



NCIUL

**INSTITUTIONAL
STUDENT
HANDBOOK**

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About This Handbook

This Handbook is prepared to provide you with basic information about what you should expect from your experience at NCIUL, and where to get support in case of need. Be aware that in this Handbook we are providing you with a summary of our general regulations, and you should always refer to them to understand NCIUL policies and procedures. You will find links to our website within this Handbook, for you to use as a reference guide.

This Programme Handbook is prepared ahead of the academic period to which it relates, meaning that there may be changes to it by the time you are a student with us. These changes, alterations or amendments are necessary to provide you with a better learning experience, and will be made available to you on our website, VLE and communicated to you by email.

Information in alternative formats

This handbook is available online, Section Useful Documents.

If you have a disability which makes navigating the website difficult and you would like to receive information in an alternative format, please contact the Student Office.

We can supply sections from this publication as:

- a Word document with enlarged type – sent by email or supplied on a CD or memory stick
- printed copy with enlarged type
- printed copy on non-white paper

Other formats may be possible. We will do our best to respond promptly. To help us, please be as specific as you can about the information you require and include details of your disability.

Disclaimer

This Handbook does not replace NCIUL's regulations. All students will be required, as a condition of enrolment, to abide by and submit to the procedures of NCIUL which are amended from time to time.

Every effort has been made to ensure the accuracy of the information contained within this Handbook, but it is subject to alteration without notice. NCIUL will use all reasonable endeavours to deliver programmes in accordance with the descriptions set out in this Handbook. However, NCIUL reserves the right to make variations to the contents or methods of delivery of programmes, to discontinue programmes and to merge or combine programmes, if such action is reasonably considered to be necessary by NCIUL. If NCIUL discontinues any programme it will use its reasonable endeavours to provide a suitable alternative programme.

Welcome from NCIUL

Welcome to Niccolò Cusano (Italian) University in London, an institution with International style of education. Our distinguished faculty, with an almost limitless breadth of academic and business experience, offers our students a challenging, inspiring, and practical foundation for their future endeavours.

NCIUL seeks to deliver educational programs and high value services grounded upon the principles of truth, established practice and founded science for the end goal of producing a new breed of self-directed, competent leaders. With the help of technology, it is now possible for educational institutions, such as NCIUL, to fulfil this thrust. Education does not need to be confined to traditional settings because people who want to obtain their degrees or expand their educational qualifications can do so through alternative means. In this perspective, NCIUL's programs and curricula are comprehensive and at the same time, adhere with exemplary international standards. This means that NCIUL has received accreditation from ASIC after passing their reviews and after completing various requirements.

NCIUL, in its thrust to promote and accelerate leadership as well as professional development not only among its student body but also its faculty and other employees, harnesses current research, relevant curricular offerings and responsive support services. By taking this stance, NCIUL is assured that it plays a significant role in the creation and delivery of relevant knowledge and skill, thereby contributing to society in general. In its aim to serve as centre of knowledge and be part of the global education and science community, NCIUL also assumes responsibility for ongoing enhancement of a well-rounded, research oriented academe. NCIUL takes pride in the opportunities and knowledge it offers to the international education landscape, and values each student as they contribute to this legacy.

We are proud of our academic challenge and excellence, and we believe that every incoming student adds to our legacy. Our faculty members are encouraged to provide our students with the fundamentals that they will use for the rest of their careers, while imparting learning experiences and lessons that will serve them personally and professionally.

I am confident that NCIUL can meet and exceed your expectations. We are proud of the opportunities and experiences that NCIUL offers every day, and we hope you will become part of our community.

Kind Regards,

Stefano Bandecchi
Director

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Contact Details & General Info

1. Staff list and Contact Details

Registry Office	Northern & Shell Tower, 4 Selsdon Way - London E14 9GL Tel:+44 (0) 2038461730 registry@nciul.ac.uk
Pre-Enrolment Enquiries	Northern & Shell Tower, 4 Selsdon Way - London E14 9GL Tel: +44 (0) 2038461730 pre-enrolment@nciul.ac.uk
Admissions Office	Northern & Shell Tower, 4 Selsdon Way - London E14 9GL Tel: +44 (0) 2038461730 admissions@nciul.ac.uk
Student Office	Northern & Shell Tower, 4 Selsdon Way - London E14 9GL Tel: +44 (0) 2038461730 student.office@nciul.ac.uk
IT and VLE Support	Northern & Shell Tower, 4 Selsdon Way - London E14 9GL Tel: +44 (0) 2038461730 vle@nciul.ac.uk
HR Office	Northern & Shell Tower, 4 Selsdon Way - London E14 9GL Tel: +44 (0) 2038461730 humanresources@nciul.ac.uk
Finance	7 Skylines Village, Limeharbour - London E14 9TS Tel: +44 (0) 2038461730 finance@nciul.ac.uk
Library	University of Sunderland in London 197 Marsh Wall, Docklands, London, E14 9SG Tel: +44 (0) 20 7531 7333 londonlibrary@sunderland.ac.uk
IT Labs	University of Sunderland in London 197 Marsh Wall, Docklands, London, E14 9SG Tel: +44 (0) 20 7531 7333 gateway-london@sunderland.ac.uk

2. Office Hours

All our staff are available during office hours.

Meetings can be arranged either in person or through virtual means (for example Skype). Tutors have appointed office hours where you can drop-in at any point during the working day.

Please check individual availability through your website and/or VLE Personal Page.

3. Communication between NCIUL and students

Academic staff members and the NCIUL administrative team will usually communicate with you by email, using the preferred email you gave during your enrolment. When you write to staff, please remember to always provide:

- full name and registration number;
- address the person you are contacting with politeness and not too informally;
- clearly explain the reasons of your email;
- check everything before pushing the 'send' button.

Staff will aim to respond within 3 working days, however in exceptional circumstances this may not be possible. If you are having difficulty in contacting a member of staff, please contact the administrative office instead.

4. Your Contact and Personal Details

NCIUL will keep contact details and other personal data about you on our secure computer system. This data is treated as strictly confidential and are stored on encrypted databases on secure servers. You can request to review this data by contacting the Student Office. Please refer to <http://nciul.ac.uk/resources/policies/>.

It is very important that you keep us informed of any changes to your personal contact details and of your emergency contact at all times. Some data can be changed on your personal page on the VLE (for example, such as your address, telephone number or email address). However please note that you cannot change your first and last (family) names online. This has to be done in person at NCIUL with the academic registrar. Official supporting documentation (marriage certificate, passport etc.) will need to be provided.

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Support and Opportunities for Personal Development

1. Induction Programme

At the beginning of your course you will be given a full induction and you will be provided with a comprehensive induction pack with all the necessary information. The induction pack will contain the following information:

- Full title of your course
- The course duration
- The certificate awarding body
- The advance date of your exams
- The modules you will be taught
- Who your programme leader is?
- Who your lecturers are?

Please read the induction pack carefully and try to grasp the most important information in order to make a smooth start to your study. If you have any queries you can talk to a tutor, prior or during our Orientation Week events. Please refer to <http://nciul.ac.uk/students-life/welcome-week/welcome-week-overview/>.

Enrolment and Orientation Week

In mid-September or mid-January, new students are invited to join the Faculty staff for coffee and meetings with peers. It is an important social event for our students, and a way to help them settling in their new life.

2. Personal Tutoring

All students have a tutor who will support you in adjusting to HE study life, as well as guide you on academic matters. It is recommended that every student makes time to talk to their tutors at least once over the term. Tutors are there to provide a friendly, confidential, non-judgmental environment and you can rely on your tutor to give advice and effective feedback.

During term time, according to their responsibilities and activities, tutors are available:

Monday - Thursday: 9.30 am- 4.30 pm

Friday: 9.30 am- 4.00 pm

During the holidays, tutors are available: Monday – Friday: 10.00 am – 3.00 pm

You will be introduced to PDP on your induction. PDP is a process which aims to improve your ability to understand what and how you are learning and will help you to get the most out of your student experience by helping you to take responsibility for your own learning and raising your awareness of the variety of opportunities for development. This process is important for all students and it will help you organise your personal, educational and career development.

Please refer to <http://nciul.ac.uk/students-life/student-support/personal-tutoring-scheme/>

3. Study Skills

Seminars and workshops on research and study skills, as well as academic writing, tutorials for ICT skills, effective communication and oral presentation, will be offered throughout the year for students who would like to enhance specific skills or have a desire for deepen their employability skills. These are optional, but we strongly recommend you try and attend them. Please refer to your Undergraduate or Postgraduate Faculty Study Guide, available at <http://elearning.nciul.co.uk/>.

Language courses are offered for free to UK and international students, as part of their personal development plan. These courses are not compulsory, however they will enable you to develop the language needed for your specific discipline. These opportunities are offered to NCIUL students through the International Office. This is also a useful meeting point for international students to meet new people, chat, have a coffee, watch movies, and generally socialise with people from different cultures and backgrounds.

4. Career Advice

Whilst studying at NCIUL it is important to start thinking about your future career. Career advice and guidance provided by the institution is available to all the students. You can approach lecturers, tutors and the student support service for guidance.

Employability and Careers Centre

Internship, placement and/or work experience are encouraged and supported by the Office, which provides information, guidance and practical help to students in finding the right work experience, during or after the completion of their studies.

On your course, speakers and influential professionals from other countries and from a range of industries will be invited to lectures, seminars and workshops to explain the practical details their job, and coach students with a specific interest in that area.

Full information concerning career support can be found on <https://www.nciul.ac.uk/student-life/student-activities-resources/careers-placement-opportunities/>.

Student Representatives

Student feedback is extremely important and at the start of your year, we will ask for volunteers to be nominate themselves for election as a student representative. Please visit <http://nciul.ac.uk/students-life/student-activities-resources/student-council/>.

NCIUL Student Council is the elected body representing all students, whose goal is to ensure the empowerment and enhancement of student life and educational opportunities, as well as providing support for students over a wide range of areas be it personal or social. Student representatives will also support NCIUL through proactive engagement with our Institution and feedback, providing a friendly atmosphere for incoming international students and promoting culture and clubs.

The Student Council elects representatives to NCIUL Boards and Committees, such as the Equality and Diversity Committee and the Student Experience and Quality Enhancement Committee.

6. Counselling

NCIUL provides counselling services through our Student Office to those students who fall back in their studies. Please visit <http://nciul.ac.uk/students-life/student-support/counselling-tutor-support/>.

7. Support for students with special needs

NCIUL welcomes students with disabilities, from physical to mental disabilities, long term medical conditions, as well as specific learning disabilities. In order to offer the best support during your learning experience at NCIUL, we suggest you disclose and register your disability with the Student Office. For more information visit <http://nciul.ac.uk/students-life/student-support/support-students-disabilities/>.

8. Support for part-time and mature students

At NCIUL, we welcome mature and part-time students. We are well aware that being a part-time or a mature student can bring challenges in terms of studying, and balancing your personal and work life with your new life as student. You can find support and guidance from your tutor, as well as the Student Office.

Please visit <http://nciul.ac.uk/students-life/student-support/support-mature-part-time-students/>.

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Facilities and Services

1. MyNCU, your virtual learning environment (VLE)

One of the most important resources we provide students with, is MyNCU, our Virtual Learning Environment or VLE, an online learning platform where students can access materials, video lessons, formative and summative assessment, information on each aspect of their learning experience, contact details, and so on.

To access your MyNCU, a student must login at elearning.nciul.co.uk using username and password provided at registration. Or visit <http://nciul.ac.uk>, and click on the MyNCU link at the bottom of the webpage.

2. Student Office

The Student Office deals with almost every aspect of your academic life as student, at NCIUL. For example, you will need to contact the Student Office in order to find more about the of the placement opportunities you can have access to. NCIUL is focused on building partnerships with Italian, UK and multinational firms and organisations, as well as ONG, charities, NHS and similar, where our students can apply the knowledge learnt within our Programmes in a real business environment. Placement opportunities are not compulsory, and students can decide to link their work placement experience to their business research project module. More information on partners and placement opportunities that NCIUL might facilitate are available at <https://www.nciul.ac.uk/student-life/student-activities-resources/careers-placement-opportunities/>.

3. Library facilities

You can access the main Library at Sunderland University Campus, first floor, during term times.

Monday- Thursday:	8.30 am - 8.30 pm
Friday:	8.30 am - 8.00 pm

Address:

University of Sunderland in London 197 Marsh Wall
London E14 9SG

To contact the Library, please phone +44(0)20 7531 7333 or email londonlibrary@sunderland.ac.co.uk. The online catalogue for research is always accessible at <http://londonlibrary.sunderland.ac.uk>.

There is also a small departmental library, located on our administrative campus that can be accessed for urgent matters, with authorisation from your tutor.

For distance learning students and for those in presence that may require reading materials outside opening hours, important library resources can be accessed through their MyNCU. Databases, e-books, e-journal subscriptions are made available to the students for any research needs. Support is also provided 24/7 in case students experience difficulties in accessing those resources. This extended support is provided through online tutorials, FAQs, a guide on how to use MyNCU and its features, technical support during office hours. Some resources (for example, TurnItIn) have their own 24/7 technical support.



4. IT labs

In case you need to use a computer, for individual and team project purposes, you can access our Computer lab at Skylines Village, or book your space at Sunderland. For more information on opening hours, location and terms of use, please visit our website at <http://nciul.ac.uk/facilities/other-facilities/> or Sunderland website at <http://london.sunderland.ac.uk/contactus/>.

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Assessment and other Policies

1. Assessment

NCIUL promotes continuous assessment as a means of achieving learning. Modules can have formative or summative assessments. Formative assessment helps students gauge how much they have learnt during the term, but does not contribute to the overall module grade. Summative assessment can have different forms, and does contribute to the final grade.

Specific rules of assessment for all NCIUL students can be found at <http://nciul.ac.uk/catalogues-prospect-institutional-regulations-validated-awards-ou/>.

2. Assignment length

The length of an assignment varies among modules. Guidance is provided by Module Leaders or tutors at the beginning of each module, and is included in all module specifications. Please refer to your Programme Handbook for detailed information. You can download it from your MyNCU (<http://elearning.nciul.co.uk/>), or visit <http://nciul.ac.uk/programme-course-specifications/>.

In general terms, the word length (unless otherwise stated in the module specification):

- includes references in the main body of the text, footnotes and endnotes;
- excludes abstract, list of contents and abbreviations, numerical tables, figures, list of resources, bibliography.

3. Coursework deadlines and late submission

Coursework, if not indicated otherwise, must be uploaded and submitted to the NCIUL's e-learning platform <http://elearning.nciul.co.uk/>. Guidance on how to upload your work is available through the submission system. If students need technical or theoretical help to upload the coursework, tutors are always available to provide assistance. The system will generate a receipt of submission for every uploaded assignment.

Late submission of an assignment will incur a penalty, consisting in a deduction from your mark (where the pass mark is 40% for undergraduate programmes, and 50% for postgraduate programmes); this is roughly a 10% reduction for each working day the assignment is late down to the pass mark and no further for the first 6 working days. After 7 working days of delay, the coursework assignments will be marked 0 (zero).

More detailed information can be found at <http://nciul.ac.uk/catalogues-prospect-institutional-regulations-validated-awards-ou/>.

4. Feedback

At NCIUL, academic staff aim to provide students with effective feedback in class, and timely written feedback. The purpose of feedback is to help the student understand what they are doing well, if there are things they need to improve upon and give an indication of how to make those improvements. Feedback can be written or oral, and can be given individually or related to group performance. In any case, students can always discuss the given feedback with a member of our staff (module leader or tutor) after class, or arrange an individual appointment if they need more guidance. We aim to provide students with feedback before their next assignment, and no later than 10 working days after submission of their assignment.

5. Examination regulations

Please refer to the Examination Procedures Booklet and the Invigilation Procedures, available at <http://elearn-ing.nciul.co.uk/>. Refer also to NCIUL Institutional Regulations for OU validated awards, available at <http://nciul.ac.uk/catalogues-prospect-institutional-regulations-validated-awards-ou/>.

6. Re-sits

If a student does not pass a module the first time, it is possible to re-sit it. However, students are NOT allowed to re-sit a module that has already been passed, to improve their grades.

Students will be allowed two opportunities to pass a module (the first attempt plus a second one). More information is available at <http://nciul.ac.uk/catalogues-prospect-institutional-regulations-validated-awards-ou/>.

7. Disciplinary procedures

When you enrol on a programme of learning at NCIUL you sign and commit to a Code of Conduct. If your behaviour, attendance record or academic standards are persistently below the standards required of the Code and are not resolved by informal discussion and negotiation, then disciplinary proceedings may be started against you. The disciplinary procedure is a formal process which applies to all learners enrolled at the Institution. Please visit <http://nciul.ac.uk/students-life/student-support/student-complaints-appeals/> for more info.

8. Complaints and Appeals Procedures

NCIUL endeavours to create a positive learning environment for students, one in which each student has the opportunity to achieve their personal best. Part of the maintenance of that positive environment is fair and open complaints & appeals procedure made available to all students. Please visit <http://nciul.ac.uk/students-life/student-support/student-complaints-appeals/> for more info.

9. Academic Integrity

Since NCIUL is a strong community that believes in the importance of respect, fairness, equality, diversity and has a strong code of ethics, all students are expected to behave with honesty and integrity in relation to coursework, examinations and other assessed work.

Academic offences can include plagiarism, false authorship, collusion, falsifying data or evidence, unethical research behaviour and cheating in an examination (this list is not exhaustive). In case a student is found responsible in breaking the Student Conduct in any form, several penalties may be imposed, from a zero (0) mark in a module to expulsion from NCIUL with no warning. More information in these matters and how to avoid plagiarism (i.e., advice on academic referencing), can be found in MyNCU personal page (<http://www.elearning.nciul.co.uk>), under NCIUL Study Guide.