



## London Professional Academy

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<b>Next Review Date:</b>	Sep, 2026



## **INTRODUCTION**

This is the LPA Student Handbook.

It gives you formal notification and explanation of the LPA's codes, regulations, policies and procedures, and where you can find out more information.

It is essential, and your responsibility, to read it.

This handbook applies to the 2024–2027 academic year and will be revised as and when needed.

## **Hello!**

We would like to welcome you all to the London Professional Academy.

We will do everything we can to excel you.

We ask you to work hard and challenge yourself and give your very best.

Our experience at LPA will help you gain a qualification and give you the edge at interviews.

All the best!



## **HARD WORK WINS!**

### **Positive Attitude:**

Employers look for people who are positive and professional, and full of enthusiasm.

### **Attendance:**

You are expected to attend all classes. All students should aim for 100% attendance.

### **Punctuality:**

You should be on time for your classes. Employers insist on punctuality and will look for a good record in any future employee.

Eat, Drink and Make new friends at LPA

## **ALL I.T. EXPLAINED:**

You all are given email accounts and your teachers will use these to contact you about your course. You will also receive regular messages from college on this address.

## **WE CAN HELP YOU WITH**

### **Course applications**

We can guide you through the process and we can even help you complete your application.

### **Enrolling onto a course**

We can explain the enrollment process and help you complete the appropriate forms.

We will discuss payment methods and fee remission criteria relevant to your age and financial circumstances.

We can also give advice on other financial support that may be available to you, depending on your circumstances.

## **COURSE INFORMATION:**

We can provide you with course information and discuss various options available to you.

If you need detailed course content information we can signpost you to a course specialist for advice.



## **EQUALITY AND DIVERSITY:**

We at LPA are committed to promoting equality and diversity.

We do not tolerate any form of prejudice, discrimination, or harassment.

We aim to ensure that no one is treated less favourably than any other and that all feel included.

We have policies in place to help us do this.

## **DRESS CODE**

The dress code at LPA is smart wear/casual wear.

We expect you to come clean to the college and avoid wearing immodest clothes.

## **STUDENT'S CODE OF CONDUCT**

Students are expected to abide at all times LPA's values and rules.

- Students must NOT engage in behaviour that is linked to sexual harassment or sexual violence.
- Students must NOT smoke in non-smoking areas.
- Students must NOT cheat or plagiarise, or copy the work of the student
- Must familiarise themselves and comply with LPA's information and Technology and communications policy
- Must NOT disrupt any LPA activity or class
- Must improve attendance and punctuality
- Must NOT deliberately or negligently cause damage to LPA building or property
- Must NOT engage in any criminal activity including theft of others' or LPA's property
- Students are required accept responsibility of their own learning



- Must attend all classes, workshops or placements
- Find out any work they missed and complete it by stated deadlines
- Actively take part in all reviews of their progress, learning and target setting.

## **EATING AND DRINKING**

Eating and drinking in a learning environment is not permitted.

Please eat and drink in appropriate places.

## **MOBILE PHONES**

Mobiles should be kept out of sight and on silent during classes

## **SAFEGUARDING**

Every person who comes into LPA is important.

Therefore, we want to ensure that what you say is listened to and that you feel safe, respected and treated well.

It is important that you are familiar with the safeguarding guidance promoted by LPA and behave in line with it.

If you are unhappy, worried or frightened about anything that happens during your time at LPA, or in your personal life we want to help you.

LPA staff are available to speak to you during normal opening hours.

## **STAY SAFE ONLINE**

The internet is a great way to connect with friends and learn new things.

It's also important to stay safe and make sure you don't share things that could put you or others in danger.

People can pretend to be your age and unfortunately there have been cases where adults have pretended to be teenagers and lured young people into meeting them in dangerous situations.



It is pertinent to equip yourself with the right knowledge how to safeguard yourself against all the dangers and keep working online.

## **PRESENTATION OF YOUR ASSESSMENTS**

All assessed work should be typed or word processed.

All work must be double line spaced and in Arial font, point size 12.

Work that does not comply with this requirement will not be marked.

Students who may have mitigation in this area, e.g. because of dyslexia or visual impairment, should discuss the submission criteria with their personal tutor.

All assessed work should be submitted using: standard English; appropriate conventions; accurate spelling, punctuation and grammar and accurate referencing.

The pages should be numbered and work presented in the prescribed order.

The use of a contents page is strongly recommended where appropriate.

All assessments should follow the **Harvard system of referencing**.

## **ASSESSMENT**

When you enrolled, you were required to sign the student code of conduct.

By signing this you have confirmed that any work you submit during your time studying the programme will be entirely your own.

The first marker is required to provide detailed feedback to the learner on all course work. This is to be summarised in writing to all students.

Your college ID number is your anonymous number for all assessments completed during your academic career.

This must be written on the front of all submitted assessments.

Your name should not appear anywhere on the assessments.

Once assessments are marked, provisional grades will be made available.

## **LATE SUBMISSION OF ANY ASSESSMENTS, EXTENSIONS AND APPLICATIONS FOR MITIGATING CIRCUMSTANCES**



It is the expectation of LPA that you will prepare in advance for the completion of assessments and will meet all assessment submission dates and deadlines.

It is not possible to apply for an extension to any deadline and work that is submitted 'late', will be subject to capping in accordance with the Assessment Regulations.

It is accepted that on occasions, unpredictable, unplanned and unavoidable exceptional circumstances may occur, which prevent you from meeting an assessment deadline.

If there are Mitigating Circumstances for your late submissions, contact LPA. Your reasons will be considered and LPA reserves the right to allow you to submit assessed work after the published deadline without penalty.

This is a formal procedure which requires getting in touch in writing and providing proofs where applicable.

## **ASSESSMENT FEEDBACK/GRADES**

Provisional marks are agreed by first markers from the Programme Tutors.

Written feedback and a provisional grade will be received within 3 weeks.

All grades are provisional until they have been ratified by second Tutor or Senior Management Team (SMT).

After the final assessment verification, all grades will be confirmed.

Your work will be returned to you after the assessment cycle has been completed.

## **ACADEMIC APPEALS PROCEDURE**

All assessment decisions are subject to the rigorous quality assurance processes including second marking and scrutiny by SMT LPA or External Examiners from governing body.

If you feel that a procedural irregularity has occurred, there is a process by which you may lodge an appeal.

Please note that academic judgement cannot be questioned.

The full Academic Appeals Procedure is available.



## **COMMENTS, COMPLIMENTS AND COMPLAINTS**

LPA is committed to creating an open and transparent environment in which students are encouraged to provide both complimentary and critical feedback.

LPA's Comments, Compliments and Complaints Policy and Procedure provides detailed advice about how to provide feedback on any aspects of your programme of study.

## **FINAL NOTE**

We will take all reasonable steps to provide the teaching, assessment and other educational services mentioned in leaflets and prospectus.

We reserve the right to amend, withdraw, cancel, alter, or amalgamate any or part of the programmes, facilities or cost at any time.

Should circumstances beyond our direct control interfere with our ability to provide educational services, programmes, and facilities, we will take all reasonable steps to minimise any disruption.

Please note that the information you provide at enrolment is important to confirm eligibility so please ensure this information is correct.

For All Enquiries:

+44 203 4111 651

info@londonpro.org.uk

## **OTHER USEFUL CONTACTS**

Samaritan

<https://www.samaritans.org/>

08457 90 9090

Mental Health

<https://www.nhs.uk/every-mind-matters/>



[www.youngminds.org.uk/findhelp](http://www.youngminds.org.uk/findhelp)

[www.mind.org.uk](http://www.mind.org.uk)

