

# Student Handbook (2025–2026)

Approved by: Governing Body

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Review Date: July 2026

Version: 1.0

## 1. Introduction

### 1.1 Welcome from the Principal

Welcome to Green Valley Academy. We are delighted to have you as part of our vibrant academic community in Ilford, East London. Our mission is to provide inclusive, high-quality education that empowers every learner to succeed personally and professionally.

### 1.2 About Green Valley Academy

Established in 2018, Green Valley Academy delivers Ofqual-regulated qualifications (Levels 3–7) through ATHE and Qualifi and is preparing to deliver franchised higher education programmes in collaboration with the University of Wolverhampton.

### 1.3 Our Mission, Vision and Values

**Mission:** To empower learners through accessible, inclusive, and high-quality education that fosters growth and opportunity.

**Vision:** To be recognised as a leading independent academy offering transformative higher education pathways.

**Values:** Integrity, Excellence, Inclusivity, Collaboration, and Lifelong Learning.

### 1.4 Partnership with the University of Wolverhampton

The Academy is working towards a franchise partnership with the University of Wolverhampton from 2026, aligning all its quality assurance and student experience processes with university and OfS standards.

## **2. Academic Information**

### **2.1 Courses Offered**

Green Valley Academy offers Ofqual and Wolverhampton-aligned programmes in Business, Health and Social Care, and Administration.

### **2.2 Academic Calendar**

The academic year is divided into three terms: Autumn (September–December), Spring (January–April), and Summer (May–August).

### **2.3 Teaching, Learning and Assessment**

We employ blended learning approaches combining classroom sessions, digital learning, workshops, and practical projects. Assessment includes assignments, examinations, and presentations, following awarding body or university regulations.

### **2.4 Attendance and Engagement**

Students are expected to attend all classes regularly. A minimum attendance of 85% is required to maintain academic standing.

### **2.5 Academic Integrity and Misconduct**

All students must maintain academic honesty. Plagiarism, collusion, or cheating in any form is strictly prohibited and will result in disciplinary action under the Academic Misconduct Policy.

## **3. Student Support Services**

### **3.1 Student Welfare and Pastoral Care**

We provide a supportive environment where every student can thrive. Our welfare team offers confidential guidance and assistance for any personal or academic challenges.

### **3.2 Disability and Inclusion Support**

Students with disabilities or learning differences are supported through the Disability Support Officer. Reasonable adjustments are made in line with our Student Disabilities and Inclusion Policy.

### 3.3 Counselling and Mental Health Services

Confidential counselling and wellbeing support are available to all students.

### 3.4 Information, Advice and Guidance (IAG)

Students receive impartial advice on study choices, career planning, and progression routes.

### 3.5 Careers and Progression Support

Our Careers Service helps students transition into higher education or employment.

## 4. Policies and Procedures

### 4.1 Equality, Diversity and Inclusion

Green Valley Academy celebrates diversity and promotes equality across all aspects of student life.

### 4.2 Safeguarding and Prevent Duty

We have a duty to protect students from harm, abuse, and radicalisation. Our Safeguarding Lead provides training and ensures compliance with statutory guidance.

### 4.3 Complaints and Appeals Procedure

Students may raise academic or administrative concerns using our formal Complaints and Appeals Policy. All cases are handled fairly and confidentially.

### 4.4 Health and Safety

The Academy ensures all facilities meet health and safety regulations, including fire safety procedures and first-aid availability.

### 4.5 Data Protection (GDPR Compliance)

Your personal data is handled in accordance with our GDPR-compliant Data Protection Policy.

### 4.6 Student Behaviour and Disciplinary Policy

All students are expected to behave respectfully. Misconduct is handled according to the Student Disciplinary Procedure.

## **5. Learning Resources**

### **5.1 Learning Environment**

Our Ilford campus provides modern, fully equipped classrooms, computer labs, and study areas.

### **5.2 Library and Digital Resources**

Students have access to a physical and online library, including digital databases and e-learning resources.

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

Our online VLE supports coursework submission, communication, and access to learning materials.

### **5.4 IT and Equipment Access**

Students receive login credentials for Wi-Fi, computer access, and e-learning systems upon enrolment.

## **6. Fees and Financial Support**

### **6.1 Tuition Fees and Payment**

Tuition fees are set annually. Most higher education students are eligible for Student Loans Company (SLC) funding.

### **6.2 Refund and Compensation Policy**

Refunds and compensation are managed under our Tuition Fees, Refunds, and Compensation Policy.

### **6.3 Financial Advice**

Our Finance Office provides guidance on managing tuition payments, bursaries, and financial support.

## **7. Student Representation**

### 7.1 Student–Staff Consultative Committee (SSCC)

The SSCC ensures that student voices influence institutional decision-making.

### 7.2 Student Feedback and Surveys

Regular surveys gather student feedback to enhance the learning experience.

### 7.3 Role of Class Representatives

Elected student representatives liaise between the student body and the academic management.

## **8. Code of Conduct**

### 8.1 Behaviour Expectations

All students must behave respectfully towards staff, peers, and the wider community.

### 8.2 Academic Honesty

Students must uphold the highest standards of integrity in all academic work.

### 8.3 Use of Facilities

Facilities must be treated responsibly. Misuse may lead to disciplinary action.

### 8.4 Disciplinary Procedures

Violations of the code are handled through the Disciplinary Policy and may result in sanctions up to dismissal.

## **9. Health, Safety and Wellbeing**

### 9.1 Emergency Contacts

Emergency services: Dial 999. On-site assistance is available through reception staff.

### 9.2 Fire Safety and Evacuation

Fire exits are clearly marked. Follow staff instructions during drills or actual emergencies.

### 9.3 Mental Health Support

Students can access mental health advice through Student Services.

### 9.4 Safeguarding Contacts

Safeguarding Lead: [safeguarding@greenvalley.org.uk](mailto:safeguarding@greenvalley.org.uk)

Tel: +44 02045187170

## 10. Contacts and Communication

### 10.1 Key Staff and Departments

Principal: Mark Bentley

CEO: Dr Mohammad S. Sarker

Director: Syed S.A.M. Tanjir Al-Wahab

Safeguarding Lead: Designated Officer (see website for contact)

Student Support: [support@greenvalley.org.uk](mailto:support@greenvalley.org.uk)

### 10.2 Communication Channels

Official communication occurs through the student email system and VLE announcements.

### 10.3 External Contacts

University of Wolverhampton – Academic Partnership Office

OfS – Office for Students ([www.officeforstudents.org.uk](http://www.officeforstudents.org.uk))

ATHE and Qualifi – Awarding Bodies

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