istitutomarangoni

2022 • 2023
Student Handbook

Manchester Metropolitan University

Istituto Marangoni Programmes
London
Language · English
SHB_Intro_LO_01

Contents

1. Welcome to Istituto Marangoni

Istituto Marangoni has schools in Milan, Florence, Paris, London, Shanghai, Shenzhen, Mumbai, Miami and Dubai. Istituto Marangoni London is located in Shoreditch, the city's vibrant new creative centre, where you can feel and live the purest 'Made in London' creativity and energy.

The London School is situated at:
Istituto Marangoni
London School
30 Fashion Street
London E1 6PX

Telephone number: +44 (0) 20 7377 9347
Email address: london@istitutomarangoni.com

2. Istituto Marangoni Mission Statement

To excel as a center of professional and creative learning in the Fashion, Art and Design fields; to nourish international industries, providing talented Istituto Marangoni graduates from all over the world.
We strive to achieve this mission by:
1. offering an extensive and detailed educational portfolio, which is constantly updated to match the Industry demands and evolution;
2. achieving the highest academic standards with modern and results-oriented curricula;
3. supporting and developing the potential of our teaching and administrative staff, by means of constant and accurate training;
4. placing Istituto Marangoni at the centre of Fashion, Art and Design cultures, through selected locations in the world's capitals of culture, while further strengthening historical and more recent connections with the most important companies and personalities in Fashion, Art and Design;
5. integrating "Italianness" into students' experience on a daily basis through both curricula and the School experience.

2.1 Equal Opportunities

Istituto Marangoni is committed to promoting equal opportunities and good relations among its staff and students to create a positive learning environment in which all students are able to achieve their full potential. Istituto Marangoni promotes equality in terms of race, sexual orientation, disability, religious beliefs, age and gender to ensure that all aspects of the School's activities are free from unfair treatment or harassment.

3. 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.
Providing that the School receives payment of its stipulated fees and students obey its rules and regulations, 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 e-mail 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.

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 van be obtained by downloading Istituto Marangoni app to their personal phones.
For further information, please refer to Istituto Marangoni London Student Code of Conduct.

3.1 Duties & Responsibilities

Students must be aware of all School policies and procedures 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.
Should the student forget his or her card, the reception staff cannot allow him/her into the building.
Smoking is not allowed on the premises. Students caught violating the School rules may be subject to disciplinary action. 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 time, 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.
Students must not bring animals into the School.

3.2 Duties & Responsibilities in digital modality

During the whole Academic Year, it is possible that some lessons / workshops / seminars will be delivered in digital modality, through the support of specific platforms. The School expects students' engagement in digital lessons as if they were in-School lessons: students are encouraged not to miss any lessons, since contents (or one-to-one

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revisions) will be transmitted as if they were in a physical classroom. Students need to make sure they can correctly connect to the internet and have access to the designated platform at least 10 minutes prior to the beginning of the lessons. This way, they will ensure that all steps are being followed and that there are no excessive delays to the start of digital lessons. Tutors will make sure that students are properly connected before the start of each lesson. Students should let the School know in case they are not able to attend digital lessons, by contacting the Student and Academic Service department of their School.

3.3 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.

4. Istituto Marangoni - London School

4.1 Structure, Staff, Offices
The management of the activities performed by Istituto Marangoni is divided into two main branches: 'academic' and 'administration'.

School Director
School Director is the highest level at the School who manages and supervises the work and activities of all staff, both administrative and academic. The School Director report to Headquarters comprising of Group Managing Director and Group Director of Education, Admissions, Sales, Quality Assurance as well as Group Academic and Student Services departments.

Academic Team
The academic team is responsible for the quality of the programmes and is in charge of designing, developing and delivering programmes. In addition it also manages the students' academic support, the monitoring of programmes and their continuous improvement.
Programme Leaders are members of the academic management team and they report to the Director of Education for educational matters and the School Director for administrative matters. Programme Leaders directly coordinate tutors regarding the delivery of programmes, monitor processes and procedures to make sure standards and the highest quality is met. Students can refer to their Programme Leaders for support in their studies or to highlight issues as well as raise suggestions regarding programme improvement.

Administrative Team
The administrative team is responsible for the organisational part of programmes, and for providing students with pastoral support, from their enrolment to the end of their studies and their first contact with the professional world. The administrative team reports to the School Director and supports the academic team in its activities.

4.2 Summary of Contacts

4.2.1 Administrative team
Please find below the contact details for the main administrative offices to which students can refer.

School Director:
Valérie Berdah-Levy
v.berdah-levy@istitutomarangoni.com

Visa Manager:
Gareth Roberts
visa.london@istitutomarangoni.com

Academic & Student Service
The Academic Services Department is in charge of the organisational part of the programme, timetable, exam sessions and extracurricular activities.
Their aim is to support and enhance student experience allowing individual growth and success. Student & Academic Services Department provides pastoral, academic, social and wellbeing support and guidance as well as advise regarding timetables, deadlines, School regulations.
Student & Academic Services are available throughout the year on any aspect of School life and student journey and (the list is not limited to):
- finding your way around the School and the city;
- managing time;
- attendance;
- exam tips;
- exceptional Factors;
- dealing with stress;
- getting the best from the course;
- understanding and applying the School's rules;
- student complaints and academic appeals;
- any other matter regarding situations which could affect their academic performance. .
One to one appointments can be arranged by emailing: academicservices.london@istitutomarangoni.com.

Library management and provisions
The library service 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. Contact the librarians at library. london@istitutomarangoni.com

Careers Service
Careers Service supports students and alumni, offering guidance on all aspects of their career journey, providing practical advice and helping students connect with industry. careerservice.london@istitutomarangoni.com

Student Admissions
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).
admissions.london@istitutomarangoni.com

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 travelling to the UK to study or work, this includes students continuing programmes started in a previous academic year.

Information for Visa Holders
Students holding a visa to study in the UK should familiarise themselves with the conditions and details of their visa.
Key expectations for visa holders include:
Ensuring the school retains an up-to-date copy of your passport and visa documents.
Updating the school with any changes to your address, personal email address and personal phone number.
Please be aware of the requirements of your visa, including the limitations on your working rights and permitted work.
The attendance and engagement required of you as a visa student, including the need to be resident in the UK and studying in class during term time throughout the year.
If your entry visa or approval letter specify the requirement to register with the police, please ensure that you make arrangement to register with the Overseas Visitors Records Office as soon as possible.
For any visa questions, please email visa.london@ istitutomarangoni.com.

4.2.2 Academic team in London
Please find below the main contacts students can refer to.

Director of Education:
Abdullah Abo Milhim
a.abomilhim@istitutomarangoni.com

Communications Office (Graduation, events)
communication.london@istitutomarangoni.com

Quality Assurance Office:
qa.london@istitutomarangoni.com

UNDERGRADUATE COURSES

Reference contact for Foundation courses:
• Foundation in Fashion
• Foundation in Design
Katie McIntyre
k.mcintyre@istitutomarangoni.com

Programme Leader for:
• BA (Hons) Fashion Design
• BA (Hons) Fashion Design & Womenswear
• BA (Hons) Fashion Design & Menswear
• BA (Hons) Fashion Design and Accessories
• BA (Hons) Fashion Design and Marketing
• Fashion Design Semesters
• Fashion Business & Buying Semester
• Fashion Styling & Creative Direction Semester
Stelios Geros
s.geros@istitutomarangoni.com

Programme Leader for:
• BA (Hons) Fashion Styling and Creative Direction
• BA (Hons) Fashion Styling and Visual Merchandising
Nicola Favaron
n.favaron@istitutomarangoni.com

Programme Leader for:
• BA (Hons) Fashion Business
• BA (Hons) Fashion Business and Buying
• BA (Hons) Fashion Business, Digital Communication and Media
• Fashion Business Semesters
Sennait Ghebreab
s.ghebreab@istitutomarangoni.com

Programme Leader for:
• BA (Hons) Interiors
• BA (Hons) Interior Design and Lighting
• BA (Hons) Design for Products
• BA (Hons) Product Design and Furniture
Julie Ross
j.ross@istitutomarangoni.com

POSTGRADUATE COURSES

Programme Leader for:
• Fashion & Luxury Brand Management Master's Degree
• Fashion Promotion, Communication and Digital Media Master's Degree
• Fashion Buying & Merchandising Master's Degree
Katherine Boxall
k.boxall@istitutomarangoni.com

Programme Leader for:
• Fashion Design Womenswear Master's Degree;
• Luxury Accessories Design Master's Degree
• Fashion Styling, Creative Direction and Digital Content
• Graduate Certificate in Fashion Design
• Graduate Certificate in Fashion Styling
Kirsten Scott
k.scott@istitutomarangoni.com

Programme Leader for:
• Product Design (Contemporary Furniture Design) Master's Degree
• Interior Design (Contemporary Interior Design) Master's Degree
• Fine Jewellery Design Master's Degree
• Graduate Certificate in Design
Julie Ross
j.ross@istitutomarangoni.com

5. Resources & Services

5.1 Spaces

Istituto Marangoni Schools are designed to provide specific spaces according to the different needs of educational activities.
In particular, classrooms are divided into:
• accessories Lab;
• design Lab;
• theory classrooms: for lectures and seminars;
• design classrooms: for drawing and design workshops;
• pattern-cutting rooms: where sewing machines, irons and other features can be used for pattern workshops;
• photo-studios: when shootings or photography experiences are requested;
• computer rooms: where Apple computers, scanners and programme specific software and other features can be used for academic research and work.

5.1.1 London Spaces Scheme

Mezzanine Floor	Meeting room Drawing classroom	
First floor	203 Pattern Cutting 204 Pattern Cutting 205 Pattern cutting 206 Theory classroom 207 Theory classroom 208 Drawing classroom	209 Drawing classroom 210 Theory classroom 211 Drawing classroom 212 Drawing classroom Offices

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Ground floor	Cafeteria	301 Mac classroom
	Orientation office	302 Mac classroom
	Accessories Lab	303 Theory classroom
	101 Materials Library	304 Theory classroom
	102 Digital Design Lab	305 Theory classroom
	103 Design Lab	305 Mac classroom
	104 Theory classroom	307 Theory classroom
	105 Drawing classroom	308 Photo lab
	106 Drawing classroom	309 Photo lab
	107 Drawing classroom	Fitting room
	108 Drawing classroom	Students' lounge
	109 Drawing classroom	Library
	111 Theory classroom	
	112 Theory classroom	
	113 Theory classroom	
	114 Theory classroom	
	115 Theory classroom	
	Board Room	

Elevators - stair-case / Reception - Accueil
ENTRANCE

5.2 Student Support

Istituto Marangoni provides student and academic services as the first point of contact for students who may require counselling on personal issues.
During the first weeks of the academic year, the Student & Academic Services team member 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. In addition to the above, students are encouraged to take advantage of the following support available:
• SEN (Student with Educational Needs) Support: it is available to all students with learning disabilities by booking a 1-2-1 session with the SEN Tutor. It devises Personal Learning Plan (PLP), monitors students progress and formalises reasonable adjustments.
• Coaching & Mentoring Service: it offers 1-2-1 appointment with professional Coach/Mentor. Service provides advise, guidance and encouragement, equipts students with problem solving skills/tools, improves self confidence, encourages reflections and enhances individual performance.
• Counselling Services: the aim of the services is for student 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, homesickenss, creativity stress, anxiety etc.

Student & Academic Services Department: Student & Academic Services Manager, Student & Academic Services Specialist, International Student Support Specialist. One to one appointment can be arranged by emailing: academicservices. london@istitutomarangoni.com. Office hours as below:
• Monday: 2.15pm - 4.00pm
• Tuesday: 11.00am - 3.15pm
• Wednesday: 2.15pm - 4.00pm
• Thursday: 11.00am - 3.15pm
(Slots can be reviewed)

5.2.1 Student Feedback ('Student Voice')
Student feedback is essential to programme development and student comments are used to enhance both the successful management of the programme and the teaching/ learning strategies.

Istituto Marangoni gathers students opinion in a variety of ways, both formally and informally. A range of methods is available, which may include (but not limited to):
• online questionnaires;
• informal contact with Programme Leaders and staff, for ex- ample, during lectures and seminars and through one to one appointments;
• end of unit evaluation;
• final academic year evaluation when students will be invited to reflect on their overall experience in their School;
• formal student representation by appointment or during the scheduled official meetings;
• meeting with selected students with the External Examiner (where appropriate).

Istituto Marangoni prefers that on most occasions students be identified when giving constructive feedback on the course and teaching methods.
There might be occasions when this is not appropriate and the School recognises this exception. In these instances programme teams and support services will ensure that anonymity and confidentiality is a feature of evaluation mechanisms. At least twice every academic year, programme teams will relate back to students the actions taken in response to student views in order to 'close the feedback loop' and to communicate any improvements or actions being taken to resolve any matters brought up by the students.
Evaluation questionnaires will be sent to students throughout their study period, in the form of a Web link, to their IM personal e-mail account.

These questionnaires are:

THREE-YEAR COURSES

• Unit / Subject questionnaire: students will receive it at the end of each Unit, to express their satisfaction on the single Unit (teaching, assessment, didactical materials…) and on the delivery of all subject included in that specific Unit.
• Resources questionnaire: sent to students at the end of their first and at the end of their second year, to express their satisfaction on school resources and facilities.
• Final questionnaire: sent to students at the end of their 3rd year, to express their overall satisfaction on their study experience in Istituto Marangoni.

INTENSIVE ONE YEAR COURSES / SEMESTER COURSES

• Unit / Subject questionnaire: students will receive it at the end of each Unit, to express their satisfaction on the single Unit (teaching, assessment, didactical materials…) and on the delivery of all subject included in that specific Unit.
• Final questionnaire: sent to students at the end of their studies, to express their overall satisfaction on their experience in Istituto Marangoni.

MASTER COURSES

• Unit / Subject questionnaire: students will receive it at the end of each Unit, to express their satisfaction on the single Unit (teaching, assessment, didactical materials…) and on the delivery of all subject included in that specific Unit.
• Final questionnaire: sent to students at the end of their studies, to express their overall satisfaction on their study experience in Istituto Marangoni.

NPS (NET Promoter Score) questionnaire: all Students will be asked to express, within a scale from 0 to 10, how likely they would recommend studying in IM to friends or family members – and motivate their answer (this is a single question Survey).

NSS (National Student Survey): The National Student Survey is a high profile national survey that gathers opinions

about students' time in higher education, asking them to provide feedback on what it has been like to study on their course at Istituto Marangoni London. It is organised by an external organisation based in the UK and is an influential source of public information about higher education and gives students a collective voice to help shape the future of their course.

5.2.2 Student Mentoring and SEN Coaching

Istituto Marangoni London places mental health and general wellbeing at the heart of the support that Student 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. Additionally, the SEN Coach and Mentor is able to assist with more generic wellbeing such as time management and goal setting. If students would like to make appointments, please email Academic and Taheara Khanam t.khanam@istitutomarangoni.com

5.2.3 Student Counselling Service

The School provides one to one counselling appointments to students. The serviced provided range from brief solution focused therapy to cognitive behavour therapy (CBT) and compassion focused therapy. These can be booked through filimg 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.

5.2.4 Concierge Support and Airport Pick-Up

The School currently has a partnership with a private vehicle hire company Crawfords of London. They offer a first-class concierge ad pick-up service from the airport for students who wish to utilise it (available at special cost). If you do decide to make a booking with the service provider, be sure to mention that you study at our School to get the bet possible price. To place a booking, please use their email address concierge@crawfordsoflondon.co.uk

5.3 Library Resources

5.3.1 Physical Library

The library is opened Monday to Friday 8:30am to 8:00pm. 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 magazine 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
• 6 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.

5.3.2 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, enter your 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.

5.3.3 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@istitutomaranogni.com for further information.
• Bloomsbury Applied Visual Arts
  This resource offers over 170 books with richly illustrated practical and inspirational content for visual arts. Topics include fashion and textiles, design and illustration, photography, film and animation, architecture and interiors, and marketing and advertising.
• 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.
• Bloomsbury Design Library
  This resource offers a range of design content including Bloomsbury Encyclopedia of Design, Encyclopedia of Asian Design, designer biographies, exhibitions archive, world history of design, a range of eBooks, museum collections, and research guides.
• 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.
• 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.
• Fashion Theory and Fashion Practice (journals)
  Fashion Theory was established in 1997 and covers the study of fashion, including aspects from sociology, art history, consumption studies and anthropology. Fashion Practice is the first peer-reviewed academic journal to cover the full range of contemporary design and manufacture within the context of the fashion industry.
• 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

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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.

• 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.

5.4 IT Facilities

Istituto Marangoni offers different IT facilities for students, such as computers, scanners, on-site copy machines, School e-mail accounts, access to a dedicated student intranet, on-line resources for study and research.
For detailed library and IT facilities, please relate to the student services office at School.
Istituto Marangoni encourages appropriate use of the IT facilities by students and staff in order to ensure maximum use.
Therefore all resources must be used in a responsible way.
Students must use computer facilities in a way that does not breach or infringe any local law. Students must not use the computing 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) 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.

5.4.1 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, WGSN, 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.
Students should change their password(s) regularly and bear in mind that it should not be a dictionary word. For a maximum security, the password must be at least 8 characters long, have at least one upper case character and at least 1 number. Students must not use anyone else's username and password.

5.4.2 Student Portal
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.
Reference person for the access to the student intranet is the ICT Manager of the School.

5.4.3 E-mail 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 Istituto Marangoni 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 e-mail account from devices protected by recent and updated antivirus software.
Students are invited to respect the maximum dimension of their e-mail account (25GB) by cancelling messages or data from the mailbox.
Students must not use e-mail accounts (and any other School facilities) for commercial gain or on behalf of a commercial organization 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 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 e-mails 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, unless authorized to do so by an appropriate member of the staff, 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 (GPRD).
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.
In order to access the email account, please get in touch with the local ICT team.

5.4.4 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 our Disciplinary Procedure. 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.

5.4.5 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 a apropriate 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.

5.5 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, artefacts 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 any piece of work for up to one year from the date on which the course ends.
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, belongs to the same. This remains the case, even where the School exercises its option to exhibit or retain a piece of work.

5.6 Cross-School Experience

"Istituto Marangoni Cross-School Experience" is the opportunity for undergraduate three year students to enrol in a different Istituto Marangoni European School in the subsequent Academic Year to attend the same programme. The Regulation containing all related procedures, deadlines and applications modality will be shared with students on their Extranet starting from November / December 2022.
For more information, please get in touch with the Student and Academic Services department.

5.7 Career Service (Career Development)

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 take a mandatory 12 weeks placement. Having structured course accredited, contributes to the importance of the work-based learning and enhances students' professional practice. The details of the placement, its definition and the role of the Career Services is described in the Placement Handbook. The compulsory placements provide 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,

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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 has recently introduced an online platform Career Network (SYMPLICITY), 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 Alumni has its own unique password protected access. When a student logs into the Symplicity 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.

5.8 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 Settlemet 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

5.9 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

5.10 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 the Homes for Ukraine Sponsorship Scheme or Ukraine Family Scheme outsider the immigration rules also qualify for student maintenance loans apply 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

5.11 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 rime 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 (ie national elections). You can register to vote online at 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.

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, bank-books 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.

7. Curricula overview

Istituto Marangoni offers Undergraduate as well as Postgraduate level programmes.

7.1 Undergraduate (level) programmes

7.1.1 BA (Hons) Degrees
BA (Hons) Degrees are Three-Year Courses validated by Manchester Metropolitan University - UK.

Designed for students who aspire to enter the fashion 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.

7.1.2 Semester Study Abroad Courses
These 6 months courses offer specialised didactic activities for participants seeking study opportunities abroad of specific subjects related to the world of fashion and business.

7.1.3 Foundation Courses
Istituto Marangoni one-year foundation courses validated by Manchester Metropolitan University prepare participants for entry into any of the three-year undergraduate degree programmes, or three year courses, in the fashion or design fields. Over the course of the year participants are offered exciting new challenges that will improve their creative thinking, develop their broader fashion, design & art skills, and help them to identify where their true passion lies.

7.1.4 Graduate Certificate courses
These full time one year courses validated by Manchester Metropolitan University offer extended understanding of various areas in fashion design, fashion business, fashion styling and design. These carefully structured programmes are designed to build students' skills and knowledge as well as understand the students' potential in this rapidly changing industry.

7.2 Postgraduate (level) programmes

7.2.1 MA Master's Degrees
Dedicated to professionals and those who have already acquired expertise in fashion and design. These industry focused courses validated by Manchester Metropolitan University offer a highly specialised and robust educational experience that is often required to start a successful career in the international world fashion, business, style, luxury and design.

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Appendix 1
Welcome to London

Welcome to London, your fashion capital

Finding long term accommodation:
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.

Living in east London is slightly cheaper than other areas of London. 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. You will usually need to pay one month's rent in advance when you agree to take on a rented property, and pay one month's rent as a deposit against damage which is refundable once you move out. The minimum length of the contract is usually 6 months.

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 bed-linen 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 to London. This may be a suitable solution for younger students or those who do not want to worry about finding the 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.
marangoniaccomodation@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;
• cal 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:
• purpose0build maisonettes or block 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

Food:
Traditional British dishes normally include a meat dish with potatoes and other vegetables such as carrots, peas, Brussels sprouts and cabbage. The meat dish is often a type of stew which is meat cooked in a sauce, with vegetables, in the oven. Meat may also be fried, grilled, or roasted in the oven and will be beef, pork or lamb.

A variety of sweet dishes will normally be served after the main course: dishes such as apple pie (two pastry layers filled with apple), ice-cream or cake. Sometimes an extra course called the 'starter' or 'appetiser' is served before the main course: you might be served something like soup, pâté or melon.

Sunday lunch is a great British tradition, and normally a roast meat dish with vegetables will be served as the main course. A traditional 'English breakfast' consists of cereal followed by fried egg, bacon, sausage and tomato. Toast will also be served with an orange jam known as marmalade. Tea or coffee will be offered.

However, most British people will usually have a much simpler breakfast of cereal and/or toast with marmalade or jam, with tea or coffee to drink. The British mealtimes have various names. This is often very confusing, even for British people – so do ask if you're not sure.

The first meal of the day is normally 'breakfast', but sometimes late breakfast is called 'brunch' (combination of breakfast and lunch). A meal is often eaten in the middle of the day, and is usually called 'lunch' - this is often light food, such as sandwiches. The evening meal is often the main meal of the day, and has various names: 'dinner', 'supper' and 'tea'.

The British traditional takeaway meal is 'fish and chips'. A variety of fish is available (normally cod, haddock or plaice) which is coated with batter and fried in vegetable oil.

Batter is made from flour, eggs and milk. Chips are chopped, fried potatoes.

In the end it is quite difficult to define what "British food" is like. Try some of the variety! London is famous for a diverse assortment of international restaurants and cafés.

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Appendix 2
Health & Safety

Health 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:
http://www.nhs.uk/England/Doctors/Default.aspx.

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: everyday from 8 am to 10 pm.
To find the nearest NHS walk-in Centres to your accommodation please check the website of NHS England: http://www.nhs.uk/England.

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
http://www.nhs.uk/England/Hospitals/Default.cmsx.

Emergencies
For an ambulance call 999.
If you need an 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

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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 on moped thieves (one of 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 emergency, call the Police on 999.

Appendix 3
Student Representation

1. 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 Representatives for their programme acting as spokespersons for the entire academic year.

2. The representatives' role

Programme 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 Programme Representative induction;
- complete Programme Representative 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. Staff-Student consultative meetings and Programme Committee meetings, 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.

3. The representative meetings

Official meetings within Istituto Marangoni will involve programme 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.

4. Programme Representative skills

- Being an 'issue-scanner': raising concerns to programme leaders, programme representative needs 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: Programme representatives are always welcome to contact staff member to raise issues. It is very important to have 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 of the issue before the meeting, this could save time.

- Being proactive, positive, propositive; Programme 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 Programme Representative needs to rise a concern about a single staff member (or any other type of potentially sensitive topic) they are invited not raise this at a meeting as it is considered bad as practice. It is recommended that the Programme Representative discusses it first with their Programme Leader 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 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.

5. The benefits

Benefits gained by a Programme 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 trainings organised for Programme Representatives only.

Skills development:
- 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 alongside 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 Programme Representatives to achieve a common goal.
• Leadership - leading your peers through the academic year.

General benefits:
• 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.

6. Level Representatives
Level Representatives are students appointed by Programme Leaders to support Programme Representatives in the smooth running of their programme of study.

Level Representatives will be invited to attend training sessions and other meetings where Programme Representatives need support gathering and presenting student's feedback.