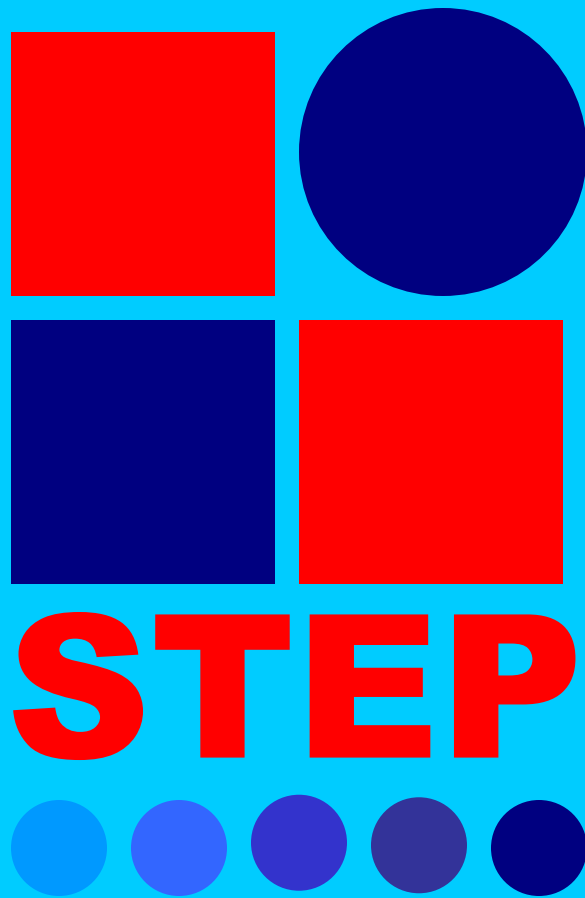


Student Hand Book





STUDENT HAND BOOK

1. About the institute
2. About the qualification \ Modules
3. Enrollment Process
4. Student Identity Card
5. Change of Address or Name
6. Standard Letters
7. Certificates
8. Withdrawals & Course Changes
9. Examinations and Assessments
10. Special arrangements for exams and assessments
11. Mitigating Circumstances
12. Tuition Fees
13. Discount policy
14. Refunds
15. Methods of payments
16. On freezing the accounts
17. Assessment and learning Approach
18. Assessment and grading criteria
19. Late Assignments
20. Reference library
21. Access and external libraries
22. Language learning facilities
23. Coronet
24. Alliances
25. Student Union
26. Computer Lab
27. Appeal procedure
28. Glossary of items



Enrollment Process:

Enrollment is a semester based process. In the first year that you enroll on your course you will have to complete form, show original certification of entry qualifications, sit an entry test (as required) and clear off your semester dues. When you enroll an expiry date is set on your student identity card.

Student Identity Cards:

The institute will issue you with a student identity card, which is your official identification as a student. It must be used or shown when entering the college premises and at other times, upon request. You must not use your card to allow other people to gain access to the institute's facilities nor must you use another student's card to do so.

It is important that you keep your ID card safe. A charge of £50 (Rs. 500) will be made for replacements.

Any queries about your enrollment should be addressed to the admission office or the Information Desk.

Contact personal

Ms. Tauseef Allaudeen

Student Services Department

Email: info@step.edu.pk

t.allaudeen@step.edu.pk



Change of Address or Name

The institute keeps two addresses for each student, a permanent home address and a reference address. The home address is where we would normally send transcripts of results and re-enrollment information. This is one of the most frequently changed pieces of personal data and it is vital that you notify Student Services Department of any changes. Failure to maintain this information may mean that important information does not reach you. The institute is not held responsible for correspondence that is not received or goes astray where students have not provided correct and updated addresses. Changes of addresses can be notified by using the forms at the student enquiry counter. If you wish to change the record of your name then this will require some form of official confirmation.

Contact personal

Ms. Sarah Farooqi

Student Services Department

Email: s.farooqi@step.edu.pk

info@step.edu.pk

Standard Letters

These are letters that confirm that you are a student at the institute and you may need them for a variety of purposes. These can be requested by completing a request form available at front desk, or can be downloaded from

www.step.edu.pk.



You may collect the requested letter with 1 working but this may be varied at the busier or quieter times of the year.

Certifications

The confirmation of your award will be governed by the Institutes Academic Regulations. You will not receive your certificate immediately after your award has been confirmed as certificates are normally dispatched within three to four months of the award being confirmed.

Contact personal

Ms. Shaheen Babur

Assessments & Results Centre

Email: s.babar@step.edu.pk

Withdrawals and Course Changes

If you withdraw from your course on a permanent basis or interrupt your studies for a period of time on a temporary basis, it is essential that you inform the staff of ARC and that you complete withdrawal or interruption forms. Similarly if you want to change your course or options within it, ARC department must be notified and course change forms must be completed.

Students considering leaving their courses are strongly advised to discuss this beforehand with staff in Student Services and their academic departments, as there may be implications for future funding. In the first instance you need to consult your course tutor or faculty coordinator. They will need to give assent to any withdrawal or interruption to studies or approve any change of course. Once ARC receives notification of change or departure from a course, your records will be amended accordingly.

Contact personal

Ms. Tauseef Allaudeen

Student Services Department

Email: t.alloudeen@step.edu.pk

info@step.edu.pk

Examinations and Assessments

Students are required to undertake examinations and assessments in accordance with course regulations & requirements. ARC will be posting the results of all the assessments whether they be internal or external on the college student board.

Contact personal

Ms. Shaheen Babur

Assessments & Results Centre

Email: s.babar@step.edu.pk

Special Arrangements for Examinations and Assessments

The institute provides special Examination Arrangements for students with disabilities, injuries and special requirements. These take the form of a separate, but concurrent, running of the examination from the main sitting. These separate sittings may allow for candidates to be given extra time, scribe, special equipment and environmental requirements in line with the Needs Assessments performed by Student Services. Students must register their needs (whether permanent or temporary) with students services.

Contact personal

Ms. Shaheen Babur

Assessments & Results Centre

Email: s.babar@step.edu.pk

Mitigating Circumstances

If you are unwell before or during the period in which you are required to submit your coursework or sit your examination, or are prevented from completing your assessments for another valid reason, you must inform the Institute by completing an extenuating circumstances or record of mitigating circumstances form. For your claim to be accepted you must provide independent evidence in support of your claim.

Contact personal

Ms. Shaheen Babur

Assessments & Results Centre

Email: s.babar@step.edu.pk

Tuition Fees

Tuition fees must either be paid in full at enrollment or paid under an approved installment plan. If any payment agreed under an approved installment plan is not made by the due date, an additional late penalty charge of 100 Rs. per day may be imposed. Student can pay his/her tuition fee through cheque and cash to the Finance Section.



Discount Policy:

A discount on the full tuition fee will be given to students paying fees in full at the following rates: 10% discount for payment in full.

You can avail 10 % discount if you are a student of colleges or schools who are in alliance with STEP Institute of Professional Development, all you need to do is to show valid student Identity card;

- Punjab Group of Colleges
- Scarsdale International
- Lahore Grammar School
- Salamat ICAS
- Salamat School Systems
- Cardinal

Otherwise you need to fill the discount form available at the front desk, to apply for discounts. Discounts are offered to most deserving students. You may also apply for scholarships under Michael David Haydon Scholarship Scheme.

Refunds

Refunds of tuition fees are the discretion of the institute and will only be considered in exceptional circumstances. All such refunds can only be authorized by the corporate coordinator.

Students who register for a program of study and then subsequently withdraw without having paid tuition fees will remain liable for the full fees for the program of study unless the withdrawal has been occasioned by exceptional circumstances.



Fees will not normally be refundable where a student has deliberately given false information or omitted relevant information and as a result is subsequently required to leave the course.

Whilst we rely upon and appreciate the full support and understanding of the vast majority of our students, these are situations where attempts are made to avoid making payment by the due date.

Tuition Fees – Methods of Payment

All students are required to pay tuition fees and associated charges in full at enrolment, unless you make an arrangement to pay in installments.

On Freezing the Account

If you interrupt your studies, withdraw from your course on a temporary or permanent basis, it is essential you immediately inform in written to Student Services Department so that they can request Finance section to freeze your account to be opened on rejoining the course.

Assessment / Learning approach

- Assessment will be done by assignments, projects, presentations, case studies and end of year time - constrained assignment and all forms of assessment must be satisfactorily completed
- Ideally all assignments should be text processed to professional standards.
- All deadlines must be adhered to otherwise penalties will be imposed in accordance with the assignment schedule.



- Full professional support will be provided to any student experiencing difficulties with the course content, (e.g. assignments) through tutorials and Research & Report Writing sessions at the beginning and middle of the semester.
- Group work will be an integral part of the assessment process and will be assessed by the presentation of research findings.

Assessment & Grading Criteria

Student Assessment

You will be assessed on a 'continuous' basis throughout the year and through a final or end of year assessment for each module.

Continuous Assessment

In each you will need to do number of assignments, which are to be completed either on an individual basis or with a group. You should read and comprehend assignment brief very carefully as all the instructions are clearly stated in the assignment brief provided by your tutor.

Assignments must be completed within the time limit set. The time limits set by the course team are important because they have been designed within an overall programme of assignments for the course - one extended deadline can cause an imbalance in the rest of the programme.

Late Assignments

Unless a student has a **VALID REASON** for not handing a assignment, or for handing in an assignment late, late assignments will not be accepted, and will not achieve pass. A valid reason could be a medical problem affecting the student supported by a **Doctor's certificate**.



In exceptional circumstances, a lecturer may agree to a late submission, but this must be negotiated with the lecturer concerned and confirmed in writing on the appropriate form, at least 48 hours before the deadline date, prior to the original assignment submission date. In this case the grade will be unaffected.

Grading Criteria

Grading Level	Levels of Learning At which students are required to demonstrate their ability	Associated Action Verbs
Pass	Knowledge To recall a wide range of knowledge, facts and experiences	Describe, recall, define, state, recognise, name, list underline, reproduce, measure, write, label, identify, acquire.
Pass	Comprehension To grasp the meaning of their acquired knowledge and to process translate and interpret this knowledge.	Comprehend, understand, draw, interpolate, extrapolate, predict, to have insight into, translate, illustrate.
Merit	Application To apply knowledge and comprehension in different situation, relate material and infer from facts.	Apply, show, demonstrate, perform, use, relate, develop, transfer, infer, construct, explain
Merit	Analysis To analyse data or material,	Analyse, identify, separate, detect, break

	breaking it down into its component parts so that its organisational structure may be understood	down, discriminate, categories, distinguish
Merit	Synthesis To synthesise and combine elements to produce a coherent whole and make logical deductions	Combine, restate, summarise, précis, generalize, conclude, derive, organise, design, deduce, classify, formulate, propose
Distinction	Evaluation To evaluate data, make judgments and assess material	Evaluate, judge, decide, choose, assess, contrast, criticize, select, defend support, attack, seek out, compare, determine.

Reference Library

STEP “Institute of professional Development” provide students with access to a comprehensive range of learning materials & resources.

STEP’s Reference Library is the place where you can find all the relevant material related to your course. And you can have access to internet 24 hours in a day to search relevant websites for your research. Do not hesitate to ask unit coordinator and education counselor for useful web addresses and other material.

Access to external libraries

STEP has strategic links with other libraries in Lahore and students may wish to contact these for access to their resources. Lahore Chamber of Commerce library is an example. For further access, please contact your faculty coordinator.



Language Learning Facilities

Language and Communication are compulsory for all those who enroll in any of the long term qualifications being provided at the college. They are free of cost and prove a great help in successful completion of the course.

If for some reason you miss communication classes in zero semesters and wish to attend special sessions please submit the request form to Students Services Department.

GLOSSARY OF ITEMS:

<p>EDEXCEL- One of Three main Awarding Bodies in England, (Examinations Boards) which offers Vocational Qualifications</p>	<p>EXAMPLE- Edexcel offers BTEC First, National qualifications in a range of vocational subjects-Business, Leisure, ICT, Engineering.</p>
<p>VOCATIONAL QUALIFICATIONS- Various awards, which relate directly to Work related learning. These qualifications are designed to raise standards of education to meet the needs of industry.</p>	<p>EXAMPLE-BTEC First, National, Higher National, NVQs, AVCEs,GNVQs.</p>
<p>WORK RELATED LEARNING-A way for students to study whilst applying their skills, knowledge and experience in a Vocational Context.</p>	<p>EXAMPLE- A business student may go to a company for Work Experience.</p>
<p>VOCATIONAL CONTEXT- Relating to the Programme Of Study in terms of industry sector.</p>	<p>EXAMPLE- An ICT student might work on a project with a computer programming company. The project would therefore be in vocational Context.</p>

<p>PROGRAMME OF STUDY- This is the qualification which the student is following and which will be based on a Specification.</p>	<p>EXAMPLE- A student might be following a Higher National Diploma in Engineering; this would be his/her Programme Of Study.</p>
<p>SPECIFICATION- A booklet giving all information on the qualification including: what the student has to do, information on Assessments, guidance to teachers.</p>	<p>EXAMPLE-Sometimes called a Syllabus. Usually in the booklet form. Available for BTEC qualifications and others.</p>
<p>Assessment-Making judgments on the student's work against the outcomes and Assessment criteria within the unit work.</p>	<p>Example-When a student has completed a piece of work he/she will hand it to the teacher for assessment or making. This is called assessment of the work.</p>
<p>A Unit Of Work-Most Vocational Qualifications are made up of a number of units. The units are usually divided into sections: Description of the unit, Summary of the outcomes, Content of the programme, Assessment Criteria and Guidance to teachers. Each Unit is an equal part of the qualification and details specific requirements.</p>	<p>Example-A Unit for business may have the title 'Marketing' and will contain the information on what needs to be taught about Marketing as well as what the students has to do. It will also have a set of Assessment Criteria (What the student has to do to cover the work related to Marketing).</p>
<p>Assessment Criteria-A list of what the student has to produce to meet the requirements of the qualification and against which the assessor makes a judgment. The assessment criteria are usually bullet pointed and linked to a specific out come. It is the assessor or Teacher's role to communicate the</p>	<p>Example-A student may be asked to write a report as the outcome or requirement. The assessment criteria describe what is needed in the report. The outcome is the main part broken into Assessment Criteria.</p>

requirements of the unit to the students. This is often done in the form of an Assignment.	
ASSIGNMENT – A written task or activity, which communicates the requirements of the unit of work. It is usually written in vocational context and relates directly to the assessment criteria and the Outcome .	EXAMPLE – A Marketing student may be asked to research an organisation to look at their marketing strategy in relation to the example relating to Outcomes.
OUTCOMES – What the student has to do. Outcomes are always broken down into the assessment criteria (see above) When all the units are completed the Evidence is ready for assessment.	EXAMPLE – in a Marketing unit the outcomes might be to: Explain the marketing process Explain target marketing Analyse the components of the marketing mix. Apply the marketing mix to different market segments.
EVIDENCE – Proof of what the student has done to meet the Assessment Criteria and the Outcomes. Evidence can take many forms (see example). The evidence is usually presented in a portfolio.	EXAMPLE – Evidence might be: A report, essay or summary A presentation An observation by an assessor Video recording Spread sheets, database, and statistics.
PORTFOLIO – This is a collection of evidence, which is presented by the student to the assessor as proof of covering all the Evidence requirements (Outcomes and Assessment Criteria).	EXAMPLE – A business student may present a portfolio in a file. A computing student might produce the portfolio on a disk. An Art and Design student may have paintings, sculpture or pottery. Evidence can take many forms.