



Manchester Metropolitan University Awarded

Student Handbook

2024-2025

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## 1. Welcome to Istituto Marangoni

A heartfelt welcome to Istituto Marangoni London! I am delighted that you've chosen to begin your creative journey with us here in Shoreditch, one of London's most inspiring and diverse neighbourhoods. From the moment you step into our school at 30 Fashion Street, you'll find yourself surrounded by the energy, creativity, and culture that makes London a global hub for innovation and design.

At Istituto Marangoni, you are not only becoming part of our London community but also joining a prestigious international family of schools in Milan, Florence, Paris, Miami, Shanghai, and beyond. This global network will open doors to unique learning experiences and invaluable connections that will help shape your future.

Our London School is more than a place to learn—it's a space where ideas flourish, collaborations happen, and creativity knows no limits. Whether you're walking the vibrant streets of Shoreditch or attending workshops and masterclasses with industry leaders, you'll feel supported and inspired at every turn.

Please don't hesitate to reach out if you need any assistance, or even just to say hello! You can contact us via email at [v.berdah-levy@istitutomarangoni.com](mailto:v.berdah-levy@istitutomarangoni.com) or by phone at +44 (0) 20 7377 9347.

We look forward to seeing the incredible things you will achieve and are here to support you every step of the way.

Warm Regards,  
Valerie Berdah-Levy  
School Director  
Istituto Marangoni London



## 2. Istituto Marangoni Mission and Vision

### Mission:

At Istituto Marangoni London we embody a commitment to excellence in education. We are devoted to igniting and nurturing talent and creativity within our globally diverse student community, empowering each individual to thrive in the ever-changing fashion and design industries.

### Vision:

We will shape the future of creative education through unparalleled industry connections and transformative educational experiences that inspire our graduates to drive the evolution of their disciplines. Our graduates will be bold change-makers, able to implement creative responses to rapidly shifting local and global scenarios through sustainable, critically aware and socially responsible approaches to innovation and entrepreneurship.

For more information on the School Strategy, please see:

<https://www.istitutomarangoni.com/marangoni/pdf/London/School%20Strategy.pdf>

### 3. Support Provided to Students by IML's Professional Staff

#### 3.1 Student and Academic Services Team: [academicervices.london@istitutomarangoni.com](mailto:academicervices.london@istitutomarangoni.com)

Student & Academic Services Team provides pastoral, academic, social and wellbeing support and guidance as well as advice regarding timetables, deadlines, School regulations and policies. Their aim is to support and enhance student experience allowing individual growth and success.

During Welcome Week, the Student & Academic Services Team members and other departments will give presentations on various aspects of studies at Istituto Marangoni, e.g., assessments, attendance monitoring, library resources, time management, dealing with stress, exam tips.

If students need academic assistance, such as help with timetables, course changes, or letters for banks and loans, advice on exceptional circumstances, or would like to discuss anything else, please speak with the team and we'll be happy to assist. Please note that we have an open-door policy from 9am-6pm Monday to Friday and will assist students on a first come first serve basis, alternatively students can always email us, and we can get back to you within 24 hours.

#### **Special Educational Needs (SEN) Support**

Istituto Marangoni London places mental health and general wellbeing at the heart of the support that Student and Academic Services offers as staff are trained in Mental Health First Aid.

Appointments are available with our SEN Coach and Mentor throughout the week. Appointments made can focus on specific SEN support such as dyslexia, dyspraxia, and ADHD.

In the occasion where students need extra support, the Student and Academic Services Team and the SEN tutor who is also an IML Counsellor can provide the following services/support:

- SEN (Special Educational Needs) Support: it is available to all students with learning disabilities, such as such as dyslexia, dyspraxia, ADHD (but not limited to) by booking a 1-2-1 session with the SEN Tutor. The SEN tutor works with the student to create a Personal Learning Plan (PLP), monitors students' progress and formalises reasonable adjustments.
- Coaching & Mentoring Service: This service offers 1-2-1 appointments with professional Coach/Mentor. The service also provides advice, guidance, and encouragement, equips students with time-management, problem solving skills/tools, improves self-confidence, encourages reflections, and enhances individual performance.
- Counselling Services: the aim of the counselling service is for students to receive immediate professional support as well as set up a safe and healthy path for student journey in a longer term. The service can assist with resilience building, setting up home in London, time and stress management, homesickness, creativity stress, anxiety etc. The services provided range from brief solution focused therapy to cognitive behaviour therapy (CBT) and compassion focused therapy. These can be booked through filling in a form with the Student Services Team. Counselling for students is available throughout the year on Mondays or Fridays and each student is entitled to six sessions throughout the year.

If students would like to make appointments with the SEN tutor, please email the Academic and Student Services Team: [academicervices.london@istitutomarangoni.com](mailto:academicervices.london@istitutomarangoni.com).

For more information, please refer to IML's Disability Policy, IML's Fitness to Study Procedures for MMU Programmes on the London Student Hub.

## **Safeguarding**

The School is committed to providing a safe environment for students, personnel, visitors and guests and the IML Safeguarding Policy, which can be found on the London Student Hub sets the school's policy and procedures for safeguarding the welfare of children and young people (individuals under the age of 18) and adults at risk. The School takes a proactive approach to minimising the risk of harm to all members of our community through effective processes, regular training and clear communication. As a registered higher education provider, our Safeguarding procedures are designed to ensure that we meet the expectations of the Office for Students, in addition to our statutory safeguarding responsibilities.

Any safeguarding concerns should be sent to the School's Designated Safeguarding Leader, Zehra Ansari (Student and Academic Services Manager) at [z.ansari@istitutomarangoni.com](mailto:z.ansari@istitutomarangoni.com). If unavailable to the Deputy Designated Safeguarding Lead, Salwa Issa (Student and Academic Service Supervisor) at [s.issa@istitutomarangoni.com](mailto:s.issa@istitutomarangoni.com)

## **Attendance**

Attendance at timetabled teaching events and placements have a substantial impact on how successful your studies with Istituto Marangoni will be. We monitor and track attendance to identify students who may potentially require support or assistance. Students should always refer to the timetable to ensure classes are not missed.

Students are expected to attend and actively engage with all scheduled and timetabled teaching events (including submission of assessments) throughout their studies. Certain programmes are subject to specific attendance requirements as detailed below:

- Students on Foundation Programmes must meet a minimum of 85% attendance each month. Failure to do so will result in further investigation by the Student & Academic Services team. Foundation students with an attendance below 70% for 3 consecutive months will have their visa cancelled (if applicable) and their enrolment withdrawn.
- Students enrolled on Undergraduate and Postgraduate Degree programmes should aim to attend the full range of learning events for their course and meet a minimum of 75% attendance. Students who are unable to attend learning events should inform the school and provide evidence where appropriate. The maximum period of non-engagement prior to intervention must not exceed 60 days.

If a student does not meet the minimum attendance requirement mentioned above, this may result in students having their visa cancelled (if applicable) and their enrolment withdrawn. For more information, please refer to the IML Attendance Policy on the London Student Hub.

Should you have any query or concerns regarding your attendance i.e. you have attended a class but received a warning, kindly let us know by contacting us on [attendance.london@istitutomarangoni.com](mailto:attendance.london@istitutomarangoni.com).

## **Scholarships or Financial Hardship Support**

For students interested in applying for scholarships or financial hardship support, the application form along with a cover letter should be sent to [academicservices.london@istitutomarangoni.com](mailto:academicservices.london@istitutomarangoni.com). The cover letter should include:

- An introduction about yourself
- Your career goals after completing the degree
- Your current financial situation
- How receiving the scholarship will benefit you

The final decision will be made by the Scholarship and Hardship Committee within 14 days. Once the decision has been made, students will be notified and have the right to appeal if desired.

### **3.2 Visa and Compliance Team:** [visa.london@istitutomaranogni.com](mailto:visa.london@istitutomaranogni.com)

Students who are sponsored on a Student Route visa to study in the UK should familiarise themselves with the conditions and details of their visa, along with the immigration rules.

Key expectations for visa holders include but are not limited to:

- Ensuring the school retains an up-to-date copy of your passport and visa documents
- Updating the school with any changes to your UK address, personal email address and personal phone number
- Understand your working rights and hours of work permitted each week
- The attendance and engagement required of you as a Student Route visa holder, including the need to be present in the UK and studying in class during term time throughout the year

For more information, please refer to the Student Route Visa FAQ on the website here:

<https://www.istitutomarangoni.com/marangoni/pdf/London/Student%20Route%20Visa%20FAQs.pdf>.

### **Information for EU students**

The UK left the EU on 31 January 2020 and the transition period for this separation ended on 31 December 2020. The UK's Immigration rules apply to EU, EEA and Swiss nationals starting courses at universities in England from 1 January 2021.

EU nationals with EU Settled or Pre-Settled status will not need an additional visa to study in the UK. All other EU nationals will need to obtain an appropriate visa before traveling to the UK to study or work, this includes students continuing programmes started in a previous academic year.

For any visa questions, please email [visa.london@istitutomaranogni.com](mailto:visa.london@istitutomaranogni.com)

### **3.3 Assessment Coordinator:** [assessments.london@istitutomarangoni.com](mailto:assessments.london@istitutomarangoni.com)

The Assessment Coordinator is responsible for managing all assessments at the School. Students who have questions regarding their assessment submission, assessment grades, assessment resits/retakes, transcripts and certificates should contact the Assessment Coordinator.

The Assessment Coordinator also manages the extenuating circumstances and academic appeal procedures at the School, so students who have questions related to these procedures mentioned can contact the Assessment Coordinator on [assessments.london@istitutomarangoni.com](mailto:assessments.london@istitutomarangoni.com) or refer to the IML Assessment Mitigation Procedure 2023-for MMU Programmes or IML Academic Appeals Procedure for MMU Programmes on the London School Hub

### **3.4 Library Team:** [library.london@istitutomarangoni.com](mailto:library.london@istitutomarangoni.com)

The Library Team aims to deliver a high quality engaging and supportive service for our students and academic staff in support of an outstanding, inspiring, diverse, innovative, and creative educational experience.

The service is intended to:

- inspire students discover more about their subjects and other relevant disciplines
- provide information and materials to support the syllabi for all subjects taught in the School.

At the beginning of the academic year, students are advised to attend an induction on the use of the library and its print and digital resources. Throughout your time at Istituto Marangoni, our qualified librarians will be there to support you in your research needs

## **Physical Library**

The library is open Monday to Friday 8:30am to 8:00pm. You can contact the librarians by email ([library.london@istitutomarangoni.com](mailto:library.london@istitutomarangoni.com)). Your library account will be created during welcome week. Then you will be able to borrow and reserve materials. You can borrow 4 books and magazines at a time for one week. You can renew 3 times maximum.

Our library books are organised using the Dewey Decimal system which will be discussed during your library induction. Journals are arranged in alphabetical order. Some books are reference only. That means you won't be able to borrow them. They have a yellow "Library use only" sticker on their spine.

The Library has the following available for use:

- Two printers/photocopiers/scanners
- 8 Mac desktops
- Paper trimmer
- A3 and A4 Light boards
- Spiral binder

**Lost or damaged material:** If a book has been lost or damaged, it is important to inform the librarians accordingly as soon as possible. Students are responsible for handling books, magazines, and other library materials and equipment with care, and for paying for any damaged material. Lost or damaged items are charged at full cost.

## **Library Catalogue**

Istituto Marangoni's European libraries are networked, and they all use Heritage Cirqa to catalogue books and other library materials. Our library catalogue, Heritage Online (<https://library.istitutomarangoni.com/Heritage>) is available from your OneLogin page.

When using the catalogue, students should enter their Istituto Marangoni ID number to reserve resources. You can search for a book by title, author, and keywords, and browse by subject. Please note students and staff may only reserve books located at the London library.

## **Online Resources**

Online resources to which Istituto Marangoni subscribes are selected for their relevant information. Access details will be provided at your induction, or you can email the librarians at [library.london@istitutomarangoni.com](mailto:library.london@istitutomarangoni.com) for further information.

- Bloomsbury Applied Visual Arts  
This resource comprises Bloomsbury Design Library, Bloomsbury Applied Visual Arts, Bloomsbury International Encyclopaedia of Surrealism and Bloomsbury Art Markets, an authoritative international guide for art trade research. It offers around 3500 resources including eBooks and encyclopaedias.
- Bloomsbury Fashion Central  
The Library is subscribed to the whole of Bloomsbury Fashion Central: The Berg Fashion Library, the Fashion Photography Archive containing 750,000 images not available on the internet, and the Fairchild e-book library collection.
- Business of Fashion  
Fashion business intelligence on emerging designers, disruptive technologies and global brands that are making their mark on the industry at a time of unprecedented change.
- Cite Them Right  
Cite Them Right is an online platform designed to advise students on how to reference correctly across eight referencing styles, including Harvard.

- **Dazed Club**  
A paid membership program that invites you into DAZED world, gives insight into the process of industry talents, and helps you make your own creative circles
- **Drapers**  
Primary source for authoritative business intelligence for the fashion industry in the UK and Irish Republic. Its unique position embraces all elements of this complex sector, from womenswear to menswear, from textiles to clothing to footwear, from retailing to wholesaling to manufacturing, and from independent boutiques to national multiples to fast-growing retailers.
- **EDITED**  
Retail analytics tool used by Buyers, Merchandisers, Marketers and Strategists at companies like Target, Arcadia, and Gap Inc. to help them get the right products, at the right price, at the right time. But more than that, it's become the single biggest source of real-time retail data in the world. Now industry professionals can know more about their markets than ever before.
- **Emerald Marketing eJournal Collection**  
Group of 23 journals focusing on marketing theory and practice, including the Journal of Fashion Marketing and Management.
- **Fashion Monitor**  
The leading provider of contacts, news and events for the fashion, beauty, and lifestyle industry. In addition, it contains an interesting series of webinars on fashion, beauty, lifestyle, and the media.
- **Financial Times**  
One of the world's leading business news organisations. It provides news and analysis to ambitious individuals and companies around the world
- **Marketline Advantage**  
Profiling all major companies, industries, and geographies. MarketLine's content is produced by an internal team of analysts, drawing on primary and secondary research.
- **ProQuest eBook Central**  
Books from your reading lists which have been available through this resource have been purchased. Here you can read select eBooks online and download portions or the entirety of the text for a brief time.
- **Stylus**  
Stylus is the expert source for trends and insights. Their experts are the authority in over 20 sectors and have a deep understanding of the most influential emerging trends affecting consumers around the globe.
- **Taylor and Francis Online:**  
Academic Journals database on which the school has access to 4 different journals: Fashion Theory, Fashion Practice, Design for Health, and Interiors: Design, Architecture, Culture
- **Vogue Archive**  
The Vogue Archive contains the entire run of Vogue magazine (US edition), from the first issue in 1892 to the current month, reproduced in high-resolution colour page images. Every page, advertisement, cover and fold-out has been included, with rich indexing enabling you to find images by garment type, designer, and brand names.
- **WGSN Fashion and Lifestyle & Interiors**  
The Library is subscribed to WGSN Fashion and Lifestyle & Interiors. WGSN Fashion is utilised by the world's leading brands, designers, and retailers to help them plan and trade their ranges. WGSN's global experts report and predict the long- and near-term trends in consumer behaviour, retail, marketing, and business strategy, and across 14 fashion product categories. WGSN Lifestyle &



Interiors provides in-depth insight and analysis, trends, and product development information across 23 categories.

## **Libguides**

Your librarians have created a platform (<https://istitutomarangoni.libguides.com/>) on which you can find different guides on how to use the library and the different resources it offers. Whenever you have a question about the library, please check the libguides first. Includes guides about research, writing, referencing as well as courses guides where you can find all your reading lists

### **3.5 Careers Service Team: [careerservice.london@istitutomarangoni.com](mailto:careerservice.london@istitutomarangoni.com)**

Career Service works to support students and alumni in enhancing their career, employability, and entrepreneurial skills. While working closely with the Academic staff and Industry partners, Istituto Marangoni provides targeted approaches to career development, starting from year one of the students' studies. Recognising the vast importance of this area, the Career Services department has developed a range of informative workshops and annual events to provide advice and guidance for students and Alumni. These sessions are organised by the careers team and delivered by internal staff, as well as industry guests. Key areas covered include professionalism, industry ready CV and cover letter, interviewing, personal branding, networking, LinkedIn, and portfolio presentation.

Attendance is highly encouraged at these extracurricular workshops and students can sign-up for events to fit in with their course schedules. Placement activities are supported by the Careers Services. The department provides in-depth information on the regulations and legal implications of non-accredited placements and works closely with the Admissions Department to provide the latest information for UK and International students (EU and non-EU). All our Postgraduate students have to either undertake a 12-week placement or take part in a 12-week business Accelerator Programme. These options will be explained in detail during multiple touchpoints in your course.

The details of the placement, its definition and the role of the Career Services is described in the Placement Handbook. The placement provides a direct and continual relationship with our industry partners and with that collaboration, students' employability is increased.

Students are encouraged to reflect on their experience, academic background, and future career goals, when tailoring applications to industry. Career Services work closely with the Academic Staff in managing industry expectations and priorities, whilst students are encouraged to research recruitment platforms and initiate their own networking opportunities, making use of the platforms offered at Istituto Marangoni and via external bodies and competitions, to identify and address placement and employment opportunities. Placements are not guaranteed. It is up to the student to secure placement opportunities with the support of Careers Service. Students must engage with the Careers Service Team prior to and during the entire placement period. Please read the Placement Handbooks for more information regarding work placement procedures and regulations.

Careers Services staff regularly undertake industry networking initiatives, visits and along with an extensive database provide strong mechanisms for ensuring up-to-date opportunities for placements as well as graduate jobs. Careers Service works with an online Career Network (SYMPPLICITY), ensuring approved placements and jobs are promoted to the existing students and Alumni. Our ability to reach a wide number of students through one digital platform enables us to be a leading School in promoting employability for our students, regularly offering competitive opportunities.

Each student and Alumn have their own unique password protected access. When a student logs into the Simplicity platform, they are able to create their own profile (similar to LinkedIn), schedule appointments with Careers Services, access resources with guidance materials as well as apply for opportunities suitable for their programme. Istituto Marangoni has historically worked with a range of industry employers, including Armani, Burberry, Victoria Beckham, Huishan Zhang, Jimmy Choo, BVLGARI, Max Mara, Zaha Hadid, Ralph Lauren, Tod's, Tom Ford, and Vivienne Westwood. Careers Services are committed to generating new

relationships with employers locally, whilst maintaining existing relationships to ensure a strong industry network.

### **3.6 Admissions Team:** [admissions.london@istitutomarangoni.com](mailto:admissions.london@istitutomarangoni.com)

The Admissions office provides information about all the programme and study opportunities at Istituto Marangoni and supports and assists applicants throughout all stages of admission from initial enquiry, application to enrolment. Applicants can explore which programme best suits their talents and interests and have the opportunity to present their work or portfolio when invited to interview. The admissions team can offer support to students enrolled in Preparatory Courses looking to progress their studies (i.e., Foundation students).

### **3.7 Quality Assurance Team:** [qa.london@istitutomarangoni.com](mailto:qa.london@istitutomarangoni.com)

The Quality Assurance Team is responsible for managing the Student Representative Structure; therefore, if you have any questions regarding any of the student representative roles, please contact the team on [qa.london@istitutomarangoni.com](mailto:qa.london@istitutomarangoni.com).

The team is also responsible for managing the complaint and academic misconduct procedures at the School; therefore, if students have any questions related to these procedures, they can contact the team or refer to the IML Student Complaints Procedure for MMU Programmes or IML Academic Misconduct Policy for MMU Programmes on the London Student Hub.

### **Student Feedback**

Student feedback is essential to programme development and student comments are used to enhance both the successful management of the programme and the teaching and learning strategies. The QA team is responsible for analysing the feedback and ensuring actions are assigned to the feedback to cater to any issues that students have raised or continue doing what works.

Istituto Marangoni London gathers student opinion in a variety of ways, both formally and informally. A range of methods is available, which includes the following:

- Online student surveys which include unit questionnaires, resources questionnaires, final questionnaires, NPS questionnaire.
- National Student Survey
- Informal conversations with Programme Leaders and members of IM London staff, e.g., during lessons and / or seminars, one-to-one appointments etc.
- Formal student representation.
- Programme Committee meetings.
- Meetings between students and External Examiners.

The following student questionnaires are used to further student feedback internally and externally:

- **Net Promoter Score (NPS)** - NPS question captures student satisfaction and loyalty by asking how likely they are to refer people to study at Istituto Marangoni London. Students rate their likelihood of referring the School on a scale of 0 (not likely at all) to 10 (extremely likely). In addition, the School conducts qualitative analysis of the questionnaire based on students' comments. Their comments are categorised in: academic experience, School, general experience, general perception, industry linkages, internationality, placements, services.
- **Unit Questionnaire** - Unit questionnaires help to investigate general satisfaction of students towards units and tutors. The following areas are assessed: availability and completeness of teaching materials, clarity of information (programme content and assessments), tutors' ability to inspire and engage audience as well as their ability to create a stimulating and interactive class environment.

- **Final Questionnaire** - Programme questionnaire helps to investigate the general satisfaction of students towards their academic experience, including School services. The following areas are assessed: overall satisfaction on a programme attended, level of student support received as well as level of efficiency in communicating changes.
- **Resources Questionnaire** - Resources questionnaire helps to investigate the students' perception towards School's equipment and facilities. The following areas are assessed: general satisfaction on School spaces and resources, level of student support received as well as level of efficiency in communicating changes.
- **National Student Survey (NSS)** – Students are invited to complete the NSS, which is aimed at final year undergraduates with the purpose of gathering feedback from all eligible students at the end of their studies. The results of the NSS will also be analysed by the School at the relevant committee to identify what is going well and also where improvements can be made to the overall student learning experience. The NSS is conducted for 3 main reasons:
  1. To inform student choice - It provides the opportunity for current students to tell future students what they think about the quality of their course.
  2. To provide information to enhance the student learning experience - institutions use the results to help develop their courses and facilities for future students.
  3. To provide public assurance e- the survey is also a mechanism for the general public to be provided with information about the quality of UK higher education.

## 4. Academic Experience at IML

### 4.1 Academic Team

Director of Education: Adi Maoz-Cohen

[a.maoz@istitutomarangoni.com](mailto:a.maoz@istitutomarangoni.com)

Programme	Programme Leader
Foundation in Fashion and Design	Katie McIntyre <a href="mailto:k.mcintyre@istitutomarangoni.com">k.mcintyre@istitutomarangoni.com</a>
BA (Hons) Interior Design BA (Hons) Visual Design MA Interior Design	Madhurika Pandya <a href="mailto:m.pandya@istitutomarangoni.com">m.pandya@istitutomarangoni.com</a>
BA (Hons) Fashion Business BA (Hons) Fashion Business and Buying BA (Hons) Fashion Business, Digital Communication and Media	Sennait Ghebreab <a href="mailto:s.ghebreab@istitutomarangoni.com">s.ghebreab@istitutomarangoni.com</a>
BA (Hons) Fashion Design BA (Hons) Fashion Design and Accessories BA (Hons) Fashion Design and Marketing	Stelios Geros <a href="mailto:s.geros@istitutomarangoni.com">s.geros@istitutomarangoni.com</a>
BA (Hons) Fashion Styling and Creative Direction BA (Hons) Fashion Styling and Visual Merchandising MA Fashion Styling, Creative Direction and Digital Content	Nicola Favaron <a href="mailto:n.favaron@istitutomarangoni.com">n.favaron@istitutomarangoni.com</a>
BA (Hons) Product Design MA Product Design MA Jewellery Design	Fabiane Lee-Perrella <a href="mailto:f.lee-perrella@istitutomarangoni.com">f.lee-perrella@istitutomarangoni.com</a>
MA Fashion & Luxury Brand Management MA Fashion Buying & Merchandising MA Fashion Promotion, Communication and Digital Media	Katherine Boxall <a href="mailto:k.boxall@istitutomarangoni.com">k.boxall@istitutomarangoni.com</a>
MA Fashion Design	Noorin Khamisani <a href="mailto:n.khamisani@istitutomarangoni.com">n.khamisani@istitutomarangoni.com</a>

### 4.2 Curricula overview

Istituto Marangoni currently only offers Manchester Metropolitan University validated Undergraduate level programmes. The BA (Hons) Degrees are Three-Year Programmes validated by Manchester Metropolitan University designed for students who aspire to enter the fashion and design industry, but at present lack the specific knowledge and training required. These programmes offer a complete education at degree level and enable the students to acquire all the fundamental basic knowledge and skills necessary to learn a profession directed at the fashion or design fields.

### 4.3 Programme Documentation

Students should refer to their Programme Handbooks, Unit Handbooks and Assessment Briefs either available on the London School Hub or Blackboard for more information about the Programme they are enrolled on.

## 4.4 Academic Contract

This is a personal agreement between 'the student and the School'. Under this agreement, the School agrees to teach students and in return, students agree to attend lessons and fully engage in accordance with this handbook, IML Attendance Policy and to Istituto Marangoni London Student Code of Conduct and Student Disciplinary Procedures on London Student Hub.

Providing that the School receives payment of its stipulated fees and students follow the regulations and policies, available on SharePoint, each party makes the following commitment to the other.

The School shall:

- provide tuition and supervision in respect of the programme of study;
- evaluate students in respect of that programme of study;
- award a qualification in accordance with the evaluation of student performance;
- act fairly and reasonably in dealing with students in all matters.

Students shall:

- strive to achieve and sustain standards of academic performance as stipulated by the School in respect of the programme being followed;
- observe all the School's rules and regulations;
- submit to the sole jurisdiction of the institution in all matters (academic judgement cannot be questioned by students or any other person or body);
- be subject to the authority of the School in relation to all matters of conduct and discipline;
- attend classes and workshops when required;
- do their utmost to produce such work as required by the School;
- apply themselves wholeheartedly to the programme of study;
- keep the School informed about any changes of personal contact details such as permanent address, address for correspondence, telephone numbers and private email addresses;
- respect and observe the rights and feelings of fellow students, School staff and visitors.

It is also agreed by both the School and students that:

- the School shall be entitled to make reasonable changes to the programme of study, facilities and courses being offered at its sole discretion. This discretion shall be exercised fairly and reasonably, and students shall be entitled to receive fair and reasonable notice of such changes;
- the academic judgment of the School shall be final and binding.

For further information, please refer to IML Student Code of Conduct and Student Disciplinary Procedures on the London Student Hub.

Presence of students and other guests inside the building is controlled through the bar-code card reader at the reception for safety and fire regulations. It is students' responsibility to make sure their presence is properly marked. A student card is strictly personal, and no student should be on the School premises without it. The student card can be obtained on enrolment and more information can be found in the IML School Security and Access Policy on London Student Hub.

### 4.4.1 Duties & Responsibilities

Students must be aware of all School policies and procedures, which can be found on the London Student Hub and as adults, they are responsible for their own actions.

The responsibility for complying with the class regulations includes turning off mobile phones, refraining from talking during lessons and keeping appointments with School staff and tutors. Students should respect the School building. In case of any damage, students will be liable to pay compensation.

For security reasons and in compliance with the local laws, students can access the School buildings only by showing their own student card, which has to be swiped at the entrance and exit, using the bar-code readers provided.

For more information on access and student cards, please refer to the IML School Security and Access Policy on London Student Hub.

Smoking is not allowed on the premises. Students caught violating the School rules may be subject to disciplinary action, as per the IML Student Code of Conduct and Student Disciplinary Procedures on the London Student Hub.

Any students who break the non-smoking regulation in public spaces will be charged with the fines set by the national authorities.

In order to keep students, their belongings, and the School resources safe at all times, we request that students do not allow or encourage the admission of people who are not enrolled at the School to the premises without explicit authorisation, which is clearly set out in the IML School Security and Access Policy on the London Student Hub.

#### **4.5 Personal Tutors**

Each student is allocated a tutor who acts as an academic adviser and will help the students in reflecting on their progress and taking advantage of the opportunities available to them during their studies.

The role of the personal tutors covers three main areas of support: Academic, Pastoral and professional development.

#### **4.6 External Support**

Students studying practical subjects such as fashion design or fashion styling, when appropriate, may elicit support from professionals in practical areas. Students are responsible for the correct negotiation and time management of external work and there must be transparency when submitting work with clear indications of which elements have been carried out by external bodies. Students may be asked to produce time sheets, costing sheets, contracts, and production schedules to demonstrate the external engagement.

Please note tutors are not allowed to work externally for students in any capacity as this would signify a conflict of interest.

Any external support requested should be in line with the IML Academic Misconduct Policy.

#### **4.7 Exhibitions & Events**

Istituto Marangoni sets out to exhibit students' work on a regular basis, both in a traditional format as well as through digital media. The purpose of exhibiting work is to give visibility to the student, the programme, the School, and the group as a whole. Istituto Marangoni reserves the right at all times to be selective with regard to the materials exhibited that are produced by its student body, and the method and manner of exhibiting. Selection criteria will guide the committee in the selection of student work and in general will be based on the following criteria (unless otherwise stated beforehand):

- quality, currency, and appropriateness of work based on academic judgement;
- the student's consistent and active engagement with their studies;
- compliance with the School rules and regulations and attendance requirements.

At no time may the student call into question the decision of the selection committee or the regulations governing the selection process.

The decision of the committee is final in all cases. At no time does the School promise to exhibit student work without respecting the selection criteria. Exhibition of student work (i.e., works of art, artifacts, and designs) created to fulfil the assessment-related or other requirements of a School course are regularly exhibited publicly within the School, in galleries, trade fairs, commercial and professional premises and in many other venues.

Istituto Marangoni supports the personal involvement of students with their creative works and seeks to collaborate with them in securing opportunities for the works to be seen by the professional and public world outside the School. The School believes that public and private exhibitions are valuable instruments

for developing a students' professional engagement.

Up to the time of the student's final educational assessment, the School shall have the final right to decide whether or not work should be exhibited. During this time, and as a requirement of every course, the works may be held in the possession of the student but shall be made available to the School when requested with reasonable notice.

Throughout their course, students may have the right to exhibit their work outside the School provided they give their Director of Education reasonable notice of their intention together with details of the proposed exhibition approved by the School.

A student exhibiting on his/her own initiative outside the School will normally be encouraged to do so but the School shall be entitled to require a student not to exhibit in the following circumstances:

- where the reputation of the School may be adversely affected, decided by the sole discretion of the School Director;
- if the work concerned is required by the School for assessment or other exhibition purposes. Students are entitled to sell work created within and in association with the School, provided that their School Director agrees that these works are no longer required for assessment, exhibition, or retention, or is satisfied that the work will still be available until the final educational assessment.

After completing the course student work is normally regarded as the property of the student and can be disposed of as he/she thinks fit, except that the School shall have the right to retain appropriate records of students' assessed work for a period of five years after the end date of a course.

Unless expressly agreed with the School (for example, if the School commissions work from a student) the intellectual property rights to works that have been created by the student, belong to the same. This remains the case, even where the School exercises its option to exhibit or retain a piece of work.



## 5. Resources and Other Services

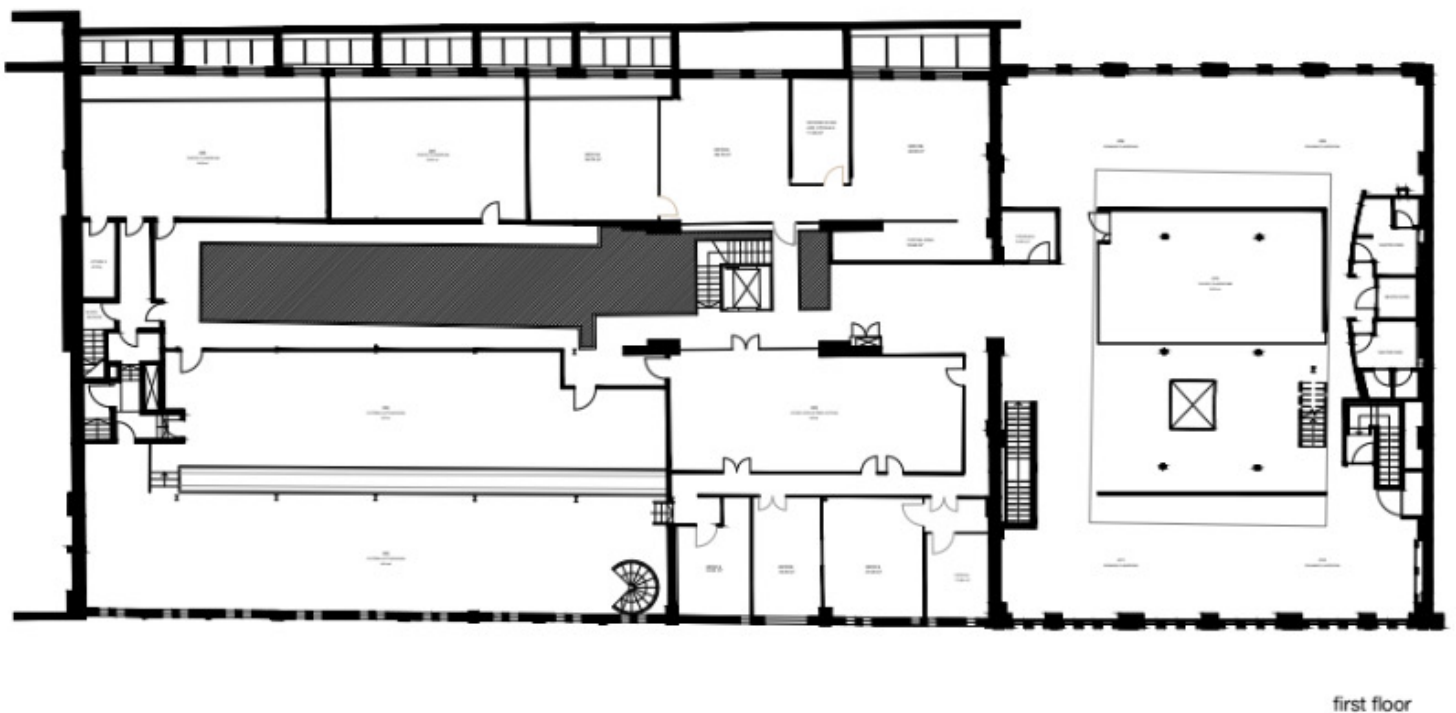
### 5.1 Spaces

Istituto Marangoni Schools are meticulously designed to cater to the diverse needs of educational activities, with specialised spaces for various disciplines.

The classrooms are categorised as follows:

- Accessories Lab: Dedicated space for accessory design and creation.
- Design Lab: A creative environment for design and development.
- Theory Classrooms: For lectures, seminars, and theoretical discussions.
- Design Classrooms: Equipped for drawing and design workshops.
- Pattern-Cutting Rooms: Equipped with sewing machines, irons, and other tools for pattern-making workshops.
- Photo Studios: Designed for photography sessions and related activities.
- Computer Labs: Featuring Apple computers, scanners, specialised software, and other tools for academic research and digital work.

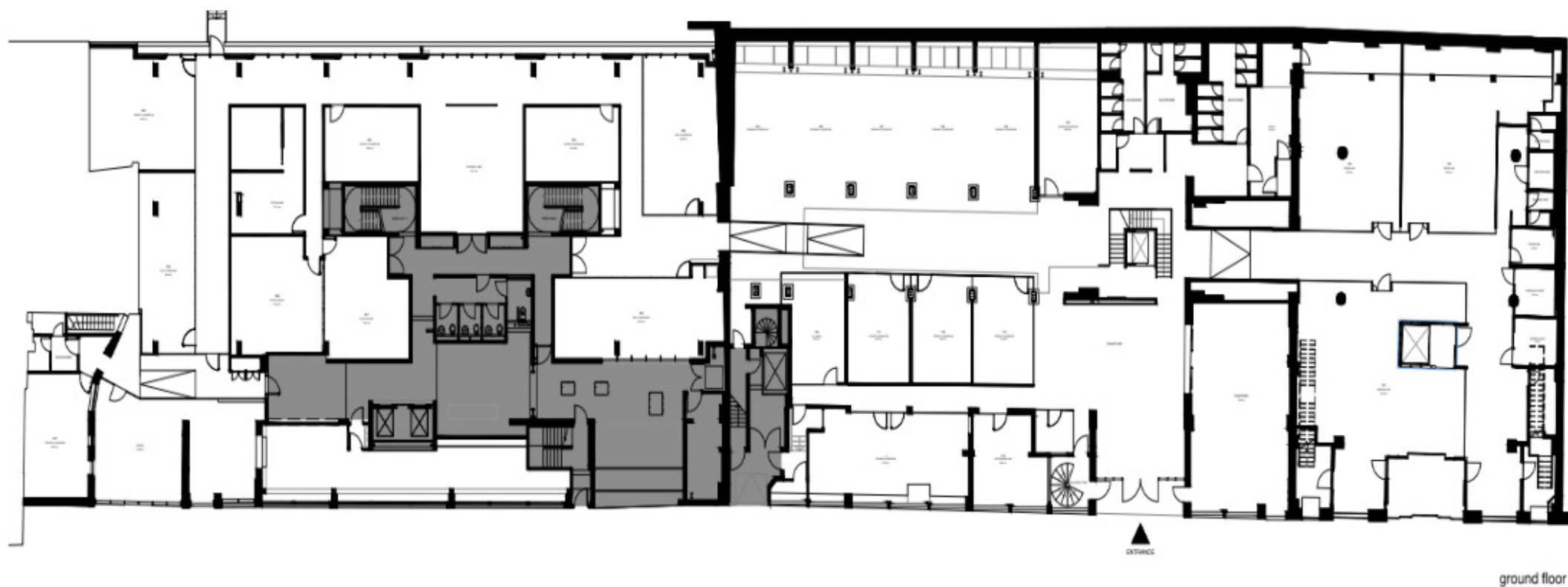
#### 5.1.1 Floor Plan



Students will find the following offices on the first floor:

- School Director
- Director of Education
- Programme Leaders
- Career Services
- Head of Learning and Teaching
- Head of Research





Students will find the Student and Academic Services Team Office and Library on the Ground Floor.

## **5.2 IT Service**

Istituto Marangoni offers different IT services for students, such as computers, scanners, and printers, School email accounts, access to a dedicated student intranet.

Istituto Marangoni encourages responsible and appropriate use of the IT services by students and staff in order to ensure safe and efficient use. For more information, please refer to IMLs IT Acceptable Use Policy on the London Student Hub.

### **School iMac & PC Computers**

Students must use computer facilities in a way that does not breach or infringe any local law. Students must not use the computer facilities to access, create or transfer offensive or inappropriate material.

While using the facilities, students must consider other users in the room and refrain from causing disturbances (such as eating, playing loud audio and using mobile phones) and/or behaving in a way that might distract their peers or tutors.

Students must not delete and modify system files, disassemble cables or other computer parts, or install illegal software. Students must report any damages or faults regarding the internet connection to the appropriate staff member.

### **Usernames and Passwords**

Students must not allow other people to use their personal information provided by Istituto Marangoni (e.g., username, password etc.) for accessing the e-mail account and any other on-line service (student intranet, BBU, OneLogin, etc). Students will be held responsible for any misuse of your username(s); therefore, it is essential that you log out before leaving the equipment used for the connection.

### **Student Portal & Support**

In order to access the student portal, students should go to: <https://gge-ita.onelogin.com>

Once inside the OneLogin home page, click on "Student Portal" button.

For support with OneLogin and other School related issues students should contact the ICT Department Helpdesk.

ICT London Helpdesk: [it.london@istitutomarangoni.com](mailto:it.london@istitutomarangoni.com)

The ICT Helpdesk is not responsible for your personal device operation.

### **Email accounts**

Students are kindly invited to manage their account frequently, as it will be their reference point for any School internal communication. All students must use the School email address to contact any member of Istituto Marangoni staff. Please note that due to improved security measures, tutors and staff are not required to correspond via students private email address as this might breach the data protection act.

The use of e-mail account is mainly (but not exclusively) for School related activity and only for enrolled students and Alumni.

Students are responsible for accessing their email account from devices protected by recent and updated antivirus software.

Students must not use email accounts (and any other School facilities) for commercial gain or on behalf of a commercial organisation without permission of a relevant member of staff. Students must not send messages to any organisation or individual, inside or outside the School premises, that may be perceived to be religiously, racially, sexually, or personally abusive, or that may provide offence, cause alarm or distress, or amount to harassment or that may be libellous.

Students must not send unsolicited, chain or pyramid messages, or any other message that will waste the time of other users. Students must not send anonymous messages: make sure that your name and identity are clear in all material and information that you send.

Students should be cautious about forwarding emails that have been sent to them personally, in case they contain sensitive or personal information - if in doubt consult the sender and obtain their permission before forwarding.

Students must not create, view, retrieve, download, store, disseminate or in any way publish any material that may be perceived as being offensive or obscene, as part of legitimate school programme, and provided always that this material is within the law.

Furthermore, students must not incite unlawful activity of any kind.

In case of abuse the administrator could cancel part or all messages, suspend or close the account.

It could be also closed in case of no access to the account for more than 6 weeks, undisclosed absences of more than one month.

No backup of the account or any kind of data included is provided.

The School guarantees to adhere to privacy policies and the Data Protection Act (DPA) and the General Data Protection Regulation (GDPR).

The School will put its best efforts to guarantee the continuous and performing functionality of the services, but it can't be held responsible for eventual damages suffered by students for malfunctioning.

### **Internet Usage**

When a website is visited, devices such as cookies, tags or web beacons may be employed to enable the site owner to identify and monitor visitors. If the website is of a kind described in paragraph 9.1, such a marker could be a source of embarrassment to the visitor and the School, especially if inappropriate material has been accessed, downloaded, stored, or forwarded from the website. Such actions may also, in certain circumstances, amount to a criminal offence if the material is pornographic in nature.

Misuse of the internet or email system, or inappropriate internet use will be dealt with under the IML Student Code of Conduct and Student Disciplinary Procedures available on the VLE. Misuse of the internet can in some circumstances be a criminal offence. In particular, it will usually amount to gross misconduct to misuse the systems by participating in online gambling, forwarding chain letters, or by creating, viewing, accessing, transmitting any of the following material (this list is not exhaustive):

- pornographic material (that is, writing, pictures, films, and video clips of a sexually explicit or arousing nature);
- offensive, obscene, or criminal material or material which is liable to cause embarrassment to us or to our clients;
- a false and defamatory statement about any person or organisation;
- material, which is discriminatory, offensive, derogatory or may cause embarrassment to others.

### **Platform for the delivery of digital contents (web- based)**

In order to ensure the delivery of didactic activities in digital format, students will be provided a dedicated digital platform, which represents an essential tool as it allows the students' engagement with digitally delivered lessons.

At the beginning of an academic year, students will receive specific guidelines, useful for the proper access and use of the platform provided.

During digital lessons, students are required to behave in an appropriate manner and to engage with tutors during lessons. The platform is a place where students and tutors meet virtually. In case of any technical issues - or any other matter related to digital lessons - students should get in touch with the Student Services office of their School.

### **5.3 Student Loans Company**

New EU students (joining a course in the London School on or after 1 August 2021) will not be eligible for home fees nor financial support from the UK Student Loans Company unless they meet one of the following criteria:

- they have settled or pre-settled status under the EU Settlement Scheme;
- they are Irish nationals living in the UK or Republic of Ireland - benefits of Irish nationals under the Common Travel Area agreement will continue.

For more information, please refer to the following link: <https://www.gov.uk/student-finance>

### **5.4 Student Finance for Migrant Workers**

If a student is an EEA or Swiss national who is living and working in England, he or she could get the same student finance as a UK national under the Student Finance for Migrant Workers regulation. Students might also be eligible if a member of their family, such as parents, husband, or wife, is an EEA or Swiss national, and is living and working in England.

In order to be eligible to apply, a student must be:

- an EEA or Swiss national, and have lived in the EEA or Switzerland for at least 3 years before the start of their course;
- living in England on the first day of the first academic year of their course;
- planning to study a course that qualifies for student finance;
- working or self-employed in the UK;
- working enough to reasonably support themselves throughout their studies.

For further information and how to apply, please refer to the following link:

<https://www.ucas.com/finance/student-finance-england/student-finance-migrant-workers>

### **5.5 Ukrainian Extension Scheme**

Students granted leave to remain under the immigration rules for the Ukrainian Extension Scheme, Ukraine Family Scheme or Homes for Ukraine Sponsorship Scheme are eligible for student maintenance loans.

Students who were granted leave to enter or remain under the Homes for Ukraine Sponsorship Scheme or Ukraine Family Scheme outside the immigration rules also qualify for student maintenance loans applying providing they were residing in the Ukraine immediately before 1 January 2022 and left Ukraine in connection with the Russian invasion.

Further information is available at [www.ukisa.org.uk](http://www.ukisa.org.uk)

## **5.6 Personal Property**

Istituto Marangoni does not accept liability for loss of or damage to clothing or other property left by any person on its premises. It is therefore essential that all students take reasonable care of their personal property and do not leave valuables, money, cash cards, bankbooks, or keys unattended at any time. When using expensive or valuable personal property, you are advised to make arrangements for its insurance against being stolen or damaged outside of your home, in addition to its inclusion in any domestic contents insurance. Any lost property on the School premises should be reported to the School reception as soon as possible. Equally, if lost property is found, it should be handed in to a member of staff at the reception.

The School requires students to actively protect its equipment, much of which may be attractive to the opportunist thief. Where security devices are provided, these must be used. Rooms must not be left unattended and unlocked and code numbers or access must not be provided to other people. Students must not put themselves at risk and instead report to their tutors, the security, and the reception staff immediately if they see anything suspicious.



## **Appendix 1**

### **Welcome to London**



# WELCOME TO LONDON, YOUR FASHION CAPITAL

## **Finding long term accommodation:**

Finding suitable accommodation can be a challenge in London especially due to the cost-of-living crisis and housing crisis. Please take note of the following key considerations:

- **Soaring Rental Costs:** One of the most significant difficulties in finding accommodation in London is the ever-increasing cost of rent. London consistently ranks as one of the most expensive cities in the world to live in. The high demand for housing, coupled with limited space, has resulted in skyrocketing rental prices. For students and young professionals on a budget, this can be a daunting obstacle to overcome.
- **Competitive Market:** London's rental market is highly competitive. With a constant influx of new residents, both from the UK and abroad, available housing options are often snapped up quickly. As a result, prospective tenants often find themselves in fierce competition with many others for the same property, leading to disappointment for many.
- **Shortage of Affordable Housing:** Affordable housing in London is in short supply. Many students and young professionals are forced to look for shared accommodations or smaller, less desirable units due to budget constraints. Finding a reasonably priced rental in a desirable neighbourhood can be a significant challenge.
- **Guarantor Requirements:** Many landlords and letting agents in London require tenants, especially students, to have a guarantor. A guarantor is someone, typically a parent or guardian, who agrees to cover the rent if the tenant cannot. This requirement is often a barrier for international students or those whose families do not reside in the UK.
- **International Students' Dilemma:** International students face additional hurdles when searching for accommodation in London. They may be unfamiliar with the city's neighbourhoods and rental procedures, making it challenging to navigate the rental market. Moreover, the need for a UK-based guarantor can be particularly burdensome for international students, as they may not have the option of relying on family members or close friends living in the country. One daunting aspect is the requirement by many landlords and letting agencies for students to pay six months to a year's rent in advance.
- **Discrimination and Bias:** There have been instances of discrimination in the London rental market, particularly against certain groups, such as students or individuals with unconventional working arrangements. Landlords may harbour biases or stereotypes that affect their willingness to rent to these groups, making it even more challenging to secure suitable housing.
- **Fake Listings:** Scammers often create fake property listings on popular websites or social media platforms, advertising attractive apartments at unbelievably low prices. These listings may include photos of the property and even detailed descriptions, luring in unsuspecting renters. Once you express interest, the scammer will request an upfront deposit or fee and then disappear, leaving you without a place to live and your money gone. Refrain from making cash payments, especially in advance. Use secure payment methods, such as bank transfers or credit cards, and keep a record of all transactions.

Here are some popular websites and methods for finding rentals in London:

- **Spareroom ([spareroom.co.uk](https://www.spareroom.co.uk)):** If you're looking for shared accommodations or roommates, Spareroom is a popular website. It's a great option for finding flat shares and shared houses.
- **Social Media:** Join local Facebook groups, Twitter feeds, or Instagram accounts dedicated to London rentals. People often post listings and share information about available properties in these online communities.
- **Rightmove ([rightmove.co.uk](https://www.rightmove.co.uk)):** Rightmove is one of the largest and most well-known property websites in the UK. It lists a wide range of rental properties, including apartments, houses, and shared accommodations, in various areas of London.



- Zoopla (zoopla.co.uk): Zoopla is another popular property portal in the UK. It offers a comprehensive search tool and provides detailed information about properties, including local market trends.
- OpenRent (openrent.co.uk): OpenRent is an online letting agent that connects tenants directly with landlords. It often offers lower fees than traditional estate agents.

Generally, the School suggests that you first arrange a temporary accommodation before leaving home. When looking for long term accommodation, it is very important to personally view the property and meet the owner(s). That is the only way you can ensure you get the place that you want without risking any unpleasant surprises. Some owners will not fix a long-term accommodation agreement without having met you personally. It may take several days or even up to a few weeks to find the right accommodation in London which suits both your budget and your needs.

Accommodation may be owned by private landlords or external organisations, which you will have to find and arrange by yourself. You can always count on the help and advice from the Information office at Istituto Marangoni London School.

Remember that the cost of privately rented accommodation might not include household bills for heating, lighting, water, and council tax. It is crucial to always check what is included in your rent. Telephone, food, or other daily living expenses will always be covered by you.

### **Bedsits:**

A bedsit is usually a single room, in which you will live and sleep. The building might be divided into several bedsits, which will be rented by other people who may not be students. Cooking facilities may be in the bedsit or elsewhere in the building, in which case, you will have to share them. You will also have to share a bathroom with the other people living in the same building. You will be required to clean your own room, do your own laundry, and provide your own bedlinen and towels. Heating can be quite expensive.

In a bedsit you will be independent and have a lot of freedom, but it may be lonely. Bedsits vary in size and quality so you should never take a room without seeing it first and where possible, take a friend with you for your first visit to the property.

### **Flats and houses:**

After you have been in the UK for a while and found a small group of friends, you may wish to share a furnished flat or a house together. You will share the rent, heating and lighting bills, council tax, food bills and the cleaning. This sort of accommodation can be cheaper than the other types, but large houses can be difficult to find. Again, you will have to provide your own bed linen and towels and do your own cleaning.

Note: In the case of bedsits, flats, and houses, do not sign any contract you do not fully understand. If you are unsure, take a copy of the agreement to your Information Officer who will be pleased to help you.

### **Student accommodation:**

There are a number of providers who offer accommodation for students only (please see the Student accommodation list). Many of the providers offer information online and, unlike in the above cases, it is possible to book the accommodation prior to arriving in London. This may be a suitable solution for younger students or those who do not want to worry about finding long-term accommodation at the beginning of the academic year. Some of the locations are very popular and we recommend early booking. The minimum length of the contract is usually 3 months. There is a NIDO located within 5 minutes' walk of Istituto Marangoni which was opened in 2010. marangoniaccommodation@knightfrank.com

### **Fire safety in the accommodation**

Keep your home safe by:

- making sure there is at least one smoke alarm on every level of your home;
- not smoking inside the building;
- placing candles, tea lights and incense burners in stable, heat-resistant holders;
- sitting at least one meter away from heaters;
- not overloading electrical sockets.
- If your flat or maisonette is being affected by fire or smoke and your escape route is clear:
  - get everyone out, close the door and walk calmly out of the building;
  - do not use the lift;
  - call 999, give your address, the number of your flat and state which floor the fire is on.
- If there is a fire or smoke inside your flat or maisonette and your escape route is not clear:
  - it may be safer to stay in your flat or maisonette until the fire brigade arrives;
  - find a safe room, close the door, and use soft materials to block any gaps to stop the smoke;
  - go to a window, shout “Help, fire” and call 999;
  - be ready to describe where you are and the quickest way to reach you.
- If there is a fire in another part of the building:
  - purpose built maisonettes or blocks of flats are built to give you some protection from fire. Walls, floors, and doors can hold back flames and smoke for 30 to 60 minutes;
- you are usually safer staying put and calling 999. Tell the fire brigade where you are and the best way to reach you;
- If you are within the common parts of the building, leave and call 999.

## **Living in London:**

Living in London offers a unique and vibrant experience, but it also comes with its own set of challenges and characteristics. Here's a summary of what to expect:

- **Cultural Diversity:** London is one of the most culturally diverse cities in the world. You can expect to encounter people from all backgrounds, which contributes to a rich variety of languages, traditions, and cuisines.
- **World-Class Attractions:** London is home to iconic landmarks like the Tower of London, Buckingham Palace, the British Museum, and the London Eye. You'll have access to an abundance of museums, galleries, and historic sites.
- **Public Transportation:** London has an extensive and efficient public transport system, including the Underground (the Tube), buses, trams, and overground trains. Expect to rely on these for your daily commute.
- **Expensive Living:** London is notorious for its high cost of living. Accommodation, transportation and dining out can be expensive. Housing costs, in particular, can be a significant portion of your budget.
- **Weather:** London is known for its unpredictable weather. Expect grey skies and frequent rain but also be prepared for beautiful hot weather in the summer months.
- **Green Spaces:** Despite being a bustling metropolis, London offers numerous parks and green spaces like Hyde Park, Regent's Park, and Hampstead Heath, providing a pleasant escape from the hustle and bustle.
- **Cultural Events:** London hosts a wide range of cultural events, from West End theatre productions to music festivals and art exhibitions. There's always something to do.
- **Diverse Food Scene:** London boasts an eclectic food scene, with cuisine from all around the world. You can find anything from Michelin-starred restaurants to street food markets.
- **Multinational Workforce:** London is a global business hub, so it attracts professionals from various industries. Expect to study and work alongside people from diverse international backgrounds.
- **Healthcare:** The UK has a National Health Service (NHS) providing healthcare to residents. You'll need to register with a local doctor and may want private healthcare insurance for additional coverage.
- **Education:** London has numerous well-renowned universities and schools, making it an attractive

destination for students. However, tuition fees can be high for international students.

- **Transport Strikes:** London occasionally experiences public transport strikes which can disrupt daily routines. It is essential to stay updated on any planned strikes and plan accordingly.
- **Traffic Congestion:** Traffic congestion is a common issue in London especially during rush hour. Many people prefer to use public transport or bikes to avoid traffic.
- **Safety:** London is generally considered safe but like any major city, it has its share of petty crimes. It is advisable to take typical urban precautions and stay aware of your surroundings.
- **Diverse Neighbourhoods:** Each neighbourhood in London has its own unique character. Whether you prefer a trendy area like Shoreditch, a posh locale like Kensington or a more residential spot like Wimbledon, you'll find something to suit your preferences.

Living in London can be an exciting and enriching experience, but it is essential to be prepared for the challenges it presents especially in terms of cost and weather. Adapting to its dynamic and diverse environment can lead to a fulfilling life in this world-class city.

### **Registration to Vote in UK Elections**

All students who are UK, Irish or qualifying commonwealth citizens are eligible to vote in local and national elections. EU citizens permanently living in the UK are also eligible to vote. In order to vote, you also need to be registered on the electoral roll and the School encourages all eligible students to participate in the UK's democratic process.

You are able to register your home or term time address to participate in local and national elections. Please be aware that you can have two votes, (one from your home address and one from your term time address) in local elections but you can only have one vote in the UK's General (i.e., national elections). You can register to vote online at [www.gov.uk/register-to-vote](http://www.gov.uk/register-to-vote) and the process is very straightforward and should only take about 5 minutes of your time.

If you are not sure if you are eligible to vote you can contact the electoral services team at your local council. Please note being on the UK electoral roll also makes it easier to apply for certain services such as opening bank accounts and credit reference agencies.



## **Appendix 2**

### **Health & Safety**

## **HEALTH AND SAFETY IN LONDON**

As a student at Istituto Marangoni in London you should never forget that your study can only be a successful and happy experience when you take care of the health of your body, mind, and soul. In this section, we will cover some basic information about how and where to get medical help during your stay in London.

Before you travel, you should seek advice from the health authorities in your home country about what treatment will be covered. You may still need to take out limited medical insurance.

### **The National Health Service (NHS)**

As a full-time student you are entitled to use the National Health Service (NHS). This system provides health care for anyone free of charge. For people who stay in the UK for more than six months, the NHS offers the following services: treatment in a hospital (both emergency and non-emergency treatment), a General Practitioner (GP) services, family planning services, treatment of certain communicable diseases, psychiatric treatment etc.

You may need to pay for: medicines prescribed by your GP, some GP services (e.g., vaccinations for travel - but not for Covid-19, getting a sickness certificate). Ask your GP for details of costs on dental treatment and optical treatment.

### **General Practitioner (GP)**

In order to get access to NHS services, you should register with a Doctor (General Practitioner, GP). Registering does not cost anything but is extremely important. You will be given detailed information about the registration with a GP on your first days at School. You should register with a GP closest to where you live and so we stress that you register as soon as you find your long-term accommodation and do not wait until you feel ill.

GPs are doctors who are trained and experienced in diagnosing a wide range of health problems including: advice on health issues, vaccinations, examinations, and treatment prescriptions for medicines referrals to other health and social services.

To register, you will need to visit the doctor's Receptionist during consulting hours, bringing a letter from your institution as a proof that you are a student. You should ask to be added to the list of the NHS patients. Most doctors' surgeries have female as well as male doctors, and if you prefer you can ask to be put on a female/male doctor's list. If you only want to be seen by a female doctor, you need to say so whenever making an appointment.

When you register with a new Doctor, the Receptionist will give you a form to fill in, then your NHS medical number will be issued and sent in a letter to your home address.

Most illnesses and other problems can be treated by the GP, but if you need to see a specialist, the GP will refer you to an appropriate hospital department. If your condition is non-urgent, you can expect to see a doctor within two working days or a health professional such as a nurse within one working day. Most GPs also run an "on-call" service, so that you can contact a doctor 24 hours a day. Your GP will give you details when you register.

The nearest GP's to the Istituto Marangoni London School are the following:

- Spitalfields Practice  
20 Old Montague Street, London, E1 5PB Telephone: 020 7247 7070  
Opening hours: Monday to Friday 8 am to 6:30pm, closed weekends and bank holidays.

- Shah Jalal Medical Centre  
44 Hessel Street, London, E1 2LP Telephone: 020 7702 2036  
Opening hours: Monday to Friday 9:30am - 12:30pm and 14-18:30pm, closed weekend and bank holidays.
- City Square medical  
14 Deancross Street, London, E1 2QA Telephone: 0207 488 4240  
Opening Hours: Monday 8am - 8pm Tuesday: 8am - 7pm  
Wednesday to Friday: 8am- 6:30pm Closed on weekends and bank holidays
- Albion Health Centre  
333 Whitechapel Road, Whitechapel, London, E1 1BU Telephone: 020 7456 9820  
Opening hours: Monday to Wednesday and Friday: 8am to 6:30pm  
Thursday: 8am to 1pm  
Closed on weekends and bank holidays.

To find the nearest General Practitioner to your accommodation please check the website of NHS England:  
<https://www.nhs.uk/service-search/find-a-gp>

## **Pharmacies**

Pharmacists (sometimes called Chemists) are experts in medicines and how they work. They dispense your prescriptions, provide a range of services related to specific health issues and can offer advice on healthy living and minor ailments.

The nearest Pharmacies to the Marangoni School are:

- Boots The Chemists Ltd  
Liverpool Street Tube Station Telephone: 02073740092  
Opening hours: Monday to Friday 6:30am - 11pm  
Saturday: 8am - 8pm  
Sunday: 9am - 8pm
- Day Lewis Pharmacy  
12-14 Old Montague Street, London, E1 5JB Telephone: 020 72471895  
Opening hours: Monday to Friday 8am to 7pm Closed on weekends and bank holidays.
- Shanty's  
253 Whitechapel Road, Stepney, London, E1 1DB Telephone: 020 72472140  
Opening hours: Monday to Friday 9am to 6pm Saturday: 9am to 5:30pm  
Sunday: closed
- NHS walk-in Centres offer fast and convenient access to healthcare advice and treatment for minor injuries and illnesses. They are open from early morning to late evening, seven days a week. They are run by experienced NHS nurses, and you don't need to make an appointment.  
The nearest NHS walk-in centre to the Marangoni School is situated next to the Royal London Hospital A&E department: Whitechapel NHS walk-in Centre  
174 Whitechapel Road, London, E1 1BB Telephone: 020 7943 1333  
Opening hours: every day from 8 am to 10 pm.  
To find the nearest NHS walk-in Centres to your accommodation please check the website of NHS

England: <https://www.nhs.uk/>

## **Hospitals**

If your GP refers you to a hospital for treatment, you will usually be given an appointment to see a specialist doctor.

Depending on the medical problem, you may be treated as an in-patient (where you are admitted to a ward and stay there overnight or longer) or as an out-patient (where you visit the hospital during the day for an appointment). If you think you need to see a specialist, you should approach your GP first and ask her or him to refer you.

To find the nearest Hospital to your accommodation please check the website of NHS England:  
<https://www.nhs.uk/service-search/hospital>

## **Emergencies**

For an ambulance call 999.

If you need immediate medical assistance (for example, because of an accident), dial 999. The call is free. An operator will ask you “which emergency service do you require, Fire, Police or Ambulance”. Be ready to tell the emergency services what has happened and where you are. If someone is injured and needs to go to the hospital ambulance staff will arrive and take the person to an Accident and Emergency department, and in some cases both police and the Fire Service will also attend an accident.

## **Private medical insurance**

Even being covered by the NHS for medical treatment, you may find that there are long waiting times for some services. An insurance policy which gives you access to private medical care could give you much quicker access to the treatment you need.

If you have medical insurance in your home country, check whether you can extend it to cover your stay in the UK, as well as looking at options available from UK insurers.

## **Personal safety**

The chances of you becoming a victim of a violent crime are relatively low. Violent crimes by strangers in public places are not very common and account for a small part of recorded crime.

It can be useful to be aware of some of the risks and take some safety measures. Below you can find some general tips to avoid such incidents.

In general, it is better and safer to avoid any kind of confrontation with strangers. Just walk away if you are being hassled or provoked. Most muggings and assaults happen outside pubs and clubs, between 10pm and 6am. When you are out in the centre of the city – especially if you are having a big night – be careful. Never leave your drink alone, ask a friend to look after it, or buy a new one.

If you regularly go jogging or cycling, stick to well-lit roads and consider varying your route. If you wear personal devices to listen to music, remember that you cannot hear traffic, or somebody approaching from behind you.

While walking in the street (even on the sidewalk), beware of moped thieves (one or two people on a motorcycle, usually wearing a full-face helmet and plain black clothes). Store your mobile phone and other devices in your bag or pockets if possible.

Have your keys ready and within reach well before you arrive at your door. Carry them on you, if possible and not in your bag. If you think you're being followed, cross the road to see if they follow. If you are still worried, go to the nearest public place and call the police or speak to any security staff on hand.

In an emergency, call the Police on 999.



## **Appendix 3**

# **Student Representation**



## **STUDENT REPRESENTATION**

Istituto Marangoni is focused on implementing a rigorous process of improvement of his programmes and services. In particular, Istituto Marangoni recognises that the “Student Voice” is a crucial element in this process since the main aim is to give a prominent role to the student feedback structure. For this reason, in order to highlight possible areas in which an improvement can be made, students are strongly encouraged to express their feedback. One of the modalities that allow students to express their opinions is through Student Representation: students can be elected as Student Academic Governor, Learning and Teaching Lead; Equality, Diversity and Inclusivity Lead; Student Activities Lead or a Representatives for their programme acting as spokespersons for the entire academic year.

### **The representatives’ role**

Representatives play a crucial role in the management and improvement of Istituto Marangoni’s activities. As a student representative you are asked to attend and actively participate in staff-student meetings and supply constructive feedback on your teaching and learning experience.

Student Representatives are required to:

- attend induction;
- complete training courses;
- communicate the views of their student group to academic and managerial staff at the School;
- actively discuss the positive aspects of the course along with areas in need of improvement;
- attend meetings, e.g., Programme Committee meetings, Student Senate meetings, EDI Committee, Academic Board, Quality Committee, LTA Committee, focus groups meetings, other School’s committees External Examiner visits organised by the school. These meetings allow representatives to speak directly to staff and take an active part in shaping the future of their study programme;
- communicate decisions made at these meetings with the students you represent;
- communicate to students the importance of suggesting and highlighting possible improvements;
- guide students in understanding the value of programmes and education they are receiving.

### **The representative meetings**

Official meetings within Istituto Marangoni will involve representatives and key staff members.

Each meeting should have a written agenda, distributed to all those attending, and minutes of the relevant points brought up in previous meetings (student representatives will be consulted in the preparation of these minutes). Prior to each meeting, representatives will be asked to gather feedback from their students across the programme of study on the study programme and the school as a whole. It is then crucial that representatives speak to other students before attending the meeting and represent their views there.

### **Representative skills**

- Being an ‘issue-scanner’: raising concerns to programme leaders, representatives need to make sure of speaking on behalf of everyone, to have the situation clear, to be able to produce evidence about the existence of the issue and being reasonable about how you convey a problem.
- Being clear and concise: representatives are always welcome to contact staff members to raise issues. It is very important to have a clear vision of the aim and objectives of the meeting to be clear and concise, and also diplomatic - which is a very important skill in any job situation. Consider sending an email outlining the issue before the meeting, this could save time.
- Being proactive, positive; representatives are expected to raise both good practice examples and areas of improvement about programmes and School life but always using a proactive and positive approach.
- Concerns have to be discussed in a constructive way, also presenting possible solutions that could be achieved.
- Being pertinent: saying the right thing at the right time. When the Representative needs to raise a

concern about a single staff member (or any other type of potentially sensitive topic) they are invited not to raise this at a meeting as it is considered bad practice. It is recommended that the Representative discusses it first with their Programme Leader or its mentor who will ensure to follow up on the matter and report back any outcomes achieved following the investigation process.

- Being self-conscious: it is important to remember to never be afraid to ask questions in meetings or any additional clarification before or after this: clarifications raised could be useful also for others.
- Communicating effectively: communicating with everyone is not always easy. People will find it easier to talk about aspects of their course that they don't like but may find it hard to say how the course could be improved. It is also important to remember that some people are more vocal than others, that some will have language difficulties, others will lack the time to give you feedback and some will simply be at a loss for what to say about the course.

### **Benefits of being a Student Representative**

Benefits gained by a Representatives are listed below:

- Altruistic benefits:
- Chance to improve your course;
- Suggest changes designed to improve the course over the coming years;
- Represent the opinion of others;
- An opportunity to make a constructive difference.
- Get exclusive access to training organised with external companies
- Improve the relationship you have with staff at the institute;
- Be willing to get involved and do more with your time at the institute other than just being a student;
- Meet new people, particularly within your school;
- An important role to add to your CV.

Student Representatives will also be able to develop the following skills:

- Representation - the skills you develop as a representative will be beneficial both within your course and in your future career;
- Time-management - manage your programme work along- side your role as representative;
- Organisation - planning and attending meetings whilst meeting your own deadlines;
- Presentation skills - presenting a range of concerns at meetings;
- Meeting skills - put your point across clearly and concisely;
- Concerns resolution and problem solving - raise sensitive concerns diplomatically and devise useful solutions to problems as they arise.
- Team-work - collaborating with other Representatives to achieve a common goal.
- Leadership - leading your peers through the academic year.