icecampus

# Student Handbook

*Your guide to a memorable
learning experience.*

version 1.0

# Contents

# Welcome to ICE Campus

By choosing ICE Campus, you're joining a community of ambitious learners ready to grow. Since 2011, we've helped thousands of students earn the skills and certifications that transform careers - not in years, but in months.

This handbook is your roadmap. It contains everything you need to know about your rights, responsibilities, and the support available to you. We've designed every process, every policy, and every interaction to help you succeed.

At ICE Campus, learning isn't passive - it's practical, hands-on, and directly connected to the skills employers are seeking right now. Our educators aren't just teachers; they're industry practitioners who bring real-world experience into every session.

Welcome to our inner circle. Let's get to work.

# About ICE Campus

The Institute of Computer Education Ltd. (ICE Campus) is a licensed Further and Higher Education Institution, operating under the Malta Further and Higher Education Authority (MFHEA) with Education Licence No. 2011-TC-010. Our quality management system holds ISO 9001:2015 certification.

Located in Żebbuġ, Malta, we deliver world-class ICT education through partnerships with globally recognised certification bodies including Adobe, Amazon Web Services (AWS), Cisco, Digital Marketing Institute (DMI), ISC2, Linux Professional Institute (LPI), Microsoft, and UX Design Institute.

**Our Philosophy:** Learning by doing. Every course is designed around practical application, real-world scenarios, and industry-current tools. You won't just learn theory - you'll build portfolios, earn certifications, and develop skills you can apply immediately.

**Our Delivery Model:** Online-live sessions with qualified industry practitioners, supported by session recordings, digital course materials, and extended educator support for six months after course completion.

## Contact Information

| | |
|---|---|
| **General Enquiries** | info@icecampus.com |
| **Student Support** | student@icecampus.com |
| **Telephone** | (+356) 2146 7787 |
| **Website** | icecampus.com |

# 1. Your Learning Journey

## 1.1 Admission and Enrolment

Every course at ICE Campus has clearly defined entry requirements, published on our website and discussed with you by our Admissions Team. We accept students based on academic qualifications and relevant experience - nothing else. Our process is merit-based, impartial, and designed to place you in the right course for your goals.

### Before You Enrol

- Review course content, duration, schedule, and certification details on our website
- Speak with our Admissions Team to confirm the course matches your goals and prerequisites
- Understand the assessment methods and certification pathway
- Explore funding options including Get Qualified, Investing in Skills, and our Monthly Payment Scheme

### The Student Agreement

Upon enrolment, you will sign a Student Agreement. This document outlines your rights, responsibilities, data protection provisions, and our commitments to you. It forms the foundation of our relationship and ensures you are fully informed of the terms of engagement.

## 1.2 Getting You Ready: Onboarding

**Enrolment confirmation:** Our Admissions Team will call you to confirm your seat and answer any initial questions. You'll also receive an email with your Student Agreement, invoice, and receipt.

**Pre-course email:** You'll receive a detailed email with your VLE access credentials, course schedule, and essential information to prepare for your first session.

**Pre-course call:** Our Operations Team will contact you to answer any questions, and ensure you have everything you need to get started.

**First lesson welcome:** During the first ten minutes of your course, our Operations Team will deliver a welcome session covering:

- How to navigate the VLE, course materials, recordings, and assignments
- Contact information for technical and academic support
- Overview of assessment requirements and timelines
- How and when we'll ask for your feedback
- Introduction to key institutional policies

## 1.3 How We Teach

Our delivery model is built around flexibility and effectiveness. All courses are delivered through online-live sessions, allowing you to learn from anywhere while maintaining real-time interaction with your educator and peers.

### Learning Resources

- **Live Sessions:** Interactive, real-time learning with Q&A, discussions, and hands-on exercises
- **Session Recordings:** Full playback of every session for review and catch-up
- **Digital Course Materials:** Slides, notes, practical exercises, and additional resources
- **VLE Access:** 24/7 availability of all materials and communication tools
- **Extended Support:** Six months of educator support after course completion

## 1.4 Assessment and Certification

Assessment at ICE Campus is transparent, outcome-based, and aligned with industry standards. The assessment mode for each course is published on our website before enrolment, so you know exactly what to expect.

### Types of Assessment

- **Practical Projects:** Real-world applications of learned skills
- **Assignments:** Structured tasks to demonstrate competency
- **Online Examinations:** Timed assessments through secure platforms
- **International Certification Exams:** Delivered through partner platforms such as Pearson VUE

**Assessment Criteria:** All criteria are shared with you in advance. You will receive timely results with constructive feedback designed to support continuous improvement.

**Re-assessment:** The number of assessment attempts is regulated according to internal guidelines or awarding body rules. Structured re-attempts are available where applicable.

## 1.5 Attendance and Engagement

Your success depends on active participation. We monitor attendance through session logs and VLE activity. If you miss multiple sessions, our Operations Team will contact you directly - not to penalise, but to understand any difficulties and help you get back on track.

**Missed Sessions:** All sessions are recorded. If you miss a lesson, playback is available through the VLE to ensure you can catch up.

**Extended Inactivity:** Students who remain inactive retain access to course materials and lesson playbacks for the full duration outlined in their course agreement. However, certification requires completion of all required assessments.

## 1.6 Progression and Completion

Upon successful completion of all course requirements and assessments, you will receive your certification. For courses aligned with international awarding bodies (such as Cisco, Microsoft, Adobe, or DMI), certification is issued directly by the awarding organisation upon passing their examinations.

ICE Campus maintains comprehensive records of your academic journey in compliance with MFHEA and GDPR requirements, ensuring your achievements are documented and verifiable.

# 2. Support Services

Your success is our priority. ICE Campus provides comprehensive support throughout your learning journey - from your first enquiry through to certification and beyond.

## 2.1 Academic Support

- **Educator Access:** Email your educator directly and receive a response within 2 working days
- **Post-Course Support:** Six months of continued educator support after course completion
- **One-to-One Guidance:** Individualised support for complex topics or personal learning needs
- **Course Pathways:** Guidance on certification relevance and further learning opportunities

## 2.2 Technical Support

Technical support is available for all students and is prominently displayed on the VLE, website, and included in student communications. Contact the Operations Team for:

- VLE access issues
- Session connectivity problems
- Software setup and configuration
- Device compatibility questions

## 2.3 Administrative Support

The Operations Team is your point of contact for:

- Course scheduling queries
- Examination preparation and booking
- Certification enquiries
- Payment and funding questions
- General administrative matters

## 2.4 Financial Support

ICE Campus is committed to making quality education accessible. While we do not administer internal scholarships, we actively support eligible learners in accessing:

- **Get Qualified Scheme:** Government funding for professional development
- **Investing in Skills:** ESF-supported training initiatives
- **Easy Payment Scheme:** Flexible monthly payment options to reduce financial barriers

Our Admissions Team provides guidance throughout the funding application process.

## 2.5 Accessibility and Inclusion

ICE Campus is committed to equity, inclusion, and diversity. Our online-first delivery model is designed to accommodate diverse learner profiles, including part-time, mature, employed, and international students.

- All course content is accessible on standard devices including laptops, desktops, tablets, and smartphones
- Individual accommodations are considered on a case-by-case basis
- Physical premises (when used) are fully accessible with lift access and compliant facilities
- Device access support is available for students who need it

# 3. Your Rights

As an ICE Campus student, you are entitled to a learning experience built on fairness, transparency, and respect. These rights are protected by your Student Agreement and institutional policies.

## 3.1 Right to Quality Education

You have the right to:

- Receive instruction from qualified, certified educators
- Access up-to-date, industry-relevant course content
- Engage in student-centred, interactive learning methods
- Receive timely, constructive feedback on your work

## 3.2 Right to Information

You have the right to:

- Accurate information about course content, requirements, and outcomes before enrolment
- Clear assessment criteria and grading standards
- Transparent tuition fees and payment terms
- Notice of significant changes affecting your programme

## 3.3 Right to Fair Treatment

You have the right to:

- Be treated with dignity and respect by all staff and students
- An environment free from discrimination, harassment, and bullying
- Fair and consistent application of policies and procedures
- Equal opportunity regardless of age, gender, background, or other personal characteristics

## 3.4 Right to Privacy

Your personal data is protected under GDPR and ICE Campus data protection policies. You have the right to:

- Know what data we collect and why
- Access your personal records
- Request correction of inaccurate data
- Have your data handled securely and confidentially

## 3.5 Right to Voice Concerns

You have the right to:

- Provide feedback on your learning experience
- Raise concerns or complaints without fear of retaliation
- Appeal academic decisions through established procedures
- Have your concerns addressed fairly and promptly

# 4. Your Responsibilities

Excellence is a partnership. While ICE Campus provides the resources, expertise, and support, your commitment and conduct are essential to your success - and to maintaining a positive learning environment for everyone.

## 4.1 Academic Commitment

You are expected to:

- Attend all scheduled sessions and arrive on time
- Come prepared for each session with required materials
- Participate actively in discussions and practical exercises
- Complete all assignments and assessments by their deadlines
- Notify ICE Campus promptly if you cannot attend or need support

## 4.2 Professional Conduct

All students must:

- Treat educators, staff, and fellow students with respect and courtesy
- Maintain professional behaviour in all sessions and communications
- Avoid disruptive, offensive, or inappropriate conduct
- Support an inclusive environment free from discrimination
- Respect the confidentiality of discussions and personal information shared during sessions

## 4.3 Academic Integrity

**Honesty is non-negotiable.** ICE Campus maintains zero tolerance for academic dishonesty. You are expected to:

- Submit only your own original work
- Properly acknowledge sources and avoid plagiarism
- Complete assessments independently unless collaboration is explicitly permitted
- Not share assessment materials or answers with others
- Not engage in impersonation, forgery, or any form of examination cheating

Violations of academic integrity are taken seriously and may result in disciplinary action, including failure of the assessment or course. See Section 6 for the full Academic Integrity Policy.

## 4.4 Technology and Resources

You are responsible for:

- Maintaining a suitable device and stable internet connection for online learning
- Securing your VLE login credentials

- Using ICE Campus systems appropriately and professionally
- Not recording sessions without explicit authorisation
- Respecting intellectual property rights of course materials

## 4.5 Financial Obligations

You are responsible for paying all tuition fees and related charges as outlined in your Student Agreement, including meeting payment deadlines for any instalment arrangements.

# 5. Code of Conduct

ICE Campus maintains high standards of behaviour and ethics. This Code of Conduct applies to all interactions - whether in live sessions, on the VLE, or through any communication channel.

## 5.1 Ethical Principles

All students are expected to demonstrate:

- **Integrity:** Be honest, fair, and transparent in all academic work
- **Respect:** Show due regard for others' views, rights, and dignity
- **Discipline:** Follow ICE Campus rules, procedures, and professional boundaries
- **Tolerance:** Support a diverse and inclusive learning environment

## 5.2 Prohibited Conduct

The following behaviours are strictly prohibited and may result in disciplinary action:

- Harassment, bullying, or intimidation of any kind
- Discrimination based on race, gender, religion, nationality, disability, sexual orientation, or any other protected characteristic
- Disruptive behaviour that interferes with teaching or learning
- Cheating, plagiarism, or other forms of academic dishonesty
- Sharing obscene, offensive, or inappropriate content
- Misuse of ICE Campus systems, platforms, or resources
- False or misleading statements to ICE Campus staff
- Any conduct that brings the institution into disrepute

## 5.3 Online Session Etiquette

During live online sessions, you are expected to:

- Join from a quiet, professional setting
- Maintain camera-on participation unless agreed otherwise for accessibility reasons
- Use appropriate display names and professional profile pictures
- Mute when not speaking to minimise background noise
- Use chat functions professionally and constructively

# 6. Academic Integrity Policy

Academic integrity is the foundation of credible education. ICE Campus is committed to fostering a culture of honesty, trust, fairness, responsibility, and respect in all training programmes.

## 6.1 Forms of Academic Misconduct

Violations of academic integrity include, but are not limited to:

- **Cheating:** Using unauthorised materials or assistance during assessments
- **Impersonation:** Having another individual complete assessments or coursework on your behalf
- **Forgery:** Altering or falsifying academic documents, certificates, or results
- **Plagiarism:** Presenting others' work or ideas as your own without proper acknowledgment
- **Exploitation of Collaboration:** Misusing group work to pass off contributions of others as personal work

## 6.2 Prevention Mechanisms

ICE Campus employs measures to protect assessment integrity, including:

- Secure examination tools that restrict unauthorised navigation
- Randomised testing with unique question sets
- Plagiarism detection software
- Random oral reviews and assignment audits for longer courses

## 6.3 Consequences of Violations

Confirmed violations may result in:

- Formal warning
- Deduction of marks or failure of the assignment/assessment
- Failure of the course
- Suspension or dismissal from the programme

A formal record of all cases is maintained confidentially.

# 7. Complaints and Appeals

ICE Campus is committed to addressing concerns fairly, promptly, and confidentially. If something isn't right, we want to know - and we have clear processes to resolve it.

## 7.1 Raising a Concern

If you have a concern about any aspect of your experience at ICE Campus:

1. **Speak Informally First:** Many issues can be resolved through direct conversation with the Operations Team
2. **Submit Formally:** If informal resolution is unsuccessful, submit a written complaint to student@icecampus.com
3. **Include Details:** Clearly describe the issue, relevant dates, and any evidence

All complaints are handled confidentially. You will not face retaliation for raising legitimate concerns.

## 7.2 Academic Appeals

You may appeal academic decisions on the following grounds:

- **Administrative Error:** Miscalculation or recording error affecting a final grade or progression outcome
- **Bias or Discrimination:** Perceived unfair treatment on the basis of personal characteristics

### For ICE Campus (Homegrown) Courses

4. Submit your appeal via email to student@icecampus.com within 10 working days of receiving your result
5. ICE Campus will acknowledge receipt within 2 working days
6. The Quality Assurance Team will investigate the appeal
7. A written response will be provided within 10 working days

The response will include a summary of the investigation, the decision, and any applicable remedies (such as re-marking, re-assessment opportunity, or grade correction). Decisions made by ICE Campus under this process are final.

### For International Partner Courses

Appeals for international certifications (e.g., DMI, Microsoft, Cisco) are handled directly by the awarding body. ICE Campus cannot influence these decisions, but our Operations Team will support you throughout the appeals process, assisting with preparation and submission.

# 8. Data Protection and Privacy

ICE Campus is committed to protecting your personal data in full compliance with the General Data Protection Regulation (GDPR) and applicable data protection laws.

## 8.1 Data We Collect

We collect and process data necessary to deliver our educational services, including:

- Personal identification information (name, contact details, date of birth)
- Academic records (enrolment, attendance, assessment results)
- Payment information
- VLE activity and learning analytics

## 8.2 How We Use Your Data

Your data is used to:

- Administer your enrolment and course participation
- Deliver educational content and support services
- Process assessments and issue certifications
- Communicate important updates about your programme
- Meet regulatory and legal requirements
- Improve our services through aggregated, anonymised analysis

## 8.3 Data Security

Your data is protected through:

- Secure, redundant cloud storage systems
- Access controls limiting who can view your information
- Regular security audits and updates
- Staff training on data protection responsibilities

Academic records are maintained for up to 40 years in compliance with MFHEA requirements.

## 8.4 Your Rights

Under GDPR, you have the right to:

- Access your personal data
- Rectify inaccurate data
- Request erasure where applicable
- Object to processing in certain circumstances
- Data portability

To exercise these rights or for data protection queries, contact us at privacy@icecampus.com. Full details are available in our Data Protection Policy on our website.

# 9. Safeguarding and Child Protection

ICE Campus is committed to protecting the welfare and wellbeing of all students, with particular attention to those under 18 years of age. We maintain zero tolerance for any form of abuse, harm, or exploitation.

## 9.1 Our Commitment

- Treating all students - especially minors - with dignity and respect
- Creating safe environments where students feel valued and protected
- Ensuring course content and interactions are appropriate
- Preventing and addressing any form of abuse, neglect, or exploitation
- Responding promptly to any concerns about student welfare

## 9.2 Reporting Concerns

If you have any concerns about your safety or the safety of another student - or witness any inappropriate behaviour - report it immediately to:

- Any ICE Campus staff member
- Senior management
- Email: student@icecampus.com

Reports are treated confidentially and without fear of retaliation. Where necessary, concerns will be escalated to appropriate external agencies including child protection services or law enforcement.

# 10. Health, Safety, and Wellbeing

## 10.1 Your Digital Wellbeing

As an online learner, consider:

- We recommend using two screens where possible - follow along with your educator on one screen while practising hands-on in your own environment on the other. This mirrors how professionals work and accelerates your learning.
- Setting up an ergonomic workspace with proper lighting and comfortable seating
- Taking regular breaks during study sessions (the 20-20-20 rule: every 20 minutes, look at something 20 feet away for 20 seconds)
- Balancing screen time with physical activity
- Maintaining a healthy work-study-life balance

## 10.2 On-Site Facilities

When attending our Żebbug premises for examinations or in-person sessions:

- Familiarise yourself with emergency exits and evacuation procedures
- Report any safety concerns to staff immediately
- Follow instructions from staff during any emergency
- Our premises are fully accessible with lift access and compliant facilities

ICE Campus maintains all facilities to legal health and safety standards.

# 11. Useful Information

## 11.1 Key Policies

The following policies are available on our website and govern your student experience:

- Academic Appeals Policy
- Academic Integrity and E-Learning Fraud Prevention Policy
- Anti-Bullying Policy
- Child Protection Policy
- Complaints and Investigation Policy
- Data Protection and Privacy Policy
- Equal Opportunities and Anti-Discrimination Policy
- Ethical Guidelines
- Quality Standards

## 11.2 Important Contacts Summary

| Purpose | Contact |
| --- | --- |
| General Enquiries | info@icecampus.com |
| Student Support & Complaints | student@icecampus.com |
| Academic Appeals | student@icecampus.com |
| Technical Support | student@icecampus.com |
| Data Protection / Privacy | privacy@icecampus.com |
| Telephone | (+356) 2146 7787 |
| Website | icecampus.com |

## 11.3 Document Control

| Document Title | ICE Campus Student Handbook |
| --- | --- |
| Version | 1.0 |
| Approved By | Management Team |

If you have any questions about the content here - or about anything else related to your experience at ICE Campus - please don't hesitate to reach out. We're here to help you achieve your goals.