy of the warning which in the case of any written warning will be sent to their home address by recorded delivery if not handed to them in person.
- In the case of a final written warning, reference must be made to the fact that any further misconduct will lead to dismissal, and that the employee has the right of appeal, and to who they can make that appeal.

The letter confirming dismissal will contain the following information:

- The reason for dismissal and any administrative matter arising from the termination of their employment.
- The employees right of appeal and to whom they should make that appeal

APPEALS

Every employee has the right to appeal against the outcome of a disciplinary hearing. The basis of an appeal should normally relate to one of the following grounds:

- The Company's Procedure had not been followed correctly.
- The resulting disciplinary action was inappropriate.
- Disciplinary action was not warranted.
- New information regarding the disciplinary action, has arisen

An appeal should be put in writing to the Personnel Department / Chief Executive. The letter of appeal may be constructed by the employee or their representative. The letter should contain the grounds for appeal and should be lodged within 10 days of receipt of the warning / dismissal letter.

An appeal will be arranged within 20 working days of receipt of the appeal letter.

Appeals against Verbal and First Warnings

In the case of verbal and first warnings, the appeal will be heard by the manager next in line to the one who issued the warning.



Appeals against Downgrading, Final Warnings and Dismissal

The hearing and determining of appeals against final warnings and dismissal will be heard by the appropriate Director or Chief Executive. They may also involve another senior manager / Director not previously involved with the case.

When dealing with an appeal against a Final Warning or Dismissal written statements of case may be submitted no later than 2 days prior to the date of Appeal Hearing. No additional written evidence will be admitted by the Appeal Committee on the date of the Hearing.

Witnesses may be required by either party at an appeal hearing, dependent upon the circumstances and nature of the case. However, there is no specific obligation on either party to produce a witness. Either party must give 5 days prior notice that they intend to call specific persons involved or associated with the case under consideration.

It is the responsibility of the management representative and for the appellant to each arrange for the availability and attendance of any witness they wish to call.

LAT GRIEVANCE PROCEDURE

LAT aims to resolve workplace issues as far as possible through amicable and open dialogue. The grievance procedure is intended as the tool by which a member of staff may formally raise a grievance, regarding any condition of their employment or situation occurring as part of their employment, and have it heard by the management of the Company. The aggrieved employee has the right to representation by a Trade Union Representative, a professional organisation, a staff association or a colleague/friend.

In the event of a member of staff wishing to raise a grievance, it is preferable for the grievance to be satisfactorily resolved as close to the individual and their line manager as possible. It is understood however that this is not always possible and that a formal procedure is required to ensure the swift and fair resolution of matters which aggrieve the hospital's employees.

Time scales have been fixed to ensure that grievances are dealt with quickly, however these may be extended if it is agreed upon by both parties.

This procedure is not intended to deal with:

1. Dismissal or disciplinary matters which are dealt with in a separate procedure.
2. Disputes, which are of a collective nature and which are dealt with in a separate procedure.

Stage 1

An employee who has a formal grievance, should raise the matter with his manager immediately in writing. If the matter itself concerns the employee's immediate manager, then the grievance should be taken to their superior.

If the manager is unable to resolve the matter at that time then a formal written grievance form should be submitted (see appendix 1). The manager should then respond within **2 working days** (i.e. the manager's normal working days) to the grievance unless an extended period of time is agreed upon by both parties. The response will give a full written explanation of the manager's decision and who to appeal to if the complainant is still aggrieved.



Stage 2

In most instances the Company would expect the managers' decision to be final and for the matter to come to a close. However, in some circumstances the employee may remain aggrieved and can appeal against the decision of the manager concerned.

The appeal, to the manager next in line, must be made within ten working days of the original response to the employee's grievance. The appeal must be in writing (see appendix 2) and contain the original formal Grievance form. This manager will attempt to resolve the grievance. A formal response and full explanation will be given in writing, as will the name of the person to whom they can appeal if still aggrieved, **within 7 days**.

Where the 'next in line' manager at this stage is the Director with responsibility for the employee's function, then the grievance should immediately progress to stage 3.

Stage 3 Final Appeal

If the employee remains aggrieved there will be a final level of appeal to the Director responsible for the employee's function. This appeal must be made in writing (see appendix 3), enclosing a copy of the original Formal Grievance form, to the director within ten working days of receipt of the Stage 2 response. This Director will arrange and hear the appeal with another management representative and respond formally with a full explanation **within 20 working days**.

Where a grievance is raised against a Director then the grievance will be heard by the Chief Executive.

There is no further right of appeal. Where however **both** parties agree that there would be some merit in referring the matter to a third party for advice, conciliation or arbitration, arrangements will then be made to find a mutually acceptable third party.



11.Appendix 2 - Contacts

Name	Designation	Telephone	Email



12. Appendix 3 - Confirmation of Receipt of Handbook Form

Name:	
Designation:	
Place of Work:	
Line Manager:	

I confirm I have received a copy of the LAT Staff Handbook and that I have read this and understood the contents.

I also confirm that I have sought clarification from my line manager on any issues outlined in the Handbook which I am not clear about.

Signed: _____

Date: _____

Please return this form duly completed and signed to your line manager.



Content owner is responsible for ensuring the regular review and update of the document to reflect changes in both internal governance and external regulations.

Version Control Table

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London Academy
of Trading

London Academy of Trading Student Handbook



CONTENTS

<u>LONDON ACADEMY OF TRADING (LAT)</u>	<u>5</u>
WELCOME	5
MISSION STATEMENT	5
OUR CAMPUS	6
<u>STUDENT COMMUNICATION</u>	<u>7</u>
STUDENT ADMINISTRATION	7
LETTER REQUESTS	7
REASONABLE ADJUSTMENTS	7
FEEDBACK FORMS	7
STUDENT AND TUTOR COMMUNICATION	8
<u>THE STUDENT CODE OF CONDUCT</u>	<u>9</u>
TEACHING AND LEARNING	9
UK LAWS	9
STUDENT LIFE	9
<u>ATTENDING YOUR CLASSES</u>	<u>10</u>
INDUCTION	10
CLASSES	10
TIMETABLES	10
ATTENDANCE	10
CHANGING OR DEFERRING YOUR COURSE	11
<u>FACILITIES</u>	<u>12</u>
ONLINE LEARNING RESOURCES	12
THE LIBRARY	12
RECOMMENDED READING	12
OTHER LIBRARIES IN LONDON 12	
GOOGLE SCHOLAR 12	
COMPUTING	14
PRINTING AND COPYING	14
<u>ASSIGNMENTS</u>	<u>15</u>



GRADING CRITERIA	15
RE-GRADING	17
RE-SITS	17
HOW TO SUBMIT YOUR ASSIGNMENTS	17
ASSIGNMENT COVER SHEETS	17
REFERENCING YOUR ASSIGNMENT	17
HOW TO REFERENCE USING THE HARVARD REFERENCING SYSTEM	17
EXTENSIONS	19
CERTIFICATES, AWARD AND TRANSCRIPTS	19
<u>STUDENT ENGAGEMENT AND SUPPORT SERVICES</u>	<u>21</u>
STUDENT CHARTER	21
COMPLAINTS PROCEDURE	21
LAT'S THREE-STAGE COMPLAINTS PROCEDURE	21
STAGE 1 – RESOLVING AN ISSUE INFORMALLY	22
STAGE 2 – MAKING A FORMAL COMPLAINT	22
STAGE 3 – REVIEW	22
COMPLAINT TO THE BRITISH ACCREDITATION COUNCIL (BAC)	22
THE STUDENT COUNSELLING SERVICE (DCS)	22
CAREER SERVICES	23
<u>OUR POLICIES</u>	<u>24</u>
ACADEMIC APPEALS POLICY	24
ACADEMIC MISCONDUCT AND MALPRACTICE POLICY	24
STUDENT DISCIPLINARY POLICY (NON-ACADEMIC)	24
DATA RETENTION POLICY	24
EQUAL OPPORTUNITY POLICY	24
HARASSMENT AND BULLYING POLICY	25
SAFEGUARDING POLICY	26
THE PREVENT DUTY	26
<u>HEALTH AND SAFETY</u>	<u>26</u>
FIRE ALARM	27
SITE WEEKLY ALARM TESTS	28
DISCOVERY OF A FIRE	28
EVACUATION OF DISABLED OR VULNERABLE PERSONS	28
IF UNABLE TO EVACUATE	29
EMERGENCY SERVICES	29
<u>GENERAL ADVICE FOR STUDENTS</u>	<u>30</u>



TRANSPORT IN LONDON	30
THE LONDON UNDERGROUND (THE TUBE).....	30
NETWORK RAIL TRAINS 30	
BUSES 30	
TAXIS 30	
OYSTER CARDS 30	
TRAFFIC REGULATIONS	30
MAKING THE MOST OF LONDON.....	30
MANAGING YOUR MONEY	31
LIVING COSTS 31	
OPENING A BANK ACCOUNT 31	
COUNCIL TAX	31
TELEVISION (TV) LICENCE	32
INSURANCE	32
POSSESSIONS	32
SAFETY OUTSIDE	32
POLICE.....	32
HEALTHCARE	33
WORKING IN THE UK	33
NATIONAL INSURANCE NUMBER	33
STUDENTS' PROPERTY.....	33
ACADEMY'S LIABILITY	33
 <u>MEET THE TEAM.....</u>	 <u>34</u>
 <u>CONTACT US</u>	 <u>34</u>
 <u>EMERGENCY CONTACTS</u>	 <u>34</u>
 <u>GENERAL CONTACT INFORMATION.....</u>	 <u>34</u>
 INTERNAL CONTACTS	34
QUALITY ASSURANCE BENCHMARKING	35
THIS HANDBOOK MAPS TO THE FOLLOWING EXTERNAL QUALITY ASSURANCE FRAMEWORKS	35



London Academy of Trading (LAT)

Welcome

Welcome to the London Academy of Trading. We are delighted that you have chosen our institution to pursue your studies. This handbook has been prepared to provide an easy reference guide to familiarise yourself with the LAT's facilities, services and regulations, as well as providing helpful information about being a student in the UK. The handbook aims to provide answers to some of the questions you may have during your studies with us, but if you cannot find the answer here, it also provides advice as to where you can get information or assistance, and who to ask.

Please note that all information provided in this handbook is correct at the time of publication. However, changes to regulations, procedures and other information may occur during your period of study with LAT. If in doubt, contact a member of your administration team who will be happy to help you with any enquiries you may have.

This handbook has been designed to be as useful and informative as possible. However, we are continuously seeking to improve our services. If you have any suggestions or comments we would like to hear from you. Please send any feedback you have to LAT Team at tutors@lat.london

Mission Statement

Our mission is to be the market leader in the provision of cutting-edge training in international financial trading and to provide qualifications that are recognised and welcomed by the world's leading financial organisations.

LAT is a dual-accredited provider of financial trading education. Since 2012 our Level 5 Diploma in Applied Financial Trading has been accredited by the Association of Business Executives (ABE, regulated by Ofqual) and in September 2017 we were awarded British Accreditation Council (BAC) accreditation, enabling international students to study at LAT in London on UK Visitor Visas. Our short courses are also certified by CPD (Continuous Professional Development).

Our courses are designed to help individuals improve their understanding of financial markets trading with a view to career development or to supplement existing income through trading.

Our philosophy is simple... if you are prepared to commit time and money to study with us, then we will do everything in our power to help you achieve your personal goals.

Trading is a multi-layered skill, requiring a deep understanding of the relationship between fundamental analysis, technical analysis, trading psychology and risk management, so all students have direct access to our team of trading mentors **ten hours every day** for advice and guidance, helping you develop robust and structured trading strategies combining theoretical knowledge and practical skills.

We are also extremely flexible in terms of your study timetable, allowing you to study around other commitments, either on our London trading floor, 100% online, or through our Blended option combining online study with days on campus. Our course durations range from two days to our accredited 12-week Level 5 Diploma in Applied Financial Trading, and our teaching faculty is comprised of experienced traders

and analysts from major financial institutions including HSBC, Merrill Lynch, Credit Suisse and Bloomberg, as well as our mentoring team, all of whom hold the level 5 Diploma in Applied Financial Trading. Our other corporate partnerships also enable us to provide the trading technology and real-time news and data to support the learning process.

The best (and perhaps only) way to build this understanding is through the practical application of trading techniques in real-time markets. At LAT we place great importance on providing all students with the opportunity to experience a realistic trading environment. Alongside detailed academic learning, you will be provided with full-time access to a dual-screen trading desk for each day you are on campus to test your trading strategies under the watchful eyes of our team of trading mentors. Through this practice you can review your performance and understand any mistakes, gaining more confidence in your trading process.

Our Campus

Our Campus is situated in the centre of London, enjoying extensive transport links to the rest of London, enabling students to benefit from networking opportunities whilst enjoying a vibrant cultural and social experience. For full details of how to find us, go to <https://www.lat.london/contact-us/>



STUDENT COMMUNICATION

Student Administration

Prior to your course start date, the LAT Administration team (admin@lat.london) is your first point of contact, and most of your initial enquires and requests should be directed to them.

Once your course begins, your main contact will be with the Academic team of tutors and mentors for support and advice to ensure the smooth running of your course. You can contact them at any time at tutors@lat.london

You will be introduced to the LAT team at your induction and you will be provided with course information, timetables, on-line resources as well as other advice and guidance. If you have a problem of any kind with your programme you should approach the LAT Academic team, who will be happy to assist you or refer your enquiry to the appropriate person.

You are responsible for checking regularly (at least daily) if any official communication has been sent to your email address. Please do not ignore emails sent by us as it will be assumed that they will have been received by you within 48 hours (excluding Saturdays and Sundays).

The LAT team can help you with the following:

Letter Requests

If you need to request a letter, for instance to confirm your place on a course, you can do so by contacting the LAT Administrator at admin@lat.london or Paddy Osborn, Academic Dean paddy.osborn@lat.london. Letter requests will be processed as quickly as possible.

Reasonable Adjustments

LAT and its accrediting partners are committed to ensuring that all students can engage with their programmes under fair and equitable conditions. If you feel that you are placed at a disadvantage in your studies owing to circumstances over which you have no control, then speak to your administration or tutors about the options available to you.

Reasonable adjustments are modifications to your programme of study that apply throughout all or most of the programme. These can generally be arranged for any justifiable reason, including but not limited to:

- Long term health or family health issues
- Lasting injury
- Religious or cultural considerations
- Parental responsibilities
- Work commitments
- Overseas trips

The Administration team and/or tutors will be able to advise you what steps you need to take.

Student and Tutor Communication

It is the policy of LAT to ensure that tutors have access to student contact information, which students accept by agreeing to the Terms and Conditions of the academy.

LAT encourages the interaction between tutor and students, and understands that this engagement may also exist outside the confines of the classroom in relation to the distribution of information and other course-related matters. By agreeing to share their contact details, students give their permission for their course tutor to contact them about course related matters only.



**London Academy
of Trading**

In the event that tutors use these details to contact students for any reason that you consider inappropriate in any way, please inform us immediately at complaints@lat.london



The Student Code of Conduct

Teaching and Learning

As a student of LAT, you are expected to:

- Be responsible in assisting in creating a supportive learning environment
- Be punctual, attend all scheduled classes as stipulated in your timetable
- Not use mobile phones in classrooms
- Not eat in classrooms
- Not be disruptive. Rude and/or abusive behaviour towards fellow students/staff will not be tolerated.
- Not plagiarise. All work produced and submitted for all assignments and exams must be your own work. Please see details on plagiarism in the Student Handbook. Plagiarism and/or cheating may lead to disciplinary action by the Academy and/or Awarding Body/Examinations Board. **Information on how to avoid plagiarism is available in the Assignments section of this handbook**
- Use LAT virtual spaces for Academic purposes. Students should not use LAT virtual spaces to:
 - Upload/download pictures, words or any material or information that is inflammatory, illegal, obscene or untrue
 - Stream, download/upload unsavoury content
 - Upload/download material or software that can harm other computers or how the site functions

UK Laws

As a student of LAT you are required to adhere to and abide by all UK laws regardless of your nationality and/or personal or religious beliefs. As such you are expected to:

- Comply with the terms of your visa, where applicable
- Not engage in conduct which constitutes a criminal offence. This includes:
 - Theft, fraud or deception
 - Sexual misconduct
 - Any form of assault
 - Any form of hate crime
 - Dealings with illegal drugs
- Not carry/use offensive or threatening weapons on LAT premises or neighbouring communities. NB: Any weapons found will be confiscated and the carrier of the weapon will be reported to the police.
- LAT reserves the right to report any student engaging in the aforementioned activities to the police

Student Life

Studying is not the only aspect of a sustainable and enjoyable student life at LAT. We hope all students enjoy and maximise their student experience while remembering they are ambassadors of LAT. In this regard students are expected to:

- Dispose of litter responsibly by waste bins located in/around the Academy and community
- Adhere to all non-smoking and designated smoking areas



- Not consume alcohol on LAT premises
- Not damage or vandalise LAT property or property in neighbouring communities. NB: Students must not tamper with fire-safety equipment. Fire equipment includes, inter alia, heat detectors, re-assigned routes of access and fire extinguishers. Please observe all fire alarms and related procedures.
- Be familiar with Health and Safety regulations
- Never gamble on LAT premises
- Not engage in any form of bullying or harassment
- Not engage in any action/behaviour that brings LAT into disrepute. This includes breaking UK law and the use of virtual actions to aid in inappropriate behaviour.
- Respect members of LAT Security staff
- Have respect and consideration for everyone at LAT regardless of race, age, gender, sexual preference/orientation, creed, religious belief or disability.

ATTENDING YOUR CLASSES

Induction

For all on-campus and blended students, you are encouraged to complete our Day 1 student induction on campus if possible. The time and date will be sent to you in your Welcome email shortly after confirmation of your registration. If you are unable to attend this on-campus session, then you may complete your induction online. We broadcast a series of induction webinar on Day 1 at 7.30am, 12.00pm and 4.15pm, all of which are recorded and sent to all students. If you need a personal online chat or phone call for your induction, then please don't hesitate to ask LAT academic team.

Classes

LAT classes are located on the 2nd floor of University of Law Bloomsbury Campus. In certain circumstances your class may be located somewhere else, in which case a member of LAT academic staff will inform you in good time.

Timetables

You will be provided with a weekly timetable of lectures at the beginning of your course. You can also source the timetables from the academic team at any time.

Attendance

Overseas students attending the course on UK Visitor Visas will be studying full-time on campus, or via a blended programme of online and on campus study. All overseas students are required to attend the LAT campus in accordance with their visas, and you must inform us immediately if you cannot attend on any particular day.

Regarding overall student attendance monitoring, since we have a combination of on-campus, blended and online students, we monitor and record the on-campus student attendance every day without the requirement for student signatures.



Changing or deferring your course

We understand that many students have other commitments and so we aim to provide as much flexibility as possible to enable all students to extract the maximum benefit from the course.

If you need to change or defer your course due to extenuating circumstances please let us know as soon as possible by email and your new course schedule will be arranged by the academic tutors. There will generally be no extra charges applied for changes or deferments.

Please note that international students are responsible for providing the relevant documentation to defer or change their course to a future intake.



Facilities

Online Learning Resources

All Level 5 Diploma and Trading Skills students will be given access to the following applications:

- LAT online learning portal via Canvas. An invitation will be sent to you directly from Canvas at the start of your course, which you need to accept to enable your access.
- Online real-time trading platform access will be provided from our broker. Instructions will be provided in an email from the LAT Administrators at the start of your course.
- Access to the daily LAT webinars. Login details will be sent to you by the academic team at the start of your course. Please note that these login details are changed on a monthly basis, so new details will be sent out at the start of each new month.

The Library

Students have access to a small collection of trading-related books on the LAT trading floor, but also have access to libraries located at the Sceptre Court Building and in 9 & 30 Holborn. Opening Hours: Monday to Friday

09:00 to 18:00

Saturday & Sunday Closed

The libraries have a wide-ranging and specialised selection of printed items, consisting of core and recommended course-related textbooks.

If at any point during your course you need support with a library issue please approach a member of the LAT Team for more help.

Recommended Reading

You will be provided with a list of recommended reading at the start of your course, as well as a list of useful links to online resources.

Other Libraries in London

London has some of the best public libraries in the world. As a student in London you have the privilege to access some of these great institutions. For more information please contact the LAT Team.

Google Scholar

Google Scholar is an excellent place to find resources and materials such as peer-reviewed papers, abstracts, books and theses. You can access it at <https://scholar.google.co.uk/>

Google Scholar works much the same as a normal search engine, to get the best out of it you need to be specific as possible with your search term. It will list the most cited academic articles, and users can search for titles as well as content.



☐ Articles ☒ include patents ☐ Case law

Stand on the shoulders of giants

To do an advanced search click on the drop-down arrow at the right end of the search box. This will open a new box in which you can make selections which will make your search more directed. You are able to narrow the time frame of publication, search for words that are included or excluded. The more information you put in, the tighter the search parameters will be, and you will get fewer results. The more general the term used, the wider the search results will be, and more results will come back which may not be relevant.

Find articles

with all of the words

with the exact phrase

with at least one of the words

without the words

where my words occur

☒ anywhere in the article

☐ in the title of the article

Return articles authored by

e.g., "PJ Hayes" or McCarthy

Return articles published in

e.g., J Biol Chem or Nature

Return articles dated between

—

e.g., 1996

When you are happy with your search parameters click on the blue magnifying glass icon to get a list of articles and sources to appear.

Rarely is there a single correct answer to any question, and Google Scholar allows you to explore around the topics. Once you have found a relevant article you can select the 'Cited by' or 'related article' links underneath.



[book] Women and Industrialization: Gender at Work in Nineteenth-Century England

J Lown - 1990 - JSTOR

... Women and Industrialization: Gender at Work in Nineteenth- Century England Judy Lown Polity Press: Cambridge ... and girls did the pre- paratory and lower-status work of **throwing** and winding ... In the Holstead **silk** factory, women formed the majority of the workforce (901 women ...

[Cited by 97](#) [Related articles](#) [Cite](#) [Save](#)

☐ Create alert



'Cited by' will take you to other sources that have referenced this one, while 'related articles' will take you to a list of sources that are on a related topic. This is a good way to find wider reading around your subject.

Computing

Computers are provided on the LAT Trading Floor. When on campus, you will have dedicated access to your own dual screen trading desk PC with all required software installed.

You may also bring your laptop into LAT for any days on campus. Wi-Fi is available throughout the LAT trading floor and teaching rooms.

Network name: LSBFstudents

Password: 1234567891

Printing and Copying

If you need printing or copying facilities please talk to a member of the LAT Team.

Assignments

You will be notified of the Diploma assessment schedule during your induction, and deadlines dates for each of your assignments will be communicated in good time by the academic tutors as you progress through your course. All assignments are to be submitted to the academic team or uploaded to the appropriate online storage resource (full instructions will be provided).

There is a schedule of assignments for the Level 5 Diploma course, but we can be flexible in order to ensure that any students with other external commitments are able to complete their assignments to the best of their ability. If you realise that you won't be able to meet a certain assignment deadline, please inform the academic team as soon as possible by email and a new deadline date will be assigned to you.

Level 5 Diploma Week-by-Week Schedule

1 2 3 4 5 6 7 8 9 10 11 12

Lectures (online / on-campus)		Revision Week			
	Unit 1 Assignment (30%)	Unit 2 Assignment (30%)	Unit 3 Assignment (40%)		
			Trade Plan Development	Assessed Trading Period	Trading Performance Report
Assignment Content					
Unit 1 - Market structure (FX, equities, futures, etc.), macroeconomic, fundamental and political data, types of risk					
Unit 2 - Trading psychology, chart analysis, technical indicators					
Unit 3 - Practical trading, trade reporting and performance analysis					

We manage each student's assignment deadlines on an on-going basis, your marks will not be capped when submitting on a later deadline, and no extra administration fees will be levied.

Grading Criteria

Criteria	80–100% Distinction	65-79% Merit	50-64% Pass	0 -49% Fail
Generic skills: communication and presentation	Comprehensive and correctly structured assessment. Style of writing is very fluent and develops a coherent and logical argument. Excellent referencing.	Well-structured report which follows appropriate format but some aspects of layout and referencing could be improved. Style of writing is fairly	Good report in most aspects but suffers from variations in quality and the layout contains some inadequacies. Style of writing is satisfactory.	Very poor report which is incorrectly structured and contains major errors and omissions. Style of writing lacks coherence and



Criteria	80–100% Distinction	65-79% Merit	50-64% Pass	0 -49% Fail
		fluent. Good referencing.	Referencing needs improving.	fluency. Poor referencing.
Knowledge & Understanding	Demonstrates excellent knowledge of theory and provides critical theoretical underpinning. Very good interpretations and summarising of main themes.	Wide range of knowledge demonstrated and evidence of good understanding of the topic. Ability to interpret and summarise succinctly.	Good range of knowledge demonstrated but weaknesses in key areas. Some understanding displayed of the topic. Summary and interpretation are satisfactory.	Very poor range of knowledge demonstrated and there are major weaknesses evident in interpretation and understanding. No clear interpretation of main themes.
Analysis	Excellent use of theoretical and conceptual models to guide analysis linked with a critical discussion of main themes. Deconstructs the major themes used in the argument.	Very good use of the theoretical and conceptual models with good critical discussion and application. Good evidence of deconstruction.	Use of theory and concepts limited but relevant. Application could be improved and there is a tendency towards description. Must provide more evidence of deconstruction.	Very poor use of theory and very little application of concepts. Very little description with not much evidence of analysis.
Synthesis/ Creativity/ Application	Logical presentation of themes with appropriate examples being demonstrated. Very good demonstration of synthesis. Models have been clearly applied to the argument.	Very good account of main themes with sound application. Good attempt at applying models to the argument. .Fairly good attempt at synthesising the salient points.	Good account of main themes with some attempt at application. Limited evidence of synthesis.	Very poor account of main themes with little or no application. No links between models and argument.
Evaluation	Shows clear evidence of in-depth critical reflection and evaluation of the argument by providing a robust defence of the opinions presented in the assessment.	Shows evidence of critical reflection and evaluation and a fairly cohesive defence of the argument	Shows some evidence of critical reflection but could have been developed.	Shows little or no evidence of critical reflection and needs to be much more developed. There is no defence of the opinions presented.



Re-Grading

If you feel you have received an unfair grade in any of your work, you may appeal in writing to the Programme Manager or Academic Dean within five working days of the publication of the grade. A second grading may be granted if the Assessment Board considers your request to be justified.

In the event of a second grading, it is the second grade which will be taken into consideration even if this grade is inferior to the first one. For further information, please contact the LAT team at tutors@lat.london

You can also find more information on appeals in the Academic Appeals Policy document.

Re-sits

If you wish to re-sit one or more Unit assignments (in order to pass a previously failed Unit, or to improve your grade in the case of a previously passed Unit), then you will be required to re-register with our accreditors, and the following charges will apply:

- **Re-registration Fee: £50**
- **Unit 1 Assignment: £85**
- **Unit 2 Assignment: £85**
- **Unit 3 Assignment: £195**

The timing of any re-sits will be agreed between yourself and the academic tutors, bearing in mind that a Unit 3 re-sit may involve a repeat of your 4-week assessed trading period.

How to submit your Assignments

Full details of how to submit your assignments will be provided by the Academic Team for each assignment. For any questions, please email tutors@lat.london.

Please note that it is your responsibility to retain copies of ALL your assessment work (except your examination script) in case of any unforeseen issues with Dropbox.

Assignment Cover Sheets

You will be provided with a Cover Sheet for each of your Coursework Assignments. You are required to complete the top section of each Cover Sheet and submit it with your work, either by merging it with your script or uploading it as a separate document with each of your assignments.

Please be aware that assignments submitted without the cover sheet will not be accepted, and additional assignment cover sheets are available on request from the academic tutors.

Referencing your Assignment

We take plagiarism very seriously to uphold our standards as an educational provider. If you plagiarise, collude or cheat on your assignments, disciplinary procedures will be taken against you. All students need to reference their assignments using the Harvard Referencing System unless stated otherwise by your tutors.

If you require any further information, please see the Assessment Policy document, or contact one of the academic tutors.

How to reference using the Harvard referencing system

Following are examples of how you should lay out your referencing.

BIBLIOGRAPHY:

Books:

Zetlin, Irving, M (1990) *Ideology and the development of sociological theory*, New Jersey: Prentice-Hall.

McCarthy, P. and Hatcher, C. (1996) *Speaking persuasively: Making the most of your presentations*, Sydney: Allen and Unwin.

Books with an editor:

Bammer, Angelika (ed.) (1994) *Displacements: Cultural identities in question*, Bloomington and Indianapolis: Indiana University Press.

Journal article:

Bottomore, T B and Rubel, M (1964) *Karl Marx: Selected writings in sociology and social philosophy*, McGraw Hill, pp.78–81.

Online Journal articles:

Hein Van Kempen, P (2013) Four concepts of Security: A human rights perspective, *Human Rights Law Review* [electronic] vol. 13, no.1, pp. 1–23, Available at: <https://onsearch.library.utoronto.ca/> [Accessed 8 December 2015]

Bigelow, M M (1905) Definition of law, *Columbia Law Review* [electronic] vol. 5 no. 1, pp. 1–19 Available at: <http://www.jstor.org.ezproxy01.rhul.ac.uk/stable/pdf/1109712.pdf> [Accessed 5 December 2015].

Websites:

Cbc.ca (2013) *Social issues* [online] Available at: <http://www.cbc.ca/strombo/news/10-things-you-might-not-know-about-poverty-in-canada> [Accessed 28 March 2016].

United Nations (2016) Division for Social Policy and Development: Indigenous Peoples [online] Available at: <https://www.un.org/development/desa/indigenouspeoples/> [Accessed 7 November 2015].

IN-TEXT REFERENCING:

Young people today face a more complicated struggle between structure and agency (Heinz, 2009).

Or

Heinz (2009) suggests that young people today face a more complicated struggle between structure and agency.

Direct quotes:

“Might gain permanent title by first discovery and effective occupation” (Frost, 1981:515).

Direct quotes from websites:

“The rights and freedoms set out in it subject only to such reasonable limits prescribed by law as can be demonstrated justified in a free and democratic society” (Canada.ca, 2016).

REFERENCING LECTURES:

Goode, B (Sept. 20, 2015) “Introduction to Project Management” Postgraduate certificate in Management, LAT



**If you need further assistance on how to reference, please contact your academic tutor. Alternatively, you can visit <https://www.mendeley.com/>. Mendeley is a free and academically recommended software that helps researchers around the world to reference their sources accurately.*

Extensions

We understand that there may be circumstances that require you to request extra time to complete your assignments. If you believe that you need an extension, you must email your request to the academic tutors (tutors@lat.london) with the reason for your request (illness, work commitments, personal difficulty, family bereavement, etc.). **All extension requests will be reviewed by the Programme Manager and/or Academic Dean and you will receive an email from the LAT team stating whether the extension has been granted or not.**

We strongly advise you to contact the LAT team as early as possible if you have any issues regarding the assignment given by your tutor as all extensions should be requested in advance of the deadline.

Please do not assume an extension has been granted just because you have submitted a request via email. If the extension is granted, you will not be penalised for submitting your assignment later than your peers as long as the date of submission has been formally agreed and confirmed.

In the event of an emergency, you must contact the academic tutors and inform them of your situation, and any such events will be dealt with accordingly.

All emergency details contact are available in the last section of this Handbook.

Certificates, Award and Transcripts

We aim for all Diploma assessments to be marked and internally verified within **four to six weeks** of the final report being handed in for marking. You will then receive your provisional Transcript via email with a full breakdown of your provisional marks and grades.

At this stage, your work will be sent to our accreditors (ABE) for External Verification (EV) for them to verify all provisional marks. Please note that this EV and certification process is only done on a quarterly basis and our accreditors are required to follow strict rules set out by Ofqual (Office of Qualifications and Examinations Regulator), so this process may take several weeks to complete.

Once ABE have completed their EV and ratification process, they will issue certificates directly to students. You will not be issued with a Diploma certificate if you fail to reach the required Pass standard in all Diploma modules, or you have any outstanding fees still owing for your course.

You will be asked to confirm your postal address to the LAT Team before your Diploma certificate is sent out, and **certificates will be sent to the address you provide (anywhere in the world) at no extra cost**. It is your responsibility to ensure the safe keep of your certificate, since reproductions will incur a one-off charge of £50 plus postage (charges may be varied by the accreditors).

For courses with no assessments, if you require a certificate of completion, please ask the academic tutors and a certificate will be issued at the end of your taught programme.

For full details of the Assessment Policy, this can be made available on request from the academic tutors or LAT Administration.



STUDENT ENGAGEMENT AND SUPPORT SERVICES

LAT is keen to improve the accessibility and transparency of information for our students. From our administrators to our faculty, we at LAT are committed to continually improve the quality of our services to students while simultaneously securing consistent academic results from our student body. It is important to note that the quality of service during your time with us is a symbiotic engagement between you, the student and members of our staff and faculty.

Student Charter

The Student Charter enshrines the basic commitments that LAT makes to students enrolled on its programmes, as well the expectations that LAT has of its students whilst they are engaged on its programmes. It takes the form of an agreement into which both parties enter to ensure that students get the most out of their programme, and that LAT are able to properly deliver it, as well as improving the overall learning experience for current and future cohorts.

- The Student Code of Conduct
- The Student Handbook
- Awarding body regulations (where applicable)
- Equal opportunities & inclusivity regulations (referenced in this handbook)
- LAT's Terms and Conditions of Service

Full policy documents can be made available on request from LAT Administration.

Complaints procedure

LAT is focused on providing a rewarding all-round educational experience. Should you be dissatisfied with any aspect of our services, we encourage you to let us know - our success depends on how much you enjoy your time with us.

LAT will respond to all formal complaints as soon as possible, but at least within 48 hours and will attempt to resolve any complaints within 10 working days. However if the issue is complicated or will take longer to resolve, we will keep you informed as the process progresses. All complaints are treated confidentially.

Please note that the complaints procedure is not intended for the following:

- Academic appeal of an assessment decision; if you wish to make an academic appeal you should contact programme administration team, as awarding body rules may apply to your programme.
- Refunds; if you are looking to apply for a refund there is a separate process which you will need to follow. Please speak to administration team or the academic tutors.
- Raising complaints about another student's misconduct; this is dealt with in our Student Disciplinary Policy. Once again your administration team or the academic tutors can assist you with any such complaint.

Whilst this complaints process does not deal directly with the above issues, you may use it to submit a complaint about the way an academic appeal, refund or misconduct allegation has been handled.

LAT's Three-Stage Complaints Procedure:

LAT has a 'Three-stage Complaints Procedure' which should always be followed when making a complaint.



Stage 1 - Resolving an issue informally

When first making a complaint, you are advised to raise the issue locally and informally with a member of LAT staff. This may be with an academic staff member such as your Tutor or Programme Manager, a member of the Administration, or the Academic Dean or CEO.

You can raise an issue by email, phone and/or by arranging a meeting to discuss the matter. In most cases a face to face discussion is the quickest and most effective way of resolving any issues.

Stage 2 - Making a formal complaint

Only if the matter cannot be resolved informally, or if you feel that informal resolution is not possible, should a Formal Complaint be made.

Formal complaints should be emailed to complaints@lat.london containing the substance of the complaint, the circumstances surrounding it and any other relevant materials or evidence you wish to include.

We will respond to any complaints within 48 hours (excluding weekends) and will endeavor to find a resolution as quickly as possible, ideally within seven days.

Stage 3 - Review

If you are unhappy with the outcome of your formal complaint, you can appeal the decision and have your case reviewed by the Complaints Committee. You should do this within 21 days of receiving the outcome of your formal complaint.

The Complaints Committee meets as and when required, and any appeal against a complaint decision will be dealt with as soon as practicably possible.

If you wish to give notice of appeal against the outcome of a formal complaint you must notify the LAT Team at complaints@lat.london

If you require any further information on the above please refer to our full Complaints Procedure and Policy document or contact a member of the Administration team who will be happy to assist you.

Complaint to the British Accreditation Council (BAC)

If you have exhausted all the stages of the LAT complaints procedure and are not satisfied with the outcome of your complaint, your next step is to refer the case to BAC. For more information on this please visit: <http://www.the-bac.org/bac-complaints-procedure/>

The Student Counselling Service (DCS)

We understand that student life can sometimes be a stressful and disconcerting experience. Moving to a new part of the world to study, working through demanding assignments, meeting new people and much more besides.

The DCS offers you the opportunity to meet with a counsellor in a safe and confidential setting to discuss and receive support around any personal or emotional issues that may be troubling you. Typical issues include stress, anxiety, loneliness, depression and bereavement, study skills and time management.

We offer up to five counselling sessions to each student following the Intake Appointment. In most cases, these sessions are sufficient to address students' concerns.

The DCS is well connected with service providers within the community. Whatever the challenge that you are facing, a counsellor will work with you to identify your needs and, when necessary, will be able to refer



you to external resources. In addition, DCS offers plenty of self-help resources and information about common problems experienced by students.

For more information or to make an appointment with our Welfare Officer, please contact the LAT academic team or the Welfare Officer directly, Ola.

Our inclusive handbook can be made available on request from the Welfare Officer.

Career Services

Throughout the students' academic journey, you will undergo a process of professional development and life-long learning to ensure classroom-based learning is blended with practical experiences.

Many of the LAT Team have had experience working at global financial institutions, and we are happy to provide advice and guidance in any way we can to help your career development. This includes:

- Providing lists of potential employers
- Providing academic references from the Academic Dean
- Providing assistance with creating your CV
- Helping with your interview preparation/technique
- One-on-one career discussions with senior LAT staff



OUR POLICIES

This Handbook provides a summary of LAT policies pertinent to all students. The full complement of LAT policies are available on request from the LAT Team. Note that our policies are continually under review and this handbook will also be updated on a continual basis to ensure all students have access to the latest version of all approved policies.

Academic Appeals Policy

Please note that this policy does not apply to non-academic complaints, or appeals against refunds, admissions, disciplinary procedures or attendance monitoring/compliance issues.

This policy and procedure is intended to provide a means by which students on courses and programmes taught by LAT can request a review of a published decision of an Assessment Decision.

LAT appeals process, will seek to ensure that:

- all appeals are handled in a manner which is fair, objective and timely in order to facilitate speedy resolution;
- no student will suffer disadvantage as a result of making an academic appeal;
- specific procedures are readily accessible to students, taking into account, equality and diversity issues and barriers to access;
- where possible and to maintain impartiality, staff dealing with any stage of escalation of an appeal will not have been involved in any of the previous stages, except in an advisory capacity where required;
- Appropriate action is taken following an appeal process, and such actions are recorded and monitored.

**The full policy can be made available on request from the LAT Team.*

Academic Misconduct Policy

All students of LAT are expected to act with integrity in relation to the production and representation of academic work. Academic integrity is central to academic life and requires that students are honest and responsible in acknowledging the contributions of others in their work.

Non-Academic Student Disciplinary Policy

All students of LAT are expected to behave in an acceptable manner, and this policy outlines the course of action to be taken for failures to maintain the required levels of discipline and behaviour while studying at LAT.

Data Protection Policy

This policy is provided by Global University Systems to cover all LAT students. If you have any questions please do not hesitate to contact the LAT Team at tutors@lat.london for further assistance.

Equality and Diversity Policy

It is the policy of LAT to recognise the valuable and enriching contribution which people with a range of backgrounds and experiences can bring to the life and development of the institution. The Academy aims, in its teaching, administration and support services to promote actively, equality and freedom from discrimination on grounds of age, disability, ethnic or national origin, faith, marital status, nationality, race, religion, sex or sexual orientation. This commitment applies equally to staff, learners, partners and all



Academy activities. This policy is provided by Global University Systems to cover all LAT students. If you have any questions please do not hesitate to contact the LAT Team at tutors@lat.london for further assistance.

Harassment and Anti-Bullying Policy

Harassment and bullying are unacceptable to LAT whether or not it is unlawful. The Academy is committed to the elimination of discrimination on the grounds of age, disability, ethnic or national origin, faith, marital status, nationality, race, religion, sex or sexual orientation. It is the right of every member of staff, student and visitor to come to work at, study or visit LAT without fear of harassment or bullying.

LAT recognises the problems associated with harassment or bullying and is committed to providing an environment in which all individuals can operate safely, confidently and competently. If a complaint is brought to the attention of LAT management, it will be taken seriously, investigated promptly and appropriate action will be taken.

Harassment is conduct that is unacceptable to a recipient. It may be directly aimed at them, felt indirectly or witnessed by them. It may be repetitive or an isolated occurrence. It is also subjective, i.e. what one person finds unreasonable, unwelcome or offensive, another person may not. Harassment could include the following:

- Physical – contact e.g. touching; assault or gestures; intimidation; aggressive behaviour
- Verbal – unwelcome remarks; suggestions; propositions; malicious gossip; insults; jokes; teasing;
- Non-verbal – offensive literature; pictures; graffiti; computer or other imagery; isolation or non-cooperation and exclusion from social activities.

Bullying can be defined as offensive, intimidating, malicious, insulting or humiliating behaviour. It can also be an abuse of power or authority which attempts to undermine an individual or group of employees or students/trainees. Bullying can occur in a number of different ways; some are obvious and others are subtle and difficult to explain.

LAT recognises that making a complaint of harassment or bullying is likely to be a distressing experience and that it may be difficult. Accordingly, the following post holders may be approached to provide support, advice and assistance to individuals who believe they are or have been harassed/bullied and who will help them look at the range of solutions on offer.

- Managing Director
- Academic Dean
- Programme Manager
- Programme Administrators
- Tutors

Individuals who have been accused of harassment or bullying also have the right to request and receive appropriate support and advice from any person listed above when an allegation has been made and is being investigated. This procedure is designed to be supportive and is separate from the disciplinary, grievance and complaints procedures, which may be used if the results of this investigation establish a case for other actions. This policy is provided by Global University Systems to cover all LAT students. If you have any questions please do not hesitate to contact the LAT Team at tutors@lat.london for further assistance.



Safeguarding Policy

LAT has statutory duty, to safeguard and promote the safety and welfare of all of our students, staff, agency staff, apprentices, consultants, visitors and volunteers. The Academy takes active steps to provide an environment in which people feel safe, secure, valued and respected; it will ensure that individuals are protected from all forms of abuse and exploitation whilst on campus and will be vigilant to signs of abuse or exploitation occurring off-campus.

To meet this commitment, LAT has in place policies and procedures to ensure that appropriate support can be provided wherever concerns for an individual's welfare are raised. This support may be given in the form of assistance from LAT's internal services, or may be sought from external agencies, such as the local authorities, safeguarding boards, support agencies or the Police.

Where LAT delivers the training portion of an apprenticeship, or takes on an apprentice, the Academy will ensure that these experiences are of genuine value to the apprentice and are not a means to free labour or any other form of exploitation. This will include structured due diligence and risk assessment of companies with whom LAT offers work-based learning opportunities, as well as embedded reporting mechanisms through which to raise concerns. Companies with whom LAT offers work-based learning opportunities will be required to acknowledge that they have read and understood the Academy's Safeguarding Policy.

This policy is provided by Global University Systems to cover all LAT students. If you have any questions please do not hesitate to contact the LAT Team at tutors@lat.london for further assistance.

The Prevent Duty

LAT recognises its responsibilities under the Counter Terrorism and Security Act to have due regard to prevent people of all ages being radicalised or drawn into terrorism. Where such concerns are raised, LAT will engage with external partners to ensure that appropriate support can be provided. This may include referral to a CHANNEL Panel chaired by a local authority, which draws on multi-agency resources to compile a support plan for individuals at risk, and monitors their progress.

LAT understand that instances of terrorism in the UK are thankfully rare, but we ask nonetheless that all students and staff to be vigilant to anything they feel may pose a safety or security risk to the Academy or the wider general public. Our staff are always available to anyone who wishes to raise any such concerns and we actively encourage you to do so if you feel there is anything that needs bringing to our attention.

If there is immediate danger then the correct procedure is always to call 999 for the emergency services.

Concerns about the safety or welfare of an individual should be reported immediately to the Designated Safeguarding Officer of the department.

If you have any questions relating to safeguarding or the Prevent Duty please feel free to contact the LAT Administration. Further information can be found in the full Safeguarding Policy, available on request.

Additional information on the CHANNEL process can be found at <http://www.ltai.info/what-is-channel/>

Health and Safety

LAT recognises its responsibilities as an employer and education provider, and has issued a statement of policy in accordance with the Act.



All staff and students of LAT must:

- Act with due care for the health and safety of themselves and all other persons on Academy premises. Failure to comply with this Act can result in legal proceedings being taken by the Health and Safety Executive.
- Observe the provisions of the Act whenever applicable to them, on matters within their control.
- Co-operate with LAT to carry out the policy.

The misuse of anything provided in the interests of health, safety and welfare is a breach of the Act and Academy regulations.

Health and safety is everybody's responsibility.

Good Safety Housekeeping

- Fire doors are designed to prevent the spread of fire and poisonous smoke, and to provide people with protected routes to safety in the event of fire. **DO NOT WEDGE FIRE DOORS OPEN**, or leave combustible materials in corridors and stairs. It is also an offence.
- All fire escape routes must be clear obstructions and remain unlocked at all times.
- Staff, students and visitors must familiarise themselves with the location of all fire exits, fire alarm buttons, fire extinguishers and the Fire Assembly Point. These will be visible on in corridors and building main reception areas.
- All LAT campuses are non-smoking buildings – smoking is not permitted anywhere on the premises or immediately outside main entrances.
- If you see and fire or health & safety hazard you must report it immediately to the nearest member of staff.

Fire Alarm

You must proceed calmly but quickly to the **NEAREST SAFE FIRE ESCAPE ROUTE** without delay (where necessary escorting visitors/contractors in your care)

Recommended Evacuation Routes

- Fire Wardens, staff & students should evacuate as quickly as possible via the closest staircase
- Follow all instructions given by Fire Wardens
- Go directly to the Assembly Point and await further instructions

If in doubt, follow the signs green 'running man' signs. Fire marshals will be on hand wearing hi-visibility vests to guide you to the nearest safe exit.

You MUST follow all instructions given to you by the fire marshal.



- **DO NOT** run
- **DO NOT** wait to be told to evacuate
- **DO NOT** use lifts during building evacuation – always use the stairs
- **DO NOT** stop to collect personal belongings
- **DO NOT** obstruct the escape route – You must keep moving



- **DO** close doors and windows behind you if time permits and this does not impede others from evacuating
- **DO** notify the fire marshal of any persons who cannot be evacuated and where they are

Once clear of the building all evacuees must proceed as directed by the Fire Marshal, to the designated assembly point (currently Royal Mint Court). Do not stand in the road.

You MUST NOT return to the building once evacuated, even if the alarm has stopped.

Site weekly alarm tests

The fire alarms will be tested on a regular basis and will last approximately 5 seconds. Notice of fire alarm tests will be posted in the ground floor reception area, and LAT staff will be able to confirm whether any sounding alarm is a test or is a genuine emergency.

Discovery of a Fire

- **RAISE THE ALARM** - Shout **"FIRE, FIRE, FIRE!"** and operate the nearest fire alarm button to warn everyone in the building.
- Alarm buttons are located on all floors in stairwells and circulation areas. Red signs will indicate the nearest button. Activate these by breaking the glass on the front of the button.

IF YOU SUSPECT A FIRE, SOUND THE ALARM. DO NOT SEARCH FOR THE SOURCE OF THE FIRE:

- Only the Fire Brigade should do that - particularly where this involves opening doors when a fire is suspected to be behind them. If there is smoke in the corridor etc. then you have already found the fire and it is already time to raise the alarm.

CALL THE FIRE BRIGADE - DO NOT DELAY. Call from a place of safety:

Dial 999



ATTEMPT TO FIGHT THE FIRE ONLY IF SAFE TO DO SO - Prompt use of a fire extinguisher can prevent a major incident. If you encounter a fire then only use the extinguisher if it is safe to do so, and you know how to use them. Leave as soon as the extinguisher has emptied or if the fire is growing!

Evacuation of Disabled or Vulnerable Persons

Students, staff members or regular visitors to the site with a mobility and/or sensory impairment will be issued with a **Personal Emergency Evacuation Plan (PEEP)** and where appropriate assigned a buddy or assistant to help them evacuate the building.

All contact information and any special instructions will be given on the PEEP. Students with a PEEP will have their timetable and classroom plan attached.

- Persons with **hearing impairments** will be notified of the building alarm by colleagues or assigned buddies.
- Persons with **visual impairments** will be offered a guiding arm to the nearest safe fire escape by colleagues, buddies or fire marshals.
- Persons with **mobility impairments** will have evacuation plans specific to the nature of their disability detailed on their PEEP. Buddies or fire marshals will evacuate them and any special equipment they require (if safe to do so).



Buddies or fire marshals will remain with the person until they have safely reached the assembly point – helping them to negotiate any external hazards such as road traffic or obstacles.

If Unable To Evacuate

The fire brigade accepts that it is not always possible or even safe to evacuate a disabled person. This may be due to the risk to the individual or to the person(s) evacuating them. Nevertheless the academy must ensure that it considers all reasonable adjustments, equipment, aids and assistance to evacuate the individual in the first instance.

If all technical and safe means of evacuation have been fully exhausted and there is clearly no safe means of evacuation for the individual then the fire marshal can, as the absolute last resort, request that the individual remains in a protected route/safe refuge until the Fire Brigade arrives. The designated Refuge Area in 30 Holborn is located on the main staircase. Refuge areas are fireproof for at least 1 hour.

Emergency Services

If you require the police, ambulance or fire services you should call 999 and request the service you need. Calls are also accepted on the European Union emergency number, 112, and from mobile phones.

**The full Health and Safety Handbook can be made available on request from The LAT Team.*



GENERAL ADVICE FOR STUDENTS

Transport in London

For maps, journey planners, timetables, information on bicycle hire or further information on public transport in London visit Transport for London www.tfl.gov.uk

The London Underground (The Tube)

The quickest way around London is usually via the London Underground network, also known as 'the Tube'. For information about travel in and around London we advise using the TFL website: www.tfl.gov.uk, which provides travel updates and a journey planner to help you find the quickest route to where you want to go.

Network Rail Trains

If you want to explore beyond London, you will find this website useful: www.nationalrail.co.uk

Buses

One of the cheapest options for travel is the bus. Buses run regularly 24 hours a day, and your [Oyster card](#) will be valid to use on all London buses.

Taxis

Only black taxis (black cabs) may be hailed by customers and picked up off the street. An even easier way is to simply text the word 'CAB' to 60835 from your mobile to get up to 3 local cab numbers. Minicabs are NOT licensed to stop in the street. They MUST be pre-booked by law. Never get in a minicab without booking.

Oyster Cards

Oyster is a pay-as-you-go Travelcard used to travel on bus, Tube, tram, DLR, London Overground and most National Rail services in London.

Oyster is often the cheapest way to pay for single journeys of any type and you can purchase and top-up oyster cards at all Tube stations, many newsagents and stores close by to stations.

You can also top-up online at <https://oyster.tfl.gov.uk/oyster/entry.do>

Traffic regulations

The laws governing road traffic in the UK are set out in the Highway Code, which can be found here: <https://www.gov.uk/browse/driving/highway-code>

The legal age for driving in the UK is 17 years old. You must possess a valid driver's licence and, as a European or International student, you must make sure you fulfil the legal requirements before driving anywhere in the UK. Contact the DVLA (Driver and Vehicle Licensing Agency) for more information. <https://www.gov.uk/government/organisations/driver-and-vehicle-licensing-agency>

Making the most of London

London is blessed by being both a dynamic commercial hotspot; as well as a superb cultural and leisure destination. As one of the world's foremost capital cities, London has an air of excitement, diversity and confidence that is rarely seen elsewhere. Whilst you are here, in London, there are numerous business and cultural opportunities available to you, hosting numerous business headquarters of internationally renowned organisations such as Unilever, HSBC, Shell and Virgin EMI records. Along with this there are



some spectacular cultural elements elevating the history of this unique capital city. For further information on tourist and leisure activities you can visit Time out at www.timeout.com/london or Visit London at www.visitlondon.com

Managing Your Money

You will need to have sufficient funding in place before you arrive to start your studies. International students should contact their current bank and obtain information on the services and partners they work with in the United Kingdom.

Living Costs

The United Kingdom and its cities offer one of the best environments to experience higher learning. Students can gain unlimited resources to support their studies, career opportunities and a fascinating social life. Its vibrant diversity makes London an exciting place to pursue ambitions and despite the notion that London is an expensive city, students can live cost-effectively here.

You will need to plan and budget wisely on things such as course fees, accommodation, utility bills, transport, shopping, food, study materials, etc. Useful tips to build your own budget and prepare for life in the United Kingdom can be found in the website below. www.studentcalculator.org.uk

Opening a Bank Account

These guidelines apply to all students who are applying to open up a bank account in the United Kingdom for the first time. This allows you to pay in and use a cash-point (ATM) card to withdraw money. What it does not offer is any form of credit to students so you will not be offered an overdraft facility, a cheque-book or a credit card. International students may not be able to open a bank account in the United Kingdom without relevant documentation. For more information, International students should contact their chosen bank directly.

It is up to you to decide which bank suits you best. Weekday bank opening hours are normally from 09:30 to 16:30. Banks are closed on public holidays.

If you need British currency when the banks are closed, you can obtain it at larger high-street travel agents, exchange offices in large department stores, counter desks in larger hotels or at one of the many independent Bureau de Change kiosks.

Any credit cards that bare the Visa, MasterCard or American Express logo will be widely accepted in Britain. In general, any cash machine that bares the Visa logo can be used by Plus cardholders and those with MasterCard logos can be used by Cirrus cardholders.

British Bankers' Association (BBA) www.bba.org.uk/international-students

**Please note that if you are an international student you will not be able to open a UK bank account without relevant documentation.*

Council Tax

Council Tax is a local authority tax in England for all domestic properties whether owned or rented. The amount to be paid is subject to the local council's terms. Council Tax helps pay for local services like policing and rubbish collection. Student Halls of Residence are exempt from council tax, as are all-student household, or if you live solely with your dependents. You will need to provide the local authority with a



Council Tax Exemption Certificate. For more details, please visit: <https://www.gov.uk/council-tax/working-out-your-council-tax>

Television (TV) Licence

You are required by law to obtain a Television Licence when you buy or rent a television (TV), to watch or make recording using devices such as a laptop or video recorder. This also applies to students living in residence halls. A TV Licence costs £145.50 for colour and £49.00 for black and white per year. For further information please see www.tvlicensing.co.uk

Insurance

It is advised to get insurance for your personal belongings if you live in rented accommodation. There are a number of insurance companies to choose from for this type of 'Home Contents' insurance.

Possessions

LAT advise that you do not leave your belongings out in the open. It is a good idea to keep a list of all your belongings and use an ultraviolet pen to mark your valuables with your name, student ID and the Academy's name. Whenever possible, always avoid displaying expensive items such as iPods, mobile phones and jewellery in busy public places. For further information about personal safety please visit: <http://www.met.police.uk/crimeprevention>

Safety Outside

Generally speaking, the UK's streets are safe, but it pays to be aware of your surroundings, as you should be in any country. If you are returning home late at night, try to walk in or with a group. Avoid putting yourself at risk by taking shortcuts, carrying large amount of cash and or having your valuables on show. You should also avoid getting into any arguments with anybody on the road or on any public transport. Vehicles drive on the left-hand side of the road in the UK. Make sure you look in the correct direction before crossing. Use the official crossings and obey the signs. When you're out, don't accept drinks from strangers or leave your drink unattended.

Police

Police in the UK are friendly and professional, and you will find them easy to approach, should you ever need their assistance. Dial 999 for emergencies and 101 for non-emergencies.

If you are an international student, be aware that some laws in the UK may be different from those in your home country, for example:

- You must be 18 and over to buy tobacco and alcohol
- You should never buy or look after property that you think might be stolen
- It is illegal to be in possession of drugs (except medicines)
- You should not carry weapons of any kind (a weapon is defined as a thing designed or used for inflicting bodily harm or physical damage).

For further information about UK Law please visit:

www.direct.gov.uk/en/CrimeJusticeAndTheLaw/index.htm



Healthcare

The NHS is a residence-based healthcare system. If you are an overseas visitor to the UK you may be charged for some treatments and, depending on how urgent it is, you will usually have to pay in advance. For more information please check the NHS website

<http://www.nhs.uk/NHSEngland/AboutNHSservices/uk-visitors/Pages/accessing-nhs-services.aspx>

We strongly recommend you take out student health insurance before your arrival in the UK.

If you are a UK national or resident of a European Economic Area (EEA), use of the NHS service is available. You will, however, need to pay for medicines. The current prescription charge is £8.05.

If you are ill and would like to hear advice on your symptoms or treatment you can call the NHS on 111 or visit: www.nhs.uk

You would need to take your passport and any relevant insurance papers to the GP or the NHS walk-in centre. To locate your nearest hospital use the hospital locator at www.nhs.uk/service-search

If the nature of your medical problem is urgent, but not an emergency, you should call 111 for NHS urgent care services. In the case of an emergency call 999 for an Ambulance.

Working in the UK

In most cases non-EU students cannot work in the UK. EU students have no limit on the number of hours worked, but again, any work should be secondary to your studies and should be planned around your hours of study. Further information about working in the UK is available from UKCISA.

National Insurance Number

If you are eligible to work in the UK, you will need a National Insurance (NI) number. You can do it by arranging an appointment using the following contacts:

Telephone: +44 (0)345 600 0643

Website: www.hmrc.gov.uk

Website: www.gov.uk/apply-national-insurance-number

Students' Property

If you bring any property (including, without limitation, cycles, cash, clothing or other items) onto Academy premises, you do so at your own risk and the Academy will not be liable for any losses, damages, costs and expenses arising directly or indirectly from such property being lost, damaged or stolen.

Academy's Liability

Without prejudice to any of the regulations, the Academy shall not be liable for any indirect or consequential loss or loss of profit, loss of opportunity or loss of earnings. Nothing in the Regulations shall operate to exclude the Academy's liability for death or injury due to its negligence or for fraudulent misrepresentation.



MEET THE TEAM

Please see <https://www.lat.london/about/>

Contact Us

You can stay in contact with us by email tutors@lat.london or by phone on +44 (0)20 3435 4629



LAT has an Alumni Group on LinkedIn where you can keep in touch, discuss issues and ideas, network with alumni from other courses, and hear all LAT latest news.



You can also join us on Facebook and Instagram

EMERGENCY CONTACTS

In case of emergency please contact one of the following:

Kristina Kostova, Trading Mentor and Administrator, admin@lat.london

Paddy Osborn, Academic Dean, 07879 424 764, posborn@lat.london

GENERAL CONTACT INFORMATION

Internal Contacts

LAT Admissions	admissions@LAT.London
Student Support	support@lat.london
Careers service	enquiries@careerlinkworks.com

ADDRESS: London Academy of Trading
2nd Floor, University of Law Bloomsbury Campus
London
WC1E 7AQ

Telephone: +44 (0)20 3435 4629

Email: tutors@LAT.london



Quality Assurance Benchmarking	
This handbook maps to the following external quality assurance frameworks	
Quality Assurance Agency	QAA UK Quality Code for Higher Education: Chapter B4: Enabling student development and achievement Chapter B6: Assessment of students and accreditation of prior learning Chapter B9: Complaints and appeals
Consumer Protection from Unfair Trading Regulations 2008 Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013	As set out in OIA Good Practice Framework – the good practice framework for handling complaints and academic appeals.

Version Control Table

Version	1.0	Name	Role	Date
Created by:		Abeera Khan	QA Projects Manager	Sept '16
		<i>Original draft version</i>		
Approved by:				

Version	1.1	Name	Role	
Amended by:		Paddy Osborn	Academic Dean	May '19
		<i>Names of ex staff removed and replaced with new staff names or job titles. "Contact Us" information changed since move from Tower Hill to 30 Holborn.</i>		
Changes approved by:		APC		10-Feb-2020
Next Review date:				Dec-2020

Version	1.2	Name	Role	
Amended by:		Paddy Osborn	Academic Dean	Jan '21
		<i>No significant changes</i>		
Changes approved by:		APC		Feb-2021
Next Review date:				Jan-2023

Version	1.3	Name	Role	
Amended by:		Paddy Osborn	Academic Dean	Jan '23
		<i>Names of ex staff removed and replaced with new staff names or job titles. "Contact Us" information changed since move from 30 Holborn to Ridgmount Street.</i>		
Changes approved by:		APC		Feb-2023
Next Review date:				Jan-2025



Version		Name	Role	
Amended by:				
Changes approved by:				
Next Review date:				