



ACT STUDENT HANDBOOK

Introduction

The purpose of the Student Handbook is to provide the students an understanding of the general rules and regulations for receiving teacher education at our institute. We request our students to be aware of the new policies as this document is reviewed from time to time and changes are made accordingly. The latest adopted policy or procedure will always prevail. The handbook may be amended at any time and those changes will be communicated by the ACT administration to the staff and students.

Our websites provide access to detailed information about our courses and services to help you get the most out of your ACT experience.

Visit <https://www.asiancollegeofteachers.com/>

The following represents our expectations from the students:

1. No student has the right to interfere with the training of his/her peers.
2. All students must express their ideas or interact with trainers/tutors, staff members/fellow students in a respectful manner.
3. Students need to be aware of all rules and standards and conduct accordingly.
4. Every student must exercise proper care when using facilities and equipment.
5. All must maintain dress and grooming appropriate for the institution setting at all times.



6. Clothing must not display offensive words, pictures or texts.
7. Students may not wear tank tops or any blouse/shirt that seems inappropriate.
8. Skirts and dresses should be of knee-length.

Academic Appeal Policy

An academic appeal is a procedure, which allows a student to ask for a review of a decision relating to course or certificate. To be eligible to submit an appeal the student must have eligible grounds as per the appeal procedure. Academic appeals may consider allegations of procedural irregularity in the marking of assessments; but the decisions of the Board of Academics in all matters relating to academic judgement shall be final. There is no right of appeal against the academic judgement of the Board of Academics.

Disagreement with the academic judgement of the Board of Academics in assessing the merits of an individual piece of work or in reaching a decision on a student's progress or on the final level of an award, based on the marks, grades and other information relating to the student's performance, cannot in itself constitute grounds for an appeal.

The following are not grounds for appeal:

1. The student is not happy with the grade being given.
2. She/he thought would, or should, have achieved a better grade.



Continuous Improvement Process

ACT's Continuous Improvement team ensures that we bring in innovations in our course design and delivery, assessment processes and systems, student support services and adopt to the changing needs and expectations of students and staff.

We deliver change by engaging with various groups of stakeholders to identify opportunities for improvement, gather feedback and implement those internally.

We focus Continuous Improvement Programme on three main areas of work: 'Teaching Excellence', 'Communication' and 'Student Experience'. Each of the areas have a dedicated working group which include team members in delivering change.

Our team also manages the wide-range of content, processes, applications and assessments, logistics across varied platforms, ensuring smooth service continuity.

Procedures for Fair Delivery of Assessments

Academic Support Service is the primary focus to ensure the secure and fair delivery of assessments at all centres and includes the following:



Assessments (scheduling, locations, trainer allocation (for in-class students)/tutor allocation (for online students), maintaining student portal, student coordination, certification and logistics)

Student Records (Management of the overall student record, student portal management, liaison with sales, finance and student support departments).

Academic Support Service has an important role in the development, interpretation and application of rules and regulations, procedures and guidelines. These include consistent and fair treatment to help students and staff members to know what is expected of them.

Assessment Procedure

At ACT we follow formative assessment is where the work of the learners is assessed and relevant feedback provided for further development. This assessment focus on the subject content and focus on the understanding level of the student, language and content part such as those which are used in the description of a process.

- To know what the student has learnt about the subject.
- To provide the student effective feedback.
- To know the understanding level of our students.
- To monitor the progress of the student.
- To identify the strengths of the students.



- To help with areas which need improvement.
- To provide them with a grade (as per rubrics) at the end of the course.

The students have to attempt both broad questions and multiple-choice questions.

Qualities & Expertise of the Assessor

Assessors, trainers or tutors associated with Asian College of Teachers lend all kinds of support to the trainees from the time they get enrolled till the placement assistance after the completion of the course. Trainees pursuing any teacher training course are offered complete tutor support to enhance their teaching skills and are provided with the opportunities to reflect on the different areas of teaching and training.

Our tutors are highly qualified and accomplished teacher trainers having extensive experience at all levels of teaching and training. They are Master Trainers certified by University of Cambridge International Examinations, UK holding certificate like Post Graduate Diploma in Teaching in the Life Long Learning Sector, UK (OCR) from London School of Management Education. Our dynamic tutors are focussed educators who have already been associated as Tutor (ESOL) with East London Business College, London. Furthermore, our TEFL trainers are certified by TESOL Canada and are well aware of the individual needs of the trainees and create a favourable learning experience by giving them valuable advice whenever the trainees face hurdles in TESOL classrooms.



Faculty / Internal Trainers'/Tutors' Assessment Policy

On the job training - As part of induction and ongoing development, internal trainers/tutors are encouraged to recognize their responsibility for attending and providing on the job training where this is the most suitable development option.

Trainer Development Sessions and Activities - As part of fulfilling their trainer development responsibilities, faculties are encouraged to develop provision of their own formal and informal programmes of staff development activity utilising the internal expertise of staff. Support is available from Asian College of Teachers in developing such programs.

Quarterly Evaluation of Internal Trainers - Quarterly Evaluation of Internal Trainers/Tutors means assessing how effective faculty development undertaken has been in improving job performance. This takes place generally within the Performance Review Process. As part of the annual planning cycle Head of Academics reviews the value of any development initiatives they have put in place, and update their training plans in the light of revisions to educational plans.

Student Code of Conduct

Students are expected to conduct themselves in a respectful manner that adheres to the rules and regulations of the institution and valuing civility, diversity and inclusiveness. The institution requires from all its students,



consideration, acceptance and courtesy in all behaviour towards trainers, staff members and peers. Any breach of the Student Code of Conduct may be treated as a disciplinary matter, under the institution's Student Disciplinary Procedure. Disciplinary action will be taken against the offender in the interests of everyone's learning, teaching and social experience.

Any institution material, furniture and equipment must not be marked, changed or damaged in any way and students are requested to report damaged materials, furniture, and equipment to the trainer or coordinator as soon as possible.

Students should be punctual for their classes whether in-class or live online since late arrivals are disruptive to other participants.

- Access is not normally allowed into live online classes or webinars after the start of the session as latecomers may be refused entry or access. In the event that a student wishes to leave a live online class or webinar before its scheduled finished time, the prior permission of the trainer/coordinator should be obtained except in the cases of illness or other unforeseen circumstance.
- All mobile phones, and other electronic devices must be switched off in class (except in exceptional circumstances and with permission from the trainer).
- No video or tape recording of any session should take place without the permission of the trainer/coordinator.
- Only bottled water, but no other food or drink are allowed in the classrooms (unless specific permission is taken for any specific medical/dietary requirements).



Safety Policy

Asian College of Teachers is committed to ensuring as far as possible a safe, secure and friendly learning environment for its students.

All students who make use of ACT property and facilities have a responsibility to take care of these facilities properly and give due consideration to security issues. They are requested to follow security procedures laid down by the institution.

Responsibility for personal belonging always remains with the owner of the belonging. The institution takes no responsibility for such belonging left on the premises and the institution will not be responsible if any personal belonging gets misplaced. Advice on information on security issues for students is provided by the Human Resource department.

Student Rights and Responsibilities

- ✓ Students have the right to pursue a course of study free from discrimination based upon sex, race, colour, cultural background, religion, marital status, disability or age.
- ✓ Students are entitled to fair and impartial academic evaluation.
- ✓ They have the right to an environment conducive to learning and intellectual freedom and an institution characterized by safety and order.
- ✓ Students are also entitled to a private and fundamentally fair conduct process.
- ✓ Students are expected to act in a manner that does not infringe upon the rights or property of others.
- ✓ They must maintain an atmosphere that promotes respect for learning, trainers and peers.
- ✓ To know and comply with the Code of Student Conduct and other ACT rules and regulations.



- ✓ They must cooperate with trainers and tutors and facilitate the process of learning, including attending class regularly and completing course assignments.
- ✓ To recognize that student actions reflect upon the individuals involved as well as on the reputation of the institution.
- ✓ To be a responsible student, reporting safety concerns and violations of the Code of Student Conduct.

Refund Policy

On successful completion of the Application procedure, students are expected to pay a non-refundable course fee. The fee that they have already paid is non-refundable and it won't be refunded for any personal reason like health/medical problems, family problems or any other individual problems. The fee is refundable only if the course is discontinued for some reason by Asian College of Teachers. If the students are unable to complete the course for any particular reason, the course fee they have paid will be forfeited.

Placement Policy

Placement remains an integral part of ACT Teacher Training courses. Asian College of Teachers conducts regular placement drive across all locations in India and also in Bangkok, Thailand for our in-class students.

We provide 100% placement assistance to all our candidates but we do not provide any placement guarantee.

The students of Asian College of Teachers are only eligible to avail the placement services.



Our placement services are unbiased and does not judge any candidate based on sex, caste, creed or religion.

However, misbehaviour of any student can result in cancellation of the job placement.

Misbehaviour includes the following:

- i. being under the influence of alcohol or drugs which might hamper the work properly during and after the job placement.
- ii. being in possession / under the influence of (prohibited) substances and weapons.
- iii. not being present during the placement drive or interview without a valid reason.
- iv. failing to adhere to standard behaviour or having a criminal record/s.

Arrangements for specially-abled students

In-class Students

- 1. We, at Asian College of Teachers, provide extra facilities for specially-abled students for their mobility. Specially-abled students are provided with wheelchair and an attendant.
- 2. The main entrance and exits to the classrooms are easily accessible as there are no steps.
- 3. Ergonomic furniture (chairs & tables) have been installed in the classrooms keeping in mind the needs of specially-abled students.
- 3. The washrooms are also equipped for the specially-abled students and have arrangements for wheelchair users like the flushing arrangements, dispensers which are mounted at appropriate heights. Staff members are also there to help them.



Online/Live Online Students

1. We ask the family members of specially-abled students to help with the study as we do not have direct contacts or physical interactions with the students pursuing online/live online courses.