ICON College of Technology and Management

General Issues from
Student Support Services:
Administrative Support,
SLC Matters and
IT Helpdesk

ICON College of Technology and Management
General Issues (1)

1. **When and where to collect Student ID card?**

   Your ID card is given on the induction day or you can collect it from reception soon after induction.

2. **How long it takes to collect any letter after a request. (e.g. : Council tax letter, bank letter etc.)?**

   You need to fill in and submit a form in the Reception. Please keep bottom part of the form as your receipt. It takes a minimum 5 working days (subject to clearance from Accounts, satisfactory Attendance (Min 80%), progression and final approval from Director of Admissions or Principal).

3. **Registration and Attendance confirmation:**

   Registration confirmation to SLC is given within/after 5 days from the start of the Course. First attendance confirmation is sent to SLC only after registering students with Pearson on the 4th week, hence any finance clearance may be available only after 4th week for letters, TFL, etc.

3. **Eligibility for the Oyster card discount**
   According to TFL, Students studying full time, daytime Monday to Friday and are resident in London only are eligible for the discount but are not eligible if living outside London. Students attending evening and weekend (Saturday) are not eligible for this discount.

General Issues (2)

4. **Application for a Oyster card?**
   You have to apply online for your oyster card by login to https://tfl.gov.uk/. We will approve your oyster card request subject to clearance from Accounts and satisfactory attendance (Min 80%). Low attendees will be blocked from discount.

5. **What if you have any SLC related Problem?**
   In the Reception area, there is a form called SLC related problem. Please fill in that form and leave it in the Reception . If we can resolve the problem then we will do that otherwise we will contact with you.

6. **College opening hour?**
   The College is open from 9am to 9:30pm (Monday to Thursday) and 9am to 6pm (Friday & Saturday).

7. **Main Doors Entry:**
   Please press 21 plus Enter Button for the Reception and 23 plus Enter Button for the Help Desk entrance from 9am-6pm.

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General Issues (3)

8. **Front Door Entry after 7pm:**
   To enter after 7pm to the College premises, please press 23 plus Enter Button in both sides as the main reception closes at 7pm. Help Desk can open the door when 23 plus Enter Button is pressed from either sides.

** Using new ID Cards will let you open the main doors**

9. **Are you allowed to change your course?**
   Yes, you can change your course but within the first 3 weeks from the commencement date of the course.

10. **Are you allowed to change time of classes:**
    Student must request for any change of classes 3 weeks prior to class commencement date in any semester. This change is allowed only once in the entire study period of 2 years.

11. **What if you have special needs (e.g. for any disability or learning difficulties)?**
    You need to see our Student Welfare Officer, Mr. Nasir Uddin who will help you to arrange supports based on necessary requirements

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Key Administrative issues: (1)

- **STUDENT ENROLMENT**
  Full Enrolment is subject to submitting missing documents, attending Induction and proof of SLC loan application.
- **MISSING DOCUMENTS**
  All missing documents must be submitted within 3 weeks of the class commencement date. If you fail to submit them, you will not be registered with the awarding body and no class will be allocated for your attendance. As a result you will not be fully enrolled and may be deferred to the next semester.
- **PEARSON REGISTRATION**
  Each student must be registered with the awarding body Pearson within 4 weeks from the start of the course. **Pearson Registration** is subject to Attendance of the Induction, submission of all outstanding documents, 80% or more class attendance and confirmation of SLC loan application. Low attendees will not be registered and deferred to the next semester.

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Key Administrative issue (2)

- **CHANGING NAME, ADDRESS, TELEPHONE NUMBER and E-MAIL ADDRESS**
  Student must fill in a relevant form in reception to notify any of these changes as soon as possible. You must submit an official proof for changing your name.
- **DEFERRAL AND WITHDRAWAL**
  Normally permitted within 3 weeks of the class commencement date in any semester. Fill in a relevant form and submit it to the Reception.

- **NOT REACHABLE**
  The student is not attending classes without giving us any reasons and not responding to our text, letter and email. Also we can not reach them by their telephone or even via the next of kin. You should let us know your situation if have any valid reasons for the absence or if you wish to discontinue.

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Key Administrative issues: (3)

- **LOW ATTENDANCE**
  Low attendees will be subject to bar on major College services e.g.,
  Council tax letters, TFL, SLC confirmation, submission of assignments
  (also unit level) etc.
- **AUTHORISED ABSENCE**
  Student must fill in a relevant form attached with a valid documentary
  evidence. The maximum period allowed is 2 calendar weeks in a
  semester.
- **WITHDRAWN/SUSPENSION**
  Students may be withdrawn/suspended due to low/non-attendance,
  low/non-progression or due to non-payment of fees by the SLC.

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Key Administrative issues: (4)

- **LOST/DAMAGED/EXPIRED STUDENT ID CARD**
  Student has to make a request for a replacement in Reception.
- **CLASS TIMETABLE**
  Class timetable may change in every semester. However, we try to keep
  the same days and evenings where possible.
- **COMPLAINTS/SUGGESTIONS BOX**
  There are two boxes available, one in Reception and one in Help Desk
  area, for your constructive comments and suggestions on academic and
  administrative issues for enhancing quality of teaching and learning.

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Other Key Issues

- Career Advice
- First Aid
- Student Café
- Student Survey after you successfully complete your course from ICON College: GRADUATE OUTCOME (previously DLHE) , while studying: NSS
- Multifaith Prayer Rooms
- Common Room
- Room No. (Room location according to the floor plan)
- Break Time (see handout in your pack)

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Other Key Issues

- **Congregation:**
  No congregation in front of other people's office in or outside the building. Please ensure other tenants of the building are not disturbed by ICON students.
- **Smoking:**
  This is a non-smoking building. Smoke only in designated area and bin cigarette butts in the safe bin
- **Food and Drinks:**
  Please avoid food and drinks in class and corridors. Ensure to bin any paper/plastic waste/litters (bottle, tea/coffee cups, etc.) in the bin provided nearby to help keep our premises clean.
- **Toilet and Corridors**
  Please help us to keep the toilets and corridors clean and tidy at all times
- **Pulling Front Doors/Vandalising:**
  Please do not pull front doors hard which may damage the doors. Use buzzer and gently pull the doors to open
- **Abusive behaviour**
  No abusive language or behaviour is accepted in the College premises and will be subject to College disciplinary procedure

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SLC Matters (1)

- On time Application, Eligibility, Relevant Documents
- Selecting Right Semester, Academic Year, Full Time (not Part Time and Tuition Fee Loan (TFL), No/NA selects STP (Student to Pay)
- Notify us of any previous study (L4/5), CoC for transfer to ICON if SLC loan application was made in another HEI prior coming to ICON.
- Processing Time, Delay, Blocked Payment due to Missing Docs, Sign Declaration Form, NI, Bank Account
- CRN (Customer Reference Number), SSN (Student Support Number), Confirmation Letter showing schedule of payments for one Academic Year (Sept-July, Feb-Jan, May-April, etc.)
- Confirmation of Registration once per year and Attendance 3 times per year, payments followed by Attendance confirmation
- Zero tuition fees due to 2 years of prior studies or ineligibility SLC causes delay for registration confirmation and payments

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SLC Matters (2)

- Attendance Requirement for SLC confirmation: The College confirms the student's registration within 5 working days and attendance confirmation after 2 weeks from the commencement date of the course. You must have 80% or more attendance. Please submit your SLC loan approval letter to the Reception.
- Updating College for any delay beyond 30 days of your loan before registration to Pearson
- **NOTIFY COLLEGE OF ANY CoC**
  Student must notify us as soon as possible about any change in circumstances that may affect their funding entitlement.
- College's obligation to SLC, HEFCE, DfE
- CoC (Change of Circumstances) for Fee, Deferral or Suspension, Withdrawal for current students, Resumption for returning students
- Loan Application for 2nd year.

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 ICON College of Technology and Management

IT Helpdesk Supports

- We have a dedicated team at the IT Help Desk for any IT assistance and technical support
- You need to come and report to the Help Desk for IT related problems. For any forgotten password to login our computers or VLE please see: Mr Sheikh Sultan at the IT Help Desk and Mr. Syed Mazibar Rahman in Room ICTM 204, in the Admissions Office.
- Please ensure that you abide by the College IT acceptable user procedure for using our IT systems.
- Wireless facility
- Internet Access Monitoring: content being exposed to illegal, inappropriate or harmful material
- CCTV monitoring for health and safety
- IT Support Sessions

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IT Help Desk Supports: (1)

- How to login and log out in Computer
- Using Office Applications
- How to save documents
- Backing up important documents
- Printing documents
- Checking print allowance/available balance
- Log in account and password expired
- Forgotten login password for computer or VLE
  : Form need to be filled in and submit to IT Help Desk
- Finger print related problems
  If finger print does not accept your attendance, please come and report to Monitoring office/Reception

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ICON College of Technology and Management

STUDY and LEARNING

- Use of the library and learning resources
- Library opening hours:
  1. **Mon - Thu** (10:00 – 20:00)
  2. **Fri - Sat**   (10:00 – 18:00)

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End of Part A – Admin
Thank you

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