

BTEC HND
STUDENT
HANDBOOK

2026-2027

Nelson College London

26.27

BTEC HND
STUDENT
HANDBOOK

2026-2027

CONTENTS

06	Message from the Principal
07	Message from Chair of the Board of Governance
09	Introduction
10	Introduction to the HND Programmes
13	BTEC HND Business
21	BTEC HND Hospitality Management
28	HND Leadership and Management
30	HND Computing
32	Attendance
34	Student Welfare
40	Assessment How are you assessed?
42	Virtual Learning Environment (VLE)
44	Academic Support
47	Student Membership

50 Progression

51 Transcripts and Certificates

52 Student Code of Conduct

53 Facilities

54 Prevent Duty

56 Safeguarding

58 Freedom of Speech

60 Harassment, Bullying and Sexual Misconduct

62 Student Engagement & Alumni

64 Progression (After Your Studies)

66 Important links

67 Complaints Procedure

68 Academic Calendar 2026/2027

MESSAGE FROM THE PRINCIPAL



Roger Bradburn

Principal

Dear Student,

As the Principal of Nelson College London, I am thrilled to be part of a vibrant and forward-thinking institution dedicated over the past 12 years to widening access for mature students. Today, the college is a beacon of opportunity and excellence, delivering courses at levels 4, 5, 6 and 7 to over 1500 students annually.

My background spans many years in senior management within the education sector complemented by roles as an author, an entrepreneur, and an active supporter of the arts in London. Over this time, I have developed a deep understanding of the transformative power of education.

The College has a mission to “Offer access to higher education to people from the widest possible range of backgrounds, enabling them to transform their lives and prosper through acquiring the knowledge and skills they need to succeed in their chosen careers”

At Nelson College London, we pride ourselves on providing an inclusive and supportive environment that empowers students to achieve their academic and professional goals.

I very much look forward to welcoming you to the College.

MESSAGE FROM THE CHAIR OF THE BOARD OF GOVERNANCE



Aaron Porter

Chair of the
Board of Governance

Dear Student,

On behalf of the Board of Governance, I would like to welcome you to Nelson College London and wish you success in your studies. The Board has the ultimate oversight of the academic experience and it is our job to ensure that the College is operating efficiently and effectively. We are committed to hearing from students directly, and they are represented on the Board too.

The College will provide a high quality education and with your own hard work, you will acquire the skills to develop a successful career. I hope that your experience will be rewarding and enjoyable. The Board, the Principal and the College staff are all committed to your success.

NELSON
COLLEGE
LONDON

406 - 410

Welcome and thank you for choosing Nelson College London

Nelson College London is a medium-size independent college of higher education operating in the London Borough of Redbridge. The College offers its students an educational experience which is shaped by commitment, enthusiasm, discipline, effectiveness, insight and creativity: an educational experience which can withstand the demands of the contemporary world.

In 2023, the College was awarded a Silver Rating in the Teaching Excellence Framework (TEF), highlighting that Nelson College London delivers high-quality teaching, learning, and outcomes for its students. This achievement reflects the College's ability to meet the rigorous national quality standards for higher education in the UK.

The Office for Students (OfS) is the independent regulator of Higher Education in England. Its aim is to ensure that every student, whatever their background, receives a fulfilling experience of higher education that enriches their lives and careers. The College enjoys OfS registration at the highest level and as part of this process has published an OfS-approved Access and Participation Plan highlighting how the College will improve equality of opportunity for underrepresented groups to access, succeed in and progress from higher education. The Access and Participation Plan can be found on the College website under Widening Participation.

Within this handbook, the College has highlighted useful information to help you adjust to the College routine and understand the rules and regulations that affect students, what the College expects from you, and what you can expect from the College.

Should you still have any queries about the College and its programmes of study, please do not hesitate to speak to a member of the College staff.



Office for
Students

OfS



TEF

Silver

Higher National Diploma Programmes

Pearson BTEC Higher Nationals are widely recognised by industry and higher education as the principal vocational qualifications at Levels 4 and 5.

Nelson College London offers four Higher National Diplomas* awarded by Pearson, in Business, Hospitality Management, Leadership and Management, and Computing. These Diplomas provide progression opportunities to the third year of an appropriate BA (Hons) or BSc (Hons) top-up degree, subject to entry requirements.

A wide range of students, employers, higher education providers, colleges and subject experts were consulted to ensure that the new qualifications meet their needs and expectations. Pearson also worked closely with the relevant professional bodies to ensure alignment with recognised professional standards.

There is now a greater emphasis on employer engagement and work readiness, providing students with a clear pathway to employment or further education.

Students have also been involved throughout the development of these qualifications, ensuring that their considerations have been taken into account.



Key contacts of the HND Programme team:



Dr. Mudassar Mehmood

Academic Manager for HND Programmes/ Programme Leader and
Chief IV for HND Business & Computing

m.mehmood@nelsoncollege.ac.uk
Ilford Campus



Margaret Amankwah

Programme Leader and Chief IV for HND Hospitality Management / Lecturer

margaret@nelsoncollege.ac.uk
Gants Hill Campus



David Douglas

Head of Programme Delivery (All Programmes)

d.douglas@nelsoncollege.ac.uk
Gants Hill Campus

* Subject to approval each year



BTEC HND Business

Pearson BTEC Higher National qualifications take a student-centred approach to the curriculum. There is a flexible, unit-based structure that focuses on developing the practical, interpersonal and thinking skills the student will need to succeed in employment and higher education. They represent the latest professional standards and provide opportunities for students to develop skills and behaviours for work, for example by taking part in a group project or meeting a client brief. A student may achieve exemption from professional or vendor qualifications, or membership of selected professional organisations to help students on their journey to professional recognition or membership.

Pearson BTEC Higher Nationals are intended to keep doors open for future study if a student wishes to take their education further after completing a Higher National programme. They do this by allowing space for students to develop their higher education study skills, such as the ability to research. The study programme is clearly set out in line with the Quality Assurance Agency for Higher Education's Framework for Higher Education qualification standards at Levels 4 and 5. This means that students who want to progress to Levels 5 or 6 study should feel better prepared.

Edexcel BTEC Higher Nationals in Business have been developed to focus on providing:

- a range of general and specialist study units, both core and optional, each with a clear purpose, so there is something to suit each student's choice of programme and future progression plans
- up-to-date content, closely in line with the needs of employers, professional bodies and higher education, for a skilled future workforce
- learning outcomes mapped against professional body standards, where appropriate
- support for tutors, including authorised assignment briefs, curriculum planning support and assessment guidance
- support for students, including digital learning resources and communities, through HN Global.

Aims of BTEC HND Business Programme

This qualification meets the needs of the above rationale by aiming:

- to give students the business skills, knowledge and understanding they need to achieve high performance in the international business environment.
- to develop students with enquiring minds, who have the abilities and confidence to work across different business functions and to lead, manage, respond to change, and tackle a range of complex business situations.
- to provide the core skills required for a range of careers in business, including management, human resources, marketing, entrepreneurship, accounting and finance.
- to offer a balance between employability skills and the knowledge essential for students with entrepreneurial, employment or academic ambitions.
- to develop students' understanding of the major impact that new digital technologies have on the business environment.
- to provide insight into international business operations and the opportunities and challenges presented by a global marketplace.
- to equip students with knowledge and understanding of culturally diverse organisations, cross-cultural issues, diversity and values, and to allow flexible study to meet local and specialist need

This programme aims to impart the following skills:

Knowledge and Academic Study Skills

- | | |
|----------------------------|----------------------------|
| • Active research skills | • Team building |
| • Effective writing skills | • Exam preparation skills |
| • Analytical skills | • Digital literacy |
| • Critical thinking | • Competence in assessment |
| • Creative problem-solving | methods used in higher |
| • Decision-making | education |

Employability Skills

1. Business Skills:

- awareness of types of companies and company formations
- invoicing
- calculating fees
- business management

2. Commercial Skills:

- awareness of the business sector
- sales
- marketing and promotion
- managing and monitoring budgets

3. Problem Solving Skills:

- critical thinking
- using expert and creative solutions to solve non-routine problems
- using systems and digital technology
- generating and communicating ideas creatively

4. Interpersonal Skills:

- leadership skills
- communicating effectively
- working with others
- negotiating and influencing, and
- presentation skills.

5. Independent Skills:

- self-management
- adaptability and resilience
- self-monitoring and self-development
- self-analysis
- reflection, planning and prioritising



Programme Structure for Pearson BTEC Level 5 Higher National Diploma in Business:

Year 1: Students will study eight units, with a value of 15 credits each = **120 credits**.

Year 2: Students will study a further 7 units (all at level 5; with a value of 15 credits for 6 units and one at 30 credits) = **120 credits**.

HND Business Programme Structure

Terms	Unit No	Unit Code	Unit Name	Core/Optional	Level	Credit Value
Year 1						
Term 1	1	H/650/2917	The Contemporary Business Environment	Core	4	15
	2	A/618/5033	Marketing Processes and Planning	Core	4	15
	3	J/650/2918	Management of Human Resource	Core	4	15
Term 2	4	L/618/5036	Leadership and Management	Core	4	15
	5	Y/618/5038	Accounting Principles	Core	4	15
	7	H/617/0736	Business Law	Optional	4	15
Term 3	6	D/618/5039	Managing a Successful Business Project (Pearson Set)	Core	4	15
	15	K/650/2919	Operational Planning and Management	Core	4	15
Total Credits for Year 1						120

Year 2						
Term 4	20	R/650/2920	Organisational Behaviour Management	Core	5	15
	43	H/618/5124	Business Strategy	Optional	5	15
	46	T/618/5127	Developing Individuals, Teams and Organisations	Optional	5	15
Term 5	24	T/650/2921	Managing and Leading Change	Optional	5	15
	50	J/618/5133	International Marketing	Optional	5	15
Term 6	19	H/618/5060	Research Project (Pearson Set)	Core	5	30
	37	K/618/5125	Pitching and Negotiation Skills	Optional	5	15
Total Credits for Year 2						120
Total Credits for HND						240

Unit Learning Outcomes

Unit 1

Business and Business Environment

1. Explain different types, size and scope of organisations.
2. Demonstrate the interrelationship of various functions within an organisation and how they link to organisational structure.
3. Use contemporary examples to demonstrate both the positive and negative influence/impact the macro-environment has on business operations.
4. Determine the internal strengths and weaknesses of specific businesses and their interrelationship with external macro-factors.

Unit 2

Marketing Processes and Planning

1. Explain the role of marketing and how it interrelates with other business units of an organisation.
2. Compare ways in which organisations use elements of marketing mix to achieve overall business objectives.
3. Produce a marketing plan for an organisation that meets marketing objectives.
4. Develop a media plan to support a marketing campaign for an organisation.

Unit 24

Understanding and Leading Change

1. Produce a comparative analysis of the different types and drivers of change in business
2. Evaluate the impact of change on organisational behaviour.
3. Investigate how forces driving and resisting change influence leadership decision making.
4. Recommend a range of leadership approaches to change initiatives.

Unit 4

Leadership and Management

1. Examine leadership and management theories and principles, and their impact on the effectiveness of an organisation.
2. Review the influence of different leadership and management styles on the culture of organisations.
3. Develop a motivational strategy to optimize organisational performance
4. Apply leadership and management approaches to managing performance to ensure continuous improvement.

Unit 5

Accounting Principles

1. Examine the context and purpose of accounting
2. Prepare basic financial statements for unincorporated and small business organisations in accordance with accounting principles, conventions and standards.
3. Interpret financial statements
4. Prepare budgets for planning, control and decision-making using spreadsheets.

Unit 6

Managing a Successful Business Project (Pearson Set)

1. Explain the key stages of the project lifecycle that could be considered when project managing.
2. Produce a Project Management Plan (PMP) for a business project using primary and secondary research methods.
3. Implement the Project Management Plan (PMP) to communicate results from the research and make conclusions from the evidence of findings.
4. Reflect on value gained from implementing the project and project management process.

Unit 7

Business Law

1. Explain the nature of the legal system.
2. Illustrate the potential impact of the law on a business
3. Examine the formation of different types of business organisations
4. Recommend appropriate legal solutions to resolve areas of dispute.

Unit 15

Operations Management

1. Examine the interrelationships of operations management with other functions within an organisation.
2. Explain the importance of operations management in achieving effective organisational performance.
3. Investigate the importance of quality management and continuous improvement for optimizing organisational performance.
4. Assess the role of supply chain management in supporting an organisation to satisfy customer requirements.

Unit 19

Research Project (Pearson Set)

1. Examine appropriate research methodologies and methods to identify those appropriate to the research process.
2. Develop a research proposal, including a supporting literature review.
3. Analyse data using appropriate techniques to communicate research findings.
4. Reflect on application of research methodologies and process.

Unit 20

Organisational Behaviour

1. Reflect on own personality and perceptions to understand how individual difference informs and influences management approaches.
2. Apply content and process theories of motivation to create and maintain an effective workforce.
3. Participate in a group activity for a given business situation to demonstrate effective team skills.
4. Examine how power, politics and culture can be used to influence employee behaviour and accomplish organisational goals.

Unit 37

Pitching and Negotiation Skills

1. Evaluate the context of a negotiation and identify the key considerations to prepare for a negotiation.
2. Manage information and documentation relevant to tenders and contracts
3. Develop a pitch to achieve a sustainable competitive edge.
4. Assess the outcome of a pitch and negotiation.

Unit 43

Business Strategy

1. Analyse the impact and influence that the macro environment has on an organisation and its business strategies.
2. Assess an organisation's internal environment and capabilities.
3. Apply the outcomes of an analysis, using appropriate strategic management tool, in a given market sector.
4. Develop a strategic management plan in an organisation, informed by models, theories and concepts, to achieve competitive advantage in a given market sector.

Unit 50

International Marketing

1. Analyse how effective marketing contributes to business strategies in an international context.
2. Evaluate entry to a selection of international markets and define the key success factors.
3. Debate how the elements of the marketing plan can be adapted or standardised across international markets.
4. Present different international marketing approaches for multinational, global, transnational or meta-national contexts.

Unit 46

Developing Individuals, Teams and Organisations

1. Appraise the use of high-performance working (HPW) and culture in supporting sustainable business performance.
2. Evaluate the ways in which performance management can support high-performance culture and commitment.
3. Review the factors to be considered when planning training and development activities in an organisation.
4. Design a personal and professional development career plan.

Unit 47

Human Resources- Value and Contribution to Organisational Success

1. Evaluate the importance of organisational design to the delivery of sustainable performance.
2. Analyse the workforce development needs to inform a human capital management strategy that will increase engagement in an organisation.
3. Apply the contemporary knowledge and research to support emerging HR developments.
4. Evaluate the relationship between organisational design and high-performing workforce practices that achieve organisational success.



BTEC HND Hospitality Management

Pearson BTEC Higher Nationals are designed to provide a specialist vocational programme, linked to professional body requirements and National Occupational Standards where appropriate.

They offer a strong, sector-related emphasis on practical skills development alongside the development of requisite knowledge and understanding.

The qualifications provide a thorough grounding in the key concepts and practical skills required in their sector and their national recognition by employers allows direct progression to employment.

A key progression path for Pearson BTEC HND learners is to progress to a BA (Hons) Top-up degree for the third year, depending on the match of the Edexcel BTEC Higher National units to the degree programme in question.

The Pearson BTEC HND Diploma in Hospitality Management offers a progression route to the professional qualification offered by the Institute of Hospitality.

Pearson BTEC Level 5 HND Diploma in Hospitality Management has been developed to focus on

01

Providing education and training for a range of management careers in hospitality, licensed retail, food and beverage or leisure and tourism sectors; for example, food and beverage manager, front of house manager or events manager.

02

Providing opportunities for hospitality managers to follow specialised areas of study directly relevant to individual vocations and professions within the hospitality industry, including study within the licensed trade, leisure and/ or tourism sectors, or specialist culinary arts, leading to a nationally recognised Level 5 vocationally-specific qualification.

03

Providing opportunities for full-time learners to gain a nationally recognised, vocationally specific qualification to enter employment in hospitality management or progress to higher education, vocational qualifications such as a full-time degree in hospitality management or related areas such as business management or leisure and tourism management.

04

Developing the knowledge, understanding and skills of learners in the field of hospitality management across a range of sectors, including those suggested above.

05

Providing opportunities for learners to focus on the development of higher-level skills in a hospitality management context, including investigatory and research skills focusing on management issues within the context of hospitality, leisure or tourism.

06

Providing opportunities for learners to develop a range of skills, techniques and attributes essential for successful performance in working life within the hospitality industry.

This qualification meets the needs of the above rationale by

01

Developing a range of knowledge and understanding, skills and techniques personal qualities and attributes essential for successful performance in working life.

02

Developing the individual's ability to make an immediate contribution to employment in the hospitality management industry, through the effective use and the combination of the knowledge and skills gained in different parts of the programme providing opportunities for specialist study relevant to individual vocations and contexts.

03

Enabling progression to an undergraduate degree or further professional qualification in hospitality management or a related area providing flexibility, knowledge skills and motivation as a basis for future studies and career development in hospitality management.

Programme Structure for Pearson BTEC Level 5 Higher National Diploma in Hospitality Management:

The Pearson BTEC Level-5 Higher National Diploma in Hospitality Management consists of eight units in Year-1, plus further seven units in **Year-2**.

Year 1: Students will study 8 units (all at level 4), with a value of 15 credits each = **120 credits**.

Year 2 – Students will study a further 7 units (all at level 5; with a value of 15 credits for 6 units and one at 30 credits) = **120 credits**.

Total credits available for BTEC HND Hospitality Management is **240**.

HND Hospitality Management Programme Structure

Terms	Unit No	Unit Code	Unit Name	Core/Optional	Level	Credit Value
Year 1						
Term 1	2	J/651/2467	Managing the Customer Experience (MCE)	Core	4	15
	1	H/651/2466	The Contemporary Hospitality Industry (CHI)	Core	4	15
	6	F/651/4247	Managing Food and Beverage Operations (MFBO)	Optional	4	15
Term 2	4	L/651/2469	Hospitality Business Toolkit (HBT)	Core	4	15
	15	A/618/5033	Marketing Processes and Planning (MPP)	Optional	4	15
Term 3	3	K/651/2468	Sustainable Hospitality Practice (SHP)	Core	4	15
	5	T/651/2470	Leadership and Management for Hospitality (LMH) (Pearson-set)	Core	4	15
	7	K/616/1794	Managing Accommodation Services (MAS)	Optional	4	15
Total Credits for Year 1						120

Year 2						
Term 4	19	D/651/2473	Hospitality Interpersonal Skills (HIS)	Core	5	15
	30	T/616/1815	Global Events (GE)	Optional	5	15
	26	H/616/1809	Food Service Management (FSM)	Optional	5	15
Term 5	22	J/651/2476	Menu Development, Planning and Design (MDPD)	Optional	5	15
Term 5/6	18	H/618/5060	Research Project (Pearson-set) (RP)	Core	5	15
Term 6	32	Y/618/5122	Integrated Marketing Communication (IMC)	Optional	5	30
	36	H/618/5124	Business Strategy (BS)	Optional	5	15
Total Credits for Year 2						120
Total Credits for HND						240

Unit Learning Outcomes

Unit 2

Managing the Customer Experience (J/651/2467) Term 1/ Year 1

1. Explain the needs and expectations of market segments for the hospitality industry
2. Explore the customer experience map to create hospitality business opportunities and optimise customer touchpoints
3. Apply the concepts of service excellence to a specific hospitality business setting
4. Compare a range of metrics available to monitor hospitality customer experiences and drive business objectives.

Unit 15

Marketing Processes and Planning (A/618/5033) – Term 1/ Year 1

1. Explain the role of marketing and how it interrelates with other business units of an organisation
2. Compare ways in which organisations use elements of the marketing mix to achieve overall business objectives
3. Produce a marketing plan for an organisation that meets marketing objectives
4. Develop a media plan to support a marketing campaign for an organisation.

Unit 6

Managing Food and Beverage Operations (F/651/4247) Term 1/ Year 1

1. Explore the food and beverage industry including different styles of food and beverage service outlets, rating systems and current industry trends
2. Demonstrate professional food and beverage service standards in a real working environment
3. Compare the ways that different food and beverage operations use technology to improve operational efficiency
4. Analyse customer motivations and behaviour and how food service outlets use this information to maximise business success.

Unit 4

The Hospitality Business Toolkit (L/651/2469) – Term 2/ Year 1

1. Investigate how to manage finance and record transactions to minimise costs responsibly within the hospitality industry
2. Produce a workforce action plan for recruiting and retaining talent to address skills shortages in a hospitality organisation
3. Identify the potential impact of legal and ethical considerations on a hospitality business
4. Apply a range

Unit 1

The Contemporary Hospitality Industry (H/651/2466) – Term 2/ Year 1

1. Examine the current structure, scope and size of the hospitality industry
2. Explore career routes, skills requirements, and progression opportunities in the hospitality industry
3. Review the current threats and challenges affecting the hospitality industry
4. Assess the current and potential trends affecting the hospitality industry.

Unit 3

Sustainable Hospitality Practice (K/651/2468) – Term 3/ Year 1

1. Explain the impact of sustainability principles for hospitality organisations
2. Discuss the characteristics of sustainability and corporate social responsibility
3. Identify operational risks and benefits of sustainability in the hospitality industry
4. Present a business case for adopting sustainable hospitality practices to meet business objectives.

Unit 5

Leadership and Management for Hospitality (T/651/2470) Pearson Set Term 3/ Year 1

1. Review classical management theories and leadership styles
2. Explore the factors that influence different management styles and structures in a hospitality industry context
3. Assess current and future management and leadership skills for the hospitality sector
4. Demonstrate management and leadership skills in a hospitality context

Unit 7

Managing Accommodation Services(K/616/1794) – Term 3/ Year 1

1. Explain the types of accommodation services available within the hospitality industry
2. Discuss the role of the front office department within accommodation services
3. Assess the contribution of the housekeeping department to providing effective accommodation services
4. Explore the role facilities and security play within accommodation services.

Unit 19

Hospitality Interpersonal Skills (D/651/2473) – Term 1 / Year 2

1. Apply a range of interpersonal skills and different approaches to various stakeholders' (partners, suppliers and employees) relationship management
2. Work collaboratively to enable delivery with others and share good practice in a hospitality context
3. Apply coaching and mentoring techniques to support learning and development of others
4. Communicate effectively in a hospitality context using a range of verbal and non-verbal communication tools to overcome barriers. Evaluate how marketers influence the different stages of the hospitality consumer decision-making process

Unit 30

Global Events (Y/651/4253) – Term 1 /Year 2

1. Explore the diversity of the global events industry and the factors that have influenced its development
2. Evaluate the value, legacy and the impact of events on the environment in which they operate and appraise the management strategies used to support responsible event development
3. Assess the impacts the macroenvironment has on the global events industry and their influence on decision-making and organisational behaviour
4. Evaluate the criteria essential for the successful planning of specific events.

Unit 26

Food Service Management (R/651/4251) – Term 1/ Year 2

1. Investigate the sourcing and procurement processes within a food service organisation
2. Evaluate operations management strategies within a given food service context
3. Explore the importance of ethical management for overall business success
4. Produce an improvement plan for a given organisational challenge within a food service organisation.

Unit 22

Menu Development, Planning and Design (J/651/2476) – Term 2/ Year 2

1. Investigate how menus are planned and designed to meet customer and business requirements
2. Determine the factors to consider when costing and pricing a menu
3. Develop a menu to meet customer and business requirements
4. Evaluate the performance of a menu to meet customer and business requirements.

Unit 18

Research Project (H/618/5060) – Term 2 & Term 3/ Year 2 (Pearson Set)

1. Examine appropriate research methodologies and methods to identify those appropriate to the research process
2. Develop a research proposal, including a supporting literature review
3. Analyse data using appropriate techniques to communicate research findings
4. Reflect on the application of research methodologies and process.

Unit 32

Integrated Marketing Communications (Y/618/5122) – Term 3/ Year 2

1. Evaluate marketing channels for achieving communication objectives as part of a communications strategy
2. Develop an integrated marketing communications plan to achieve specified communication objectives in a business context
3. Produce appropriate content for a marketing channel that meets specified communication objectives
4. Apply methods for monitoring an integrated marketing communications (IMC) plan to maximise reach and achieve positive return on investment (ROI).

Unit 36

Business Strategy (H/618/5124)

1. Analyse the impact and influence that the macroenvironment has on an organisation and its business strategies
2. Assess an organisation's internal environment and capabilities
3. Apply the outcomes of an analysis, using an appropriate strategic management tool, in a given market sector
4. Develop a strategic management plan in an organisation, informed by models, theories and concepts, to achieve competitive advantage in a given market sector.

HND Leadership and Management

Pearson BTEC Higher National qualifications take a student-centred approach to the curriculum. There is a flexible, unit-based structure that focuses on developing the practical, interpersonal and thinking skills the student will need to succeed in employment and higher education. They represent the latest in professional standards and provide opportunities for students to develop skills and behaviours for work, for example by taking part in a group project or meeting a client brief. A student may achieve exemption from professional or vendor qualifications, or membership of selected professional organisations to help students on their journey to professional recognition or membership.

Pearson BTEC Higher Nationals are intended to keep doors open for future study if a student wishes to take their education further after completing a Higher National programme. They do this by allowing space for students to develop their higher education study skills, such as the ability to research. The study programme is clearly set out in line with the Quality Assurance Agency for Higher Education's Framework for Higher Education qualification standards at Levels 4 and 5. This means that students who want to progress to Levels 5 or 6 study should feel better prepared.

HND Leadership and Management Program Structure

Terms	Unit No	Unit Code	Unit Name	Core/Optional	Level	Credit Value
Year 1						
Term 1	1	H/650/2917	The Contemporary Business Environment	Core	4	15
	2	A/618/5033	Marketing Processes and Planning	Core	4	15
	3	J/650/2918	Management of Human Resource	Core	4	15
Term 2	4	L/618/5036	Leadership and Management	Core	4	15
	5	Y/618/5038	Accounting Principles	Core	4	15
	8	R/618/5054	Digital Business in Practice	Core	4	15
Term 3	6	D/618/5039	Managing a Successful Business Project (Pearson Set)	Core	4	15
	7	K/650/2919	Operational Planning and Management	Core	4	15
Total Credits for Year 1						120
Year 2						
Term 4	9	R/650/2920	Organisational Behaviour Management	Core	5	15
	12	H/618/5124	Business Strategy	Core	5	15
	14	T/618/5127	Developing Individuals, Teams and Organisations	Core	5	15
Term 5	11	A/618/5078	Principles of Operations Management	Core	5	15
	13	A/618/4934	Business Information Technology Systems	Core	5	15
	15	F/650/2925	Business Communications and Relationship Management	Core	5	15
Term 6	10	T/650/2921	Managing and Leading Change (Pearson-set)	Core	5	15
	16	M/618/5126	Business Data Analytics and Insights	Core	5	15
Total Credits for Year 2						120
Total Credits for HND						240

HND Computing

BTEC is an established brand of choice for the world's learning communities, engaging students in applied, practical, interpersonal and thinking skills for more than three decades. The BTEC suite of Pearson qualifications, Higher Nationals (HNs) are widely supported by higher education and industry as the principal vocational qualifications at Levels 4 and 5. BTEC is one of the world's most successful applied learning brands, helping students develop their practical, interpersonal and thinking skills for more than 30 years.

The Pearson BTEC Higher National qualifications are designed to reflect the increasing need for high quality professional and technical education at Levels 4 and 5. They provide students with a clear line of sight to employment and to a degree at Level 6 if they choose.

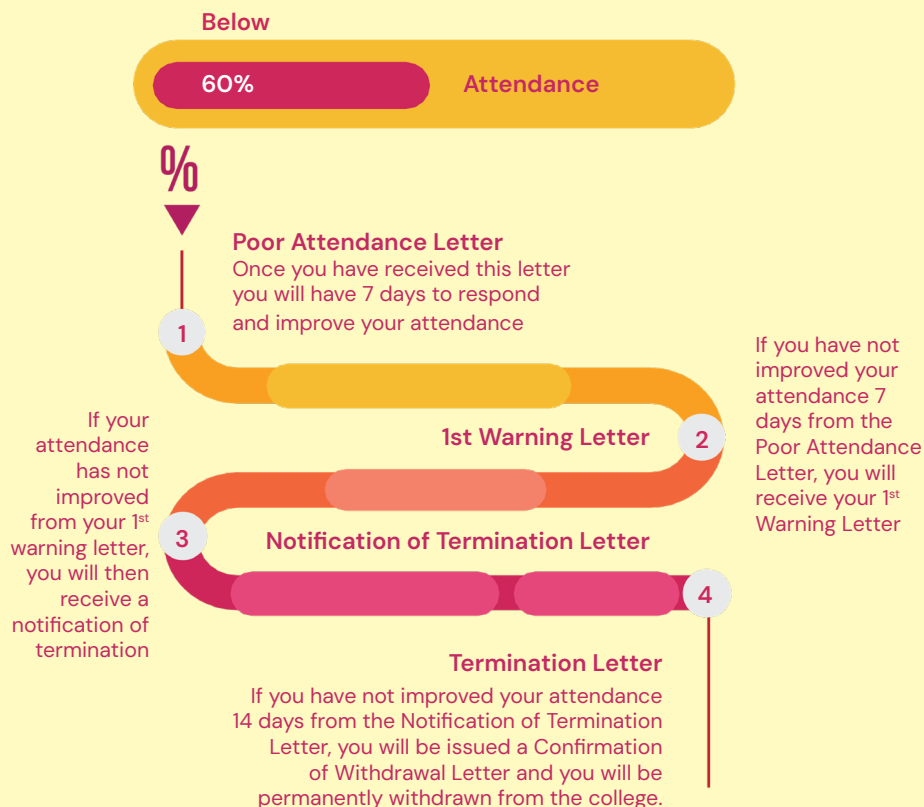
HND Computing Program Structure

Terms	Unit No	Unit Code	Unit Name	Core/Optional	Level	Credit Value
Year 1						
Term 1	1	H/618/7388	Programming	Core	4	15
	2	M/618/7393	Networking	Core	4	15
	3	L/618/7398	Professional Practice	Core	4	15
Term 2	4	A/618/7400	Database Design & Development	Core	4	15
	5	D/618/7406	Security	Core	4	15
	7	K/618/7408	Software Development Lifecycles	Optional	4	15
Term 3	6	H/618/7407	Planning a Computing Project (Pearson-set)	Core	4	15
	13	Y/618/7419	Website Design & Development	Optional	4	15
			Total Credits for Year 1			120

Year 2						
Term 4	17	A/618/7428	Business Process Support	Core	5	15
	26	F/618/5664	Big Data Analytics and Visualisation	Optional	5	15
	32	J/618/7447	Information Security Management	Optional	5	15
Term 5	16	K/618/7425	Computing Research Project (Pearson-set)	Core	5	30
	39	F/618/7463	Network Management	Optional	5	15
	51	K/618/7487	E-Commerce & Strategy	Optional	5	15
Term 6	13	K/618/7425	Computing Research Project (Pearson-set)	Core	5	30
	21	L/618/7434	Application Program Interfaces	Optional	5	15
			Total Credits for Year 2			120
			Total Credits for HND			240

Attendance

Student attendance at Nelson College London is vital. The Attendance Policy highlights that attendance should be maintained above 60% in order to progress from one term into the next. Should your attendance fall below the 60% a series of warning letters will be issued to provide an opportunity for you to improve this. If it remains below 60% by the end of the semester, you will be at risk of termination from the course as you have not met the College progression policy. Please see below the steps taken if your attendance falls below 60%



Reporting your absence

If for any reason you are unable to attend classes, you must call ahead to notify a member of the admin team. In the event of health issues, illness or a family emergency, sufficient and appropriate medical evidence will be required in order to excuse your attendance. Long-term absences due to personal circumstances such as a prolonged sickness [35 days or more within an academic year] cannot be authorised without relevant evidence and express agreement by the Principal or Head of Academic Services. Intermission can be provided as an option for up to 1 academic year so that you are able to resume your education upon improvement in your personal circumstances.

Key Contacts

Name	Title	Location	Email address
Romeela Joseph	Registrar	Ilford Campus	r.joseph@nelsoncollege.ac.uk
Aneela Khan	Student Attendance and Welfare Officer	Ilford Campus	aneela.khan@nelsoncollege.ac.uk
Marium Alam	Assistant Manager – Admission and Attendance	Gants Hill Campus	marium@nelsoncollege.ac.uk
Mariana Asrafova	Admissions Officer	Gants Hill Campus	m.asrafova@nelsoncollege.ac.uk
Alexandra Sivriu	Admissions & Attendance Officer	Broadstairs Campus	a.sivriu@nelsoncollege.ac.uk

Letters

Student request letters (e.g. – council tax letter) will normally be dealt within five working days from receipt of the request, however, staff will endeavour to prepare letters as quickly as possible. The Student Request Form can be obtained from the main College Reception. During busy periods, please allow additional time for staff to process enquiries.

ID Cards

Student ID cards will be issued within seven working days from the receipt of ID request. The student ID Card Request form can be obtained from the main College Reception. There will be a charge of £5 for each lost/ stolen Student ID Card.

Student **Welfare**

Supporting You Throughout Your Studies

At Nelson College London, your wellbeing is just as important as your academic success. We are committed to providing a safe, inclusive and supportive environment where every student has the opportunity to succeed.

The Student Welfare Team offers confidential advice, guidance and practical support throughout your time at the College. Whether you are facing personal, financial, health or academic challenges, we are here to listen, support you and help you access the services you need.

We encourage you to seek support as early as possible—no concern is too small, and asking for help is a positive step.

Contact the Student Welfare Team

You can speak to a member of the Student Welfare Team in person during office hours or contact us using the details below.
Email: student.welfare@nelsoncollege.ac.uk
Mobile: **07300 861957**



Equality, Diversity and Inclusion

Nelson College London is committed to creating a learning environment where everyone is treated fairly, with dignity and respect.

We celebrate diversity and welcome students from a wide range of backgrounds, cultures and experiences. We are committed to promoting equality of opportunity and fostering an inclusive community where everyone feels valued, respected and able to achieve their full potential.

The College's Equality, Diversity and Inclusion Policy and Equality, Diversity and Inclusion Committee (EDIC) support our commitment to the principles of the Equality Act 2010.

Discrimination, harassment, victimisation and bullying are not tolerated.

Mental Health and Wellbeing

Looking after your mental health is an important part of your overall wellbeing and academic success. If you are feeling overwhelmed, anxious, stressed or struggling with personal issues, support is available.

The Student Welfare Team provides confidential advice and can help you access appropriate support.

Support available includes:

- One-to-one wellbeing appointments.
- Confidential advice and guidance.
- Wellbeing workshops focusing on resilience, stress management and healthy coping strategies.
- Referral to the College's confidential in-house counselling service.
- Signposting to specialist external organisations where appropriate.

Students may self-refer to the College counsellor or request a referral through the Student Welfare Team.

Disability Support

Nelson College London is committed to ensuring that disabled students can participate fully in every aspect of College life.

The Student Welfare Team supports students with:

- Disabilities.
- Long-term health conditions.
- Mental health conditions.
- Specific learning difficulties, such as dyslexia.

Support may include:

- Reasonable adjustments.
- Individual Support Plans.
- Study support and guidance.
- Financial support where eligible.
- Referral to specialist services.
- Ongoing welfare support throughout your studies.

Students who disclose a disability or health condition and provide appropriate supporting evidence may be registered on the College's Disability Register.

Regular review meetings will be arranged to ensure that appropriate support and reasonable adjustments continue to meet your needs throughout your studies.

The Student Welfare Team can also provide guidance on progression into employment or further study after completing your qualification.

Care Experienced Students

Nelson College London is committed to supporting students who are care experienced, including care leavers.

The College uses the term care experienced to include care leavers and anyone who has been in care before the age of 18, including students who have been fostered, adopted, in kinship or residential care, or are unaccompanied asylum-seeking children.

Students are encouraged to meet with the Student Welfare Team to discuss their individual circumstances and determine the support available.

The Student Welfare Team provides ongoing guidance and support throughout a student's studies and assists with progression into employment or further education.

Financial Support

We understand that financial difficulties can sometimes affect your ability to study. Nelson College London offers a range of financial support to help eligible students continue their education successfully.

Financial support is subject to eligibility criteria and the availability of funding. Unless otherwise stated, financial awards do not need to be repaid.

NCL Bursary Package

The NCL Bursary Package supports eligible students who are registered on either the College's Disability Register or Care Experienced Register.

Eligible students may receive:

- **Up to £1,000 per academic year** if registered on the Disability Register due to a disability, long-term health condition or mental health condition.
- **Up to £2,000 per academic year** if registered as a care-experienced student.

The Student Welfare Team will discuss your eligibility, explain the application process and provide ongoing support throughout your studies.

Further information is available on the College website.

NCL Hardship Fund

The NCL Hardship Fund provides financial assistance to students experiencing unexpected financial hardship that could not reasonably have been anticipated at the start of their course.

Eligible students may receive a **non-repayable grant of up to £1,000** to help with essential living costs and remain engaged with their studies.

To be eligible, students must:

- Have a residual household income of **£30,000 or below**.
- Meet the published eligibility criteria.

Further information is available on the College website.

Meet the Student Welfare Team



Tatiana Russell

Student Welfare Manager

t.russell@nelsoncollege.ac.uk

Ilford Campus



Doreen Shepherd

Student Welfare Officer

d.shepherd@nelsoncollege.ac.uk

Ilford Campus



Lucia Ismail

Student Welfare Officer

l.ismail@nelsoncollege.ac.uk

Gants Hill Campus



Natasha Radford

Student Welfare Officer

n.radford@nelsoncollege.ac.uk

Broadstairs Campus



Raksha Verma

Student Welfare Administration
Officer

r.verma@nelsoncollege.ac.uk

Ilford Campus

Remember

You do not have to face difficulties alone. Whether you have a quick question, need practical advice or require ongoing support, the Student Welfare Team is here to help.

If you are unsure who to speak to, contact the Student Welfare Team and we will ensure you are directed to the right support.

ASSESSMENT

How are you assessed?

There is a required mix of core and optional units for the HND programmes which are selected through consultation with Students, Teachers and Employers, thereby ensuring the relevance of the programme. Learners must pass all units in order to be awarded a BTEC Higher National Diploma. The assessment of BTEC Higher National qualifications is criterion-referenced and NCL is required to assess learners' evidence against published learning outcomes and assessment criteria. All units will be individually graded as 'Pass', 'Merit' or 'Distinction'.

To achieve a 'Pass' grade for the unit, learners must meet the assessment criteria set out in the specifications. This provides transparency to the assessment process the establishment of national standards for each qualification.

The units all have a standard format, designed to provide clarity of requirements for learners, assessors and those responsible for monitoring national standards.

Assessment Instruments

Assessment methods are designed by NCL and collectively ensure coverage of all assessment criteria. Each unit provides opportunities for the evidencing of all grade descriptors. Our assessors are trained to clearly specify assessment criteria and contextualised grade descriptors on each assessment method. This further ensures transparency and that feedback is specific to the criteria, assisting with the internal standardisation processes.

The tasks and activities are designed to enable learners to produce evidence that relates directly to the assessment criteria and grade descriptors, with each assessment method moderated by NCL.

Practical application of the assessment criteria is encouraged by our assessors, thereby providing a realistic scenario and typical practice in the sector concerned.

Grading Higher National Units

BTEC Higher National Diplomas are assessed at "unit level" and there will be no overall grade for the Diploma. Each unit will be graded as a pass, merit or distinction. A pass is awarded for the achievement of all outcomes against the specified assessment criteria. Merit and Distinction grades are awarded for higher level achievement.

Pass Qualification Grade

Learners who achieve the minimum eligible credit value specified by the rule of combination will achieve the qualification at pass grade.

Merit and Distinction Grades

Learners will be awarded a merit or distinction qualification grade through the aggregation of points gained from the successful achievement of all individual units. The graded section of the HND is based on the learner's best performance (in units), at or above the qualification, to the value of 75 credits. The number of points available is dependent on the unit grade achieved and the credit size of the unit.

Teaching Strategies

As a College, we are aware of the need to identify the various learning styles of the students that comprise individual classes. Many of our programmes are now delivered using a blended learning model, combining on-campus teaching with online learning activities. This flexible approach enables students to balance study with work and family commitments while maintaining the high standards of teaching and support expected at Nelson College London. Measures can then be taken to facilitate and encourage all types of learners. This may incorporate the need for order, structure, creativity, groupwork and practical exercises. In essence, the message for our tutors is to incorporate as much variety as possible into course delivery.

Discussion Strategies

The process of discussion deepens student learning and motivation, helping to develop views and opinions. HND programmes provide an excellent environment for this type of interaction. A student's critical thinking skills are also improved through the process of writing assessments for class.

Qualification Credit Value

A minimum of 240 credits is required for successful completion, comprising 120 credits at Year 1 and 120 credits at Year 2.

Academic Feedback

You will receive accurate and useful feedback on your assessments within four to six weeks of the assessment deadline about your academic performance. You need to keep track of your academic progress, and therefore you must look at the feedback and use it to see where you went wrong/right, for improvement, which will become an automatic process.

Please have a look at the following policies which are made available on the college website:

- Assessment Policy
- Extenuating Circumstances
- Assessment Decision review request
- Academic Misconduct

Further guidance on the permitted use of Artificial Intelligence (AI) in assessments is set out in the College's Assessment Policy.

Virtual Learning Environment

VLE

The Virtual Learning Environment (VLE) will be a key aspect to your studies as you will be required to use VLE to access lecture materials, keep up-to-date with news regarding the college and submit your assignments.

To access VLE enter this web address: nclvle.co.uk



Students registered at NCL can use VLE, which is available through the College website. The following materials will be made available on VLE under each module, every term:

- Induction Slides (once a year)
- Programme Specification
- Harvard Referencing System guide
- Unit Handbook
- Assignment Briefs
- Lecture slides
- Activities
- NCL Cover Page (for submissions)

If you require assistance with VLE, please feel free to contact your Student Support Lecturers:



ACADEMIC SUPPORT

& Personalised Learning

The College has a dedicated 'Student Support Lecturer Team' to provide additional teaching support to the students. The team provides guidance to students if they have any concerns about their academic work or personal development.

The team also identifies struggling students by analysing various datasets and then designs customised 'Individual Learning Plan' to provide personalised developmental support.

Please see below a list of Student Support Lecturers and other key information:

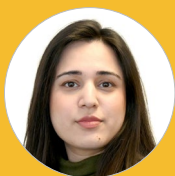
The Student Support Lecturers for Ilford



Naaz Shaheen

Student Support Supervisor

n.shaheen@nelsoncollege.ac.uk
HND Business



Zainab Mazhar

Student Support Lecturer

zainab@nelsoncollege.ac.uk
HND Business



Catalina Ghiletschi

Student Support Lecturer

c.ghiletschi@nelsoncollege.ac.uk
HND Business



Emanuel Adomako

Student Support Lecturer

e.adomako@nelsoncollege.ac.uk
HND Business

The Student Support Lecturers for Gants Hill



Fazlay Hoque

Student Support Supervisor/
Lecturer
f.hoque@nelsoncollege.ac.uk
HND HM



Mohammad Noorani

Student Support Lecturer
m.noorani@nelsoncollege.ac.uk
HND HM



Samiun Nahar

Student Support Lecturer
s.nahar@nelsoncollege.ac.uk
HND HM



Md Iftekharul Islam

Student Support Lecturer
i.islam@nelsoncollege.ac.uk
HND HM



**Mohammed Kausar
Ahmed Ali**

Student Support Lecturer- Trainee
m.kausa@nelsoncollege.ac.uk
HND HM



The Student Support Lecturers for Broadstairs



Matthew Omede

Student Support Supervisor

m.omed@nelsoncollege.ac.uk
HND HM



Bam Ikpi

Student Support Lecturer

b.ikpi@nelsoncollege.ac.uk
HND HM



Shalini Sankhala

Student Support Lecturer

s.sankhala@nelsoncollege.ac.uk
HND HM



Manob Basak

Student Support Lecturer

m.basak@nelsoncollege.ac.uk
HND HM



Ian Gwyther

Student Support Lecturer-

i.gwyther@nelsoncollege.ac.uk
HND Business



Muhammad Ariaz Suhail

Student Support Lecturer

a.suhail@nelsoncollege.ac.uk
HND Business

The College is also committed to providing students with welfare and pastoral care support. Each student is allocated a personal tutor and student advisor who can help students with pastoral needs.

Further details are available in 'Student Welfare and Pastoral Care Support Policy'. The policy is available on the college website.

Student Membership

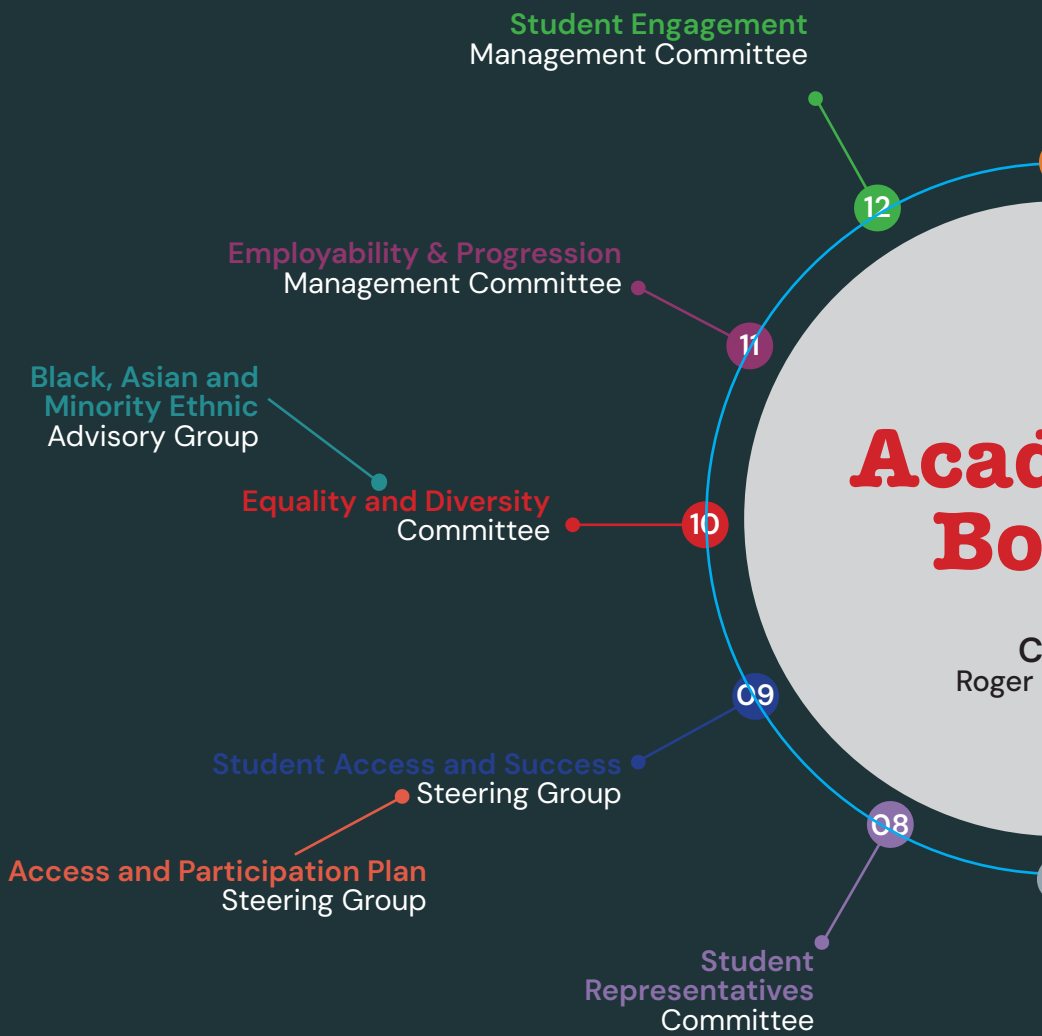
The College highly values feedback from students on its programmes. The College has in place a variety of methods to collect student feedback.

The following forms are used to collect your feedback:

- Student Feedback Form (every semester)
- Module Evaluation Form (every semester)
- NCL Student Survey (yearly)
- Focus group on assignment briefs conducted with a random sample of students
- Student complaints forms

These forms are used to create reports which are presented at the meeting. The College also has student representation within its Terms of Reference of the following meetings:





Academic
Planning
Committee

01

Programme
Committee

02

Quality Assurance & Enhancement
Committee

03

Academic Board

Chair
Bradburn

04

Course
Committee

05

Academic Assessment
Panel

06

Ethics
Committee

07

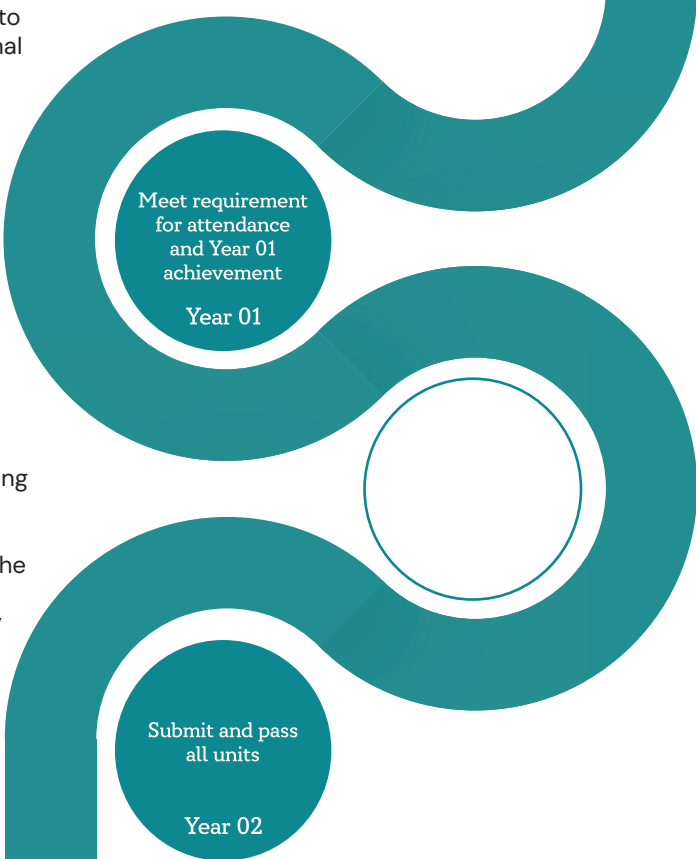
Progression
Board

PROGRESSION

The purpose of the Progression Policy is to ensure students are monitored against academic progression and to identify students with poor academic performance who may require additional support.

It is important that students understand the progression policy as it highlights the requirements from year 1 to year 2. Students are required to achieve a minimum of 90 credits in Year 1 to qualify for unconditional progression to Year 2. Once students have progressed onto year 2, they are required to submit and pass, as per Pearson's requirement, a total of 15 units to graduate with an HND Qualification. The College holds a Graduation Ceremony for the students to praise them on their achievement of attaining an HND.

Please have a look at the Student Attendance and Progression Policy which is available on the College's website.



Meet requirement
for attendance
and Year 01
achievement

Year 01

Submit and pass
all units

Year 02

Transcripts and Certificates

Student Certificates

Nelson College London is always proud to present students with their Pearson certificates once they have completed their Higher National Diplomas. Certificates are awarded during the College Graduation Ceremony where students will be able to share their achievements with their family, friends, and fellow peers.

If students are unable to attend the Graduation Ceremony, there are opportunities to collect the certificates from the College.

Replacement Certificates

If a student requires a replacement certificate, they can either request it directly from Pearson or contact the College's Examinations Officers.

If a student decides to contact the Examinations Officers, a total of £98, covering the College's admin fee and the Pearson certification fee, is payable to the College. This fee will be reduced to £49 if the request is made within 28 days of the issue date of the certificate.

Students can directly reclaim their HND certificates from Pearson by following the instructions at:
<https://qualifications.pearson.com/en/support/Services/certificate-services/replacement-documents.html>



STUDENT

CODE OF CONDUCT

RESPECT • RESPONSIBILITY • INTEGRITY • SUCCESS

The College expects all students to demonstrate professionalism, integrity, and respect in their academic studies and interactions with others.

Students are expected to:

Respect Others

- Treat everyone with dignity, courtesy, and respect.
- Do not engage in bullying, harassment, discrimination, sexual misconduct or any other form of abusive behaviour.
- Value diversity and promote equality and inclusion.

Take Responsibility

- Attend classes regularly, arrive on time and engage fully in learning.
- Submit assessments by the published deadlines.
- Check your College email, VLE and the NCL One App regularly for important updates.

Act with Integrity

- Produce and submit your own work and maintain academic integrity.
- Use appropriate referencing and avoid plagiarism or any other form of academic misconduct.
- Use AI tools only where permitted and in accordance with College guidance.

Behave Professionally

- Follow reasonable instructions from College staff.
- Behave respectfully in classrooms, online and at College events.
- Use mobile phones, College facilities and digital resources responsibly.

Promote a Safe Community

- Follow College policies and health and safety requirements.
- Help create a positive, inclusive, and supportive learning environment.
- Report any welfare or safeguarding concerns to a member of staff.

Represent the College Positively

Whether on campus, online, or in the wider community, students are expected to act with honesty, integrity, respect, and responsibility, reflecting the values of Nelson College London.

Failure to comply with the Student Code of Conduct may result in action being taken under the College's Student Disciplinary Procedures.

FACILITIES

Supporting Your Learning

Nelson College London provides modern, welcoming and accessible facilities across our Ilford, Gants Hill and Broadstairs campuses to support your learning, wellbeing and overall student experience.

Teaching Facilities

Our campuses provide:

- Modern classrooms and teaching spaces.
- IT laboratories with internet access.
- Library and Learning Resource Centres.
- Student Common Rooms.
- Student Welfare and Support Services.
- Free Wi-Fi throughout the College.
- Accessible facilities for disabled students.

All campuses are conveniently located close to public transport links, making them easy to access.

Library and Learning Resources

The Library and Learning Resource Centres provide access to:

- Study spaces and computers.
- Free printing services.
- Course textbooks and learning materials.
- Online resources, including EBSCO, Emerald Insight, Pearson HN Global and Cite Them Right Online.

The Library and Learning Resource Centre staff provide training and study support to help students develop their academic, digital, and information literacy skills.

IT and Digital Learning

Students have access to a range of digital resources, including:

- The Virtual Learning Environment (VLE) for learning materials, module information, assessment submission and feedback.
- Microsoft 365 and Microsoft Teams.
- Turnitin to support academic writing and academic integrity.
- The NCL One App for College news, timetables, student services and important announcements.
- Course-specific software, including Oracle OPERA Property Management System (PMS) for Hospitality Management students.

Student Facilities

Each campus offers comfortable spaces where students can relax, study or meet with classmates between classes.

Facilities include:

- Student Common Rooms.
- Independent and group study areas.
- Free drinking water.
- Catering facilities offering a selection of hot and cold drinks, snacks and light refreshments.

Prevent Duty

Nelson College London is committed to providing a safe, inclusive and respectful learning environment where everyone feels welcome, valued and able to express their views within the law.

As part of our safeguarding responsibilities, the College has a legal duty under the Prevent Duty to help protect students from being drawn into terrorism or extremist activity. Prevent is about safeguarding and supporting people who may be vulnerable to radicalisation—it is not about restricting freedom of speech or lawful discussion.

What is Radicalisation?

Radicalisation is the process by which a person may be influenced or encouraged to support extremist views or become involved in harmful or illegal activity.

Anyone can be vulnerable to radicalisation, regardless of their age, background or beliefs.

Prevent aims to identify concerns early and provide appropriate support before harm occurs.

How the College Supports Students

The College is committed to:

- Promoting equality, diversity and inclusion.
- Encouraging respectful debate, critical thinking and mutual respect.
- Creating a safe environment where different views can be discussed lawfully and respectfully.
- Providing support to students who may be vulnerable to exploitation or radicalisation.
- Ensuring staff receive appropriate safeguarding and Prevent training.



What Should You Do?

If you are worried about your own wellbeing or concerned that another student may be vulnerable to radicalisation or extremist influences, please speak to a member of staff as soon as possible.

You can contact:

- The Student Welfare Team.
- The Safeguarding Team.
- Your Personal Tutor.
- Any trusted member of College staff.

All concerns will be treated sensitively and handled in accordance with the College's Safeguarding Policy.

Further Information

The College's Prevent Policy and Safeguarding Policy are available on the College website. If you are unsure whether something is a Prevent concern, speak to a member of staff. We are here to listen, support you and help keep our College community safe.

SAFEGUARDING

Nelson College London is committed to providing a safe, inclusive and supportive environment where all students, staff and visitors are treated with dignity, respect and care.

The College is committed to protecting students from abuse, neglect, exploitation, harassment, bullying, discrimination, radicalisation and any other form of harm by responding promptly and appropriately to safeguarding concerns, supporting students who may be vulnerable or at risk, ensuring staff receive appropriate safeguarding training, and carrying out safer recruitment and pre-employment checks in accordance with legal and regulatory requirements.

Safeguarding is everyone's responsibility. All safeguarding concerns are taken seriously and will be responded to promptly, fairly and sensitively.



What is Safeguarding?

Safeguarding means protecting people from harm and ensuring that students can study in a safe and supportive environment.

Safeguarding concerns may include:

- Abuse, neglect or exploitation.
- Harassment, bullying or sexual misconduct.
- Domestic abuse, coercive or controlling behaviour.
- Stalking or online abuse.
- Mental health or wellbeing concerns where someone may be at risk.
- Modern slavery or radicalisation.
- Any situation where a person may be at risk of harm.

Support for Students

If you are worried about your own safety or wellbeing, or concerned about another student, please speak to a member of staff as soon as possible or contact one of our Designated Safeguarding Officers.



Tatiana Russell

Ilford Campus

t.russell@nelsoncollege.ac.uk



Lucia Ismail

Gants Hill Campus

l.ismail@nelsoncollege.ac.uk



Zuzana El Gohari

Broadstairs Campus

z.elgohari@nelsoncollege.ac.uk

Further information can be found in the College's Safeguarding Policy, available on the College website. If you believe someone is in immediate danger or requires urgent assistance, call 999 and inform the College as soon as it is safe to do so.

FREEDOM OF SPEECH

Nelson College London is committed to protecting freedom of speech within the law and promoting an inclusive environment where students, staff and visiting speakers can express, discuss and challenge ideas openly, respectfully and without fear of discrimination or intimidation.

Freedom of speech and academic freedom are fundamental values of higher education. They encourage open discussion, critical thinking and the respectful exchange of different viewpoints, helping students develop the knowledge, skills and confidence needed for academic and professional success.

Everyone has the right to express lawful opinions, even where others may disagree or find those opinions challenging. At the same time, everyone has the responsibility to respect the rights and dignity of others. Freedom of speech does not protect unlawful behaviour, including harassment, discrimination, intimidation, threats, hate speech or the incitement of violence.

Your Responsibilities

As a student, you are expected to:

- Express your views respectfully and within the law.
- Treat others with dignity, courtesy and respect, even when opinions differ.
- Listen to different viewpoints with an open mind and engage in constructive debate.
- Respect the rights of others to express lawful opinions and participate in discussions.
- Help create a welcoming, inclusive and supportive learning environment where everyone feels able to contribute.
- Raise concerns appropriately if you believe freedom of speech has been restricted or if you experience behaviour that is unlawful or intimidating.

Freedom of Speech and Respect

The College encourages respectful debate and values a diversity of opinions. Students should feel confident expressing their views while recognising that others may hold different beliefs or perspectives.

Freedom of speech should always be exercised responsibly and in accordance with the law, the College's values and the Student Code of Conduct.

Further Information

Further information can be found in the College's Code of Practice on Freedom of Speech and Academic Freedom, available on the College website.



Harassment, Bullying and Sexual Misconduct

Nelson College London is committed to providing a safe, respectful and inclusive learning environment where every student is treated with dignity and respect. Harassment, bullying, discrimination, sexual misconduct and any form of abusive behaviour are not tolerated and may result in disciplinary action.

What is unacceptable behaviour?

Unacceptable behaviour includes any conduct that makes another person feel intimidated, humiliated, threatened, degraded or unsafe. This may take place on campus, during College activities, online, on social media, or in any situation connected with College life.

Examples include:

- Bullying, intimidation or victimisation.
- Offensive, abusive or discriminatory language or behaviour.
- Racist, sexist, homophobic, transphobic or other discriminatory remarks.
- Unwanted sexual comments, messages or advances.
- Sexual touching, kissing or any sexual activity without consent.
- Sharing intimate images or personal information without consent.
- Stalking, coercive or controlling behaviour.
- Cyberbullying or harassment through social media, email or messaging platforms.

Reporting a Concern

If you experience or witness harassment, bullying or sexual misconduct, we encourage you to report it as soon as possible.

You can:

- Speak to the Student Welfare Team or a Designated Safeguarding Officer.
- Report the incident to any trusted member of College staff.
- Submit a formal complaint under the College's procedures.
- Report the matter to the Police if you believe a criminal offence has been committed. You may report to both the Police and the College.

All reports will be handled sensitively, fairly and, wherever possible, confidentially.

Support available

Students affected by harassment, bullying or sexual misconduct can access confidential advice and support through the Student Welfare Team. Where appropriate, the College may also refer students to specialist external support services.

Further information

The full **Harassment, Bullying and Sexual Misconduct Policy**, together with reporting forms and guidance, is available on the College website.

Students are encouraged to familiarise themselves with the policy during induction and throughout their studies.



Student Engagement & Alumni

The Student Voice

Our aim at NCL is to build a thriving student community. We recognise that every student is unique and, therefore, do not take a one-size-fits-all approach as we wish to ensure that all of our students benefit. How do we achieve that? Have a read through the below.

Events

We plan and carry out a wide range of events every year. These vary from on-campus events, to sporting events, to artistic occasions (have a look through some of the photograph albums on Facebook to get a flavour for the variety). We organise exploratory trips within the UK, but also undertake trips overseas – in the last year or so, for example, we have been to Barcelona, Venice, Lisbon and Athens.

NCL also has its own tour company – NCL Tours – so do talk to them if you are looking to take a family holiday, or book a flight, they will be happy to help.

The full calendar of activities will be informed by our students themselves; through regular dialogue between our students and our Student Engagement & Alumni Team.

Student Association

At the core is our Student Association; all our students are counted as members of that Association. We have produced a detailed Student Engagement Framework, which informs how this operates and how it benefits all of our students. The Association ensures two-way communication between students and the College.

In addition to ensuring that you all have a say in college life, the SA will create an environment that will complement the educational activities of the student body, represent students on various College Committees and Boards and promote Health & Safety. The SA will also support the creation of a thriving student community.



Student Representatives

Our students are placed at the centre of everything that we do; we therefore wanted to hear the Student Voice at all levels, including, but not limited to, matters concerning: the curriculum; social activities; learning and teaching; premises and facilities.

How do students get to have their say? We take a tiered approach to this: Students> Student Representatives> Student Vice Presidents> Student President>Student Representatives Committee; more on this, below. Our aim is for every class to be represented by two Student Representatives. Even better, why not become a Student Representative, yourself!

At the beginning of each new intake (in September, January and April), we will visit each class, and, by a show of hands, ask who would like to volunteer to be a Student Representative. If there are only two volunteers, the class will be asked if they are happy for the two volunteers to represent them. If all are in agreement, then the two volunteers will become the Student

Representatives for that class. If an agreement is not reached, the class will be asked to discuss amongst themselves, who they would like to represent them, whereon staff will return the following week to resume the election process.

Our Student Engagement initiative was formally launched in 2022; it was built upon some existing structures such as our Student Representatives Policy, which then created our Student Engagement Framework. This drew together, and sought to respond to, the already well represented views, opinions and questions posed by our valued students.

In 2023, we appointed our first-ever Student President; this role is elected each year (or two in the case of a President continuing with their studies). The President is supported by Vice-Presidents, and a Campus Representative, per campus, plus the Student Representatives themselves.

Equally, we strive to keep in close contact with our alumni students, so that they are also able to participate in these events and remain an integral part of the NCL Family. This also ensures that our alumni students are able to continue to take advantage of all the employability and entrepreneurship tools, which you will read about on the Employability & Progression page.



Employability & Progression

After your studies

At Nelson College London, our aim is not simply to support our students with their academic studies, but to fully and properly prepare them for their future. Our students' relationship with the College does not end at course completion, in fact, they continue to remain part of the Nelson College Family, simply by virtue of being a Nelson College Alumna or Alumnus! Indeed, the College boasts a 'Lifetime Guarantee' for its alumni students in respect of all the employability services that you will read about below – meaning you may continue to access them long after you have graduated from the College.

However, we don't just wait until our students are ready to leave us to begin that support. It starts from the moment that you join us. All courses at the College are designed to be relevant to today's employment market. In some cases, employers (alongside students), play an integral role in deciding the selection and content of the taught modules.

A key pillar of the employability support offered to students is channelled through the College's Employability & Progression [E&P] department. The E&P team hosts a series of employer-related events, such as the annual Employability & Entrepreneurship Forum alongside other employability workshops, whilst also arranging industry-specific guest speakers. An exciting feature is the plethora of supporting initiatives, which include the NCL Mini Guide series, incorporating CV writing, cover letter writing, interview techniques, and many more besides. We also deliver longer texts such as the E&P Handbook, 50+ Skills That You Didn't Know

You Had, the NCL Entrepreneurship Manual and the WBL Logbook. This support also continues through individual blogs and social media activity – and it doesn't end there.

The Career Advisory Service [CAS] was launched in 2021 and has since grown from strength to strength. This service enables students to seek bespoke guidance with employability professionals on matters specific to them as individuals. Most recently, the E&P Department was tasked with establishing the Entrepreneurship Centre, where aspiring business owners can get the support they need to start trading. These services operate hand-in-hand with a Personal Development Plan for all students, and the NCL Career Planning Journal, available to help

students to prepare for and record their career planning journey. This journal gives guidance on crucial areas such as selecting the right employer, interview preparation checklists and even aspirational charts.

The College also hosts an employability-specific website for students, the NCL Careers Hub. Students can upload their CVs for review by one of the

AI CV Readers and then work with the Careers Hub and/or the CAS team to improve their CV based on the feedback provided. Students may also participate in a mock AI interview, with questions based on their own CV, and access a series of training modules. The Careers Hub is available in both website and mobile application formats.

This is just a snapshot of all the exciting, and beneficial, services that are available to our students. To gather more information, please see the series of QR Codes below/over the page/in the appendix.

Useful Employability & Progression Contacts (all campuses)



**Azeezunnisa (Farah)
Maiz**

Employability & Progression
Manager

a.maiz@nelsoncollege.ac.uk



Mary-Jo Appaqaq

Employability & Progression
Assistant Manager

m-j.appaqaq@nelsoncollege.ac.uk



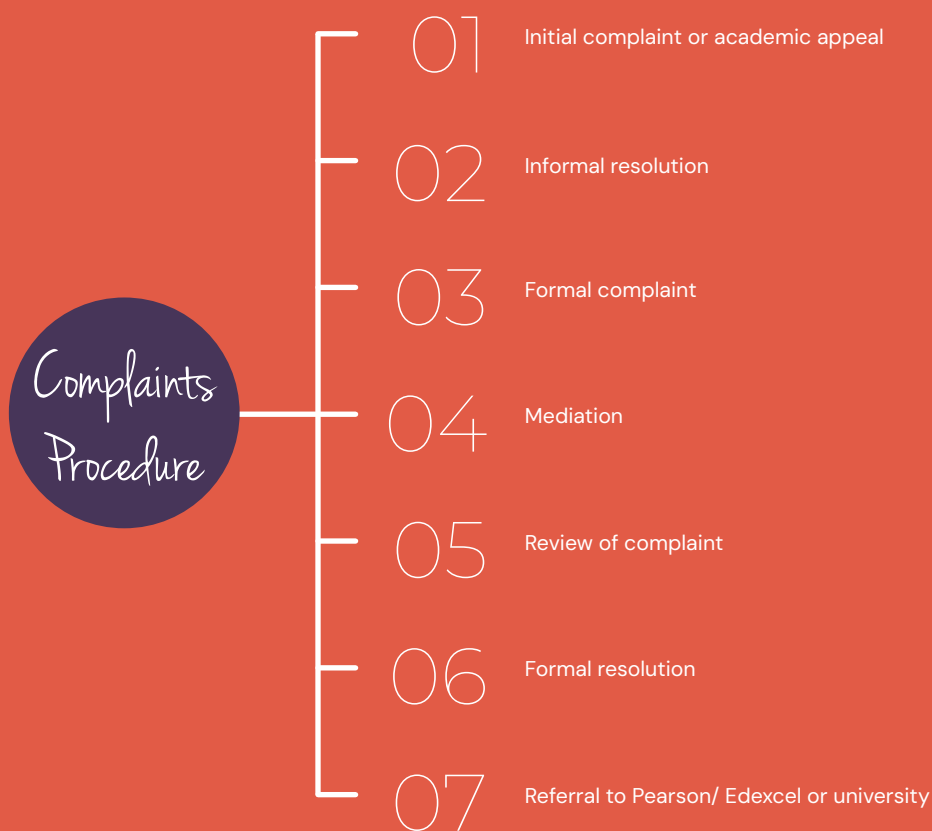
Daniela Chitic

Employability and Progression
Assistant

d.chitic@nelsoncollege.ac.uk

IMPORTANT LINKS

Name	URL
NCL Website	https://nelsoncollege.ac.uk/
NCL Policies and Procedures	https://nelsoncollege.ac.uk/policies-and-procedures
Key contacts (Ilford Campus)	https://nelsoncollege.ac.uk/team/ilford-campus
Key contacts (Gants Hill Campus)	https://nelsoncollege.ac.uk/team/gants-hill-campus
Key contacts (Broadstairs Campus)	https://nelsoncollege.ac.uk/team/broadstairs-campus
Financial Support	https://nelsoncollege.ac.uk/financial-support
Academic Support	https://nelsoncollege.ac.uk/academic-support



Key Contact:

Name	Title	Programme	Email address
Mudassar Mehmood	Academic Manager/ Programme Leader	HND Business	m.mehmood@nelsoncollege.ac.uk
Aneela Khan	Student Attendance and Welfare Officer	All Programmes	aneela.khan@nelsoncollege.ac.uk
Roger Bradburn	Principal	HND Programmes	r.bradburn@nelsoncollege.ac.uk
Pearson		HND Programmes	https://support.pearson.com/uk/s/article/Students-Feedback-and-complaints

ACADEMIC CALENDAR HND PROGRAMMES

ACADEMIC YEAR 2026-27

WEEK NO	WEEK COMMENCING	ACTIVITY	
1	31/08/26	VACATION	TERM 1
2	08/09/26	STUDENTS INDUCTION	
3	14/09/26	TEACHING (Term 1 Starts)	
4	19/09/26	TEACHING	
5	21/09/26	TEACHING	
6	05/10/26	TEACHING	
7	12/10/26	TEACHING	
8	19/10/26	TEACHING	
9	26/10/26	VACATION - HALF TERM	
10	02/11/26	TEACHING	
11	10/11/26	TEACHING	
12	16/11/26	REVISION	
13	23/11/26	REVISION	
14	30/11/26	REVISION & SUBMISSION	
15	07/12/26	REVISION & SUBMISSION	
16	14/12/26	VACATION - CHRISTMAS	TERM 2
17	21/12/26	VACATION - CHRISTMAS	
18	28/12/26	VACATION - CHRISTMAS	
19	04/01/27	STUDENTS INDUCTION	
20	11/01/27	TEACHING (Term 2 Starts)	
21	18/01/27	TEACHING	
22	25/01/27	TEACHING	
23	01/02/27	TEACHING	
24	08/02/27	TEACHING	
25	15/02/27	VACATION - HALF TERM	
26	22/02/27	TEACHING	

WEEK NO	WEEK COMMENCING	ACTIVITY	
27	03/03/27	TEACHING	TERM 2
28	08/03/27	TEACHING	
29	15/03/27	REVISION	
30	22/03/27	REVISION (Friday off for Good Friday)	
31	29/03/27	VACATION- EASTER HOLIDAYS	
32	05/04/27	REVISION & SUBMISSION	
33	12/04/27	REVISION & SUBMISSION	
34	19/04/27	STUDENTS INDUCTION	
35	26/04/27	TEACHING (Term 3 Starts)	TERM 3
36	03/05/27	TEACHING	
37	10/05/27	TEACHING	
38	17/05/27	TEACHING	
39	24/05/27	TEACHING	
40	31/05/27	VACATION - HALF TERM	
41	07/06/27	TEACHING	
42	14/06/27	TEACHING	
43	21/06/27	TEACHING	
44	28/06/27	REVISION	
45	05/07/27	REVISION	
46	12/07/27	REVISION & SUBMISSION	
47	19/07/27	REVISION & SUBMISSION	
48	26/07/27	SUMMER HOLIDAY	
49	02/08/27	SUMMER HOLIDAY	
50	09/08/27	SUMMER HOLIDAY	
51	16/08/27	SUMMER HOLIDAY	
52	23/08/27	SUMMER HOLIDAY	



BTEC HND
STUDENT
HANDBOOK
2026-2027