



# STUDENT HANDBOOK

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FOR THOSE STUDYING WITH

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# HTFT

PARTNERSHIP

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## Welcome to HTFT Partnership

Welcome to HTFT Partnership, **the future of personalised accounting exam success.**

We offer a range of courses towards ACCA professional qualifications and we believe our students should not view their study as being separate to the workplace but rather should understand how they will utilise their studies in their day-to-day work and be able to contextualise their studies as being supportive in their development as fully qualified finance professionals.

The HTFT Partnership approach is to ensure the programmes we deliver fits with the busy work times of our clients and supports them in developing as good professionals.

Different students have different learning styles. Our programmes ensure that all learning styles are addressed. All HTFT students will be encouraged to think for themselves and all tutors will put that into context as part of the approach to achieving the ACCA qualification.

## Contacting HTFT Partnership

There are a number of ways in which you can get in touch should you have a question:

**Write:** 5 Campion Way  
Solihull  
West Midlands  
B90 1RX

**Phone:** 0121 745 8842

**Email:** [info@htftpartnership.co.uk](mailto:info@htftpartnership.co.uk)

## HTFT Student Code of Conduct

### Purpose and scope

HTFT is committed to creating a study environment for its students and staff that is safe and enjoyable. The purpose of this document is to outline expectations from us and you, and provide evidence that you have read this agreement

### Expectations – Our commitment to you

We recognise that you have a choice of training providers and we are committed to ensuring that you have the best possible experience with HTFT. During your time at HTFT we will commit to:

#### Providing the best quality learning experience

- provide friendly, engaging and knowledgeable teaching
- take a professional approach to our teaching, with tutors who are well-prepared and reliable and who use a variety of teaching methods
- include practical learning that can help you relate topics to real life and apply skills learned within your job
- encourage collaborative learning when appropriate so you can learn from, and forge relationships, with your peers
- keep up to date with new developments in learning, teaching and assessment to inform what we do

#### Supporting you

- provide you with expert tuition to enable you to pass your exams
- support you in identifying and developing the academic and transferable skills so that you are well prepared for your future
- provide accessible and inclusive learning and teaching that respects and benefits diversity
- make ourselves available and get to know and support you through any personal and academic challenges
- listen to your feedback, act on it where appropriate and communicate any action we take
- sign post you to learning resources to support and enhance your learning experience

#### Personalising your learning

- ensure learning is personalised to your needs, skills level, and aspirations so that you get the best possible result and will learn in the most efficient way
- provide clear assessment criteria and provide feedback that enables you to learn from assessment and know where you are in your studies
- provide you with flexible study options and advice

## Expectations – Your commitment to us

In order for us to fulfil our commitment outlined above, this is what we expect from you:

### Take responsibility for your learning

- work co-operatively with all HTFT staff and carry out instructions and requests when asked to do so
- complete pre-class and homework activities in a timely manner when instructed to do so by your tutor
- ensure that all work is your own
- complete assigned homework for each class session
- complete all tests / mock exams as instructed by your tutor
- share your ideas and knowledge through participating in any collaborations and discussions in the masterclasses

### Keep your tutors informed of any difficulties you may have which affect your course, so that we can support you.

- act and behave responsibly and professionally
- know and follow HTFT policies, procedures and specific regulations that apply to certain areas of the HTFT. A list of these can be found on our Online Learning Community
- treat all HTFT staff and fellow students, agents and others with respect
- practise and promote equality. Take care of HTFT equipment, resources, facilities and buildings
- behave in a responsible way that does not affect other students' learning, enjoyment or safety
- switch off mobile phones and any other communicating devices when you are in a class
- take the opportunity to give us feedback which we will ask for at various times throughout the course
- dress in a way that does not offend others

## Breaches of HTFT's Code of Conduct

If a student fails to achieve the HTFT expected standards of conduct, their behaviour may be addressed through the Student Disciplinary Procedure.

### Gross Misconduct

A serious breach of this code of conduct may constitute gross misconduct and could lead to a disciplinary interview being held and the student's exclusion from study at HTFT without any written warnings having been issued previously.

Examples of what may be deemed to constitute gross misconduct include, but are not limited to the following:

- Bullying
- Harassment
- Aggressive and threatening offensive behaviour or language
- Fraud and deceit
- Cheating and plagiarism
- Theft
- Intentional or reckless damage to HTFT property or student property

- Serious misuse of HTFT property or equipment
- Incapacity through alcohol or illegal drugs on HTFT premises
- A criminal offence

## HTFT Complaints Policy and Procedure

At HTFT are committed to providing a high-quality service in order for you to realise your ambitions, however we realise that sometimes we may not always achieve the standards to which we aspire.

If something goes wrong we would like to hear from you, our students and clients, in order to ensure we maintain a high standard of customer service at all times. We will deal with your complaint fairly, efficiently and effectively and where you have been adversely affected by a service that does not meet our standards, we promise to put it right.

We require that a complaint is made promptly. This means that complaints should be raised as an informal or formal complaint within 10 working days of the date of the circumstances giving rise to the complaint. Unfortunately delays in submitting the details may result in BPP being unable to effectively investigate the complaint.

### Informal Stage

If you are considering making a complaint, in the first instance you should raise the matter informally with either a member of our staff with whom you feel comfortable. Alternatively you can contact one of our Partners directly.

### Formal Stage

If by following the informal route, you do not consider a satisfactory outcome has been reached, or if you feel the informal route is not appropriate for your specific complaint, we ask that you follow a formal procedure by providing the following details via our formal complaint form (see Appendices):

1. Nature of the complaint;
2. Date the matter occurred;
3. Consequences for you as result;
4. Remedy sought; and
5. Supporting evidence.

When you have completed the complaints form please email it to [info@htftpartnership.co.uk](mailto:info@htftpartnership.co.uk)

If you are unable to access our complaints form on line, please contact [james.taylor@htftpartnership.co.uk](mailto:james.taylor@htftpartnership.co.uk) for a hard copy version of the form which can be submitted by one of the methods listed on it.

Whenever possible please provide your name and contact details with your complaint. It may be difficult for us to satisfactorily deal with complaints where we are unable to give a personal response.

### Formal Process

1. We will acknowledge receipt of your complaint within 2 working days, together with a copy of this procedure.
2. We will then investigate the complaint. This may involve passing your complaint to the relevant Departmental Head, who will review the complaint to identify the cause, and may conduct an

investigation or seek feedback where required from any associated teams, or indeed require further clarification from yourself.

3. We will respond to you within 14 days of your complaint being acknowledged to let you know in writing with reasons, if your complaint has been upheld or not. If further information is required or we are likely to exceed the 14 days response period you will be informed of the status of your complaint and the period within which we will have completed any investigations.

At any stage during the process you can try and resolve the complaint informally.

### Appeal Stage

If you are not satisfied that your complaint has been dealt with effectively you should advise us within 28 days of the date of the decision. We ask that you send the following details to [victoria.taylor@htftpartnership.co.uk](mailto:victoria.taylor@htftpartnership.co.uk):

1. Your original complaint; and
2. The reasons why you are not satisfied with the outcome.

It will then be escalated to the appropriate member of our senior management team who will provide a written response within 28 days of receipt of the appeal. Please note this will be our final decision on the matter.

If you have any questions on our complaints procedure, please contact [info@htftpartnership.co.uk](mailto:info@htftpartnership.co.uk)



## Attendance and Participation Policy

HTFT encourage you to attend all of your scheduled study sessions – experience shows that those student who do not attend all their classes are more likely to not achieve the exam results they want.

Moreover it is vitally important, and something that we place great emphasis on at HTFT Partnership, that you complete and submit all of your homework and mock examinations on time (i.e. by the deadlines set).

### Attendance (input)

If you are having ongoing difficulties with attendance or committing fully to your studies please contact your tutor in the first instance for advice on what we can do to help you. Your tutor will escalate the issue with one of HTFT's Partners if required.

We accept that there will be times when due to ill health or serious personal problems, you will not be able to attend the scheduled sessions. In these cases you are requested to contact your tutor directly to inform them of the situation.

Students are reminded that they are expected (when attending a session) to arrive on time and stay until the end of the session. Late arrival and leaving early disrupts other students and is not something we like to see.

### Participation (output)

HTFT Partnership was formed with the aim of leading the future of personalised accounting exam success. We are keen to differentiate ourselves as a training provider that develops strong well rounded professional accountants who achieve extremely high exam results.

An integral aspect of this objective, is our focus on output over input.

That is we place more of an emphasis on you demonstrating to us (via homework, additional questions, mock exams etc) that you fully understand the knowledge you have developed.

We expect the following participation from our students:

- All homework, tasks set by tutor will be submitted in a timely fashion on the deadline set
- All Mock examinations will be submitted to [scripts@htftpartnership.co.uk](mailto:scripts@htftpartnership.co.uk) on or before the published deadlines – failure to do so may invalidate your pass guarantee.
- To attend the QBR day and complete the mock under exam conditions.

### Late submission

We publish, at the beginning of the course, all mock deadlines. Should you fail to hand your mock in by the deadline then the following process will be put into action:

1. You will be emailed directly by HTFT Partnership asking you to submit your mock exam within 24 hours

2. 24 hours later (if no mock has been submitted) we will phone you to enquire about your mock exam/script
3. If we are unable to contact you we will email your employer explaining the position

**You must note that failure to submit your mock exams on the deadlines published will result in your pass guarantee being invalidated.**

## Refund and Deferral Policy

### Refund

To be read in conjunction with HTFT Partnership's Terms and Conditions

**Application deadline:**

All applications for a refund must be made at least 15 days before the commencement date of the course (as detailed on the course timetable).

**Administration charge:**

All applications for a refund are subject to an administration charge of £150 (plus any courier and transfer charges).

**Method of payment:**

Refunds will only be made using the original method of payment and to the person who made the original payment.

**Disbursements are non-refundable:**

Any fees payable by HTFT Partnership on behalf of the student or in connection with the student's application to a third-party (for example, courier fees, ACCA approved materials, etc.) are non-refundable and non-transferable.

### Deferral

Students may only defer their place on a course by up to one academic year (irrespective of how many exam windows), subject to application, and HTFT Partnership's approval. Under no circumstances will deferral be granted for more than one academic year.

Students must make an application for deferral at least 30 days before the Course Commencement Date.

Upon deferring their course, students waive their right to submit an application for a refund. Where a student has deferred their course, and subsequently fails or attempts to withdraw from the course **NO REFUNDS WILL BE PROVIDED** save in exceptional circumstances. HTFT Partnership has sole discretion in determining whether or not student's circumstances are exceptional.

## Equality and Diversity Policy

### Purpose

HTFT Partnership Limited is committed to the elimination of all forms of discrimination. The Company actively promotes equality and social inclusion within all aspects of its dealings with staff and candidates.

### Our aim

To contribute to developing a society with true equality of opportunity, free from discrimination because of race, sex, disability, age, sexual orientation, gender identity, religion or belief, which recognises and celebrates the value of diversity.

### Objectives

1. To ensure we offer equal opportunities for all in accessing and benefiting from our services
2. To promote the importance and value of equal opportunities and diversity in creating fairer, happier communities
3. To ensure everyone involved in delivering or receiving our services knows and understands our equality and diversity aim and objectives
4. To monitor our services against equality and diversity impact measures and take action, where we can, to improve

### Policy details

Responsibility for implementation of this policy rests with the HTFT Partnership Limited. All staff have a responsibility for ensuring that the policy is implemented and monitored and that customers, contracting organisations and stakeholders are aware of the company's commitment to equal opportunities and all procedures for achieving this commitment.

- Every employee / candidate is entitled to a working environment that promotes dignity and respect for all. No form of intimidation, bullying or harassment will be tolerated
- The commitment to equality and diversity in the workplace is good management practice and makes sound business sense
- All staff are encouraged to recognise their own and the company's responsibilities in implementing positive diversity and equality policies, practices and procedures
- Staff and customers are encouraged to identify that diversity and equality go beyond race, disability and gender
- Breaches of our equal opportunity policy will be regarded as misconduct and could lead to disciplinary proceedings
- This policy will be monitored regularly and reviewed annually to ensure that all documentation and procedures remain free from unlawful or discriminatory practices

It is our policy to provide a safe and comfortable environment where staff and customers are free from:

- Discrimination
- Harassment
- Victimisation

We will:

- Ensure that all staff, learners, employers, sub-contractors and service users are aware of their rights and responsibilities under legislation (see Appendix A)
- Comply with legislation in promoting equality, and where appropriate go beyond the legal requirements (see Appendix A)
- Promote equality of opportunity by reaching out to disadvantaged groups and working with partners
- Ensure that the service we offer our beneficiaries provides equality of opportunity to succeed and progress in ways that match their abilities and aspirations
- Be an organisation that harnesses the talents of all, and does not tolerate any form of discrimination or harassment
- Publicise our equality commitment to the wider community
- Ensure our workforce is diverse and representative

It is also our policy to ensure that all staff and candidates are treated fairly and are able to use their talents and abilities to their full potential irrespective of their:

- Gender
- Ethnic or national origin
- Colour
- Disability
- Age
- Marital status
- Parent or non-parent
- Sexual orientation
- Religion
- Race

It is our policy to monitor information to ensure that we as a company we uphold the statements we set out to achieve. The results of the monitoring process are used to improve working practices in line with the policy requirements.

## Responsibilities, review and communication

We expect all staff, sub-contractors, partners and individuals accessing our services to abide by our policy and will not tolerate any form of discrimination or harassment.

The Senior Management Team for the business area is responsible for ensuring the implementation, monitoring and annual review of our Equality and Diversity in Delivery Policy.

The Policy and Scheme are communicated to staff, beneficiaries and other interested parties in formats appropriate to the various audiences. The Policy is referred to in beneficiary handbooks and shared as part of induction processes.

## Key Equality and Diversity Legislation

- Equality Act 2010 [http://www.equalities.gov.uk/equality\\_act\\_2010.aspx](http://www.equalities.gov.uk/equality_act_2010.aspx)

### Pre-cursors to Equality Act 2010

#### Gender

- Equal Pay Act 1970 and the Equal Pay for Work of Equal Work Value Amendment 1983
- Sex Discrimination Act 1975 (amended 1986)
- Sex Discrimination (Gender Reassignment) Regulation 1999

#### Race

- Race Relations Act 1976
- Race Relations (Amendment) Act 2000 and 2003

#### Disability

- Disability Discrimination Act 1995 and amended 2005
- Disability Equality Act 2006

#### Religion

- Employment Equality (Religion or Belief) Regulations 2003

#### Sexual Orientation

- Employment Equality (Sexual Orientation) Regulations 2003

#### Age

- Employment Equality (Age) Regulations 2006

#### General related legislation

- Equalities and Human Rights Act 2006
- Employment Act 2002
- The Freedom of Information Act 2000
- The Employment Relations Act 1999
- Public Interest (Disclosure) Act 1998
- The Crime and Disorder Act 1998
- The Human Rights Act 1998
- The Protection From Harassment Act 1997

## Confidentiality and Privacy Policy

It is the policy of HTFT Partnership Limited to treat information received from its customers as confidential within the organisation unless:

- There is a legal duty to disclose to other agencies
- There is a high risk that a person is at risk of significant harm
- We have permission of the customer to disclose

### Policy Detail

The Company recognises that within the scope of personal information, it may receive or require sensitive and/or confidential information.

We will adhere to the following key principles when dealing with sensitive and/or confidential information:

- Ensure that the company policy is transparent and accessible to all customers.
- Our approach to information sharing will be customer centred, within the confines of the law.
- Only the minimum amount of information required to deliver an effective service will be requested.
- Information will only be shared with a third party with the consent of the customer, within the confines of the law.
- Customers will be made aware of where we have the legal obligation to disclose confidential information.
- Customers will be made aware of arrangements for data sharing with partner organisations and contractual requirements.
- Recorded information will be factual as far as possible and sourced.
- We will train staff in key aspects of legislation listed below, where it affects their work

### Appropriate Acts

- The Data Protection Act 1998
- The Human Rights Act 1998
- The Learning Skills Act 2000
- The Children Act 2004

### Privacy

This Policy describes how we treat personal data received about you when you visit the HTFT Partnership website or otherwise. Please read this Policy carefully, because by visiting or using this site or contracting with us, you agree to its terms. This Policy applies only to this website.

We may revise this Policy from time to time. We will notify you of any important changes by posting a notice on all Policy links. If you see a notice of change, please check the Policy, because your continued use of the site after we post the change means you have agreed to the new terms.

## Collection of your personal data

We collect your personal data when you ask for information about our courses or study materials, when you submit your answers to our assessment quizzes or surveys, when you enrol in one of our courses or order study materials.

To process your enquiries and assessment quizzes or surveys, we collect your name, email and postal addresses, daytime phone number, and, if applicable, company and type of business.

To process enrolments and orders, we ask for your name, email and postal addresses, daytime phone number, company name and address, training manager's name, mobile and home telephone numbers, date of birth, professional certification or registration information, if any, and credit or debit card information.

We may also use your postal and email addresses to send you information about further professional training, and other services or products similar to those you have ordered from us. If you do not wish us to send you this additional information, you can let us know by following the opt-out instructions that we include in every email, or by sending us notice of your preferences through the mechanisms listed in the section below entitled **Your Choice**.

## Sharing your data

We will need to use your data to perform our obligations and exercise our rights under agreements made with you and to inform you of feedback and exam results.

If you have enrolled in our courses through your employer, we will share your data and course attendance and test results with your employer.

If you enrol in any of our programmes, we will share your data with AAT, ACCA and CIMA. Please note that this is limited to sharing individual data only with the relevant institution.

We may disclose personal and other data we collect from you in the following ways:

- **Service Providers.** We may hire other companies to perform services on our behalf including, without limitation, carrying out market research, facilitating some aspects of our Site and services, managing our database, contacting you, sending e-mail and fulfilling your requests. These other companies may be supplied with or have access to your personal data solely for the purpose of providing these services to us or on our behalf. HTFT Partnership is the data controller and will remain accountable for the personal information.
- **Others.** We may disclose personal information, as permitted or required by law, and to: (i) respond to inquiries or requests from governmental or public authorities; (ii) protect the rights, privacy, safety or property of HTFT; (iii) permit us to pursue available remedies or limit damages that we may sustain; and (iv) enforce our agreements, including without limitation our enrolment terms and conditions.

## Your Choice

As mentioned above, we may use your email or postal address to send you information on obtaining or maintaining your professional qualification, or other services or products we think might interest you. If you do not wish to receive such information from us, or you do not wish us to share your data in this manner, you can let us know by emailing us or sending your request by post to:



Attention: Privacy Inquiry

HTFT Partnership Limited

5 Campion Way

Solihull

West Midlands

B90 1RX

### **Data registration**

Pursuant to the Data Protection Act of 1998, HTFT Partnership Limited has registered as a Data Controller with the United Kingdom Information Commissioner.

### **Review and correction**

You may review and update the personal data you have provided to us by emailing us at [info@htftpartnership.co.uk](mailto:info@htftpartnership.co.uk), or sending your request by post to:

Attention: Privacy Review

HTFT Partnership Limited

5 Campion Way

Solihull

West Midlands

B90 1RX

## Safeguarding and The Prevent Duty

Students are required to comply fully with the HTFT Prevent and Safeguarding policies in keeping themselves safe at all times. They must adopt the Notice, Check and Share referral process should they have any concerns that a fellow students or member of the HTFT team are in danger of being radicalised or may be attempting to radicalise others.

### **Notice**

You may notice a fellow student or member of the HTFT team are not behaving in their usual manner. This may be a safeguarding issue if it involves radicalisation.

### **Check**

Check your concerns are valid, perhaps there is a particular reason for this. It is not always a safeguarding issue.

### **Share**

If you have concerns that a persons is in danger of being radicalised or attempting to radicalise others then you must share it with us.

To share you must contact the safeguarding Officers. Their contact details are:

Vicky Taylor or Helen Lamb

Telephone: 07956 223182 or Email: [Safeguarding@htftpartnership.co.uk](mailto:Safeguarding@htftpartnership.co.uk)

HTFT Partnership will not tolerate any form of discrimination, abuse or radicalisation within our Community and will take action accordingly.

Details can be found in the following policies:

[HTFT Partnership - Safeguarding Policy](#)

[HTFT Partnership - Prevent Policy](#)

## Appendices

## HTFT Formal Compliant Form

Please fill out this form and email (with the appropriate information/documentation) to [info@htftpartnership.co.uk](mailto:info@htftpartnership.co.uk) or post to 5 Campion Way, Solihull, B90 1RX

### Complainant Details

|   |  |
|---|--|
| Title (Mr/Mrs/Other):                               |  |
| Company Name:                                       |  |
| First Name:   |  |
| Surname:  |  |
| Address:  |  |
| Post Code:  |  |
| Contact Tel No:                                     |  |
| Email Address:                                      |  |
| Qualification:                                      |  |
| Course/Programme:                                   |  |
| Site Location:                                      |  |
| Date of Circumstances giving rise to the complaint: |  |

### Informal Complaint

Please provide details below of the actions you have taken in an attempt to resolve the complaint on an informal basis. Please include any documentation or evidence referred to with this form:

|  |
|--|
|  |
|--|

### Formal Complaint

Please provide details of the facts relating to your Formal Complaint. Provide the dates of events, and consequences for you as a result. Please include with this form any documentation or evidence referred to:

### Documentation/Evidence

Please list the documentation or evidence below that you wish to rely on to support your complaint and ensure it is returned with this form:

### Outcome or Remedy Sought

Please state what outcome you are seeking in resolution of your complaint:

## Declaration

I confirm that:

- I have read the Complaints policy
- The information I have provided is true and correct
- The details of this complaint can be passed onto relevant HTFT Partnership staff, and
- I have kept a copy of this form and all additional documents submitted

|            |  |
|------------|--|
| Signature: |  |
| Date:      |  |