



STUDENT HANDBOOK

Academic Year 2026/27

Learn with purpose. Act with integrity. Progress with confidence.

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Document control

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Document status and precedence

This Handbook explains the main arrangements that shape the VSBT student experience. It should be read together with the student's offer, the applicable Terms and Conditions, Programme Handbook, assessment briefs, awarding-body regulations and current VSBT policies. The Terms and Conditions govern the contractual relationship. Awarding-body regulations take precedence only in matters within the awarding body's authority, including academic standards, assessment and award requirements. Nothing in this Handbook or another VSBT document limits statutory rights or permits a policy or programme document to override the Terms and Conditions unfairly.

IMPORTANT

The Handbook is guidance, not a substitute for the formal regulations and contractual documents that apply to your course. Current policies are published through the VSBT website.



Disclaimer

VSBT has taken reasonable care to ensure that the information in this Handbook is accurate at the date of publication. Any correction or change will be managed under the Information Accuracy and Completeness Policy, Course Modification Policy, Course Closure Policy and Procedure, Terms and Conditions and applicable law. VSBT will not rely on this statement as an unrestricted right to change a course, qualification, mode of study, teaching location, facilities, fees or student support. Material changes will be assessed for student impact, communicated clearly and accessibly, and managed through the consultation, consent, alternative-option, refund, compensation and complaint protections described in Chapter 11.

VSBT is not responsible for the content or availability of external websites. External links are provided for convenience and should be checked directly with the relevant organisation.

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Welcome to VSBT

Welcome to Veritas School of Business & Technology. We are pleased that you have chosen to study with us and we look forward to supporting you throughout your programme.

VSBT aims to provide a learning environment in which academic ambition is matched by practical support. You will be encouraged to think critically, communicate professionally, work independently and apply your learning to real organisational and community contexts.

Your success depends on a partnership. VSBT will provide teaching, academic guidance, learning resources, feedback and access to appropriate support. In return, we expect you to attend, participate, meet deadlines, act with integrity, communicate promptly and treat every member of the College community with dignity and respect.

Please read this Handbook during induction and return to it whenever you need guidance. Ask early when you are uncertain or when personal circumstances begin to affect your study. Early communication gives us the best opportunity to help.

Professor John Egan

Principal

Veritas School of Business & Technology

OUR COMMITMENT

VSBT is committed to an inclusive, supportive and student-centred experience that promotes continuation, completion, progression and positive graduate outcomes.

Start here: essential contacts

Use the official channels below. When contacting VSBT, include your full name, student ID, programme and a concise description of what you need. Do not send sensitive medical or personal information by email unless a member of staff has asked you to do so through an approved secure process.

Need	First point of contact	How to contact
General student enquiry	Student Services / Registry	Email info@vsbt.co.uk or ask at reception
Programme or timetable query	Programme Leader / module tutor	Use your VSBT email or VLE or Student portal
Academic progress or personal support	Personal Tutor	Book through the contact method explained at induction
Assessment submission or results	Module tutor / Registry	Use the VLE and official VSBT email
Disability or reasonable adjustment	Student Services	Contact as early as possible through info@vsbt.co.uk
Welfare or safeguarding concern	Any trusted member of staff / Student Services	Speak in person or request urgent contact through reception
Formal complaint	Registrar	Submit through the published Complaints Policy and Procedure
IT or account access	IT support	Use the support route shown on the student portal or ask reception

EMERGENCY

If there is an immediate risk to life or safety, call 999 or 112. Once safe, notify VSBT as soon as reasonably possible.



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1 About VSBT

Who we are, what we value and how the College is accountable for the student experience.

1.1 Veritas School of Business & Technology

Veritas School of Business & Technology (VSBT) is a higher education provider based in Maidstone, Kent, developing inclusive business, technology, vocational and work-related pathways. This Handbook uses “the College” as a short reference to VSBT.

REGULATORY AND PROGRAMME STATUS

VSBT was formed in 2025 and is preparing an application for registration with the Office for Students (OfS) in the Approved category. Publication of this Handbook does not mean that OfS registration has been granted. VSBT will not enrol students onto proposed higher education provision until the regulatory, awarding-body and institutional approvals required for that provision are in place.

The proposed Higher National Diploma programmes are intended to lead to Pearson qualifications. Applicants will receive written confirmation of the awarding body, the registering organisation, and the approval status before accepting an offer or making any payment. VSBT will not represent a proposed course, approval, designation or funding route as confirmed until written confirmation has been received.

1.2 Mission

MISSION

To be a flagship institution that nurtures graduates who create significant economic, social and environmental impact; challenges conventional boundaries; inspires innovation; drives transformation; and achieves exceptional outcomes.

1.3 Values in practice

Value	What students should experience	What VSBT expects from students
Integrity	Clear information, fair processes and honest communication	Academic honesty, truthful communication and responsible conduct
Inclusion	Respect for different backgrounds, needs and viewpoints	Respectful participation and rejection of discrimination or harassment
Excellence	Challenging teaching, feedback and quality-assured programmes	Preparation, effort, reflection and continuous improvement
Innovation	Contemporary learning, technology and industry-informed practice	Curiosity, responsible experimentation and adaptability
Employability	Opportunities to develop professional knowledge, skills and confidence	Professional behaviour, career planning and active skills development

1.4 Equality of opportunity, diversity and inclusion

VSBT is committed to widening access and supporting successful participation, progression and achievement. It will not unlawfully discriminate and will consider reasonable adjustments for disabled students. Students must respect protected characteristics, cultural difference, lawful expression and the rights of others to learn without harassment or intimidation.

TELL US EARLY

Disclose a disability, long-term health condition or support need as early as possible so that appropriate support and reasonable adjustments can be considered.

2 Joining VSBT

The practical steps that help you begin your studies successfully and remain connected to the College.

2.1 Registration and enrolment

Before your programme begins, VSBT will provide instructions about registration. You must complete the required checks and provide accurate evidence of identity, qualifications, fee status and any other information relevant to admission or funding.

- Complete registration by the stated deadline and attend any required identity or document checks.
- Provide authentic documents and notify VSBT immediately if any information changes.
- Read and accept the applicable Terms and Conditions and programme requirements.
- Confirm how tuition fees will be paid and respond promptly to requests relating to Student Finance or sponsorship.
- Participate in induction and complete any diagnostic or academic-skills activities.

2.2 Induction

Induction introduces the programme, key staff, timetable, learning platforms, assessment arrangements, support services, conduct expectations, academic integrity and emergency procedures. Attendance is essential, including any online induction activity.

You should leave induction knowing who your Programme Leader and Personal Tutor are, how to access your timetable and VLE, Student portal and how to submit work, where to find policies and how to obtain help.

2.3 Student identity card

A VSBT student identity card may be issued following registration. Carry it when attending College premises and present it when reasonably requested for identification, access, attendance or assessment purposes. Do not lend your card to another person.

Report a lost or stolen card promptly. A replacement fee may apply where permitted by the published charges and Terms and Conditions.

2.4 Your VSBT account, email and passwords

Your VSBT account is the gateway to official email, the student portal, VLE, learning resources and other digital services. Activate it promptly and keep the credentials secure.

- **Check your VSBT email regularly.** Formal notices, timetable changes, assessment information and support communications may be sent there.
- **Use a strong, unique password.** Do not share it with friends, classmates or staff.
- **Use multi-factor authentication where provided.** Approve only sign-in requests that you initiated.
- **Report suspected compromise.** Contact IT support immediately if your account behaves unexpectedly or credentials may have been disclosed.

2.5 Student portal and Virtual Learning Environment

The Student Portal and Virtual Learning Environment (VLE) provide access to programme information, timetables, learning materials, assessment briefs, submission points, feedback, attendance information and results, depending on the system configuration for your course.

System names and links will be confirmed during induction. Bookmark the official links supplied by VSBT rather than relying on web searches or links forwarded by other students.

2.6 Keep your personal details current

You must notify VSBT promptly of changes to your name, address, telephone number, personal email, emergency contact, immigration status where relevant, funding arrangements or circumstances that may materially affect your studies.

Changes to name or legal identity normally require supporting evidence. Inaccurate details may affect communication, statutory returns, assessment records and the name shown on certificates.

2.7 Campus information

VSBT campus and contact information	
Main campus	11 Albion Place, Maidstone, Kent, ME14 5DY
Website	www.vsbtc.co.uk
General email	info@vsbt.co.uk
Opening and teaching hours	Published through the timetable, website and student communications
Accessibility queries	Contact Student Services before your first visit or as soon as a need arises

Travel, room and access arrangements may vary by activity. Check the latest timetable before travelling. Notify VSBT if transport disruption or accessibility issues are likely to prevent attendance.

2.8 First-week checklist

- Complete registration and verify your personal details.
- Activate your VSBT account and test access to email, portal and VLE.
- Save the contact details for Student Services, your Programme Leader and Personal Tutor.
- Download or note your timetable and assessment schedule.
- Read your Programme Handbook, module specifications and assessment briefs.
- Identify any disability, health, caring, financial or welfare support you may need and contact VSBT early.
- Review the Attendance, Student Conduct, Academic Misconduct, Mitigating Circumstances and Complaints policies.

3 Your responsibilities

The standards of engagement and conduct that protect your learning and the rights of others.

3.1 The student–College partnership

VSBT will provide learning opportunities, academic guidance and access to support. You are responsible for making active and consistent use of them. Higher education requires independent learning, preparation, reflection and personal organisation in addition to scheduled teaching.

VSBT will aim to	You are expected to
Provide accurate programme information and a structured learning environment.	Read official information, ask questions and keep informed.
Deliver teaching and assessment in line with approved arrangements.	Attend, prepare, participate and complete work by the deadline.
Provide feedback and academic support.	Use feedback, seek clarification and act on agreed actions.
Offer inclusive support and reasonable adjustments where appropriate.	Disclose needs, provide evidence where required and engage with support.
Treat students fairly and respectfully.	Treat staff, students, visitors and the local community with dignity and respect.

3.2 Attendance, punctuality and preparation

Attend all scheduled learning and assessment activities unless there is a genuine reason you cannot do so. Arrive on time, remain for the full session, bring the necessary materials and complete preparatory work. Repeated lateness or unexplained absence is treated as an engagement concern.

Attendance is only one part of engagement. VSBT may also consider participation, assessment submission, tutorial attendance, VLE activity, communication and progress against agreed actions.

3.3 Respectful conduct

- Follow reasonable instructions given by staff and comply with health, safety and security arrangements.
- Communicate respectfully in person and online, including during disagreement.
- Do not bully, harass, intimidate, discriminate against or victimise another person.
- Do not disrupt teaching, assessment, meetings or the use of College facilities.
- Respect personal boundaries, privacy, property and intellectual work.
- Do not attend College while impaired by alcohol or illegal drugs, and do not possess or supply prohibited substances.
- Comply with the Student Code of Conduct and Disciplinary Procedure.

3.4 Freedom of lawful expression and academic discussion

Higher education involves exposure to challenging evidence, ideas and viewpoints. VSBT supports lawful academic discussion and expects participants to distinguish robust debate from personal abuse, harassment, threats or conduct that prevents others from participating.

You may disagree with a view expressed by staff or students. Raise concerns through appropriate academic or complaint channels rather than attempting to silence, intimidate or publicly target individuals.

3.5 Professional behaviour

Some programmes include presentations, employer engagement, work-related learning or external visits. You are expected to meet professional standards of punctuality, dress where specified, communication, confidentiality, reliability and ethical behaviour.

Conduct that creates material risk to students, staff, partners or the reputation and operation of the College may be considered under disciplinary or fitness-to-study procedures, depending on the nature of the concern.

3.6 Health, safety and security

- Follow emergency instructions, fire procedures, room-capacity limits and risk controls.
- Report hazards, accidents, near misses and security concerns promptly.
- Do not allow unauthorised people to enter controlled areas or use your account or identity card.
- Keep corridors, exits and accessible routes clear.
- Use equipment only for its intended purpose and after any required instruction.
- Tell VSBT if a health condition or medication creates a foreseeable safety issue in a learning activity.

3.7 Online conduct and communications

The same standards apply in virtual classrooms, group chats, social media and digital collaboration. Do not record, screenshot, copy or circulate teaching sessions, private messages, personal data or another person's work without authority.

THINK BEFORE POSTING

Material shared online can be copied, redistributed and retained. Posts that identify or target staff, students or partners may engage conduct, harassment, data-protection or defamation concerns.

4 Learning and teaching

How your programme is structured and how to make effective use of teaching, tutoring and learning resources.

4.1 Your programme and module information

Your Programme Handbook, programme specification, module or unit specifications and assessment briefs contain the definitive academic information for your course. They explain learning outcomes, content, teaching methods, assessment, progression and awarding-body requirements.

Read these documents at the beginning of each teaching period. Ask your Programme Leader if documents appear inconsistent or if you are unsure which regulation applies.

4.2 Scheduled and independent learning

Scheduled learning may include lectures, seminars, tutorials, workshops, practical activities, online sessions, group work and work-related learning. Independent learning includes reading, research, preparation, practice, drafting, revision, reflection and completion of formative and summative work.

Credit represents total learning effort, not only time in class. Plan weekly independent study and do not wait until assessment deadlines approach.

4.3 Timetables and changes

Timetables are published through official VSBT channels. Check them regularly because rooms, delivery mode or session times may change. VSBT will provide reasonable notice where possible; urgent changes may be communicated by email, portal notification, telephone or text.

Do not rely solely on informal class messaging groups. If a message conflicts with the official timetable, confirm it with the programme team.

4.4 Personal tutoring

All students are assigned a Personal Tutor at the start of the programme. Personal tutoring provides a structured relationship through which academic progress, engagement, goals and factors affecting study can be discussed.

- Review assessment performance, feedback and study habits.
- Agree practical actions to improve progress and engagement.
- Discuss time management, confidence, transition and progression.
- Identify emerging welfare or personal concerns and refer to specialist support where needed.
- Provide a point of continuity between the student and the College.

Personal Tutor meetings and agreed actions may be recorded. Tutors respect confidentiality but cannot promise absolute secrecy where safeguarding, serious risk, legal obligations or the protection of others requires information to be shared.

STUDENT RESPONSIBILITY

Attend scheduled tutoring, respond to communications and act on agreed actions. A tutor can help most effectively when you explain the issue early and honestly.

4.5 Academic skills support

Academic skills support may cover critical reading, note-taking, planning, academic writing, research, source evaluation, referencing, quantitative skills, digital literacy, presentations and assessment preparation. Support may be offered through workshops, tutorials, learning materials or individual referral.

Support develops your capability; it does not edit, rewrite or complete assessed work for you.

4.6 Learning resources

VSBT provides or facilitates access to resources appropriate to the programme, which may include books, e-books, databases, journals, software, VLE materials, study spaces and equipment. Your Programme Handbook will identify specialist resources and any partner or awarding-body platforms.

Use resources lawfully and comply with licence, copyright and acceptable-use terms. Access may be limited to enrolled students and may end after completion or withdrawal.

4.7 Feedback for learning

Feedback can be written, oral, individual, group-based, automated or peer-supported. It may be provided on formative activity as well as summative assessment. Use feedback to identify patterns, not only to understand a single mark.

- Read the feedback alongside the assessment criteria and learning outcomes.
- Identify two or three specific actions for the next task.
- Discuss unclear feedback with the tutor within a reasonable time.
- Keep a record of feedback and actions for Personal Tutor reviews.

4.8 External examiners and quality assurance

External examiners or external verifiers provide independent assurance about academic standards, assessment and comparability with relevant sector expectations. They review samples of work, assessment decisions and programme processes; they do not normally reconsider individual student marks on request.

Students may receive summaries of external examiner feedback and actions through programme committees, reports or student communications, subject to confidentiality requirements.

5 Assessment and academic standards

What you need to know about assessment, submission, integrity, results and academic decisions.

5.1 Purpose and types of assessment

Assessment tests whether you have achieved the learning outcomes and supports further learning. Formative assessment provides developmental feedback and normally does not determine the final module or unit result. Summative assessment contributes to the formal result.

Methods may include reports, essays, presentations, portfolios, projects, practical tasks, examinations, case analysis, reflective work or other approved formats. The assessment brief explains the task, criteria, word or time limits, submission method and deadline.

5.2 Understanding the assessment brief

- Read the complete brief and assessment criteria before beginning.
- Confirm the learning outcomes and what evidence is required.
- Note the deadline, time zone, file format, naming convention and submission point.
- Check rules on collaboration, use of sources, confidentiality, data and generative AI.
- Ask questions early; staff cannot confirm a mark in advance or pre-assess a complete draft.

5.3 Submission

Submit work through the approved method by the stated deadline. Keep a secure copy of the final file, source material, research notes and submission receipt. It is your responsibility to confirm that the correct and readable file has been uploaded.

Technical difficulty does not automatically extend a deadline. Take screenshots or other evidence, report the problem promptly and follow the relevant extension or mitigating-circumstances process.

BEFORE SUBMITTING

Open the uploaded file from the submission receipt or portal, confirm it is the correct version and retain evidence of successful submission.

5.4 Extensions and mitigating circumstances

If circumstances outside your reasonable control are likely to prevent submission, attendance at an examination or fair performance, seek advice before the deadline wherever possible. The Mitigating Circumstances Policy and Procedure explains eligible circumstances, evidence, deadlines and possible outcomes.

A mitigating-circumstances decision does not usually change academic judgement or award extra marks. It may permit an extension, deferral or another procedural remedy where the criteria are met.

5.5 Academic integrity

Academic integrity means producing honest work, acknowledging the contribution of others, using evidence responsibly and following assessment rules. Academic misconduct is any action or attempted action that creates an unfair academic advantage or undermines the reliability of assessment.

Risk area	Examples
Plagiarism	Using words, ideas, images, code, data or structure without appropriate acknowledgement.
Collusion	Unauthorised collaboration or sharing work so that submissions are not independently produced.

Risk area	Examples
Contract cheating	Buying, commissioning or obtaining work from another person or service.
Falsification	Inventing or altering data, sources, evidence, attendance or other academic records.
Self-plagiarism	Reusing previously assessed work without permission or acknowledgement.
Examination misconduct	Unauthorised materials, communication, impersonation or breach of examination rules.
Misuse of AI or tools	Using generative AI, translation, paraphrasing, coding or other tools contrary to the assessment instructions or without required disclosure.

Responsible use of generative AI

Rules may differ by assessment. Some tasks may permit AI-assisted brainstorming or language support; others may prohibit it or require a declaration. You must follow the assessment brief and retain evidence of your own process. You remain responsible for accuracy, bias, confidentiality, citations and the originality of the submitted work.

NEVER UPLOAD CONFIDENTIAL MATERIAL

Do not place personal data, unpublished assessment material, employer information, research data or copyrighted content into an AI service unless VSBT has expressly authorised the service and use.

5.6 Academic misconduct process

Where misconduct is suspected, VSBT will follow the Academic Misconduct Policy. You will normally be told the allegation, given access to relevant evidence and offered an opportunity to respond. Outcomes and penalties depend on the evidence, seriousness, academic level, impact and any prior history.

Keep research notes, drafts, source files and version history. You may be asked to explain or demonstrate how the work was produced.

5.7 Results, feedback and assessment boards

Provisional marks may be released before they are considered by the relevant assessment or examination board. A mark is not final until confirmed through the approved process. The timing and method for release of results will be communicated through the portal, VLE or email.

Contact the module tutor if you need help understanding feedback. Contact Registry for administrative issues such as missing results or an apparent record error.

5.8 Academic appeals

An academic appeal is a request for review of an academic decision on permitted grounds, such as a material procedural irregularity or relevant evidence that could not reasonably have been provided earlier. An appeal cannot challenge academic judgement simply because you disagree with a mark or classification.

The Academic Appeals Policy and Procedure sets out grounds, evidence, deadlines, stages and available outcomes. Seek advice promptly after results are published because appeal deadlines are normally strict.

5.9 Progression, completion and awards

Progression and completion are determined under the regulations applicable to your programme and awarding body. Requirements may include minimum credits, pass standards, compensation or referral rules, completion of mandatory components and good academic or financial standing where lawfully applicable.

For the proposed HND provision, the qualification is intended to be awarded by Pearson, subject to the required approvals. VSBT will communicate confirmed results and facilitate access to transcripts or certificates in accordance with Pearson requirements. VSBT does not claim its own degree-awarding powers. Students must keep their contact details current after completing or leaving the course so that award information reaches them.

6 Attendance, engagement and changes to study

How VSBT monitors engagement, intervenes early and manages absence, interruption, transfer or withdrawal.

6.1 What engagement means

Engagement is active participation in the full learning process. VSBT may monitor attendance, punctuality, contributions to teaching, VLE activity, assessment submission, tutoring, communication, progress and response to agreed support actions.

Monitoring supports student success, safeguarding, quality assurance, statutory reporting and, where relevant, Student Loans Company requirements.

6.2 Reporting absence

Follow the absence-reporting method communicated at induction. Contact the programme team as soon as possible, explain the expected duration and provide evidence where required. Reporting an absence does not automatically excuse missed assessment or remove the need for a mitigating-circumstances application.

- Check the VLE for materials and catch-up activity.
- Contact the tutor about essential missed learning.
- Attend the next scheduled session unless advised otherwise.
- Discuss repeated or extended absence with your Personal Tutor or Student Services.

6.3 Early intervention

Where indicators suggest disengagement or academic risk, VSBT may contact you, arrange a meeting, agree an action plan, refer you to support or escalate the concern through the Attendance, Student Engagement or Fitness to Study procedures.

Engage with early intervention even if the initial contact feels routine. Failure to respond may lead VSBT to conclude that you are not actively studying and may ultimately affect continuation or funding notifications.

6.4 Student Finance and engagement

If a VSBT course and the student are eligible for Student Loans Company funding, VSBT may be required to confirm registration and ongoing engagement. OfS registration does not by itself guarantee that every course or student is eligible for funding. VSBT will not advertise or confirm Student Loans Company funding until the relevant registration, designation and onboarding arrangements are complete. Withdrawal, interruption or non-engagement may affect payments and maintenance support; students should obtain written advice before changing study status.

6.5 Transfer, interruption and withdrawal

Speak to your Personal Tutor, Programme Leader and Registry before making a decision. They can explain academic, financial, funding and progression implications and discuss alternatives.

Change	Meaning	Points to consider
Internal transfer	Moving to another VSBT programme where permitted.	Entry requirements, available places, credit recognition, fees and timetable.
Interruption / suspension	A formally approved temporary break in study.	Return date, maximum period, funding, support and changes to the programme.
Withdrawal	Ending registration before completion.	Fee liability, Student Finance, credit or exit award, return of property and future re-entry.



DO NOT SIMPLY STOP ATTENDING

Non-attendance is not an approved withdrawal or interruption. You may remain liable for fees and funding consequences until VSBT records the formal change.

7 Student support and wellbeing

Academic, personal and welfare support throughout the student lifecycle.

7.1 A coordinated support framework

VSBT provides academic, pastoral and welfare support intended to help students engage effectively, maintain wellbeing and progress. Support is coordinated across programme teams, Personal Tutors, Student Services, Registry and senior staff, with referral to external specialist organisations where appropriate.

Staff are not a substitute for medical, legal, therapeutic or financial professionals. They can listen, provide practical guidance, make academic arrangements within policy and signpost or refer you to appropriate services.

7.2 Asking for help

- Contact your Personal Tutor for academic progress, transition, motivation or a personal issue affecting study.
- Contact Student Services for welfare, disability, financial difficulty, safeguarding, housing or referral guidance.
- Contact your module tutor for learning, assessment or subject-specific questions.
- Contact Registry for records, results, registration or formal process queries.
- Use emergency services where there is immediate danger or urgent medical need.

EARLY SUPPORT WORKS BEST

You do not need to wait until a problem becomes a crisis. A short conversation can often identify practical adjustments, priorities or specialist support.

7.3 Disability and reasonable adjustments

VSBT is committed to preventing disabled students from being placed at a substantial disadvantage. Reasonable adjustments are considered individually and in relation to the programme's learning outcomes, competence standards, assessment requirements and available evidence.

- Contact Student Services as early as possible, ideally before teaching begins.
- Provide relevant evidence when reasonably required.
- Participate in the assessment of needs and review whether adjustments are effective.
- Apply separately for Disabled Students' Allowance where eligible; VSBT can provide guidance but does not determine eligibility.
- Tell VSBT if your needs or circumstances change.

Possible adjustments may include accessible materials, changes to communication, assistive technology, additional assessment time or tailored support. An adjustment cannot remove an essential learning outcome or compromise academic standards.

7.4 Mental health and emotional wellbeing

Mental health difficulties can affect concentration, attendance, sleep, confidence and assessment. Speak to a trusted member of staff, Personal Tutor or Student Services. VSBT can discuss academic support, refer to external services and consider applicable mitigating-circumstances or fitness-to-study arrangements.

For urgent health advice, use NHS urgent-care services. In an immediate emergency or where someone may be at risk of serious harm, call 999 or 112.

7.5 Safeguarding

Safeguarding concerns include abuse, exploitation, neglect, coercion, harassment, stalking, domestic abuse, sexual violence, radicalisation or other risks of serious harm. Report concerns about yourself or another person to any trusted member of staff or Student Services as soon as possible.

VSBT will handle information sensitively, but may share it with appropriate staff or external agencies where this is necessary to protect a person, comply with the law or fulfil safeguarding duties.

7.6 Fitness to study

The Fitness to Study Policy is used where health, wellbeing or personal circumstances may significantly affect a student's ability to study safely and effectively. It is supportive rather than disciplinary and normally begins with informal support and reasonable adjustments where appropriate.

Where concerns are serious or persistent, a formal review may consider whether study can continue with a support plan, whether an interruption is needed or, exceptionally, whether withdrawal is necessary. Students are informed, invited to contribute evidence and may appeal on the grounds set out in the policy.

7.7 Financial difficulty

Financial pressure can affect engagement and wellbeing. Contact Student Services or the Finance team promptly if you are struggling to pay fees, meet essential costs or understand Student Finance. VSBT can explain institutional processes and signpost to external advice; any bursary or hardship support is subject to published eligibility and available funds.

Do not ignore fee or funding correspondence. Early engagement provides more opportunity to agree a lawful and realistic way forward.

7.8 Careers, employability and progression

VSBT aims to develop academic knowledge alongside professional skills. Careers and employability activity may include CV and application guidance, interview preparation, employer engagement, entrepreneurship, work-related projects, progression advice and signposting to vacancies or further study.

You remain responsible for applications, checking employer requirements, right-to-work matters and the accuracy of information supplied to employers or other institutions.

7.9 Faith, belief and inclusion

VSBT respects lawful religious and philosophical belief and the right not to hold a belief. Teaching, assessment and attendance requirements continue to apply. Raise foreseeable conflicts early so that reasonable and lawful arrangements can be considered without compromising learning outcomes or academic standards.

7.10 Confidentiality and support records

Support interactions may be recorded to ensure continuity, monitor agreed actions and meet regulatory or safeguarding requirements. Information is shared on a need-to-know basis and handled in accordance with data-protection requirements. Absolute confidentiality cannot be promised where there is serious risk, a legal obligation or a safeguarding concern.

8 Student voice and representation

How students influence teaching, services, policy and institutional decisions.

8.1 Why student voice matters

Student feedback helps VSBT understand what is working, where experience is inconsistent and which improvements matter most. Feedback should be specific, constructive and based on evidence wherever possible.

8.2 Student representatives

Student representatives gather the views of their cohort, raise themes with staff, communicate outcomes and contribute to programme and institutional meetings. Representatives do not replace individual complaints, appeals or support requests, but they can identify collective issues and help close the feedback loop.

- Listen to a range of student views rather than only personal experience.
- Respect confidentiality and avoid sharing identifiable personal cases without consent.
- Attend training and meetings and report back to the cohort.
- Recognise and communicate good practice as well as concerns.

8.3 Surveys, focus groups and consultation

VSBT may use induction surveys, module evaluations, end-of-stage surveys, focus groups, consultations and national or sector surveys. Participation is normally voluntary and responses may be anonymised or aggregated. Survey data is used alongside outcomes, complaints, support data and representative feedback.

8.4 National Student Survey

Eligible final-year undergraduates may be invited to complete the National Student Survey (NSS). It is independently administered, and institutional results are used to support transparency and improvement. VSBT will not attempt to influence how students answer or identify individual responses.

8.5 “You said, we did”

Closing the loop means explaining what VSBT has changed, what is still being considered and what cannot be changed, with reasons. Actions may be communicated through the VLE, email, representative meetings, programme reports or the website.

USE THE RIGHT ROUTE

Feedback is for improvement; a complaint seeks a formal remedy for dissatisfaction; an academic appeal challenges an academic decision on permitted grounds. Staff can help you choose the correct route.

9 Complaints and resolving concerns

A fair, staged route for addressing dissatisfaction with VSBT services, delivery or management.

9.1 What is a complaint?

A complaint is a formal expression of dissatisfaction about the provision, delivery or management of a programme or an academic or administrative service. Examples include failure to meet a published commitment, misleading information, concerns about teaching or administration, facilities or support, discrimination or inappropriate behaviour, admissions processes, placement provision, or the conduct of a recruitment agent or partner acting for VSBT.

Academic appeals, disciplinary matters and some complaints about another student may be handled under separate procedures. VSBT will identify the most appropriate route and explain any cross-referral.

The published Complaints Policy and Procedure explains the routes available to applicants, offer-holders, enrolled students and former students. Where a matter concerns admissions, an agent, course information, fees, a material change, non-commencement, closure, refund or compensation, VSBT will identify the responsible decision-maker and will not require a complainant to use an irrelevant process.

9.2 Principles

- You will not be disadvantaged for raising a genuine concern or complaint in good faith.
- The process will be fair, transparent, proportionate and handled with respect.
- Information will be shared only as necessary to investigate and respond.
- You should provide relevant evidence and avoid unnecessary personal data about yourself or others.
- Group complaints may nominate a spokesperson where all participants agree.
- Outcomes and learning are monitored to support institutional improvement.

9.3 The three-stage process

Stage	Purpose	What happens
1. Informal resolution	Resolve the issue early and close to where it arose.	Raise the concern with the relevant staff member, service, Personal Tutor or Programme Leader. Agree actions where possible.
2. Formal complaint	Investigate a written complaint where informal resolution is unsuccessful or inappropriate.	The complaint is acknowledged, investigated by an appropriate person and answered in writing.
3. Review	Check whether the formal process and outcome were reasonable and policy-compliant.	A reviewer considers permitted grounds; this is not normally a full reinvestigation.

9.4 Time limit and submission

Under the current Complaints Policy and Procedure, a complaint should normally be submitted no later than three months after the incident or the most recent occurrence in a related series. Late complaints are normally out of time unless VSBT accepts demonstrable exceptional circumstances.

Use the form or submission route specified in the published policy. State what happened, when, who was involved, what steps you have already taken, the evidence relied upon and the outcome you are seeking.



9.5 Support, representation and conduct

You may seek support from Student Services or a representative where permitted. Everyone involved must communicate respectfully. VSBT may manage unreasonable behaviour separately, but will not reject a complaint merely because it is critical or strongly expressed.

9.6 Completion of procedures and the OIA

When VSBT's internal complaint or academic-appeal procedure is complete, VSBT will issue a Completion of Procedures letter where required. The letter will explain whether the person is eligible to take the matter to the Office of the Independent Adjudicator for Higher Education (OIA), the applicable deadline and how to obtain further information. External review depends on VSBT being covered by the OIA Scheme and on the matter and complainant falling within the Scheme Rules; the Handbook does not itself guarantee eligibility.

Further information: www.oiahe.org.uk

10 Fees, funding and financial responsibilities

Understanding tuition-fee liability, Student Finance, refunds and the financial impact of changes to study.

10.1 Your financial agreement

Before a student accepts an offer, VSBT will provide or clearly direct the student to the approved course-specific fee schedule and applicable Terms and Conditions. These will identify tuition fees, deposits, instalment dates, compulsory and optional charges, reassessment or replacement charges, sponsorship arrangements and the basis of any permitted future fee change. Students should retain the version supplied with their offer. No fee or charge will be imposed merely because it appears in this Handbook.

Students are responsible for ensuring that a valid payment, sponsorship or confirmed funding arrangement is in place. Student Loans Company funding must not be assumed: eligibility depends on the provider, course and individual meeting the applicable requirements. Students should respond promptly to lawful requests from VSBT and the relevant funding body.

10.2 Changes to study and fee liability

Transfer, interruption, withdrawal, repeat study or changes in intensity can affect tuition fees, maintenance support and future funding entitlement. Obtain written advice before making a change. The effective date is normally the date accepted and recorded by VSBT, not the date you last attended.

10.3 Debt and access to services

VSBT will manage unpaid tuition fees in accordance with the Terms and Conditions, consumer law and published policies. Action may include reminders, discussion of affordable payment arrangements and lawful debt recovery. Any restriction must be transparent, proportionate and permitted by the student contract and law. VSBT will not manipulate marks, academic judgement or assessment outcomes to collect debt, and will not impose an academic sanction for an unrelated non-tuition debt.

Contact the Finance team early if circumstances change. A payment arrangement is not effective until confirmed in writing by VSBT.

10.4 Refunds and compensation

Refunds are governed by the Terms and Conditions and Tuition Fee and Refund Policy. Compensation and reimbursement of eligible additional costs are governed by the Student Compensation Policy and Student Protection Arrangements. Where VSBT does not provide contracted education or services, eligible refunds and compensation will be determined and paid in accordance with those documents and applicable statutory rights. These are not discretionary goodwill remedies where the published eligibility criteria or legal rights are met.

Payments made through the Student Loans Company or a sponsor may need to be returned to that organisation rather than directly to the student.

10.5 Financial support and external advice

Where available, bursaries or hardship support are subject to eligibility, evidence, assessment and available funds. Student Services can also signpost to independent money, benefits or debt advice. Applying for support does not suspend fee liability unless VSBT confirms this in writing.

KEEP EVIDENCE

Retain funding letters, payment receipts, sponsorship confirmation and correspondence about changes to your circumstances.

11 Student protection and continuity of study

How VSBT seeks to protect students if delivery is materially disrupted through no fault of the student.

11.1 Purpose of the Student Protection Arrangements

The Student Protection Arrangements Overview and associated policies identify risks that could affect applicants, offer-holders and students and the actions VSBT would take to minimise harm. Risks include a course not commencing, a material course change, course or campus closure, loss of awarding-body approval or course designation, restrictions on registration, inability to deliver a mode or material component, and institutional market exit.

11.2 Course non-commencement and material changes

If VSBT determines that a proposed course will not commence, affected applicants and offer-holders will be informed promptly and individually. VSBT will explain the reason and available options, release the applicant from future fee liability, refund sums due under the Tuition Fee and Refund Policy, provide individual advice about suitable alternatives where available, and consider eligible claims under the Student Compensation Policy. No transfer or alternative course will be imposed without the applicant's express agreement.

A material change to a course, qualification, mode of study, teaching location, facilities, fees or material support will be managed under the Course Modification Policy. VSBT will assess necessity and proportionality, consider equality and accessibility impacts, provide advance and accessible notice where practicable, consult affected students, explain available options and obtain express agreement where required. Silence, failure to respond or continued attendance will not by itself be treated as consent to a material detrimental change.

Where a student does not accept a material detrimental change, VSBT will consider reasonable alternatives, including continuation under existing arrangements where feasible, transfer, withdrawal without unfair financial penalty, refunds, compensation and support with eligible additional costs. The student may use the Complaints Policy and Procedure if dissatisfied.

11.3 Core protection measures

- Teach-out arrangements that allow existing students to complete where feasible, supported by an approved teach-out plan, academic oversight and clear timescales.
- Transfer to a comparable VSBT course or another provider where feasible, subject to the student's express agreement, admissions requirements and confirmed credit recognition. VSBT will not guarantee that another provider will admit the student.
- Alternative delivery location, online or blended arrangements where academically appropriate.
- Early, clear and accessible communication about the risk, options and timescales.
- Individual advice and additional support for students with protected characteristics, caring responsibilities, mobility needs or limited flexibility.
- Refunds, compensation and support with eligible reasonable additional costs in accordance with the Tuition Fee and Refund Policy and Student Compensation Policy.
- Protection of academic records and evidence of achievement.

11.4 Priority and consultation

VSBT will assess each affected student's circumstances fairly. Particular attention will be given to students close to completion and to those for whom relocation, transfer or changed delivery would create additional disadvantage, including disabled students, carers, students with employment commitments and those with limited financial or geographical flexibility. Consultation will be genuine and recorded; operational convenience alone will not determine the outcome.



11.5 Communication during disruption

VSBT will use email, portal notices, individual contact, meetings and the website as appropriate. Students should keep contact details current, read communications promptly and attend advice meetings. Where circumstances permit, VSBT aims to provide advance notice of material change; urgent events may require immediate action.

11.6 Rights and complaints

Student-protection arrangements are additional to contractual, statutory and consumer-law rights. An applicant, offer-holder, student or former student who is dissatisfied with a decision or the implementation of an arrangement may use the applicable Complaints Policy and Procedure. After internal procedures are complete, an eligible complainant may be able to approach the OIA if VSBT and the matter are covered by the OIA Scheme.

RELATED DOCUMENTS Student Protection Arrangements Overview; Terms and Conditions; Course Modification Policy; Course Closure Policy and Procedure; Tuition Fee and Refund Policy; Student Compensation Policy; Complaints Policy and Procedure.

12 Campus, learning resources and digital services

Using VSBT facilities and systems safely, responsibly and effectively.

12.1 Campus access

VSBT's main campus is at 11 Albion Place, Maidstone, Kent, ME14 5DY. Access arrangements, opening times, room locations and reception procedures are communicated through official channels. Visitors must follow reception and security procedures.

Tell Student Services in advance if you need step-free access, an evacuation arrangement or another adjustment relating to the physical environment.

12.2 Study spaces and learning resources

Use teaching rooms, quiet-study areas, library resources and equipment considerately. Leave spaces ready for the next user, keep noise appropriate to the area and report damage or faults. Food and drink restrictions may apply in teaching, IT or specialist spaces.

12.3 IT services and acceptable use

- Use VSBT systems for lawful educational and administrative purposes.
- Do not attempt to bypass security, access another user's account, scan networks or install unauthorised software.
- Do not store or distribute illegal, discriminatory, abusive or infringing material.
- Protect College and personal data and use approved storage and sharing tools.
- Comply with software licences and do not copy licensed resources beyond permitted use.
- Report security incidents, phishing, lost devices and accidental disclosure immediately.

12.4 Cyber security

Risk	Good practice
Phishing	Check sender details, do not open unexpected attachments, and verify payment or password requests through a separate channel.
Account takeover	Use unique passwords and multi-factor authentication; never approve an unexpected sign-in request.
Lost device	Use a screen lock and encryption where available; report loss promptly if VSBT data is present.
Unsafe sharing	Use approved links and permissions; remove access when collaboration ends.
Malware	Keep systems updated and do not install unapproved applications or browser extensions.

12.5 Printing, copying and copyright

Printing or copying may be subject to limits or charges. Follow notices displayed on the system. Copying books, articles, images, videos, software or other materials is limited by copyright and licence terms; educational use is not an unlimited exception.

12.6 Lost property and personal belongings

You are responsible for personal belongings. Label valuable items, do not leave devices unattended and hand found property to reception. VSBT cannot guarantee recovery and may dispose of unclaimed items after a reasonable period in accordance with its procedure.



12.7 Emergency and evacuation

On hearing an alarm or receiving an instruction, leave by the nearest safe route, do not use lifts unless authorised, go to the assembly point and do not re-enter until told it is safe. Inform staff if you need a Personal Emergency Evacuation Plan or assistance.

13 Information governance and responsible use

What personal data, records, recordings, intellectual property and online information are handled.

13.1 Data protection and privacy

VSBT processes personal data to administer applications and registration, deliver teaching and support, assess learning, monitor engagement and outcomes, meet legal and regulatory obligations, protect safety and communicate with students. Privacy notices explain the purposes, legal bases, retention and sharing arrangements in more detail.

Keep your information accurate and use approved secure routes when providing sensitive data. Do not share another person's personal information without authority.

13.2 Your data-protection rights

Depending on the circumstances, rights may include access to personal data, correction, restriction, objection, deletion or data portability. Rights are not absolute and may be limited by law, regulatory duties, assessment of integrity or the rights of others. Use the contact route published in VSBT's Data Protection Policy and Privacy Notices.

13.3 Learning analytics and engagement data

VSBT may use attendance, submission, VLE and support data to identify engagement patterns and offer early intervention. Such indicators support professional judgement; they are not assumed to explain the whole of a student's circumstances. Students may be contacted to discuss the data and agree an individualized support arrangements.

13.4 Recording teaching and meetings

Do not record a class, meeting or conversation without permission. Approved recordings are for the authorised educational purpose and must not be edited, posted or shared outside the permitted audience. Adjustments involving recording must be agreed and managed in a way that protects other participants.

13.5 Intellectual property and confidential information

Ownership and permitted use of student work, teaching materials, software, inventions and project outputs are governed by law, contract and programme arrangements. Work involving employers, clients or research participants may carry additional confidentiality or data requirements.

13.6 Social media and public statements

Make clear when views are personal and do not imply that you speak for VSBT unless authorised. Do not use the VSBT name, logo or branding commercially without permission. Report impersonation or misuse of VSBT accounts or identity.

14 Completion, progression and life after VSBT

Preparing for progression, certification, graduation, employment and continued connection with the College.

14.1 Progression planning

Discuss progression before the final teaching period. Options may include the next level of study, a top-up or degree pathway, employment, entrepreneurship, professional development or another specialist route. Entry to external courses or employment is determined by the receiving organisation.

14.2 Final results and certification

After the relevant board confirms results, VSBT will communicate the outcome and information about transcripts or certificates. Check that your legal name and contact details are correct. Report an apparent error promptly through Registry.

The relevant awarding body controls the format and timing of its certificates. For the proposed HND provision, this is intended to be Pearson, subject to approval. Replacement documents may incur a charge only where the amount and circumstances are published in advance and permitted by the applicable terms.

14.3 Graduation

Where a graduation or award ceremony is held, eligible students will receive information about registration, dates, tickets, academic dress, photography, accessibility and guest arrangements. Ceremony participation is separate from the academic conferral of the award unless the awarding body states otherwise.

14.4 Careers and alumni

Keep in contact with VSBT and update your details if you wish to receive alumni, progression or careers information. Alumni may contribute through mentoring, talks, networking, employer links, community activity or further study.

14.5 Graduate responsibilities

An award may be reviewed or withdrawn where permitted by the awarding-body regulations and evidence later establishes serious academic fraud or another fundamental irregularity. Retain important assessment evidence and continue to represent qualifications accurately.

15 Policy directory, glossary and checklists

A practical guide to the formal documents and terminology used throughout your studies.

15.1 Key student policies

Policy or document	What it covers
Academic Engagement and Attendance Policy	Attendance expectations, reporting and consequences of persistent non-attendance.
Student Engagement Strategy	Monitoring, early intervention and continuation.
Student Support & Welfare Policy	Academic, pastoral, welfare, safeguarding and early support.
Personal Tutoring Policy	Tutor allocation, meetings, monitoring, referral and records.
Fitness to Study Policy	Supportive management of health or wellbeing concerns affecting safe and effective study.
Equality, Diversity and Inclusion Policy	Equality, inclusion, non-discrimination and protected characteristics.
Student Support & Welfare Policy	Assessment of need and reasonable adjustments.
Student Code of Conduct and Disciplinary Procedure	Expected conduct, allegations, investigation and sanctions.
Teaching, Learning and Assessment Strategy	Academic delivery, standards and assessment principles.
Academic Integrity and Misconduct Policy	Academic integrity, investigations, outcomes and penalties.
Mitigating Circumstances & Academic Appeals Policy	Short-term circumstances affecting assessment.
Mitigating Circumstances & Academic Appeals Policy	Permitted grounds and stages for challenging academic decisions.
Complaints Policy and Procedure	Informal resolution, formal complaint, review and OIA route.
Tuition Fee and Refund Policy; Student Compensation Policy	Fee liability, payments, withdrawals and refunds.
Student Protection Arrangements Overview; Course Modification Policy; Course Closure Policy and Procedure	Continuity arrangements for material disruption.
Data Protection Policy	Use, security, sharing and rights relating to personal data.
Learning Resource Centre and IT Services Guide; applicable Acceptable Use terms	Responsible use of systems, resources and facilities.
Safeguarding & Prevent Policy	Reporting and management of safeguarding and security concerns.

The published policy suite may be updated or reorganised. Use the VSBT website or student portal for the current approved version.

The online controlled copy should show the document title, reference, version, approval date and effective date. Superseded copies will be archived. Students may request this Handbook and related notices in an accessible format by contacting Student Services at info@vsbt.co.uk. VSBT will provide reasonable communication adjustments where appropriate.

15.2 Glossary

Term	Meaning
Academic appeal	A request for review of an academic decision on specified procedural or evidential grounds.
Academic judgement	The expert academic decision about the quality of work or achievement of learning outcomes.
Assessment board	The authorised body that confirms results, progression and awards.
Awarding body	The organisation that makes or validates the qualification.
Completion of Procedures letter	A letter confirming that VSBT's internal complaint or appeal procedure has ended.
Formative assessment	Developmental assessment that provides feedback and normally does not determine the final result.
Mitigating circumstances	Serious, unforeseen circumstances outside the student's reasonable control that affect assessment.
OIA	Office of the Independent Adjudicator for Higher Education.
Personal Tutor	The staff member assigned to support academic progress, engagement and referral.
Reasonable adjustment	A change intended to prevent a disabled student from being placed at a substantial disadvantage.
Summative assessment	Assessment that contributes to a formal module, unit or award result.
Teach-out	Arrangements that allow enrolled students to complete after recruitment or delivery changes.
VLE	Virtual Learning Environment used for learning materials, communication and assessment.

15.3 When something goes wrong: route finder

Situation	Use this route first
I do not understand teaching or feedback.	Speak to the module tutor; then your Personal Tutor or Programme Leader.
I may miss an assessment deadline.	Contact the tutor and follow the extension or Mitigating Circumstances process before the deadline.
I disagree with a confirmed academic decision.	Read the Academic Appeals Policy; academic judgement alone is not appealable.
I am dissatisfied with a service or how I was treated.	Seek informal resolution, then use the Complaints Policy if needed.
My health or circumstances are affecting study.	Contact your Personal Tutor or Student Services; request support early.
I need a disability-related adjustment.	Contact Student Services and provide evidence where required.
I am considering withdrawal or interruption.	Speak to your Personal Tutor, Programme Leader, Registry and Finance before deciding.
I am worried about immediate safety.	Call 999 or 112, then notify VSBT when safe.

15.4 Student success checklist

- Check VSBT email and the VLE every working day during teaching and assessment periods.
- Attend, arrive on time and participate in scheduled activities.
- Plan independent study and begin assessments early.
- Keep copies of briefs, drafts, sources, data and submission receipts.
- Use feedback to create specific actions for the next task.
- Attend Personal Tutor meetings and respond to support contacts.
- Ask for help early when health, money, caring or personal circumstances affect study.
- Follow academic-integrity and AI-use instructions for each assessment.
- Keep personal and funding details current.
- Use feedback, complaints and representation routes constructively.



Keep this information available

Contact and reference information	
Institution	Veritas School of Business & Technology (VSBT)
Address	11 Albion Place, Maidstone, Kent, ME14 5DY
Website	www.vsbtc.co.uk
General email	info@vsbt.co.uk
Phone	+44 (0) 1622 22 1464
Emergency	999 or 112 where there is immediate risk to life or safety
Independent complaint review	Office of the Independent Adjudicator - www.oiahe.org.uk

FINAL REMINDER

Read official communications, retain copies of key documents and contact VSBT early whenever you need advice or support.

VERITAS SCHOOL OF BUSINESS & TECHNOLOGY

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