



Student Handbook

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Welcome from the Principal

Welcome to A &S College London—and to continuing students either beginning a new course of study or carrying on with an existing one—welcome back! I hope your studies go well. This handbook is designed to help you throughout your course of study and you should retain it for future reference. There is important information about start of session arrangements and Council Tax to which you should pay particular attention. Inevitably, a few of you will encounter situations that are not covered here and, if so, you are invited to seek advice from the appropriate College staff on any point that is causing you concern at any time. If you are unable to decide who is best able to help you, you should call student support team on 01932-348850, where staff will be pleased to offer advice as to how you might solve your problem. Finally, may I take the opportunity once again of wishing you every success and happiness in your studies at A&S College.

M. Matthews

Principal

Academic study and Resources

Registration/Enrolment

Prospective students who wish to register with us can either do so online or directly at the college.

Details on registering/enrolling on to any of our courses are mentioned below:

Location: A&S Training College

Opening Hours: 9am to 5pm (Monday to Friday)

Contact(s): Admissions Officer

Telephone: 0208 965 2662

E-mail: admissions@ascollege.org

Website: www.ascollege.org

Verification of name and qualifications

All students may be required to bring original copies of their educational certificates and proof of the correct spelling of their names on registration day.

Academic Session Dates (Dates of terms 2008–09)

Course commencement months January, April, June, and September (yearly)

September Intake 2008

Term 1- 22nd September to 23rd December 2008

Term 2- 5th January to 27th March 2009

Term 3- 13th April to 10th July 2009

January Intake 2009

Term 1- 12th January to 2nd April 2009

Term 2- 13th April to 26th June 2009

Term 3- 7th July to 14th November 2009

April Intake 2009

Term 1- 13th April – 26th June 2009

Term 2- 7th July to 14th November 2009

Term 3- 1st December to 19th February 2010

June Intake 2009

Term 1- 8th June to 10th October 2009

Term 2- 20th October to 29th January 2010

Term 3 -19th February to 14th April 2010

Attendance and Course progress

Students are expected to be 'in attendance' at the college for the full duration of the published term dates for your programme of study. That is, you should be regularly attending the college, be committing your time primarily to your studies, and be in a position to comply with academic and administrative expectations

The details of the assessment pattern for your studies will be set out for you and you are responsible for accurately noting these requirements, in terms of modes of assessment and deadlines, and to plan your work accordingly. You should take sensible precautions and not leave work to the last-minute.

You are permitted to proceed with your approved course of study only if you maintain regular attendance and acceptable academic progress. The termination of a student's registration due to failure in college examinations/assessments is in accordance with examination/assessment regulations. In such cases you will be seen by the Course coordinator to discuss what help the college could give towards an alternative career.

Aside from official examinations/assessments, your academic progress is kept under constant review by the teaching staff. You will be warned by the appropriate member of staff if your attendance or academic progress is inadequate. In the event of there being insufficient improvement following a warning, the case will be reported to the Principal who will see you and relevant staff members to ascertain the full circumstances. At her discretion, the Principal may require you to repeat part of the course or require you to withdraw from the college should she decide that your academic record and/or application is inadequate or that you are unable to profit from continuing the course.

You will be told that you have the right to dispute the Principal's judgment and if you do so you will be entitled to have your progress reassessed by special advisors and directors specially convened for the purpose. The relevant facts and you have the right to appear before them to make representations on your own behalf.

Absence

If you are absent from the college or Practical Training Placement due to illness you must inform your personal student advisor on the first day of absence. If you are absent for more than seven days you must send a medical certificate to the college. Illness can only be taken into account in assessing the significance of poor attendance, work or examination results if the illness has been reported at the time it happened to your doctor and a medical certificate has been submitted to the college.

If it is necessary for you to be absent from the college for any reason other than illness, permission must be sought from the administrator.

Health requirements

All applicants have to pass a health assessment before being accepted as a student. A high standard of medical fitness is normally expected so that you will be able to cope with the demands of the course and of working in a busy health care sector.(Please provide medical certificate from GP)

Examinations/Assessments

During the course you are required to sit two types of examination/assessments .Internal assessments and external assessments. You are required to enter for these examinations/assessments formally and the college is required to certify satisfactory completion of the appropriate courses. You will not be signed up if you have not attended classes regularly or have failed to sit seasonal examinations/assessments as required.

It is regarded as important that students handwriting should be legible, so that there can be no future misunderstanding about evidences gathered. If assessors/ verifiers are unable to read scripts then you are unable to satisfy the examiners and will fail the examination/assessments. Absence from parts of the course through illness may be taken into account by the examiners/assessors but only where such absences have been reported at the time to the college. Documentary evidence must be provided (e.g. medical certification, death certificate) and must have been medically certified.

Tuition Fees: Payment

For all Local and overseas students, tuition fees are payable in full upon registration at the beginning of each academic session. The College, at its discretion, may grant the authority to pay tuition fees by installments for Home and EU students.

Students failing to pay their tuition fees in full, or failing to pay any installment by the relevant installment date, will be subject to a late payment charge, currently eight per cent of the full fee.

For Further information about tuition fees please contact admissions.

Regulations, procedures and policies

A&S College has a number of regulations, procedures and policies of which you must be aware during your time as a student. It is your responsibility to ensure that you are familiar with them and that you know where to access them. It is particularly important that you read and understand those in the following list at or prior to the beginning of your course of study.

The most up-to-date versions of regulations, policies and procedures can be found on website and library. College complies with the latest Immigration and Nationality Department guidance on notification of absent students.

Please note that any and all Immigration and Nationality Department guidance and legislation relevant to Immigration and Student Visas are strictly adhered to by A & S. We will notify all relevant departments with any absences of overseas students.

Data Protection Act

The College is required to collect, hold and process personal information on students for various academic and related administrative purposes. This information will largely be provided by you on application to the College on registration . The College will confirm, update and enhance personal records as you progress with your studies.

All personal information will be processed in accordance with the College's data protection policy which, in turn, enshrines the data protection principles as set out under the Data Protection Act 1998.

Plagiarism

You are reminded that all work submitted as part of the requirements for any examination /Assessment (including coursework) of A&S College must be expressed in your own words and incorporate your own ideas and judgments.

Plagiarism, that is, the presentation of another person's thoughts or words as though they were your own, must be avoided, with particular care in coursework, essays and reports written in your own time. The use of the work of another student, past or present, constitutes plagiarism. Where work is used without the consent of that student, this will normally be regarded as a major offence of plagiarism. The College may submit your coursework to an external Verifier. By registering with the College you are automatically giving your consent for any of your work to be submitted to such a service. Failure to observe these rules may result in an allegation of cheating. Cases of suspected plagiarism will be dealt seriously by college and may result in penalties being taken against any student found guilty of plagiarism.

Equal opportunities policy

The College's mission is to maintain a standard of achievement. To achieve this the College strives to admit to the available places on its courses of study students of the highest academic ability and motivation, as judged by the College on the basis, in part, of previous attainments, and who are able, either personally or through other sources, to meet the prescribed fees for the courses. In pursuing this end the College does not discriminate against any person on the grounds of colour, race, nationality, ethnic or national origin, religion, politics or sex. In implementing an equal opportunities policy the College will incorporate the provisions described above and appropriate provisions in relation to age, disability and sexual preferences within the law. This policy will be regularly reviewed and arrangements made to monitor its application.

For further information on making a complaint please refer to the complaints procedure.

Consumer protection information

The following information is provided in accordance with the Consumer

Protection (Distance Selling) Regulations 2000. For 10 working days after you formally accepted our offer of admission you enjoyed an unconditional right to cancel and to receive, within 30 working days, a refund of any amounts already paid. Once you have started the course you will not be able to invoke this right.

Loans for living costs, tuition fees and grants (UK and EU students only)

Various support is available to students who meet the 'home' criteria.

Applications for support are currently made to the Local Authority where you are normally resident.

General information regarding student support, together with links to funding authorities, is available from www.direct.gov.uk/studentfinance

Practical Training Placement

NVQ is a competence based qualification and thus requires candidates to work along side their study. A&S will assist candidates in finding training placements for , where by the candidate is required to stay for the duration of a year, unless written request is given to NVQ administrator and sanction by him/her to allow candidate to move to another placement provider.

Finding Own Placement

Students have the right to find their own placement if they wish to do so, however they will need to give a written letter to the NVQ administrator stating their reason why they want to find their own placement. The work placement must be within a 2 hour radius of the college and candidate has to attend all classes/workshops.

Travel Letter

This is required for all overseas candidates wishing to travel outside of London. Students are required to write a written statement, stating the reasons they wish to travel, including flight departure and arrival dates, with a letter from their training placement provider showing leave allowance. Once both letters are sent to the Senior Administrator, only then will a travel letter be sanctioned provided grant for leave is accepted by the S .A.

For further details contact:

Steve Walker
01932 348 850
steve@ascollege.org

Student requirements

Rules and regulations.

When you register you agree to comply with college rules and regulations. The key areas are detailed in the next section of this Handbook and we expect you to acquaint yourself with them in general terms. We also expect you to take reasonable steps to prevent and report cases where other people break the rules.

Dress code

You are expected to dress professionally, in a manner that will not cause offence to patients, relatives or colleagues, (if you are in a course with practical training placement) at all times.

Email accounts

You should check your email accounts regularly, as important communications will be sent to them at various times during your academic study.

Communication with College

We need to communicate with you for various purposes: academic, administrative, to let you know about events that may be of interest, and so on. College will contact you many via phone and in other cases via email or post. In return, we expect you to keep in regular contact with A&S and provide up to date contact information.

Addresses/Student Information

You must keep your address details up to date at all times, by emailing at info@ascollege.org or by telephone to student support team on 01932 348850 on your current term time, home address and accurate telephone numbers.. You are also reminded of the importance of keeping the details of the person you nominate as your emergency contact (the person to contact in the event of an accident) up to date.

Examinations

It is an inescapable fact of academic life that you will sooner or later be obliged to undergo examinations. Assessments at A&S College take many different forms: closed book written papers, open book written papers, coursework, practicals, group projects, individual projects, oral examinations, observations etc. Each department will advise its students of the types of assessment used and notify them well in advance of the times and venues of each assessment. You must display your College identity card on you every time.

Statements of attendance

Statements or letters confirming your student status at the College are available on request by emailing a request to info@ascollege.org. Straightforward statements will take a minimum of five working days to prepare and you should allow for this delay when you request the document. Please use email to request statements rather than doing so in person.

Activities

A&S college will not be held responsible for any extra curriculum activities undertaken by students out of the college hours and premises.

A&S reserves the right to alter dates, fees, and curriculum or class hours without prior notice.

Accidents

College has a Safety Officer and any circumstances that may give rise to a potential hazard should be reported in the first instance to him/ her.

International Students

The student support Office provides support and information for all of the non-UK students at A&S College before and during their studies. Further topics include information about preparing for your studies, living expenses, advice for students with special needs, arrival in the UK and travel, details of registration procedures, College life and life in the UK in general. The student support team organizes a Meet and Greet Service with helpers on hand at airport terminals during the busy arrival period. The student support team can assist students with immigration issues and visa enquiries, including reviewing applications and sending student visa extension applications made within the UK directly to the Home Office through the Head Office (Aima Group).

Arriving to the college – Airport pick up service

College can arrange a taxi/Cab to pick overseas students up (upon request from the student to the college) on the date of arrival.

For further details please contact:

Janet Roberts

01932 348 850

janet@ascollege.org

International students and the NHS

All international students, and their immediate family living with them, are entitled to NHS services unless their course lasts for less than six months. European Union nationals staying in the UK for less than six months are not entitled to NHS care, except in a true emergency. Anyone who is not eligible for NHS care is strongly advised to take out medical insurance before arriving in the UK.

Student Support

Information, Advice and Guidance

Students are encouraged to contact student advisors if you have any kind of problem and are unsure of where to go for help. All enquiries are dealt with in strict confidence.

Student Advisors

Student Advisors are here to help you with personal and academic difficulties. They will also refer you to appropriate staff and may liaise with academic staff on your behalf.

Personal Student Advisor

You are assigned a personal student advisor, whose role is to advise and help with any personal problems and difficulties during the course. You will be allocated a different tutor /Assessor for the course.

Some of the issues they can help you with include:

- Helping you access information on the course structure such as the syllabus, timetable, course options etc.
- Assist and guide you to make the right decision for the type of course you are attending.
- Advice on transfers of programmes.
- Advice on avoiding plagiarism and general academic misconduct.
- Advice and support in respect of complaints, appeals and allegations of misconduct.
- Providing information on academic and non academic services

Advice from Student Support Team

Some problems are readily solved by your personal student advisor.

Advice covers the following areas:

Matters: registration, course transfers and temporary or permanent withdrawal from courses, advice on Academic regulations.

Outside departments: Student Counselor is senior member of staff with a wealth of experience on all student related issues and is available for confidential consultation by students on any academic or pastoral issues.

Learning support: If you are struggling with your English, our English Tutors and IAG officer can help. They can advise on range of problems and provide support for students with dyslexia and disability problems. They can also advise on personal issues and provide a counseling service.

Disabilities

We recognise that studying at a college can be a challenge, especially if you have a disability, specific learning difficulty or a long-term physical or mental health-related issue. We are therefore committed to a policy which allows for equality of opportunity and access and provide a variety of support initiatives in order to enable you to access your studies and achieve your full potential.

Jonathan Osanbinyegmi , acts as a point of contact for applicants and current students on matters relating to disability. Jon is available to assist you with any queries that you may have in relation to accessing your studies, He can help you to arrange the support that you might need whilst you are at College and advise on how to obtain evidence if you think that you may have a specific learning difficulty (dyslexia, dyspraxia, etc.).

You can contact by telephone from 09.00–17.00, Monday to Friday, on +44 (0)20 89652662, or email at jonathan@ascollege.org . All discussions are treated in strict confidence.

College facilities

Students will be inducted on the above by student support team. Use of all college facilities are subject to college open hours.

Available facilities are:

Library:

You are advised to postpone the purchase of books until you have been told by your tutors exactly what you will require. You are entitled to use the services of College library.

Lockers

Lockers are provided for student for their use. The College can accept no liability for theft of, or damage to, students' personal belongings. You are advised not to bring items of substantial value to the College and should make your own arrangements for looking after your property if necessary.

Computer Lab:

College has a computer room facility whereby student can access the internet and MS docs.

Further Information

Registering with a GP

It is strongly recommended that you register with a local GP, even if you do not normally need to see a doctor.

All students must be registered with a general practitioner in the area where they live during term time. It is essential that all students register with a local GP as soon as possible. In order to find the nearest GP please go to the following site <http://www.nhsdirect.nhs.uk/find/results/index.aspx> or contact NHS Direct on 0845 4647 for any other health related questions.

Please contact Carol Smith on 01932 348 850 or email her on carol@ascollege.org for further information.

Accommodation

We aim to assist all overseas students in finding accommodation upon arrival to the college.

Allocation procedure

If an overseas candidate requires accommodation upon arrival into the country, they need to state this in their application form. College will then pass this information onto the landlord who will then make arrangements for the students stay for a reasonable fee. College only assists candidates in finding accommodation, once acceptance by Landlord College does not intervene unless a formal complaint is lodged. All accommodation related matters should be dealt directly with the Landlord

Complaints

If candidate has any major problems in regards to the accommodation they need to notify the student advisors as soon as possible. Student Advisor will then intervene only if necessary.

For further details contact:

Janet Roberts
01932 348 850
janet@ascollege.org

Council Tax

Council Tax is a tax set by local councils to help pay for local services like policing and refuse collection. It applies to all domestic properties. To see if you may qualify for exemption please consider the following points:

- (a) Full-time students living in other accommodation occupied solely by full-time students will be granted exemption from payment of the Council Tax on submission to the council of a Council Tax Exemption Certificate for each individual.
- (b) Where only one adult who is not a full-time student lives in a dwelling together with one or more full-time students, a reduction of 25 per cent in the Council Tax for the dwelling will be given on submission of a Council Tax Exemption Certificate for each student. This covers the case, for example, of a student or students living at home with only one parent, or a student living with a nonstudent husband or wife.
- (c) Part-time students are not entitled to any exemption from or reduction of the Council Tax, although they can apply directly to their local authority for a rebate if they are on a low income.
- (d) Where a full-time student or students live(s) together with two or more non-student adults (for example, at home with both parents) no reduction will be given for the dwelling. There is therefore no point in requesting an Exemption Certificate if these are your circumstances.

Travel discount

Oyster/Railway student concession cards

Registered full-time students of the College are entitled to a discount on their travel, students travelling in London can pick up an oyster form from the reception desk, which will allow them up to 30% off all costs for 7 day, monthly and longer period travel cards, as well as bus pass season tickets, London Underground, Tramlink, Docklands Light Railway and national rail by applying for a London Student Photocard. The discount applies to tickets for periods of seven days or more, which is useful for students who commute to campus rather than live close by. There is an administration fee of £5 for the photocard. You can apply online at www.tfl.gov.uk, where more information on the scheme is also provided or request for a form from college.

Alternatively for students who will be travelling by railway can get a railway concession, however you will need to collect the form from the railway station. This entitles students to save up to 1/3 on all fares throughout Great Britain.

National Insurance

A National Insurance (NI) number is a personal number used to record a persons national insurance contributions. An NI number can only be given to one person and must only be used by that person.

You will need to apply for NI if you do not have one already, when you start or before you start working. It is a legal requirement that you have this number for your employer to make contributions on your behalf.

How to apply

To apply for a NI number you will need to telephone the Jobcentre Plus NI number allocation service helpline on 0845 600 0643.

They will make sure you need a number and arrange for you to undertake an evidence of identity interview.

Evidence of identity' interview

The interview will usually be one-to-one (unless, for example, you need an interpreter). The interviewer will ask you questions about your background and circumstances.

The interviewer may also ask you to fill in an application form.

You will need to bring your passport and a NI Letter (issued by ringing Carol Smith: 01932348850) to the interview).

If you've lost or can't remember your NI number

If you think you already have a number but can't remember it, you might be able to find it on official paperwork you've got at home, like:

- your end of year statement of tax (P60)
- a payslip
- a copy of your annual tax return
- other official correspondence

Your NI number never changes even if you go abroad, marry, register as a civil partner, change your name, etc.

If you still can't find your number, contact your local Jobcentre Plus, social security office or HM Revenue & Customs (HMRC) NI Contributions Office and they'll tell you what to do.

For further details contact:

Carol Smith
Student Advisor
01932 348 850 ext: 294
carol@ascollege.org

Opening a bank account

College arranges bank opening sessions for all students.

For students who do not have a bank account and wish to open an account, We hold bank seminars, whereby a representative from Lloyds bank comes down to the college to assist you in opening an account. They will guide you through the whole process and the college will provide them with a bank letter, which states that you are a student of A&S Training. This letter is also available to collect if you wish to open a bank account by your self elsewhere.

Most international students will be able to open a basic bank account at any bank in the UK, although in most cases they will normally need to be physically present in the UK first. A basic bank account will usually be free to use, and will allow you to withdraw money from a cash machine (ATM) or post office, have money paid in, and make payments by standing order or direct debit, but will not usually provide a cheque book, credit or an overdraft.

To apply, you will have to complete an application form and show proof of your identity (e.g. your passport or National ID card) and evidence of your UK address and your student status –your College acceptance letter will be very useful for this. Please be aware that it may take longer than you expect (about two weeks) to open a bank account in the UK. You should therefore make sure that you have access to sufficient money for essential items you will need in the interim period. It is advisable to bring a credit card and a cash (ATM) card from your bank account at home, and possibly travellers' cheques. Students are advised not to carry large amounts of cash or keep large amounts of cash in their accommodation. It is much safer to use a bankers draft or travellers' cheques to carry larger sums of money. Please note that if the total sum of money that you are bringing into the UK from outside of Europe is in excess of €10,000, then you must declare this at customs on arrival in the UK.

For further details contact:

Steve Walker
Senior Administrator
01932 348 850 Ext: 295
steve@ascollege.org

Complaints

The College has a procedure for dealing with complaints by students.

Student appeals

In the unlikely event that you want to make a complaint or lodge an appeal, students have the full right to do so. You are expected to follow the procedures laid down in a timely and civil manner.

All students should note that there is formal appeals procedure against academic /assessment decisions by examiners/assessors. If you consider an academic assessment to have been unfair, you should raise the matter with your personal student advisor at the earliest opportunity. If you believe that your examination performance may be impaired by an illness or exceptional personal circumstances you should ensure that you report the matter to your personal assessor before sitting your examinations.

For further information about representations against examination results, or if you wish to appeal against your withdrawal from College due to unsatisfactory academic progress, you are strongly advised to consult the guidance notes available in your portfolio.

Grievance Procedure

It is important that if you feel dissatisfied with any matter relating to your employment you should have an effective means by which such as grievance can be aired and where appropriate resolved.

Nothing in this procedure is intended to prevent you informally raising any matter you may wish to mention. Informal discussion can frequently solve problems without the need for a written record. However, if you wish to raise a formal grievance you should normally do so in writing from the outset. Whilst we will give the same consideration to any grievance that you raise verbally, provided that you make it clear that you wish it to be treated formally, you should be aware that, in most circumstances, the law requires you to provide us with written details of your grievance before taking certain types of actions.

You have the right to be accompanied at any stage of the procedure by a fellow employee who may act as a witness or speak on your behalf to explain the situation more clearly.

If you feel aggrieved at any matter relating to your work, you should first raise the matter with the course coordinator, explaining fully the nature and extent of your grievance. You will then be invited to a meeting at a reasonable time and location at which your grievance will be investigated fully. You must take all reasonable steps to attend this meeting. You will be notified of the decision, in writing, normally within ten working days of the meeting, including your right of appeal.

If you wish to appeal you must inform the Principal within five working days, you will then be invited to further meetings, which you must take all reasonable steps to attend. As far as reasonable practicable, the college will be represented by a more senior manager than attended the first meeting (unless the most senior manager attended the meeting).

Following the appeal meeting you will be informed of the final decision, normally within ten working days, which will be confirmed in writing.

Withdrawal

A student/candidate may withdraw from lessons at any stage of any course giving one months notice. Written notice of withdrawal must be sent to A & S office addressed to your NVQ Coordinator stating the reasons for the withdrawal. This notice is required for two reasons.

- a) To ensure that your reasons for leaving us are not due to any failing on our part.
- b) To ensure you receive the best advice for future development options.

If this notice is not given, any outstanding agreed fees will be due for payment at previously agreed times.

Sexual and racial harassment

Sexual harassment includes any action or behaviour (by members of the other sex or of the same sex) that has an explicit or implicit sexual motivation and which causes embarrassment, offence or intimidation to the individual to whom it is directed, or which creates an intimidating, hostile or offensive working and social environment. Incitement to commit such action is equally culpable.

Racial harassment includes any action or behavior by one individual towards another based on difference in colour, culture, ethnic or national origin which causes offence, intimidation or distress to the individual to whom it is directed or which creates an intimidating, hostile or offensive working and social environment. Incitement to commit such action is equally culpable. Sexual and racial harassment will not be tolerated at the College and can lead to disciplinary action. Anyone who considers that they have such a grievance, which they have been unable to resolve personally, can discuss their concern confidentially with your student advisor

If a complaint is made, confidentiality will be maintained and action may be taken informally if appropriate. Should official action be required, information and advice on the procedures for disciplinary action will be given by the Course coordinator.

Useful links

OCR

<http://www.ocr.org.uk>

Registration body

Social workers <http://www.gsc.org.uk/The+Social+Care+Register/Apply+for+registration/>

Physiotherapists <http://www.hpc-uk.org/apply/uk/>

Pharmacist <http://www.rpsgblist.org>

Home Office

- <http://www.homeoffice.gov.uk/>

NMC

- <http://www.nmc-uk.org>

VISA Application Forms

Student visa FLR(s)

<http://www.ukba.homeoffice.gov.uk/sitecontent/applicationforms/flr/flrs>

ONP visa FLR(o)

http://www.bia.homeoffice.gov.uk/sitecontent/applicationforms/flr/flro_form0208.pdf

Work permit visa FLR(ied)

<http://www.ukba.homeoffice.gov.uk/workingintheuk/workpermits/workpermitholders/extending/>

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313 – 322 Crown House
60, North Circular Road
NW10 7PN
Tel: 0208 965 2662/ 01932 348 850