



Participant Handbook

Academic Year 2019 / 2020



Note:

All course materials, including lecture notes and other additional materials related to your course and provided to you, whether electronically or in hard copy, as part of your study, are the property of (or licensed to) Clear Corporation and MUST not be distributed, sold, published, made available to others or copied other than for your personal study use unless you have gained written permission to do so from the Programme Leader (Carlene). This applies to the materials in their entirety and to any part of the materials.

Welcome to Clear Corporation!

At Clear Corporation, we provide training courses, seminars and conferences that bring businesses, market knowledge, legal and politics together, with the ultimate goal of giving our clients the best opportunity possible in realising their set objectives.

We are committed to providing the highest quality of training and creating a learning environment where you feel fully supported to learn new skills and develop your competencies.

We hope that you have an interesting, exciting and rewarding time studying with us!

Welcome to Your Course!

This handbook has been produced to provide you with most of the answers to your questions about your course and how it is run.

In this handbook, you will find information on what you need to do as a participant on the course. There are details on the support we can offer to help you to succeed in your studies, along with practical information. Some of the content may seem irrelevant at the moment, but as you progress through your course, you will hopefully find most (if not all) of the contents useful.

If you have any query relating to your course, look here first: it might not provide the answer, but it may help you to know where to go and who to ask.

If you have comments to make about this handbook at any time, please refer these to Carlene Henderson, Programme Leader at info@clearcorporation.net

Your Course Team & Contact Details:

NAME	Your Trainer	Email / Mobile Number
Carlene Henderson	Programme Leader	info@clearcorporation.net
Ade Adenikinju	General Manager	07533 371155
Out Of Hours/ Emergency Contact whilst in London:		07533 371155

Communicating with You and Personal Details

Clear Corporation keeps a record of your personal details such as your full name, addresses i.e. the home address and London address, telephone numbers, personal email address and your emergency contact details.

It is important to keep your details up to date as this will help you to receive information about the programme, ensure that official documents are provided to you with the correct name details, as well as know who to contact in case of emergency.

Please email Carlene with any change of circumstances.

Your Course at a Glance!

[COURSE TITLE]	
<i>Start Date / End Date:</i>	
<i>Days / Times:</i>	Monday to Friday: 10am to 4pm
<i>Venue:</i>	
<i>Your Trainer:</i>	
<i>Course Description:</i>	
<i>Course Objectives:</i>	
<i>Modules:</i>	
<i>Assessment:</i>	You are expected to submit 1 case study in order to complete this course.

1. Teaching & Learning Strategies

Our teaching and learning strategies are designed to enable participants to acquire subject-specific knowledge, critical facility and transferable skills.

In addition, strategies are employed which will enable participants to achieve module-specific outcomes as outlined in the course description section.

Our key focus is on learning rather than teaching, and within this we try to emphasise the role of the learner. There is a lot of research which demonstrates factors associated with effective learning:

- people learn best and recall more when they are involved actively in the process - thus we will try to involve you as much as possible in our sessions.
- people appreciate a variety of approaches - we employ a range of learning strategies for this purpose.
- people learn best when they see the content as relevant and interesting – the teaching team ensure that their modules take into account contemporary policies and practices and often ground teaching in participants' own personal experiences
- finally, and by no means of least importance, people learn best when the activity is enjoyable - we hope that this is the case for your studies.

Modules are taught primarily through a combination of lecture and seminar sessions. Lectures are important for explaining often difficult theories and concepts, and in guiding participants in the application of these models and methods. Lectures also allow participants to enhance their notation and synthesising skills.

In the seminar sessions, emphasis is placed on individual activity, both as presenters and as participants in feedback. Seminar discussion and, in some modules, formal presentations enable participants to further develop their subject-specific knowledge and understanding, strengthen their communicative skills and pursue research projects whether independently or in teams.

Reflection and discussion are key to learning and there will be plenty of opportunities for participants to exchange, challenge and defend their views, values and beliefs through facilitated discussions working in pairs, small groups or whole group discussions.

Other learnings and teaching strategies include guided reading, individual tutorials, independent study and opportunities for reflection on practice.

All participants are fully supported in completing their case study in advance of submission deadlines and are given detailed formative feedback.

All participants receive feedback against all learning outcomes following the submission of their case studies. This will be most comprehensive in cases of failure, where this will support learning for re-submission.

2. Study Time

As you know, this short programme runs for 2 weeks. In addition to the time spent in classroom, you are also expected to complete extra hours of study of independent learning outside of classroom in order to achieve a successful outcome to your studies. This may include online articles and other resources to submit your case study at the end of the course. The extra hours vary dependent on the course module and will be discussed at the start of the course with your Trainer.

3. Attendance Requirements

You are required to attend all timetabled learning activities for this course. In case of sickness or other emergency, please notify the Programme Leader in advance of your absence together with the reason for your absence.

If you are absent more than 2 days without prior authorisation, you may be deemed to have withdrawn from the course (and we will notify your employer if applicable). If this is the case, then the date of withdrawal will be recorded as the last day of attendance.

Attendance is recorded on daily attendance monitoring forms. Each day, you will be asked to sign your attendance.

4. Participant Progress & Support

Your learning experience is very important to us and we wish to ensure that you feel fully supported in your studies. If you have any issues or questions, you are encouraged to approach your trainer who will advise accordingly. Your trainer can also provide feedback on your progression and make recommendations according to your needs.

5. Participants with disabilities or learning difficulties

If you have a disability or learning difficulty that may affect your studies, please contact the Programme Leader, Carlene as soon as possible, to arrange a discussion with you in order to assess your requirements. We make every effort to consider reasonable adjustments to accommodate your needs and to provide appropriate support for you to complete your study successfully. Where necessary, you will be asked for evidence to help identify appropriate adjustments.

6. Assessment & Certification

To complete this course, you are required to submit 1 Case Study in addition to your ongoing participation and engagement during the classroom training in the form of discussions, presentations, etc. Assessment supports your learning throughout the course and ensures that you satisfactorily meet the learning outcomes and make the most of your time here.

You will be notified of the requirements for your case study and the respective deadline for submission and assessment arrangements by your Trainer on the first day of your course. The marking criteria used and guidance on submission will also be provided to you. In

general, your case study must include evidence that you understood the theoretical framework of the course and how to apply this in practice. Case studies are simply marked as Pass or Fail.

You need to Pass your Case Study in order to receive your certificate of completion. If your Case Study does not meet the criteria (ie there is not enough evidence), we will arrange individual support in the form of private tutoring to ensure that you meet the learning outcomes.

Please note that cheating, plagiarism or collusion will result to failing your case study.

7. Participant Feedback & Complaint Process

You can play an important part in the process of improving the quality of this course through the feedback you give. In addition to the on-going discussion with your trainer throughout the course, we also invite you to complete a Post Training Feedback Form and return to us on the last day of your course.

We aim to respond to your feedback and let you know of our plans for improvement.

If, at any point, you have an issue or wish to make a complaint about the course and/ or the support provided, you are encouraged to speak with your Trainer who can advise accordingly. If the situation is not resolved or when your issue is with your Trainer, you can contact directly the Programme Leader, Carlene, to discuss things and identify appropriate action.

If you are still not satisfied with the company response, then you can raise the matter externally with BAC. Please visit <https://www.the-bac.org/bac-complaints-procedure/>

8. Withdrawing from the course (and getting a refund)

We operate a simple process for cancelling your participation or withdrawing from a course as stated below:

All course fees are payable before the start date of the course.

If you cancel your participation 30 or more days before the course start date, you receive a full refund.

If you cancel your participation between 7 and 29 days before the course start date, you receive 50% refund.

If you can cancel your participation less than 7 days from the course start date, you receive 20% refund.

If you withdraw your participation after the start date, you are not entitled to any refund.

Code of Conduct

At Clear Corporation, we provide an inclusive approach to learning. We believe that all participants should be treated with respect by their trainers, company staff and those at our host venues. In return, we also expect and anticipate that participants will behave respectfully towards both other people and their training programme.

This code of conduct is to set out expectations for participant's behaviour and the procedures that Clear Corporation uses to resolve matters when participants' behaviour is unacceptable.

Our code of conduct applies to all training courses, seminars, workshops and conferences.

All participants are expected to adhere to the code of conduct.

We ask that you:

- Respect others, regardless of culture, ability, race, gender, age or sexual orientation.
- Are courteous and respectful of host venues and training centres.
- Show a positive commitment to your own development and learning.
- Show respect for another learners' development.
- That you attend and arrive punctually to training/assessment events that you have been scheduled to take.
- That you cooperate with other participants, trainers, host venue staff and the Clear Corporation team.
- Understand that participants progress at different paces.
- Take care of equipment, facilities and buildings and show respect for another person's property.
- Take due notice and care of your own health and safety and respect for others well-being.

Misconduct

The following are examples of behaviour which are considered as **misconduct** and may result in a participant's suspension or exclusion from a course.

- Failure to follow Health & Safety Regulations.
- Conduct which prevents, obstructs, or disrupts teaching, learning
- Disruption to a training course or assessment, either directly or by lack of cooperation, that affects other participants on the programme.
- Failure to follow the reasonable instructions and requests of the trainer or a representative of the Clear Corporation or host venue.
- Disorderly behaviour or the use of bad or abusive language.
- Causing damage to the premises, equipment or property of another participant, the trainer, host venue or Clear Corporation.

- Interference with software belonging to or used by the host venue or Clear Corporation.
- Behaviour or language which is racially or sexually offensive, or which is offensive to those with disabilities.
- A lack of commitment and appliance of the participants to their own learning and development by attendance at the training course.
- Misuse or unauthorised distribution of intellectual property belonging to Clear Corporation or appointed agents, which includes programme content, printed and digital support material etc.

The following are considered examples of *gross misconduct*.

- Violence or a threat of violence.
- Drunkenness or illegal use of drugs whilst on the premises of a host venue or attendance at a training course/assessment.
- Activity that is classified as illegal whilst attending a training or assessment event.
- Failure to follow health and safety instructions that may cause or have caused serious injury.

Dealing with misconduct or gross misconduct

Except in circumstances which are considered acts of gross misconduct, in the first instance, the trainer or other member of Clear Corporation will respectfully bring the issue to the attention of the participant and discuss, where necessary, to prevent further issues.

If a participant's behaviour continues to be unacceptable or causes disruption to the learning of others, they may be asked to leave the training room pending further discussion or consultation with their employer. If their behaviour is considered disrespectful to other participants, the trainer or host venue, or is otherwise considered to be gross misconduct, the participant will be asked to leave the site immediately. In the event of hostile behaviour towards the trainer, other participants, host venue staff or members of the public, or involvement in suspected illegal activity, Clear Corporation will support a decision to contact the police. In all instances, Clear Corporation will respect the decision of the trainer, assessor or Company Representative on site.

Following an event where it has been necessary to remove a participant from a course, an investigation will take place, taking note of statements provided by the participant, trainer and other eye witness accounts.

Where it is found that a participant was removed from a course with due cause, they will only be accepted back onto future learning programmes on the condition their behaviour improves. Their employer will be held accountable for any damage resulting from the inappropriate behaviour and may also be restricted in their access of future courses. No refund or credit will be made for loss of places (or other bookings) where a participant has been refused future training. If it is identified that the removal of the participant was inappropriate, Clear Corporation will accommodate the participant, without charge, as soon as possible.

Living in London: Information for our international students

Emergency Numbers

Health: Before you arrive in London, we encourage you to buy your private health insurance cover for the duration of your trip.

Ambulance: 999 or 112

NHS Direct (24-hour health helpline): 0845 4647

Police: 999 or 112

Fire: 999 or 112

Moving About

London is well known for its extensive underground (tube) system and bus routes that make things easy for newcomers who wish to explore this great city.

To make your journey even easier, we recommend the following apps for your website so that you can stay assured that you find the easiest route and in the quickest way possible.

Transport for London website / Route Planner: <https://tfl.gov.uk/>

For more information on where **to go and what to see**, you can check: <https://www.visitlondon.com/>

If there is an out-of-hours emergency and you need to contact Clear Corporation,

call 07533371155.