

# Remote Access Student Handbook 2023-24



# Principal's Welcome

Dear friend,

We are delighted you have chosen to study at All Nations. Whether you are located globally, locally or anywhere in between, you are now part of a vast family that spans more than 60 years and spreads out across the world. So a very warm welcome to this extensive, heart-centred community.

We hope that you can have a good rest before you start so that you will be refreshed, recharged and ready to engage with your studies.

## Start date

If you are studying on campus please arrive at College on your designated start date. For most new students, this will be **Wednesday 20th September**. If you are attending the **Foundation Course** your start date is **Monday 18th September**. Please refer to your offer letter and the arrival information for specific arrival times.

## Helping you with orientation

We aim to cover most of the general orientation to the College and the course before classes begin. Campus learners - please attend all orientation sessions in person. For Remote Access Learners your orientation programme sessions will take place on Zoom.

Please be available to participate in the orientation programme fully.

We know that starting a new course and living in a new community will be a big step of faith for you. It may be an encouragement to know that many people go through the same experiences as they begin training for Christian ministry. Take this time to reassure yourself of God's call.

There are many essential details to familiarise yourself with, even before your first tutorial begins! We have provided spaces within the orientation programme to help you settle into college life and connect with staff and other students. I would encourage you to use our Barnabas scheme to assist you in this transition period. You will also find participation with your Tutor Group an essential part of community life at College.

## Community life

Our goal is to make your time with us enjoyable and profitable. As part of an international community of mature students, we seek to avoid having too many community 'rules'! The main principle that governs our life together is to let all our conduct be guided by mutual love and consideration for each other. This is particularly important when people from many different countries and cultures study together.

Please don't be surprised if you find yourself challenged by strange or unexpected things other people say or do. Christians all over the world have many different customs, opinions and traditions. A significant part of the benefit of studying with All Nations is to learn to appreciate other cultures and to see one's own through the eyes of others. I guarantee you will learn as much from your fellow students as you will from your tutors!

How much you get out of the course depends on you. You have chosen All Nations because we seek to provide comprehensive mission training for the whole person. We are concerned not only about your academic training, but also about your practical preparation and spiritual growth. You will be assigned to a personal tutor, who will meet with you regularly to encourage you in all these areas.

We know that you are coming here with a desire to serve the Lord to the best of your ability, and we will be praying that your time here will be the best possible preparation for you.

Do encourage your church and other Christian friends to pray for you and the life and work of the College.

In Jesus' Name,



A handwritten signature in black ink that reads "V.J. Samkutty". The signature is written in a cursive style with a horizontal line underneath.

Rev. Dr. V.J. Samkutty  
**Interim Principal & CEO, Tutor in New Testament and Greek**

# Contents

<i>Principal's Welcome</i> .....	2
<b>1 GENERAL INFORMATION</b> .....	<b>7</b>
1.1 Address .....	7
1.2 Change of Circumstances .....	7
1.3 Location of Visa Students .....	7
1.4 Arranging a visit to the college.....	7
1.5 Keeping the Community Safe: Photos.....	8
1.6 Voting in the UK.....	8
<b>2 ABBREVIATIONS OF COMMONLY USED TERMS</b> .....	<b>9</b>
<b>3 INTRODUCTION TO THE COLLEGE</b> .....	<b>10</b>
3.1 Handbooks .....	10
3.2 Induction Arrangements.....	10
3.3 All Nations Christian College Staff.....	11
<b>4 LEARNING AS A REMOTE ACCESS LEARNER (RAL)</b> .....	<b>13</b>
4.1 Hybrid Remote Access Delivery .....	13
4.2 Online courses.....	13
4.2.1 Explore and Express-online .....	14
4.2.2 Postgraduate Modules (Contextual Theology).....	14
4.3 Submitting assignments online .....	14
4.3.1 Workbooks (Explore and Express).....	14
4.3.2 Online discussion posts.....	15
4.3.3 Presentations.....	15
4.3.4 Essays and other written assignments.....	15
4.4 Getting the best out of learning as an RAL .....	16
4.5 Building community online .....	16
4.5.1 In classes and meetings delivered through videoconferencing .....	16
4.5.2 In online discussion forums .....	17
4.6 Using Zoom .....	18
4.7 Virtual Learning Environment (Moodle) .....	19
4.8 Summary .....	19
<b>5 FORMING COMMUNITY</b> .....	<b>20</b>
5.1 Why Community is important.....	20
5.2 Community Events and Activities.....	20
5.2.1 Lectures:.....	20
5.2.2 Tutor Groups: .....	20
5.2.3 Kick-Off.....	20
5.2.4 Contemporary Issues in Mission (CIM) .....	21
5.2.5 Community Worship .....	21
5.2.6 Sunday Evening Worship .....	21
5.2.7 World Intercession Groups (WIGS) and other Prayer Meetings: .....	21
5.2.8 Special Community Events .....	21
<b>6 STUDENT TIPS</b> .....	<b>22</b>

6.1	<i>Six Tips for Getting the Most out of your Studies</i> .....	22
6.2	<i>Ten Tips for Visiting All Nations Community On-Site</i> .....	22
<b>8</b>	<b>PRAYING WITH OTHERS</b> .....	<b>24</b>
<b>9</b>	<b>SUPPORT FOR STUDENTS AT ALL NATIONS</b> .....	<b>25</b>
9.1	<i>Friends</i> .....	25
9.2	<i>Tutor Groups</i> .....	25
9.3	<i>Prayer Partners</i> .....	25
9.4	<i>Church</i> .....	25
9.5	<i>Pastoral Support</i> .....	25
9.6	<i>Additional Needs</i> .....	26
<b>10</b>	<b>ILLNESS AND LONG-TERM CIRCUMSTANCES</b> .....	<b>27</b>
10.1	<i>Illness</i> .....	27
10.2	<i>Long Term Conditions or Circumstances</i> .....	27
10.3	<i>Extenuating or Challenging Circumstances</i> .....	27
<b>11</b>	<b>THE STUDENT BODY</b> .....	<b>28</b>
11.1	<i>Student Committee</i> .....	28
11.2	<i>College Notices/information</i> .....	28
11.3	<i>Social Events</i> .....	28
<b>12</b>	<b>FINANCE</b> .....	<b>29</b>
12.1	<i>Contacting the Finance department</i> .....	29
12.2	<i>Payment Terms and Conditions</i> .....	29
12.3	<i>Fees</i> .....	29
12.3.1	<i>Student Account</i> .....	29
12.3.2	<i>Fee rates:</i> .....	29
12.3.3	<i>Bursaries/discounts:</i> .....	29
12.3.4	<i>Other costs:</i> .....	29
12.3.5	<i>Statement of Accounts due:</i> .....	29
12.4	<i>Payments to College</i> .....	29
12.5	<i>Grants and Bursaries</i> .....	30
12.5.1	<i>UK Government Grants</i> .....	30
12.5.2	<i>All Nations Bursary</i> .....	30
12.6	<i>Financial Problems</i> .....	30
<b>13</b>	<b>ALL NATIONS LIBRARY</b> .....	<b>31</b>
13.1	<i>Resources Available</i> .....	31
13.2	<i>How to Access Library Resources</i> .....	31
13.3	<i>How to Access Lecture Recordings:</i> .....	31
<b>14</b>	<b>ICT REQUIREMENTS AND FACILITIES</b> .....	<b>32</b>
14.1	<i>ICT Requirements</i> .....	32
14.2	<i>Accessing College ICT facilities when on site</i> .....	33
14.2.1	<i>Virtual Learning Environment (VLE)</i> .....	33

14.2.2	<i>Communication</i> .....	33
<b>15</b>	<b>INTERNET AND DATA SECURITY</b> .....	<b>34</b>
15.1	<i>College ICT Agreement</i> .....	34
15.2	<i>Social media</i> .....	34
15.3	<i>Passwords</i> .....	35
15.4	<i>USB Memory sticks</i> .....	36
15.5	<i>Backing up data</i> .....	36
<b>16</b>	<b>GUIDELINES FOR KEEPING IN TOUCH WITH THOSE IN SENSITIVE REGIONS</b> .....	<b>37</b>
16.1	<i>What you SHOULD NOT do</i> .....	37
16.2	<i>What you CAN do</i> .....	37
16.3	<i>Sending messages whilst on site at All Nations</i> .....	38
16.4	<i>Receiving Post from a Sensitive Country</i> .....	38
16.5	<i>Staying in Touch</i> .....	38
<b>17</b>	<b>CONFLICTS, DISPUTES, COMPLAINTS, GRIEVANCES AND MISBEHAVIOUR</b> .....	<b>39</b>
17.1	<i>Conflicts and Disputes</i> .....	39
17.2	<i>General Complaints and Grievances</i> .....	39
17.3	<i>Specific Types of Complaint</i> .....	39
17.4	<i>Appeals</i> .....	39
17.5	<i>Student Discipline</i> .....	39
17.5.1	<i>Code of Conduct</i> .....	39
17.5.2	<i>Disciplinary Procedure</i> .....	40

# 1 General Information

---

## 1.1 Address

All Nations Christian College  
Easneye  
Ware  
Hertfordshire  
SG12 8LX  
Tel: (01920) 443500  
Email See section 3.3 for all College emails.  
Website [www.allnations.ac.uk](http://www.allnations.ac.uk)

## 1.2 Change of Circumstances

Students must inform the College General Administrator immediately of any changes in their circumstances e.g.:

- Changes in permanent address,
- local address,
- marital status,
- bereavement,
- serious medical condition, health issues (including mental health)/medication which may affect study etc.

The College has a duty of care for students whilst they are in College. You are strongly recommended to provide the College with the contact details of someone we should contact should we be concerned about your wellbeing.

## 1.3 Location of Visa Students

If your visa is sponsored by All Nations (i.e. we provided your CAS). The College visa license is at risk if we do not know where you are at all times during our sponsorship. If the College loses its visa license the current visa students and future students will no longer be able to study with us.

Therefore, you must inform your programme administrator where you are staying overnight throughout the period of our sponsorship. This includes during the week, at weekends and during the college vacation periods. If the address where you will be staying is in the UK, we must be given that address and how long you will be staying there, otherwise just give us the dates when you are going to be out of the country.

You can email this information to the administrator for your programme or complete the 'staying away' form which can be obtained from them.

## 1.4 Arranging a visit to the college

If you wish to arrange a visit to the College, please inform your personal tutor and the Housekeeping Department by emailing [housekeeping@allnations.ac.uk](mailto:housekeeping@allnations.ac.uk) who will co-ordinate the booking of accommodation and meals.

If you wish to discuss the cost, please contact the finance department on [fd@allnations.ac.uk](mailto:fd@allnations.ac.uk)

Covid-19 – please do not travel to the College if you are experiencing any of the symptoms of Covid-19 or if you are testing positive. If you have any queries about the College's response to Covid-19, please contact the Head of Operations by email at [s.tompkins@allnations.ac.uk](mailto:s.tompkins@allnations.ac.uk)

The College is completely closed at Christmas from the evening of the last working day (date will vary) until offices open again after the New Year. We cannot accommodate any guests or students staying at College during this period. During other vacation periods the College becomes a

conference centre and accommodation may be limited at certain times. Please note that accommodation and meals cost more during the holiday periods.

You will be given a name badge, which you are expected to wear whilst at College. This is a security precaution so that we can more easily distinguish between legitimate guests from unwanted or suspicious 'visitors'.

If you wish to attend a lecture as a guest whilst at College, this may be possible but this may be charged (£15 an hour after the first 'free' hour) if it is not in your registered programme. You will also have to have permission from the lecturer 24 hours in advance. No visitors are allowed to attend the Pastoral Care module to respect students' privacy, and there may be others where the lecturer would prefer not to have guests in the class. Please respect their decision on this.

## **1.5 Keeping the Community Safe: Photos**

The College wishes to protect the privacy and security of all our students and staff and their families, particularly those who will be working in sensitive countries. Therefore, always ask permission before taking any image of another student, member of staff or volunteer or their family and never post images or full names on social media without permission. You will find more information about this at 16.2.

## **1.6 Voting in the UK**

Find out here if you are eligible to vote in UK elections while you are a student at All Nations: <https://www.gov.uk/elections-in-the-uk>. If you are eligible and you wish to vote, you need to register here: <http://www.gov.uk/register-to-vote>.



## 2 Abbreviations of Commonly Used Terms

---

AV	Audio Visual
BA	Bachelor of Arts
Barnabas	New students can request a 'Barnabas' to act as a guide and mentor for their first few weeks in college. A Barnabas is a student who has already studied at All Nations for one year or more.
Beamer	Computer Video Projector
BIS	Biblical and Intercultural studies
CEO	Chief Executive Officer
CIM	Contemporary Issues in Mission
CW	Community Worship
FOS	Families and Off-site Students
GP	General Practitioner (a medical doctor)
IT	Information Technology
KO	Kick Off
MA	Master of Arts
MTh	Master of Theology
NHS	National Health Service
Pigeon Hole/Mailbox:	Alphabetically marked boxes for incoming mail, Ash Centre
PG	Postgraduate (Level 7)
PM	Practical Ministry
Rep	Representative
Undergraduate (Levels 4, 5 and 6)	
WIGs	World Intercession Groups.

**All Nations Network:** This is the network of former students of the College. When you leave, remember to fill in the Leavers Form - you will become part of the network and be invited to send in your prayer requests so that future tutorial groups can pray for you, just as you pray for former students while you are here. If you grant permission, you will receive the College newsletters and other information and be invited to reunions.

## **3 Introduction to the College**

---

### **3.1 Handbooks**

This handbook will be useful to all those studying on our programmes of study remotely; there is a separate handbook for those living and studying on campus. The Undergraduate and Postgraduate Programme Handbooks contain everything you need to know about your academic studies. This handbook contains more general information about being a student at All Nations. It is important that you read the two handbooks relevant to you in conjunction with each other.

Please read this handbook through and familiarise yourself with the contents page, but do not try to remember it all at once! It will be an important reference document in the coming year, so store it somewhere carefully. A lot of it had to be written in a rather formal and detailed way, but please don't be put off by that, and don't think that life at College is one long list of rules! We try to be as relaxed and informal as possible, but some information and regulations are essential for us all to live together harmoniously.

### **3.2 Induction Arrangements**

Prior to starting your course, you will receive information regarding your induction to the College including a timetable of orientation sessions which will take place over video technology.

One session during orientation will be devoted to introducing you to the College Virtual Learning Environment (VLE). This is a source of useful and important information including everything related to your academic programme.

During the first few days of orientation, there will be an official enrolment. This includes our scrutiny and verification of your ID and qualification certificates and the signing by both parties of other enrolment documentation.

There will also be introductory sessions on and various topics including:

- your academic studies
- the tutorial system
- the library system
- course tutors
- social life

### 3.3 All Nations Christian College Staff

#### Senior Leadership Team

V J Samkutty (Sam)	Interim Principal & CEO and Undergraduate Programme Leader
Mark Galpin	Postgraduate Programme Leader
Karen Hoar	Head of Finance
Jill Ford	Lecturer in Arts
Rachael Bean	Director of Communications and Fundraising
Steve Tompkins	Head of Operations

#### Tutors/Training Team

David Baker	Lecturer in Biblical Studies
Sue Barclay	Lecturer in Contextual Theology and Mission Studies
Rosie Button	Lecturer, Learning Support & Engagement
Jan Barlow	En Route Leading and College Lecturer
Simon Caudwell	Lecturer, Consultancy & Leadership
Tim Davy	Lecturer and Head of Research & Consultancy
Louisa Evans	Visiting Lecturer
Richard Evans	ANCC on the Move
Sarah Hay	Lecturer & Member Care Specialist
Jill Ford*	Lecturer in Arts
Mark Galpin*	Postgraduate Programme Leader; Poverty and Justice Studies Lecturer and Leadership
Hannah Green	Lecturer in Social Anthropology
LB Mak	Islamic Tutor
Clare Jackson	Missionary-in-Residence; Practical Ministry co-ordinator
V.J.Samkutty	Interim Principal & CEO, Lecturer in New Testament Studies and Greek
Lynn Yee	Prayer for the Nations Co-ordinator

#### Administration Team

Sam Cooper	Undergraduate Recruitment and Training Administrator
Kathryn Edmonds	Compliance and Training Administrator Support
Kit Hillary	Postgraduate Recruitment and Training Administrator
Katharine Shaw	Receptionist
Karen Herbert	General Administrator
Ann Voortman	HR Lead

#### Learning Services Team

Kate Wiseman	Head of Learning Services; Lecturer in Study and Research Strategies; Digital Learning Coordinator
Andrea Thomas	Digital Learning Course Designer; Explore Facilitator
Frances Walker	Librarian
Clive Thomas	Digital Learning Course Designer/Technical Coordinator

## Finance Team

Karen Hoar*	Head of Finance
Andrew Walker	Deputy Head of Finance
Emma Davies	Finance Assistant

## Communications and Fundraising Team

Rachael Bean*	Director of Communications and Fundraising
Mima Bridgman	Event Developer
Mike Hoodless	Communications and Fundraising Team
Filipe Gomes	Projects and Fundraising Officer

## Facilities Team

Steve Tompkins*	Head of Operations, Designated Safeguarding and Prevent Lead
Phil Moysey	ICT Manager
Geoff Cole	ICT System Administrator
Kim Mina	Conferences and Housekeeping Manager
Mary Deadman	Conferences and Housekeeping Assistant
Mohammed Iqbal	Facilities Assistant and Duty Officer
David Lowrie	Missionary in Residence Creation Care Specialist
Alan Gifford	Premises Officer (Grounds)
Paige Harmsworth	Interim Head Chef/Catering Manager
Mark Rowlands	Chef
Rosie Iqbal	Kitchen Assistant

## Useful Contact Information

All staff emails	Are all in this format: <a href="mailto:initial.surname@allnations.ac.uk">initial.surname@allnations.ac.uk</a> .
Finance Queries	Except: <a href="mailto:v.j.samkutty@allnations.ac.uk">v.j.samkutty@allnations.ac.uk</a>
Academic/Course Queries	<a href="mailto:fd@allnations.ac.uk">fd@allnations.ac.uk</a>
Practical Ministry and Practical Course Queries	Contact the person who dealt with your admissions
Covid Questions	Clare Jackson at <a href="mailto:c.jackson@allnations.ac.uk">c.jackson@allnations.ac.uk</a>
Student Loan Queries	Steve Tompkins at <a href="mailto:s.tompkins@allnations.ac.uk">s.tompkins@allnations.ac.uk</a>
Security Simulation Queries	Karen Herbert at <a href="mailto:k.herbert@allnations.ac.uk">k.herbert@allnations.ac.uk</a>
Learning Support and Remote Access Learning Queries	Jan Barlow at <a href="mailto:j.barlow@allnations.ac.uk">j.barlow@allnations.ac.uk</a>
IT Support Queries	Kate Wiseman at <a href="mailto:k.wiseman@allnations.ac.uk">k.wiseman@allnations.ac.uk</a> or <a href="mailto:learning.services@allnations.ac.uk">learning.services@allnations.ac.uk</a>
Housekeeping Queries	<a href="mailto:itsupport@allnations.ac.uk">itsupport@allnations.ac.uk</a>
Library Queries	<a href="mailto:housekeeping@allnations.ac.uk">housekeeping@allnations.ac.uk</a>
Head Students	Frances Walker at <a href="mailto:f.walker@allnations.ac.uk">f.walker@allnations.ac.uk</a> or <a href="mailto:library@allnations.ac.uk">library@allnations.ac.uk</a>
Bulletin	<a href="mailto:Head.students@allnations.ac.uk">Head.students@allnations.ac.uk</a>
Complaints	<a href="mailto:allnationsbulletin@gmail.com">allnationsbulletin@gmail.com</a>
Unsure who to ask?	See our Complaints policy <a href="#">here</a>
	<a href="mailto:k.shaw@allnations.ac.uk">k.shaw@allnations.ac.uk</a>

\*Denotes member of the Senior Leadership Teams

Please note that the College Staff's working hours are from Monday to Friday 9.00-17.00 UK time, when they are available to answer any queries, you may have. In addition, not all staff work every day so you may not receive an answer to your query immediately, but they will respond as soon as possible.

## 4 Learning as a Remote Access Learner (RAL)

---

We want you to get the most out of your experience as an RAL and to feel part of the All Nations Community, no matter where you are based. We aim to support you in this by making sure you know who to contact if you need help, and by providing resources, news, and on-line social spaces that are relevant to you as a distance learner.

This section provides guidance on how to get the best out of your learning as an RAL student. Information on the academic requirements of your programmes is contained in the Undergraduate and Postgraduate Programme Handbooks.

### 4.1 Hybrid Remote Access Delivery

All Nations has been delivering digital learning for over 12 years and is continually developing its approaches to respond to changes in technology and learning approaches. In addition to offering foundational level online mission training programmes, we are pleased to be able to offer a distinctive, integrated hybrid approach to online learning in our undergraduate and postgraduate programmes. This brings together students learning on campus with those learning remotely within the same learning space through videoconferencing with students learning together 'live' (in 'real time') in a global classroom that operates in real-time. Key community events and other meetings are also delivered in this way.

This method of learning requires a commitment to attend all classes, meetings and community events in real time and to hand in work on time, adhering to fixed 'deadlines.' Hybrid Remote Access Learning does, however, give you the flexibility to learn anywhere in the world and to develop a rhythm of study that ties in with your other commitments while experiencing the vibrancy of being part of a 'live' community that is truly global.

Please note that all real-time classes are scheduled in British (London) time. This is the same as GMT/UTC between 0200 on the last Sunday in October to 0100 on the last Sunday in March. Clocks go forward an hour at 0100 on the last Sunday in March to British Summer Time (GMT/UTC +1) This lasts until 0200 on the last Sunday in October when the clocks go back an hour to GMT.

It should be noted that where modules involve a highly practical element (e.g., those focussing on learning through the arts), the College will do its best to make adjustments to the way remote access students engage with the module. In some cases, it may not be possible to collaborate with other students in the same way as those who are learning on campus or it may be necessary to choose a different activity or assignment for assessment that is more suitable for completion online.

Some courses may be offered as "intensives", running full-time over several days rather than being spread over ten weeks. If the intensive course involves a substantial practical component, you may be advised/required to attend sessions on campus rather than via video-conferencing so that you have the best learning experience. This is a good opportunity to meet fellow learners (peers) and All Nations team based on the Easneye Campus, and make use of our library and other facilities. If you are not able to attend on campus, some elements of the module may need to be adapted to take account of the fact that you cannot participate in practical activities in the same way as those students who are on campus.

If you need to visit campus during your studies, please apply for visas and make travel arrangements well in advance. (See section 1.3 for more information about visiting the College).

If you live near enough to the College to be able to make regular visits to College alongside learning via video-conferencing you can ask to be classed as a Hybrid Access Learner (HAL) which will give you this flexibility.

### 4.2 Online courses

Some of our courses operate to a fixed schedule with set dates by which to complete tasks and submit work, but with online teaching materials accessible '24/7' through our Virtual Learning

Environment (VLE). There may be occasional real-time sessions via video conferencing. These will be scheduled in discussion with the students.

#### 4.2.1 Explore and Express-online

These courses are delivered online with 'off-line,' asynchronous (not real-time) interactions where students correspond in their own time (within a fixed deadline) regardless of location or time-zones. With the Explore course there are also some opportunities for live interaction through video-conferencing. While you are strongly encouraged to attend, these meetings are not a course requirement.

Course design is intentionally 'light' so that, if you have minimal internet facilities, you can access the material. The majority of the content is delivered through 3-5 online lessons per week over either a 13-week (Explore) or 4-week (Express) period.

You are required to download and complete weekly workbooks (in Word format) within the College's Virtual Learning Environment then re-upload the completed workbook each week for tutor comments. Marked workbooks can be accessed in the same way, usually within a week from submission. You will be sent instructions on how to submit and access your marked workbooks when you start your course.

Each student is required to submit a written contribution (of less than 500 words) to a weekly forum, and to create a sense of discussion through responding to the 'posts' of other students, you are encouraged to affirm critique and challenge ideas and perspectives, but also to support one another through informal forums ('Virtual Café' and 'Prayer Forum').

As a student, you can expect to spend 7-8 hours per week on Explore and 5-6 hour on Express Online, although this may vary according to English-language ability and personal preference. Additional online resources are provided if you wish to go deeper into the topics.

Individual support and mentoring is provided by the course facilitator and online tutors (mainly through email, workbooks and online forums).

#### 4.2.2 Postgraduate Modules (Contextual Theology)

Two of our Postgraduate modules (Methods and Models of Contextual Theology, and Missiological Issues in Contextual Theology) operate as online courses, running over a ten-week period, with a single start date each year.

Course material and reading is posted each week on the VLE, and you work through it according to your own schedule, sharing in online discussion of key points each week. This allows flexibility for those whose time zone or ministry commitments make it hard to participate in scheduled live lectures, but also allows the group to come together as a learning community online, as you work through the course together, week by week. You also have the option of meeting for a live video chat, for the purposes of mutual support and further discussion, but no teaching is delivered in these real-time sessions.

### **4.3 Submitting assignments online**

All work for assessment needs to be submitted online. This includes workbooks, online discussion posts and presentations, essays and other written assignments.

If you are a postgraduate student this will be via email to your Training Administrator at [ma@allnations.ac.uk](mailto:ma@allnations.ac.uk). If you are an undergraduate student this will be via the VLE.

#### 4.3.1 Workbooks (Explore and Express)

See 4.2.1 above.

### 4.3.2 Online discussion posts

If you are required to engage in online discussions as part of your learning and assessment. These are conducted asynchronously (not in real time) via online forums within the VLE. Requirements differ according to the course being studied. For instance, in some courses, students may be required to submit a text-based 'post' or discussion paper on a specific topic for peer and tutor discussion and to:

- read and comment on other students' posts/papers;
- Make at least 2 further contributions per discussion to the online forums, e.g. answering questions and responding to issues raised by other students or tutors.

Instructions on what is required will be provided in the course information on the VLE.

### 4.3.3 Presentations

You may be required to prepare and deliver oral presentations as part of your studies. Such presentations must be delivered in English to an audience. These may be formative (not graded but contributing to the fulfilment of the learning objectives or summative (graded).

Video conferencing software may be used to deliver the presentations, particularly if you are an RAL or you may be required to provide an audio-visual presentation using presentation software with a recorded commentary. The purpose of the presentations is to:

- assess the ability of the student to select, analyse and present data/views/theories in an attractive and appropriate style;
- assess the communication skills of the student and their ability to present complex arguments clearly and informatively.;
- handle questions and feedback from tutorial staff and peers in a confident and appropriate manner;
- demonstrate critical engagement and evaluation within the constraints of a short presentation.

It should be noted if you do not present at the scheduled time without having approved extenuating circumstances and the presentation is summative this will be regarded as a failure to meet the assessment requirements.

### 4.3.4 Essays and other written assignments

Essays and other papers should be written using software that enables you to meet the presentation and citation requirements specified in the *All Nations Style and Citation Guide*

A title page should be included as the first page of a written assignment (templates can be found on the VLE (Undergraduate and Postgraduate Home Page).

Files should be submitted in both .doc./ .docx and PDF formats and named as follows:

#### **i. Undergraduate**

- Student number\_Module code\_assignment code\_date of submission e.g. 12345\_4.101\_MP01\_12.1.23
- Module Codes and Assignment codes can be found on the VLE.
- Assignments must be submitted via the VLE

#### **ii. Postgraduate:**

- Student number \_Module name\_Assignment element\_date of submission e.g. 11111\_M4\_Policy Paper\_4.5.21
- Assignments for different modules must be submitted via separate emails to [ma@allnations.ac.uk](mailto:ma@allnations.ac.uk)

There are penalties for failing to comply with these requirements. For further information on this and the submission of assignments, please see the Undergraduate Programme Handbook (Section 11) and Postgraduate Handbook (Section 13).

## 4.4 Getting the best out of learning as an RAL

As an RAL you will have the richest and most effective learning and community experience if you

- are motivated and committed to studying over an extended period of time
- maintain a regular schedule and routine for personal study (in addition to the scheduled class times)
- have and are committed to developing further technical skills
- have a stable Internet connection and the necessary hardware and software (see Section 14)
- have an appropriate place to study
- are an independent, self-disciplined learner
- are able to manage your time effectively and eliminate distractions
- adjust your working commitments to ensure there is adequate time for your studies
- are willing to take the initiative in asking for help and support
- engage with peers and All Nations staff in and out of class
- have a mentor (for example your pastor or another mature Christian) who will support you during your study and to whom you are accountable

## 4.5 Building community online

As an RAL you will be part of a community of students and staff from many different cultures and nations. Interaction in groups will be an integral part of your learning and community experience. This may include

- Real-time discussions in breakout groups
- Group assignments and presentations
- Participating in online discussion forums
- Giving and receiving feedback (peer appraisal)

Engagement with your peers will be one of the most valuable experiences as a student. You can ensure that your interaction is as positive as possible by

- taking time to get to know your peers
- being open and honest
- being respectful
- being organised
- taking the initiative in activities and discussions
- staying focussed
- listening actively to one another
- encouraging one another
- being culturally sensitive
- praying together
- spending time together socially

As many nationalities and cultures come together there is opportunity for great fellowship and learning but also for misunderstanding and miscommunication. Please follow the guidelines below to ensure the experience of being a global, online community is a positive one for every member.

### 4.5.1 In classes and meetings delivered through videoconferencing

- Be on time
- Be visible - please keep your video on at all times during classes and meetings, especially when engaging with your tutors and in breakout groups. If your connection is poor or you need to switch your screen off for any reason during a session, please let the tutor know using the chat facility. If you have a health condition that causes you to have to limit your time



looking at the screen, please discuss this with the Learning Services Team (learning.services@allnations.ac.uk).

- When not speaking, please mute your sound.
- Dress appropriately for a class or meeting - be sensitive to how others may perceive how you are dressed
- Have a background that does not distract other people or make them feel uncomfortable
- Try and keep noise and other distractions (including family members and pets!) – switch your video off temporarily if necessary but put it back on as soon as possible. Please let the tutor know in the chat if you are going to be ‘disengaged’ for more than short time.
- Give one another your full attention – don’t be distracted by phones and messages (other than in an emergency) and other internet temptations
- Be discreet about and limit eating and drinking during sessions. If you can wait till a break or the end of class please do so.
- Be aware that your participation in all activities is essential – not only for your benefit but for the benefit of others
- Try not to dominate discussions – let others share their opinions too.
- Please feel able to say something even if this feels uncomfortable culturally or personally – unmute yourself at an appropriate point, or attract the attention of the tutor by putting your hand up or using the raised hand function. If the tutor doesn’t notice, or there isn’t an opportunity to speak out, please put a message or your question in the chat. However, if you have an urgent problem, please interrupt the tutor rather than using the chat.
- Where enabled, use chat facilities to share essential information with the whole group, offer encouragement to one another, ask questions and notify the tutor of any problem. Please be aware that the tutor has to monitor the chat at the same time as teaching and off-topic conversations can be very distracting.
- If available, limit the sending of personal messages via the chat facility to the sharing of essential information only
- Please avoid having extended personal conversations or sharing ‘in jokes’ with individuals as this excludes others.

#### 4.5.2 In online discussion forums

The following practices also apply to sending emails.

- Please check discussion posts regularly and respond quickly and appropriately to others’ thoughts and comments.
- If you would not make a comment in someone's presence – or in God's presence – please do not say it online. Let us build up and encourage one another in all our conversations
- Never “flame” people. “Flaming” is expressing a strong opinion in an aggressive or angry manner, attacking another person or group of people, or deliberately inciting a reaction.
- Avoid the use of all CAPITAL LETTERS in posts. ALL CAPS is considered to be “shouting” and is also difficult to read.
- Stay on the topic when contributing a comment to a discussion forum. Informal (or off-topic) chat with fellow learners is best conducted within social forums or other media
- Please avoid “text” talk such as “b4” for “before,” “r” for “are,” “u” for “you”. Always use the correct spelling of words and avoid abbreviations wherever possible. (Abbreviations that are in everyday use such as e.g. and i.e. are acceptable).
- Never forward another person's post, or quote from it without permission, outside the confines of your module – this is to protect privacy.
- Make sure that you credit any quotations, references and sources of information that you use. Any images used in posts/ assignments must only be used if they are in the public domain or with the permission of the copyright holder
- Ensure that all posts are clearly written so that everyone can understand – especially those for whom English is not their first language

- Remember that our learners may represent many different cultures. Please be considerate of other people and do not assume that your culture's humour, for example, will be found amusing to every member of the class. If appropriate, you may use emoticons to show that you are being humorous. Also avoid jargon and colloquialisms
- Please be aware that it is hard to interpret emotions online without the cues that we normally get from facial expressions and tone of voice. Avoid the use of irony or sarcasm which may not be understood by others and could be misinterpreted.
- Please aware that a lack of presence or response in discussion forums can cause people to feel that they are being ignored.
- Read through all posts and emails before pressing submit/sent for errors and tone. Ask yourself how would you feel to receive this message and could you regret sending it later

In all our engagement online, our behaviour should demonstrate our Christian faith at all times. Any remarks or activities that are not honouring to God or to each other will be taken very seriously and are a disciplinary matter.

## 4.6 Using Zoom

All Nations currently uses Zoom videoconferencing for its integrated classes and meetings. Zoom allows students and teachers to hear and see each other, provided that their device has the right capabilities (microphone, speakers and webcam).

At All Nations, we use Zoom as follows:

- Each course has its own access code and password, which will be shown on the VLE. You should connect using this information, in good time for the start of the class.
- Whenever possible, all postgraduate students, regardless of location, should log onto Zoom for each class. This means that we can see each other, as we would if we were in the same classroom. This system is sometimes also put in place for the undergraduate classes.
- Students in the on-campus classroom should mute their microphones, and speak via a central conferencing microphone/speaker situated in the classroom. The same device will allow them to hear those learning remotely.
- Lecturers will share their lecture slides via Zoom, allowing those who are learning remotely to see the same material as those who are in the classroom.
- Zoom will also be used for small group discussions, using the "Breakout Rooms" feature.
- Lectures will be recorded via Zoom, and recordings either made available on the VLE within the course/module page or on request if the topic is sensitive. In some situations, sessions may not be recorded for security reasons or be available in audio only.
- Recordings are only accessible to those enrolled on the module/course.
- If you have security concerns about using Zoom, please email [learning.services@allnations.ac.uk](mailto:learning.services@allnations.ac.uk).

We recommend that you download the Zoom client to your device and set up your own (free) account. Although this is not essential for accessing lessons, it will allow you to also use Zoom for meeting with other students, outside class.

## **4.7 Virtual Learning Environment (Moodle)**

All Nations uses the Moodle virtual learning environment (VLE) which is one of the most popular systems in use today. It facilitates the delivery of courses in a virtual or face-to-face environment, acts as a repository for other important information and aids communication.

When you join All Nations, you will be given a unique username and password which gives you access to the VLE. You will be enrolled into individual courses that form part of your program of study.

Data held on the VLE complies with GDPR and All Nations privacy and confidentiality policies. Training will be provided on using the Virtual Learning Environment when you begin your studies as part of the College's induction programme.

## **4.8 Summary**

As an RAL we hope that you will enjoy the flexibility of being able to study within your own context but still feel very much connected to, and part of the All Nations global community. If you need any help to get the most out of this experience, please contact your personal tutor, Programme Leaders or, the Learning Services Team ([learning.services@allnations.ac.uk](mailto:learning.services@allnations.ac.uk)).

## 5 Forming Community

---

### 5.1 Why Community is important

When you become a student at All Nations, you become part of a community. Forming community with other students, staff and volunteers is not just a potential blessing to everyone in that community, it is also a vital learning tool.

The majority of our programmes include training in intercultural studies and you will find that you will learn as much from your fellow students who come from different cultures and backgrounds, as you do from your lectures and personal study.

As an RAL you will find that you will naturally form community with other online learners. Residential students find the same with other residential students. The challenge comes when you find yourself studying in a setting which contains a combination of online and residential students. Forming community in these circumstances takes extra effort on everyone's part.

### 5.2 Community Events and Activities

As in all relationships communication and sharing common experiences is key. We therefore encourage you to ensure that you take advantage of as many community events as possible. Most are accessible on line 'live' via Zoom and take place during term-time. These are listed below.

We appreciate that some time zones are more difficult than others. Postgraduate part-time students are also frequently working alongside studying. Please note that some communal events are mandatory, others are strongly encouraged, whilst a few are open invitations that you might like to accept when you can.

#### 5.2.1 Lectures:

Attendance at core modules is mandatory. If you want to receive a grade for an elective module, or to have it recorded that you audited the module (without doing related assignments) full attendance is also required. Whilst it is possible to make up some taught sessions through listening to recordings, real-time interaction with the teaching and learning is essential. Therefore, full 'live' attendance is required and absence should only be with permission from your personal and module tutor.

#### 5.2.2 Tutor Groups:

On Tuesday and Friday mornings 0840-0915 (London time): Tutor Groups are made up of members of the whole community (students from every level of study, teaching, support staff and volunteers). This group is a potential support group; an opportunity to share prayer needs and to have fun and worship together.

However, we recognise that RALs often have their own support mechanisms (e.g. from their mission agency or church) and these are likely to be more locally based than we can provide. Our aim is therefore to complement, not replace your existing support mechanisms. Attendance at Tutor Group is, however, an essential component of Personal and Spiritual Formation module for students studying on the Undergraduate programme. Enroute and postgraduate students are strongly encouraged to attend.

#### 5.2.3 Kick-Off

On Monday mornings 0830 (London) is an opportunity to start the week together with a shared focus on God and to hear notices of upcoming events. CALs should attend and RALs are welcome to attend too. However, you will receive a copy of the notices in the weekly **College Bulletin** in an email – do take the time to read this to keep up with what is going on in the community, even if you are not able to attend. Although notices frequently cover events taking place on campus, others are relevant to all.

#### 5.2.4 Contemporary Issues in Mission (CIM)

On Wednesday 1015 (London): a mixture of plenary talks from visiting speakers and case studies, which are considered within tutor groups. Undergraduate students must attend a minimum number of these lectures throughout the year, (see your Personal Development Plan for the required number per level of study). Postgraduate and En Route students are welcome to attend if they wish. This session is accessible via Zoom. You are advised to check the CIM programme on the VLE each term since there are some excellent speakers on topics that may be useful for your own studies or ministries.

#### 5.2.5 Community Worship

On Wednesdays 0840 (London) led by different Tutor Groups: Undergraduate students are strongly encouraged to attend this main opportunity of worshipping together as a whole community if at all possible. This is optional for postgraduate students but you will be very welcome at any time.

#### 5.2.6 Sunday Evening Worship

This is generally student led and held on the Easneye site. It is not accessible on Zoom but if you are visiting College over a weekend, you are most welcome to join.

#### 5.2.7 World Intercession Groups (WIGS) and other Prayer Meetings:

See the next chapter

#### 5.2.8 Special Community Events

These include *Carols at Easneye* at the end of Term 1 and *Multicultural Night* at the end of Term 3.

RALs are strongly encouraged to attend the *Conclusion of Studies ceremony and Commissioning Service* to celebrate those who have completed their studies. This event (which is held at Easneye but with Zoom access for those at a distance) is shared with the family and friends of those leaving and is the key event in the College year. Postgraduate students have a special event to celebrate the conclusion of their studies in January.

We hope that you will take every opportunity to engage with the wider All Nations Community during your time with us and look forward to seeing you at some of these events, all of which can be accessed via Zoom.

## 6 STUDENT TIPS

---

The following are some tips from a student for being a Remote Access Learner (RAL) or a Hybrid Access Learner (HAL) at All Nations:

### 6.1 Six Tips for Getting the Most out of your Studies

1. Don't be afraid to email tutors with questions or contact them via the VLE. The pattern for tutor email addresses is: initial letter.surname@allnations.ac.uk.
2. Be engaged in lectures with your screen on and don't be afraid to speak up and share your opinion in discussions in the classroom – you'll get so much more out of it!
3. Try to connect with other students on-site in your class, hopefully there will be opportunities for you to do this regularly through lectures and social events. Reach out to the Student Online Social Rep if you would like some help with connecting with other students.
4. Books/ resources for essays - you should find scanned core readings on the relevant module page on the VLE. For general readings and assignments, the most useful online resource is All Nations' subscription to Perlego.com. Log in details can be obtained by contacting Frances Walker (Librarian).
5. As Librarian, Frances is a key contact for accessing chapters of books in the library and is very helpful! Her email address is [f.walker@allnations.ac.uk](mailto:f.walker@allnations.ac.uk)
6. Participate and engage in the Community Life activities if you can – Tutor Group, Community Worship, Kick Off sessions, WIGS, online socials etc. These can be such a blessing and provide an opportunity for RALs to connect with each other outside our lectures.

### 6.2 Ten Tips for Visiting All Nations Community On-Site

1. Booking a residential visit to All Nations - email [housekeeping@allnations.ac.uk](mailto:housekeeping@allnations.ac.uk), they will book you in, confirm your stay and forward details to our chef to book your meals and the Finance team for billing.
2. Booking a Day Visit: If you are a Hybrid Access Learner (someone who has arranged to access their studies partly remotely and partly on campus) you will have already sorted payment for this with Finance. If you wish to just book a day visit, you will need to pay Reception the amenities daily fee when you collect a fob (to access all the buildings) but you will need to book your meal in advance. Here is the process:
  - a. Buy meal tickets from reception in advance - you can do this in bulk if you will attend regularly
  - b. Email the Catering Team - [catering@allnations.ac.uk](mailto:catering@allnations.ac.uk) to confirm days/ meals
  - c. Give the kitchen team your ticket when you are in the queue.
3. Local services/ travel – the nearest train station is **St Margaret's (Herts)** NB There is another St Margaret's train station on the other side of London - make sure you go to St Margaret's (Herts)! It is a 30 min uphill walk to campus or if you ask someone may be able to collect you. The village has a small supermarket, pharmacy and several restaurants. Full directions to the College can be found [here](#).
4. Meal times: 7.50am (8.30 on weekends), 1pm and 6pm - show up on time to not be disappointed, seconds are served at 20 past the hour. When you hear a bell ring it means you need to take your dishes to the wash up area!
5. Tea and Coffee is available at 10.30 am **AND** 3.30pm in Maple Hall, this is also a good social time to chat with students and lecturers.

6. Off Site Student Kitchen: There is a little kitchen in Easneye House (just under the large staircase in Easneye Hall). This is available to students who do not live on campus. It has a kettle, sink, microwave and fridge – please tidy after use. A bigger student kitchen containing a cooker is in the building housing the Gym and Games Room on the far side of Maple Hall.
7. Library – All Nations library is found on the ground floor of Easneye House. Frances our super Librarian is there to help you! On your first visit, she will give you a tour to show you where you can study, how to browse the catalogue, find and borrow books or request chapters for her to scan and email to you. See the Library chapter in this handbook for more details. Either use the first computer on the right when you enter the library to browse the catalogue or use [the VLE Library Catalogue](#)
8. Staff Offices Undergraduate and Postgraduate Admin office is found in the Ash Centre (building next to Maple Hall) in the room opposite Sycamore Hall. Most of the tutors have their offices in this building too. The other offices are mostly in the Coach House which contains Reception, the finance department (to the right of Reception) and Housekeeping (to the left of Reception). If in doubt, ask at Reception.
9. Walks around site - Maps of available walks in the estate are available from Reception. These show where you may and may not walk since not all of the land around the College belongs to All Nations.
10. Post: You can get items posted to you at All Nations Christian College, Easneye, Ware, Herts SG12 8LX. Let Reception know that you would like them to be put in the pigeon hole for you to collect when you come on campus. There is a pigeon hole for each letter of the alphabet. Post is sorted by the first letter of a person's surname. If your item is a large parcel. Reception will put a note in your pigeon hole to collect this from them.

## 8 Praying with Others

---

"Prayer was never meant to be incidental to the work of God. It is the work." (R A Matthews)

We expect students to establish a new prayer support network if you do not already have one already established in your local situation. This would usually be in your tutor group but you may prefer to form this with a few students from your cohort.

Each week the news bulletin will highlight the prayer opportunities available for you to pray for others during the following week. One of the regular events is WIGS (The World Intercession Prayer Groups) which are an integral part of the programme, and RALs are invited to engage with them as often as possible.

### **Aims of WIGS Groups**

- To develop students 'world vision' and awareness of global issues, needs and mission challenges.
- To provide background and up-to-date information on specific areas of the world, particularly relating to the church situation and former students there.
- To provide opportunity for students with special interests in a mission society, an ethnic group, or particular ministry to share experiences and information.
- To ensure that students take seriously the ministry of intercessory prayer, and practise the discipline of it, together and privately.
- A number of plenary sessions will be arranged through the year when all students will meet where members of the student body and/or visiting speakers will be asked to lead a meeting on a particular aspect of mission or area of the world. Occasionally, attention will be focused on a country in crisis if the need arises.



## **9 Support for Students at All Nations**

---

We all need support in order to function well. Within the All Nations community there are a number of ways in which we can support each other:

### **9.1 Friends**

For most students this is the best and most common way of sharing and having fellowship. They may be friends at home, or new friends in the College or at church.

### **9.2 Tutor Groups**

Each residential and online student, staff member and residential volunteer are assigned to a tutor group which meets twice every week during term time before classes start. This is an opportunity for staff, students and volunteers to have weekly fellowship with each other, building relationships, praying and worshipping together, or having socials. Student tutor group leaders will be assigned every five weeks and will have the responsibility of putting together a rota for leading the sessions, sending reminders or tutor group notices.

Those in your tutor group will remain the same all year round apart from those students who are studying for a shorter period of time and will join or leave the group throughout the year. Couples and family members will always be allocated to the same tutor group.

Most students are allocated a personal tutor each year. The personal tutor will support you during your studies (personally, spiritually and academically) and is the person you should contact first if you are struggling in any way or need guidance. You will have regular tutorials (normally twice a term) with your tutor to discuss how you are getting on, and can arrange to meet them at other times during the term if and when necessary.

We would like to encourage you to engage with both your tutor group and personal tutor as they are a source of support during your time at All Nations.

### **9.3 Prayer Partners**

Many students find it helpful to look for one or two prayer partners with whom to share and pray regularly during their time at All Nations.

### **9.4 Church**

Your friends at your home church are probably interested in you and praying for you. Keep in touch with them and visit if you can to keep the friendships going.

### **9.5 Pastoral Support**

Sometimes the unexpected pressures of college life bring up difficult issues for students. It may be that you would like to work on some of these issues. If this is the case, in addition to your personal tutor, the pastoral team is available and you can book time to see them. Sometimes, more specialised counselling might be something you should consider. There are two general guidelines to help you discern whether counselling would be helpful. These are:

- If the issue that concerns you is getting in the way of living your life as you would like to, and holds you back, or
- If this is something you have been aware of for some time, and it doesn't seem to go away, then counselling may be a valuable way ahead.

If you feel that you are struggling and need extra support, please speak to your tutor or a member of the pastoral team in the first instance.

## 9.6 Additional Needs

All Nations welcomes students with additional needs (long-term health conditions, disabilities, or learning differences (e.g. dyslexia or ADHD). Applicants are asked to disclose on their application form any known disability, condition or difficulty that may affect their ability to participate fully in college community life and/or to learn effectively. These applications are considered without discrimination, using the same criteria as are applied for all students. Information disclosed is only shared in confidence with those with the responsibility for ensuring that the student receives the support that they need. Other situations may be highlighted during the course of the student's time at college.

All Nations is committed to supporting you pastorally and academically throughout your studies and has measures in place to ensure that, should you have particular needs, as far as possible you receive the help you need to be able to participate without disadvantage in all aspects of college life.

All Nations' policy is, within reason, to provide all students with equal access to all aspects of college community life including the teaching and learning programmes, and to provide the support that each individual needs for this to take place.

The college staff recognises that each student has unique needs and that in the case of those with a specific disability, health condition or learning difficulty, this will manifest itself differently in each case. It therefore aims to provide personal support to each individual as required. In many cases, this support takes place within the general teaching and learning frameworks of the college, including the personal tutorial system. However, should you require additional support outside these frameworks, the measures in place to support you, are laid out in the All Nations [Learning Support Policy](#).

Depending on the situation, this includes assistance with

- Individual learning
- Study Skills
- Accessing materials for classes
- Assignments and exams
- Using Information Technology (including assistive technologies)
- Using the library
- Accessing medical facilities

If you feel that you need additional support, you are encouraged to contact your Personal Tutor or the Head of Learning Services at [learning.services@allnations.ac.uk](mailto:learning.services@allnations.ac.uk) as soon as possible so that the need can be addressed.

Should you need pastoral support please speak to your Personal Tutor or a member of the pastoral team.

## 10 Illness and Long-Term Circumstances

---

### 10.1 Illness

Please inform your personal and module tutors if you are ill and unable to attend your class. If the timing of your illness is such that it could impact your ability to meet a deadline, you **MUST** apply for an extension before that deadline or no concessions will be able to be made.

### 10.2 Long Term Conditions or Circumstances

For information on the support available please see the previous chapter.

### 10.3 Extenuating or Challenging Circumstances

By God's grace, we are happy to say that the overwhelming students at All Nations proceed through their programme of study without anything other than temporary extenuating circumstances which affect their ability to study. However, we know from experience that, as someone who is studying remotely, you are more likely to experience challenging circumstances simply because you are more exposed to the events unfolding around you, whether they are the demands of work or family or other external factors.

This is why it is important that remote learners ensure that, before they start their studies, they have organised their lives to allow for sufficient time to devote to them. It is not possible to study on a full-time degree programme and work full time at the same time, so it will be necessary to adjust your working commitments to ensure there is adequate time for your studies. We have prepared a [self-calculator tool](#) for postgraduate students to help to give them a realistic idea of the demands of the postgraduate programme.

However, we understand that 'life happens' and you may find yourself in a situation where you are struggling to keep up with your studies. In this case, it is essential that you inform your personal tutor as soon as you are aware of circumstances that might impact your ability to meet the academic requirements of your programme. The College will do all we can to support you. However, if those support measures are insufficient and your circumstances are prolonged, a [Fitness to Study](#) investigation may be required. One outcome that will be considered is whether deferral of your studies would be the best option.

You are strongly recommended to provide the College with the contact details of someone we should contact should we be concerned about your wellbeing, and to have a mentor in your location who can support you during your studies.

## 11 The Student Body

---

Every student is a member of the Student Body regardless of how and from where they are accessing their studies.

### 11.1 Student Committee

This is made up of 10 students from a cross section of the student body and elected by the student body. Each member has a particular responsibility related to the management of student life. Together they arrange many of the social events and pray regularly for the students and staff. There are many ways that you can be involved.

The Committee is an important link between staff and students. The head students meet weekly with the Principal & CEO and a senior staff member. If you have concerns regarding College, the Head Students are available to listen. Each committee runs for 10 weeks mid-term to mid-term. The committee is accountable to the student body.

All of the committee are available to answer questions related to their area of 'expertise'. They aim to make day to day student life run more smoothly and help the community grow closer together in the way they manage their various roles.

The email contact for the head students is: [headstudents@allnations.ac.uk](mailto:headstudents@allnations.ac.uk)

### 11.2 College Notices/information

The Student Committee keeps everyone informed of College activities and important information every week via the College Bulletin and announcements posted on the VLE.

### 11.3 Social Events

There are many social events/parties (online and on-site) that you will be invited to join each term. Feel free to arrange your own virtual events small or large and get to know other members of the community.

## 12 Finance

---

### 12.1 Contacting the Finance department

The finance department consists of part-time staff whose working hours are flexible and some work from home. You can contact someone in the team by emailing: [fd@allnations.ac.uk](mailto:fd@allnations.ac.uk) and one of them will respond as quickly as possible to arrange a mutually convenient time for a zoom chat or, if the question is straightforward, will respond to your query by email. You can also call the Finance team on 01920 443 541.

### 12.2 Payment Terms and Conditions

Please make sure you read the College's [payment terms and conditions](#), which can be found here:

*NB The College may only issue Certificates, references and transcripts once all tuition fees have been paid.*

### 12.3 Fees

#### 12.3.1 Student Account

We hold a fee account on the College accounting system for each student or married couple.

#### 12.3.2 Fee rates:

Fee rates for the current year can be found on the college website. Fees for the following year are posted as soon as they are approved.

#### 12.3.3 Bursaries/discounts:

If you have been allocated a bursary grant or are due a married couple's discount, then these will be deducted from your account at the same time as the charges are added.

All students living and studying in the UK are eligible to purchase a TOTUM card from the National Union of Students. If you would like to buy a student card please use the following link: <https://www.nus.org.uk/en/nus-extra/>

#### 12.3.4 Other costs:

In addition to College fees, other amounts may be charged to your fee account such as accommodation or meal costs if you visit the College.

#### 12.3.5 Statement of Accounts due:

A statement of all the amounts charged to your account will be produced at the start of each term. A new statement will be issued at regular intervals unless your account balance is nil.

### 12.4 Payments to College

The College bank account details are as follows:

Barclays Bank Plc  
Lea Valley Group  
78 Turners Hill, Cheshunt  
Hertfordshire, EN8 9BW, UK

Account name: All Nations Christian College Limited  
Account number: 90230987  
Sort code: 20-20-37  
SWIFTBIC code: BUKBGB22  
IBAN: GB92 BUKB 2020 3790 2309 87

Please be sure to quote your surname and purpose on all payments. If someone else, e.g. supporting church or Mission Organisation, is paying money in on your behalf, please ask them to quote your surname on all payments and correspondence.

Payments may be made by:

- Bank transfer (the College's preferred method of payment)
- Debit/credit card via the College's website here: <https://www.allnations.ac.uk/make-payment>
- Cheque payable to 'All Nations Christian College Limited'. These should be posted to the College address, marked for the 'Finance Department'

Payments will be credited to your student account as the amount that actually reaches our bank account after deduction of any bank charges and conversion into pounds sterling where applicable.

## **12.5 Grants and Bursaries**

### ***12.5.1 UK Government Grants***

It is always worth checking whether you can obtain help from your government for studying at All Nations. For UK students visit <https://www.gov.uk/student-finance/overview> for details of the UK scheme or call 0370 000 2288. EU students with settled or pre-settled status may also be eligible for a UK government grant. Other EU students should also follow the links on this website to find out if they are eligible. There are strict deadlines for qualification, so you should investigate your eligibility and deadlines as early as possible.

### ***12.5.2 All Nations Bursary***

If you wish to apply for a bursary to contribute towards your fees, please contact us. We are only able to consider you for a bursary if you been offered a place on a programme of study, meet the criteria and after you have completed the bursary application form.

The bursary scheme exists to enable men and women to study at All Nations who are:

- A. Planning to enter into strategic cross-cultural ministry after leaving College, and
- B. Unable to raise the full fees

There is no guarantee that a bursary application will be successful owing to limited funds available.

Bursaries are granted for a maximum of 1 year only but returning students may apply for subsequent years.

Applications for bursaries for an academic year should be with us by 30<sup>th</sup> March in the previous academic year

Details of the scheme on the Fees and Finance page of our website and forms are available from your Programme Administrator. Completed forms should be returned to the Programme Administrator. The bursary fund is funded by donations from a wide variety of individuals, churches and trusts. Do please encourage others to give to this fund for the benefit of future students.

## **12.6 Financial Problems**

If you experience problems with paying your fees at any time during your time at College you should arrange a meeting with a member of the Finance Team, so that you can talk through the problems with them. It is always better to face any problems early on. If at the end of your course at College you have not paid all you owe the College, then you will be asked to meet with a member of the finance team and agree a repayment plan before you leave (in weeks 8 or 9 of the final term).

## 13 All Nations Library

---

### 13.1 Resources Available

All Nation's Library is one of the UK's largest collections of biblical, theological and missiological information with a particular emphasis on cross-cultural and mission studies. It contains over 60,000 books and papers, maps and multi-media items, along with an extensive selection of journals and other periodicals. In addition, over 45,000 journal articles are listed on the Library's catalogue and are searchable by subject and keyword – a resource envied by many other colleges. In addition to having all the resources students need for their studies there is also a wealth of other information to support students during their time here, including an extensive collection of over 11000e-books.

Further resources are also available from the library resources of Institutions with which the College has links:

- i. The Library is a member of ABTAPL (Association of British Theological and Philosophical Libraries) and works closely with theological colleges throughout the UK (including London School of Theology, Spurgeon's College and Oak Hill College) via this organisation, sharing expertise and resources. The APTAPL libraries are a valuable source of digital resources, particularly for those studying off-site. These resources are accessible using the 'Ask the Librarian' facility below.
- ii. All Nations library subscribes to EBSCO's Philosophy and Religion Collection, a database providing access to full-text articles from over 300 journals via a consortium agreement between EBSCO and ABTAPL libraries. This is an invaluable source of information and accessible at all times from within the College's Virtual Learning Environment (VLE).
- iii. Most lectures and other teaching sessions are recorded through Zoom and current copies can be listened to on and off site by those participating in the modules. Those unable to be accessed via the VLE, particularly older recordings, may be available on request from the Librarian.

### 13.2 How to Access Library Resources

The Library is staffed by a qualified Librarian who is available during office hours (Monday, Tuesday, Thursday and Friday) to answer any enquiries and help students get the most out of using the resources available.

Please note that the Library cannot provide a postal service for books which need to be consulted on site. However, scanned extracts from books and journal articles may be requested from the Librarian (subject to copyright regulations).

Please do not hesitate to ask for assistance by:

- Emailing the Librarian at [library@allnations.ac.uk](mailto:library@allnations.ac.uk) or
- Using the 'Ask the Librarian' forum on the Library page of the VLE, or
- Emailing [learning.services@allnations.ac.uk](mailto:learning.services@allnations.ac.uk) on a Wednesday only, when the Librarian is absent. This should only be used for urgent enquiries, or
- Speaking with the Librarian in person if you are on-site.

For detailed instructions and guidance on using the Library **when on site** please see the guidance document at the top of the library page on the VLE.

### 13.3 How to Access Lecture Recordings:

See 14.1.iii above. Lectures and talks **MUST NOT** be recorded without the lecturer's permission. If you download a copy of a recording provided on the VLE it is strictly for personal use only and must not be provided to anyone else. This personal copy must be deleted at the end of your course.

## 14 ICT Requirements and Facilities

---

### 14.1 ICT Requirements

In order to be able to access your learning effectively as an RAL student. It is essential that you have access to the following ICT equipment and facilities

a. Computer (Laptop or Desktop PC)

You are required to present all of their assessed work in typed form. Ability to type at a reasonable speed and permanent access to a computer is thus a prerequisite for the programme; as is a basic familiarity with the Internet. Although it is possible to access the College's learning resources on mobile devices, a larger screen as on a PC or laptop is better for extended periods of study. You may find it useful to have a double screen set up, or have a tablet and computer that can be used side by side.

b. Secure email

In order to protect your privacy, and the privacy of others on the course, we need to ensure that all email communication with you is made using a secure connection. Not only is this good practice but is particularly important if you are in a 'sensitive' country. If you are unsure that your email is secure, please ask for advice.

c. Secure Internet Connection

You must have access to reliable broadband Internet to participate in the course. A reliable broadband connection or fast mobile data connection is essential for RALs. If you are using a modem to connect via a telephone they will struggle to interact with web-based learning and some course material will take a very long time to download. If you have un-reliable or slow Internet then please discuss this with our Admissions Team before joining a course. **It is strongly recommended that students in sensitive countries use a Virtual Private Network (VPN) for all their communications.**

d. Internet browser

We recommend FireFox which can be downloaded free from <https://www.mozilla.org/en-GB/firefox/new/>

e. Software

- **Wordprocessing:** You will need word processing software e.g. Microsoft Word, LibreOffice or OpenOffice (or anything capable of reading and writing files written in Word format). LibreOffice can be downloaded free from - <https://www.libreoffice.org/download>
- **Managing .pdfs (Portable Document Format)** Acrobat reader can be downloaded from: <https://get.adobe.com/uk/reader/>
- **Bibliography:** It is a requirement that you are able to enter references as footnotes into their assignments and create bibliographies. The Learning Services team can provide guidance on appropriate bibliographic software for this purpose if you do not wish to add these manually.
- **Video Conferencing:** The College uses Zoom video-conferencing for delivering integrated classes that bring CAL and RAL students together. You will need to install Zoom Video Conferencing software onto their computer for on-line lectures and group discussions: <https://zoom.us/download> Instructions on how to use Zoom will be provided as required.
- **Anti-virus:** You must have anti-virus software installed on their computers before communicating with the College or connecting to the College network if on site. See Section 15 on ICT Security.



f. Headset

Depending on your computer audio, and levels of background noise, a headset (or separate microphone and ear phones) may be required to ensure you can hear and be heard clearly. Guidance on appropriate equipment can be provided by the Learning Services Team.

g. Photo

In order to build a sense of community within our Virtual Learning Environment, you are requested to provide a small digital photo that will form part of their user profile. This photo will then appear against each forum entry. The digital photo only needs to be 100 x 100 pixels (please keep below 15 kb). Detailed instructions will be given at the start of the course. Should this present concerns, an appropriate avatar may be used instead. Please do not hesitate to discuss any concerns with the programme administrator or the Learning Services Team, including the possibility of using an alias if required.

A high resolution colour photo will also be requested of RALs for the 'student body' notice board at College. This enables you to feel part of the All Nations community and will encourage fellow students to pray for you. However if for security reasons you would rather this was not displayed publicly then we will respect your wishes. Again you may choose to use another appropriate image.

## **14.2 Accessing College ICT facilities when on site**

If you come to campus at any point during your time as an RAL you will need to bring a laptop or mobile device with you. You will be able to access the College network (either via wired connections or wirelessly) as long as your device is protected by Anti-Virus software. You may also be able to use ICT equipment such as digital cameras, projectors and sound recording facilities for your studies as necessary. .

The Learning Services Team offers a scanning service to help you access key resources – please see the previous chapter on the Library or contact the Librarian for further information.

Further information on the College's ICT facilities can be found in the Student Handbook.

### **14.2.1 Virtual Learning Environment (VLE)**

Please see Section 4.8 for information on the College's Virtual Learning Environment, which is the portal for all learning resources and essential information.

### **14.2.2 Communication**

Normally, all communication between the College and the student will be by email or, where appropriate, through online discussion forums. Secure instant messaging may be used for communication within tutor groups or in emergencies.

Please be aware that the College has a policy of using Signal for official instant messaging and you may be required to join this platform. Tutorials will be delivered via Zoom unless you are on site. College may also contact you by phone if necessary..

**It is vital that you inform your programme administrator immediately if you change your email address or other contact details.**

## 15 Internet and Data Security

---

It is essential as a community that we all take responsibility for ensuring that every member can access their learning and participate in College life safely and securely. **Please read this section carefully and take any necessary action to protect yourself and others from harm when using your or the College's ICT facilities and sharing information with others.**

### 15.1 College ICT Agreement

All users of the College network facilities are required to agree with the [Acceptable Use of Information and Communications Technology \(ICT\) Policy](#).

The benefits of using the Internet are considerable but so are the many security issues associated with it, particularly those related to personal data being compromised.

When you join the College, you will be required to sign an agreement stating that they will not disclose any information about other students on the Internet without the explicit consent of the student concerned. The agreement will read:

*I declare hereby that I will not disclose any personal information about other students or staff of All Nations Christian College on any website or social network, without their explicit consent. This includes their names, pictures of them, dates of birth, or any other information about their identity. I recognise that by disclosing information on the Internet, I might put other students or staff at risk in the future.*

### 15.2 Social media

If you are in, or may be going to sensitive countries, you are strongly encouraged to avoid using social networking sites altogether, or **only** use nicknames and not provide any identifiable information (pictures, birth dates, etc.). This is also wise practice for other students, regardless of location. Indeed it is sensible for everyone to consider carefully what information you make available. For example, just because a web site asks for your date of birth does not mean you have to give them your real date of birth.

The All Nations Communications & Fundraising team recognises social media as a powerful tool to promote the College for mission training and student recruitment and therefore take pictures and videos of College life and training for printed and digital college promotion. However, the Communications and Fundraising Team cannot retract promotional materials once permission has been given and it has been published.

Students and staff who work or intend to work in 'sensitive' countries, where being associated with All Nations Christian College would be a hindrance to their visa application or ministry, are given the opportunity to identify themselves around College by marking their public College picture (in Maple Hall) with a red dot sticker and wearing a red lanyard for their College ID.

The Rule is that students and staff will not tag, post or share any pictures or videos on social media of other students and staff who have taken the steps to identify with 'sensitive' protocol, as outlined above. The College does not take responsibility for students who breach these college rules.

**Rule:** no names, pictures or other sensitive information of other students may be shared on any website.

**Advice:** all students wishing to protect their privacy must only use nicknames and no pictures on the Internet, especially on social websites.

- a. Older versions of Windows 10 (version 1709 or earlier) provide a feature called Wi-Fi Sense that will automatically connect you to known W-iFi networks. To enable this functionality a Windows 10 device will send the Wi-Fi network information and password to Microsoft who will then make this

information available to all your Facebook and Skype contacts. It is important to ensure that the Wi-Fi Sense functionality is either turned off, or that when you connect to a private network, such as the College network, when you first connect to the network and enter the password, then unselect the Share network with my contacts tick box to prevent that network being shared with all your contacts. **Beware! Think first! Note - if you have Windows 10 version 1803 or later you will not have Wi-Fi Sense as Microsoft stopped offering it due to security concerns.**

- b. If you use any social networking sites, such as Facebook, Twitter, Instagram, Blogs, a personal website, be aware that information / photos placed there are now on the Internet accessible to anyone and so could be potentially dangerous to you, your organisation and its work AND to other people, your friends, now and in the future. **Once it is out you can't get it back**

Please bear in mind the following points:

i. **Use common sense**

Would you put posters up in the street with all your photos and personal details? If not, then don't put it onto an open website. It is difficult to control who looks at your information.

ii. **Use HTTPS if it is provided**

Only use secure https websites when sharing personal information. Protect your details and the details of others so that nobody is able to intercept them. Make sure that wireless networks have security settings turned on. If you are not sure if the website is secure be very careful what information (if any) you share – the site may be a clone of the original. Do not share personal information when using open Wi-Fi networks.

iii. **Respect the privacy of others**

DO NOT put photos or information about other people onto your own, or any other, website without getting their permission first. Be especially careful of recording College events. Anyone on a photo can be linked 'by association' with All Nations for years to come. There is a system in place to indicate whether or not you are willing to be shown in photographs. This will be explained as part of student induction.

iv. **Read the terms and conditions**

Check the terms and conditions on websites to find out how the data you share will be used. For example; Who owns the information that you upload to a free site? What happens if you lose your password? Is your data backed up? Can you delete your data? Can you delete the backups?

v. **Restrict access to your personal information as much as possible**

Take control of who sees the information that you share. Do you want everyone seeing your personal information or just your friends? Be aware that certain sites and add-ons enable friends-of-friends to see information about you. Why put your telephone number and other contact details onto a social networking site? Your *real* friends will already have that information.

vi. **Once it's out there ... it's out there.**

**Be aware that it is impossible to erase all traces of information once it's been uploaded onto the Internet. If you don't want people to see it then don't upload it**

### 15.3 Passwords

- Laptops, tablets and mobile phones have much personal information, and this should be protected by use of passwords and where the information is particularly sensitive, encryption.
- You should use different passwords for each service. Most importantly, the passwords for Internet banking should be different from your email and social networking passwords.
- Choose passwords that are personal to you to make them easy to remember but that cannot easily be guessed.
- Use a mixture of symbols, numbers and letters in a way that is not predictable.
- Use a password vault such as KeePass to generate and store passwords for all sites that you use

- A BIOS Password prevents use of a machine and access to data while it remains in this machine but to be more secure against data being accessed through another machine, encryption is recommended:

#### **15.4 USB Memory sticks**

These useful gadgets are unfortunately also very easy to lose and as such it may be worth investing a few extra pounds in models that have encryption software built in too. Alternatively you can use software encryption running on your computer. Without a valid password, it is impossible to access the files stored on them. Again, use a different password from those you use elsewhere.

**Warning! Memory sticks may fail suddenly, causing loss of all files on them. Please ensure you back up any important files.**

#### **15.5 Backing up data.**

You are responsible for the security of their own data and we recommend regular backing up of laptop hard drives to external data storage. (E.g. an External Hard Drive or Memory Stick) Since these are particularly vulnerable to being lost, it is recommended that all the information stored on these is encrypted. Useful information can be found by searching for “software encryption of external drive” on the Internet. If you need further assistance please contact the ICT Manager for guidance.

- **Do keep your backup device separately from your computer, particularly when travelling.**
- If travelling alone then take an additional backup before you leave and keep it somewhere safe for your return. If travelling with others then swap backups and carry in hand luggage with your laptop. This means that if either of you loses a bag then you can recreate both sets of data.
- Storage on the Internet is not recommended since you are reliant on the service provider for both the security, speed, and continued availability of your data. If you do use such a service, then do ensure the data is encrypted if at all sensitive. Please be aware that service providers are obliged to provide access to your data to government agencies in many countries. Keep at least 2 backup copies – if you have only one then you are vulnerable when doing a backup as all data is in one place. Consider swapping backups with a trusted friend.

## 16 Guidelines for keeping in touch with those in sensitive regions

---

As an RAL you or those that you are studying or come into contact with may be based in sensitive locations. To keep yourself and others safe, please adopt the following practices.

In practical terms, email is by the far the easiest and most reliable way of corresponding with most areas. **Secure e-mail accounts are available**, and definitely worth investigating. **However, these may still be read or blocked in some countries.**

It may be more appropriate to write in the traditional way using pen and paper, but **be aware that your letter may be opened**, and it may never reach its destination at all. A good idea is to **number each envelope** you send so that the recipient knows if one letter is missing.

E-mails, phone calls and post are routinely monitored by those in authority in many countries. For e-mail this is done by using automatic monitoring software, so using symbols in the middle of words / names/countries etc. can help avoid these words being picked up. E.g. proxy for pray etc.

If using instant messaging please use an extra secure service such as Signal rather than WhatsApp.

### 16.1 What you SHOULD NOT do

- **DON'T** mention mission organisations/College by name. You can use a pseudonym such as 'the company' if you need to refer to them. Easneye or ANC is better than All Nations.
- **DON'T** mention mission, missionary work, evangelism or outreach directly, or imply that the recipient is a missionary, 'working for the Lord' or connected with an organisation
- **DON'T** mention witnessing, conversions etc. or use words like 'evangelism', 'outreach', 'newsletter or prayer letter', 'baptism', 'convert', 'satan', 'demonic', 'Jesus', 'Christ'
- **DON'T** use language which could be misunderstood, such as "spiritual warfare", "battle", "fighting the good fight" and NEVER use "crusade"
- **DON'T** talk about church support, especially financial. However, it is alright to mention "church" in the general context of talking about your own church. If it is necessary to write about financial support, e.g. if you are the church treasurer or if you are making contact about your personal financial support, use abbreviations or symbols where possible (see above) to avoid being too explicit. (However, a fair degree of explicitness is unavoidable in some circumstances.)
- **DON'T** ask pointed questions or make negative comments about the political or religious situation, or about the president and the government.
- **DON'T** mention the names of the country or city, and ideally avoid place names in the general area. If you need to refer to places, use abbreviations such as "S." or "Dm" or replace a few letters with symbols e.g. "\$yr1\*" or "J0rd&n";
- **DON'T** send any parcels or packages, mission newsletters, church magazines etc, or anything with a religious organisation on its letter heading. Visitors may be asked to bring parcels etc.  
For Middle Eastern areas:
  - **DON'T** mention Israel or the Jews in any context.
  - **DON'T** make negative comments or allusions regarding Muslims, Islam, the Middle East, Arabs, Muhammad.For Asia:
  - **DON'T** mention, Muslim, Buddhist, Hindu etc.

### 16.2 What you CAN do

- **DO** stay in touch! Don't be put off by these guidelines. It is good for friends to catch up with your news and to know how you are doing.
- **DO** feel free to write about your personal life and share discreetly how God is working in your everyday affairs.

- **DO** be creative and instead of obvious Christian words, find alternatives, e.g. instead of Church use Family, instead of God use Father, your area of mission could be the garden and new believers flowers and so on.
- **DO** ask about the place where your friends are living, their lifestyle, sightseeing
- **DO** ask about home, work, holidays, joys sorrows, language learning, accommodation etc.
- **DO** be encouraging, be positive, and uplifting. Write about your everyday activities and thoughts. When in a different culture it is refreshing to hear about 'normal' things.
- **DO** use Bible verses if they refer to your experience, it is better to give a reference rather than write out the whole verse.
- **DO** try to be as non-religious as possible, beware of writing about 'the work that.... is doing', or 'the work going on in....'
- **DO** read through any letters or e-mails before you send them

### 16.3 Sending messages whilst on site at All Nations

- **DON'T** send e-mails to sensitive countries using the College network
- **DO** use the blind copy feature (bcc) to hide email addresses when you are sending to several people who may not know each other. If you simply enter all the names in the 'To:' field, then everyone can see who the email has been sent to, and you may disclose someone's private email address to people they would prefer did not know it. Instead, put your own name and email address in the To: field.
- **DO** use a non-specific word or phrase, such as "school", or "my rooms" to represent College.
- **DO** be careful about keeping sensitive documents on your computer, e.g. a Ministry Placement report with names/places etc., it is safe to write for College, but avoid keeping it.

### 16.4 Receiving Post from a Sensitive Country

Once you have received a newsletter from someone in a sensitive country, please follow the following guidelines:

- **DON'T** display the newsletter or any information about them on the Internet.
- **DON'T** forward newsletters by email.
- **DON'T** display the newsletter or detailed information about them on public notice boards. Please remember that churches are public buildings and anyone may come into them, particularly on a Sunday.
- **DON'T** print the newsletter in other news sheets or magazines e.g. your church bulletin, news sheet or magazine.

### 16.5 Staying in Touch

All of the above has been written to help everyone to keep safe when communicating with one another. Please do not let it deter you from communicating with those in sensitive countries or indeed any other location. It can be such an encouragement to receive even the briefest message, letting you know that someone is thinking of you.

## 17 Conflicts, Disputes, Complaints, Grievances and Misbehaviour

---

### 17.1 Conflicts and Disputes

Being a Christian Community does not mean that we will always live in harmony with one another. Sometimes, interactions with others do not go as well as hoped and we can be tempted to respond unhelpfully when feelings run high. The College [Conflict Resolution Guidance](#) seeks to provide a framework for the resolution of conflicts between student and students and staff.

### 17.2 General Complaints and Grievances

The College would like you to have a positive experience in your dealings with us. However, we understand that we do not always get everything right. Should you be dissatisfied with the way you have been treated, you may wish to make a complaint.

Whatever your complaint, we would urge you first to always **stop and pray** about the situation and your response. The next step is, where appropriate, to **speak informally** with the person(s) most concerned. In this way misunderstandings can be clarified and errors hopefully resolved to everyone's mutual satisfaction, with no further action being necessary. For students, a Personal Tutor can assist you in working out how to address such matters.

If you wish to make a **formal complaint** please do so using the College [Complaints Policy](#) which can be found on the VLE and on the website. The Complaints part of the policy deals with dissatisfaction with a service you have received or reasonably felt you should have received.

### 17.3 Specific Types of Complaint

Should you wish to request a review of a decision taken by an academic body (i.e. tutor, moderator or Examination Board), charged with making decisions about student admissions, progression, assessment and awards, you should use the [Academic Appeals Policy](#). However, such a review may not question the academic judgement of academic staff.

A complaint concerning unreasonable delay in returning work would be dealt with by the Complaints procedure and not the [Academic Appeals procedure](#) since the complaint concerns dissatisfaction with the administration service rather than any academic decision.

If you wish to express a concern about someone's behaviour, you may need to follow one of the following specific policies, depending on the circumstances:

- [Student Disciplinary Policy](#)
- [Bullying, Harassment and Sexual Misconduct Policy](#)
- [Fitness to Study Policy](#)
- [Safeguarding Policy](#).

### 17.4 Appeals

All policies contain a section containing information about how to request a review of the decision reached regarding your complaint/concern and the permissible grounds for doing so. [How to make a complaint](#) also summarises the options you may have of escalating your concern to another external body.

### 17.5 Student Discipline

#### 17.5.1 Code of Conduct

The College expects all members of the college community will behave in a manner that shows Christian love and respect for individuals, property and the environment and promotes well-being and spiritual growth. As a Christian community, members generally live in harmony with one another, are happy to work within the College regulations and behave in a way that is generally considered to be acceptable to all of its members. This Student Code of Conduct expects all students to:

- a. Function within the framework of the College as a Christian institution;
- b. Demonstrate love, with related virtues of respect and consideration, for others, both inside and outside of the College community;
- c. Act justly, fairly and honourably as an expression of their commitment to the College community;
- d. Adopt a diligent and co-operative approach to all aspects of academic life;
- e. Take responsibility for the creation and maintenance of a supportive educational community in which everyone can self-manage their learning and teaching;
- f. Demonstrate commitment to College life and activities;
- g. Maintain the good name of the College.

### 17.5.2 Disciplinary Procedure

The [Student Disciplinary policy](#) sets out the types of behaviour that the College will consider to be misconduct since it breaks the Code of Conduct or one of the College's rules or regulations. The procedure it contains sets out how the College will deal with such cases and it should be read in conjunction with the College [Bullying, Harassment and Sexual Misconduct policy](#).

Broadly, misconduct can be categorised as follows:

- a. activity which breaks the College Code of Conduct or one of the College policies, rules and/or regulations
- b. activity which interferes with the proper functioning or activities of the College
- c. activity which brings the College or an organisation with which they volunteer, (e.g. through a College placement) into disrepute;
- d. misconduct in relation to the use of any of the other College facilities, services, and accommodation;
- e. deliberate or reckless damage to or theft of College property and resources;
- f. disruption of the normal operation of activities within the College;
- g. misconduct in dealing with others.

Conduct which is not acceptable to the College community, may lead to action by the College according to the [Student Disciplinary procedure](#).