Herts. Beats Faster.

HIC Student Handbook 2026/27

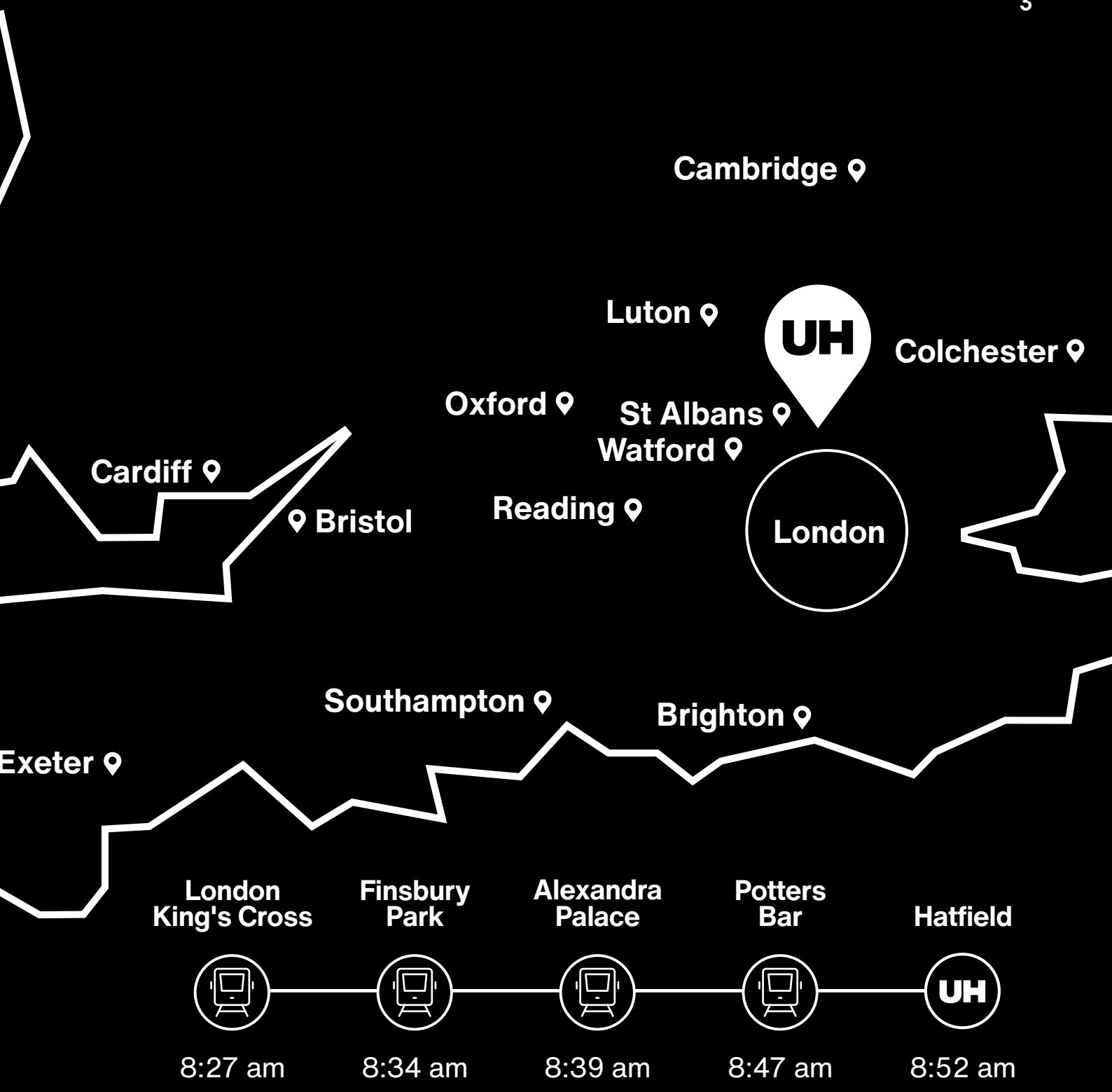
University of Hertfordshire UH

Hertfordshire International College

Welcome to HIC

This is an exciting chapter of your academic journey at Hertfordshire International College.

It is with great pleasure that we introduce to you our Student Handbook, within the pages of this handbook, you will find a plethora of essential information that covers a wide range of topics. From academic guidelines and policies to campus facilities and support services, we have strived to include everything you may need to succeed academically, personally, and professionally - giving you all the information you need to succeed during your time with us.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Student Charter

HIC undertakes to provide, flexible, university level study to students who are not able to access a university degree programme via standard entry pathways. HIC provides a focused academic programme in a nurturing and service orientated environment which enables students to maximise their career opportunities and reach their full potential.

HIC's commitment to you:

- Treat you fairly with dignity, courtesy and respect.
- Deal with your enquiry in an efficient manner – if this is not possible, we will tell you which relevant department within the university can help.
- Provide a private area where we can discuss any confidential enquiry.
- Tell you how you can give us your views on the services we provide.
- Arrange appointments with you at times you and we agree on, and tell you in good time, wherever possible if we cannot keep an appointment.
- Respond to letter requests within 48 hours, if your letter request is not standard please allow 72 hours.
- Answer emails that need a response as soon as possible (if the member of staff concerned is absent you will receive an out of office response telling you who to contact).
- Make sure our College Services Team publish their opening times; and have appointments available for students.
- Problems do arise, however, we will ensure that we do our best to resolve these as quickly as possible.
- You will, provided that you are over 18 years of age, enjoy free and automatic membership to the University of Hertfordshire's Students' Union and their activities.

HIC will provide you with:

- A high quality learning experience, with qualified, skilled and professional staff.
- Appropriate access to physical and technical learning resources that you need for your studies.
- An environment to support your learning and social life, including access to teaching space, library, IT labs and sports facilities.
- Meaningful and timely feedback on your work.
- You should expect feedback within 14 working days after submitting your assignments.
- Stated periods of notice to changes in timetables, cancelled classes, re- scheduling of content.
- An Introductory Module Document which details assessment criteria, contact hours, mode of delivery, assessment and examination arrangements and regulations, academic guidance and support, and appeals and complaints procedures.
- Opportunities for you to contribute to the decision making of the College, this is through your Student Committee and through regular surveys in your modules and Student Satisfaction Surveys.
- Course costs, payment options and deadlines through regular communications with the HIC Team.
- Training and support for Student Committee.

Your HIC Student Committee will:

- Represent your views, concerns and aspirations through the Student Committee, College
- Teaching and Learning Board and College Enhancement Team.
- Campaign, educate and advise of issues that matter to you.
- Encourage your involvement in HIC events and activities.

As a student you will:

Recognise that you are part of a learning community and will:

- Treat others with tolerance, dignity and respect, either in person or virtually.
- Using and adhering to all HIC and University of Hertfordshire regulations and policies.
- Respect your environment on and off campus.
- Get positively involved in college life, from actively participating in every teaching session to getting involved in social activities at HIC, such as sports, trips and events (online and face to face).
- Comply with UK regulations of the United Kingdom at all times and report to the relevant authorities any incidents which break the law that you may witness.
- Support University of Hertfordshire's zero tolerance policy towards drug dealing and the possession of weapons by students on and off campus.
- Provide us with any supporting documents that we ask for within five days to allow us to give you a response quickly.
- Arrive at the agreed time for appointments or let us know if you are running late.
- Tell us about any special requirements you have that may affect your dealings with us.
- Tell us if you think we are not keeping our promises or if you think we could make our promises clearer.
- Arrive in the UK and enrol on time every semester. HIC recommends you live within 25 minutes of the College. if you choose not to, HIC does not hold any responsibility for any academic failure or lateness.

Play an active role in your learning by:

Attending classes (100% attendance expected) – as well as adhering to our Attendance and Monitoring Policy.

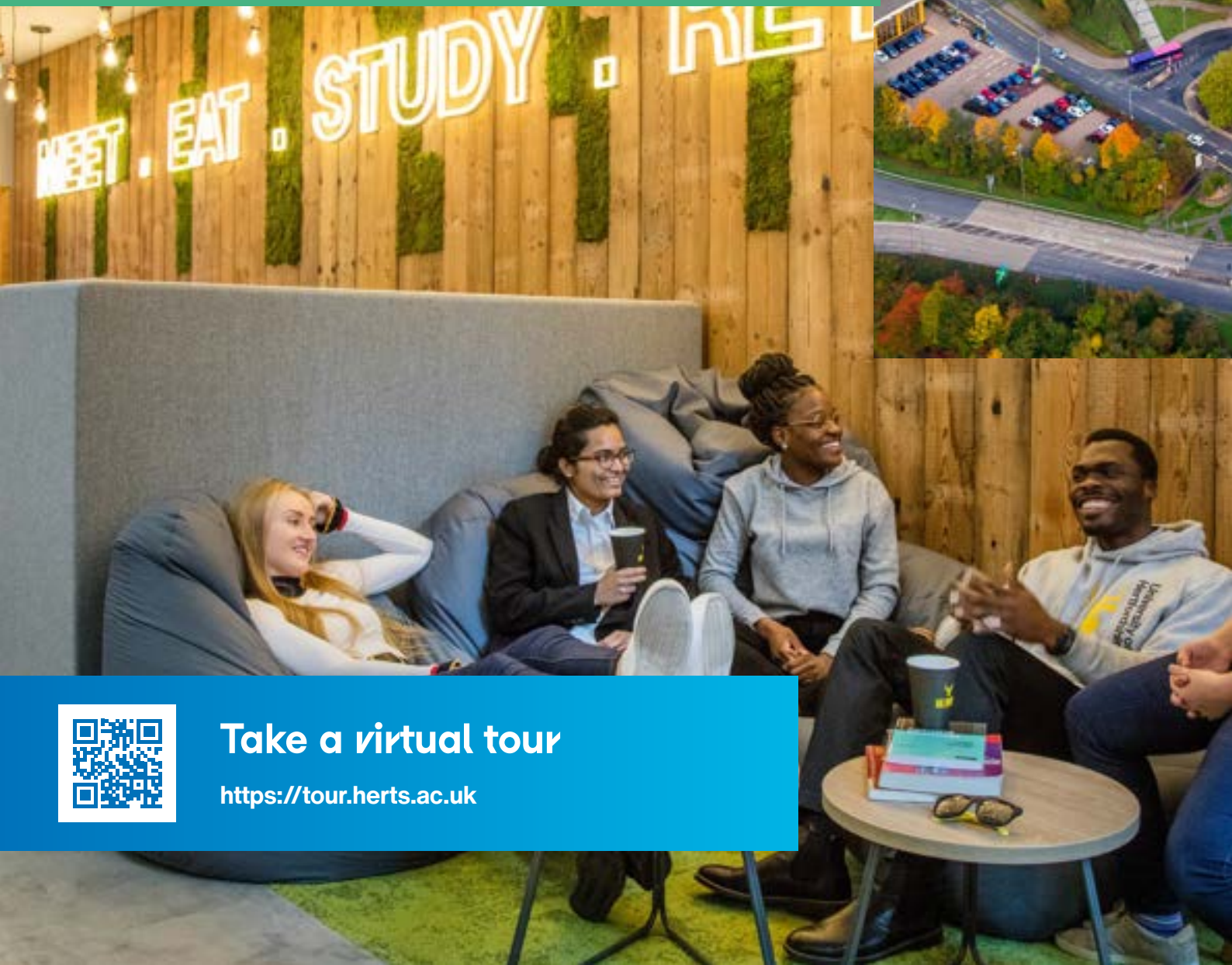
Abiding by the following rules for classroom conduct:

- No food or drink should be taken into classrooms on campus, apart from bottled water.
- Respect University property, including leaving classrooms or IT labs in a clean and tidy state.
- No negative / aggressive behaviour or language use.
- Speaking ONLY in English in the classroom.
- Showing respect for teachers and classmates by listening while others are speaking, including showing respect and an understanding to opinions you might not agree with.
- Be prepared for every class with the required materials: textbook, printouts from the Student
- Portal, a pen and notebook.
- Complying with HIC and University of Hertfordshire; IT Acceptable Usage policies.
- Making sure your mobile phone is on silent and packed away during all teaching periods.
- Engaging in your learning proactively.
- Committing to the appropriate amount of selfstudy for each module outside of class time.
- Checking your Student Portal on a daily basis (timetable, Moodle and emails for updates).
- Meeting all agreed deadlines for course work submission and examinations.
- If you cannot submit your assessments by the deadlines due to mitigating circumstances please inform the College within 3 working days.
- Paying fees and charges in accordance with College Policies and Regulations.

Take responsibility for seeking appropriate support and guidance:

- Asking for help as soon as possible if you think you need it.
- Provide HIC with up to date information about yourself (for example change of address, mobile phone number).
- Read the HIC Student Handbook.
- If you enrol late it is your responsibility to catch up on any missed work.
- Read your Introductory Module Documents (IMDs) at the start of every semester.
- If you are a minor (under 18 years old) you are required to be in contact with HIC on a bi-weekly basis and HIC has the right to contact your Parent/Guardian in the event of not adhering to the Student Charter.

College Lane Campus



Take a virtual tour

https://tour.herts.ac.uk

College Lane will be your main campus if you're enrolled in a foundation pathway or 1st year Business course with HIC.

Facilities include the HIC Office (your one-stop-shop for support services), the new home of physics, engineering and computer science (Spectra Building), the Science Building, our Art and Design Gallery, Seventy7 bar and The Loft nightclub.

de Havilland Campus

Take a virtual tour

https://tour.herts.ac.uk

de Havilland is our second campus.

Facilities include Hertfordshire Sports Village, the Grace Ononiwu Law Court, the Institute of Sport, the Weston Auditorium and the and the Enterprise Hub (café/bar and study space).

Around HIC

"One of the things that caught my eye about Herts is the location. It's surrounded by towns and cities in which you can enjoy shopping, food and entertainment of all kinds!"

Amy, BA (Hons) Nursing (Child)

The Loft nightclub

Lee Valley White Water Centre

For the thrill seekers

We're close to some of the best sporting and leisure facilities the UK has to offer:

- Lee Valley White Water Centre (constructed for the 2012 London Olympics)
- Dare Skywalk at Tottenham Stadium, London
- Ninja Warrior UK Adventure, Watford

For the night owls

Between Herts and London the options for a fun night out are endless. In Hatfield and nearby towns and cities you'll find:

- Historic pubs
- Chilled bars
- Music venues for all tastes
- The biggest clubs in the UK

For the nature lovers

Hertfordshire is renowned for its natural beauty. Feel refreshed with an array of countryside spots, all within easy reach:

- Paradise Wildlife Park
- Hatfield House
- Verulamium Park
- Stanborough Park

Stanborough Park

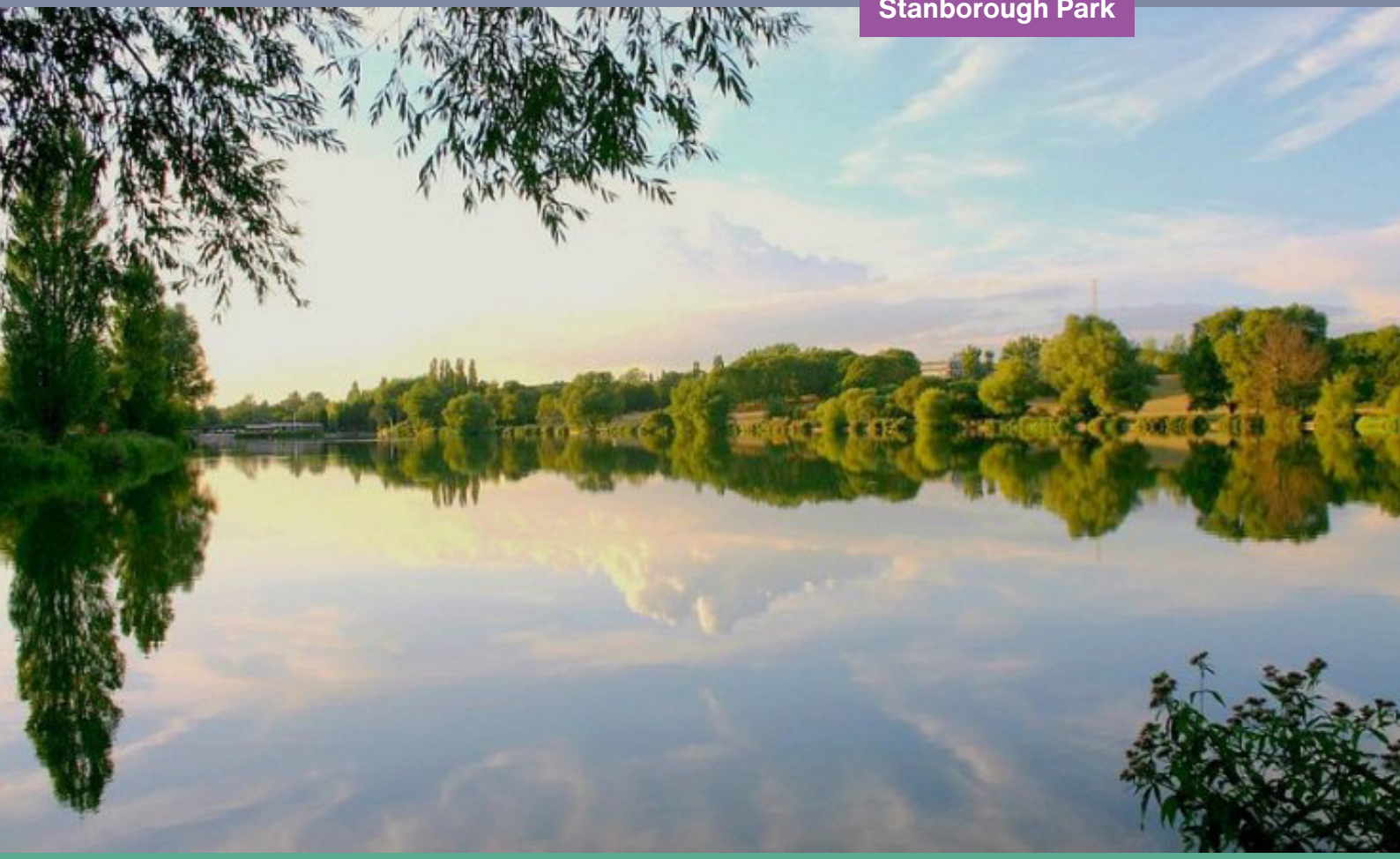


Image credit: Stanborough Park

Making of Harry Potter, Warner Bros. Studios

For the movie goers

Some of the greatest movies ever made and the UK's most popular shows are produced in Hertfordshire. If you're a film enthusiast, we recommend:

- Making of Harry Potter, Warner Bros. Studios
- Nine screen cinema in The Galleria

For the foodies

Hatfield and surrounding towns are buzzing with restaurants and cafés providing Asian, British and European cuisine. You'll never run out of dining options!

Image credit: TM & © Warner Bros. Entertainment Inc.

Important dates

	September Term (2603)	January Term (2701)	May Term (2702)
Payment Deadline	24th Jul 2026	27th Nov 2026	26th Mar 2027
Enrolment	Online enrolment: 14th Sep 2026 Face to face Enrolment: 21st Sep 2026	Online enrolment: 11th Jan 2027 Face to face enrolment: 18th Jan 2027	Online enrolment: 10th May 2027 Face to face enrolment: 17th May 2027
First Day of Teaching	28th Sep 2026	25th Jan 2027	25th May 2027
Midterm Exams	2nd Nov 2026	1st Mar 2027	28th Jun 2027
Last Day of Teaching	4th Dec 2026 Creative Arts: 18th Dec 2026	2nd Apr 2027 Creative Arts: 16th Apr 2027	30th Jul 2027 Creative Arts: 13th Aug 2027
Final Exams	5th Dec 2026 - 18th Dec 2026	3rd Apr 2027 - 17th Apr 2027	31st Jul 2027 - 13th Aug 2027

Keep an eye on InfoHub for any changes

Important information

HIC Location

The HIC building is located on College Lane Campus (Hatfield). It is home to the HIC reception as well as classrooms that you may use during your time at HIC. The easiest way to find us once you are on campus is by using the Wayfinding section of the Herts Mobile app. Please click here for information on how to download the app. If you are unable to download the Herts Mobile app, there is an online wayfinding map, which can be found here.

Contact Information

During office hours are **Monday – Friday 8.30am – 5pm**.
Our phone number is **01707 285282**.
Our email address is ask@hic.herts.ac.uk.

Our reception is also open between these hours should you wish to meet one of the College Services team. Outside of our usual office hours, HIC will be closed. If you have a life-threatening emergency outside of office hours, please call 999 in the first instance and then our emergency number **07813 010811**. We will try to respond to our emergency number as quickly as possible. If we cannot answer straightaway, we will call you back as soon as possible.

Other Information

Further information can be found on our website at www.hic.herts.ac.uk.

Letter Requests and Transcripts

The HIC College Services team can provide letters for a range of purposes, these include:

- Bank account letter
- Council Tax Exemption Letter
- Confirmation of Study Letter (sometimes required for work purposes or for travel purposes).
- Term Date letters for work purposes

The team can also provide you with a transcript showing your marks and grades by email. Letters and transcripts can be requested either directly at our reception or by email to ask@hic.herts.ac.uk. Please allow up to 3-4 working days to receive your letter/transcript.

Please note that before we can send letters to you, we will require proof of your UK address. Please also note to receive a transcript or letter we will need to ensure that you have paid all your tuition fees and your account is not in debt to us.

Attendance

As a College, we monitor student engagement and respond to students who do not meet our expectations. Student's must attend all of their classes and actively engage with all their modules. Students are responsible for arriving on time and staying for the entire duration of scheduled engagements.

All students are expected to attend all face-to-face classes. Students who are on a Student Visa must adhere to their visa conditions. Late arrivals or prolonged breaks may result in refusal of entry to the UK.

Absence is defined as not attending a scheduled engagement without approved reasons. Authorised absence requires exceptional circumstances with evidence and prior notification. Failure to attend without approval will result in a mark of “absent” for that engagement. Prompt and timely attendance is crucial for maintaining good attendance.

Student Responsibilities

- If unwell, inform College Services before class and provide a doctor's letter for extended illness.
- For important appointments, seek permission from College Services and provide evidence.
- In case of serious personal problems or other valid reasons for absence, contact
- College Services to discuss the situation.
- Complete and email the Explained Absence Form

  and/or Leave of Absence Form /self-certification form to College Services with necessary evidence.

Student Representation

At HIC, your views are represented by an elected Student Committee and Student Representatives who bring your views and ideas to feedback sessions each semester.
As volunteers, your Student President and Vice-president, alongside your chosen reps, listen to their peers' feedback on academic issues and use it to drive change.

The Engagement Process: Attendance Matters

Your attendance is key to success. Being present for every session ensures you stay on track with your learning and get the most from your time at the college.

You must attend all your classes and actively engage with all your modules. Should your attendance fall below 85%, you will receive a warning. If you are on a Student Visa Route visa, your visa will be at risk.

The College Services Team monitors attendance on a weekly basis. If your attendance falls below the required threshold, you will be placed under the relevant attendance procedure:

Band 1 for Foundation and Pre-Sessional English Programmes.
Band 2 for Year 1 and Pre-Masters Programmes.

Consistent engagement helps you progress confidently, so make every session count!

Download the Attendance policy **here.**

Minors (Under 18s)

- New minors attend a face-to-face meeting in Week 1 for support and to meet other students.
- All minors must have regular catch-up sessions every two weeks, either via email/phone call or face to face appointment or appointment with College Services staff.

Welfare

As a College, we are here to support you. If you are ever struggling with your wellbeing, please do not suffer in silence. Reach out to us, as we are here to help and offer a listening ear service. Please refer to the office contact information above.

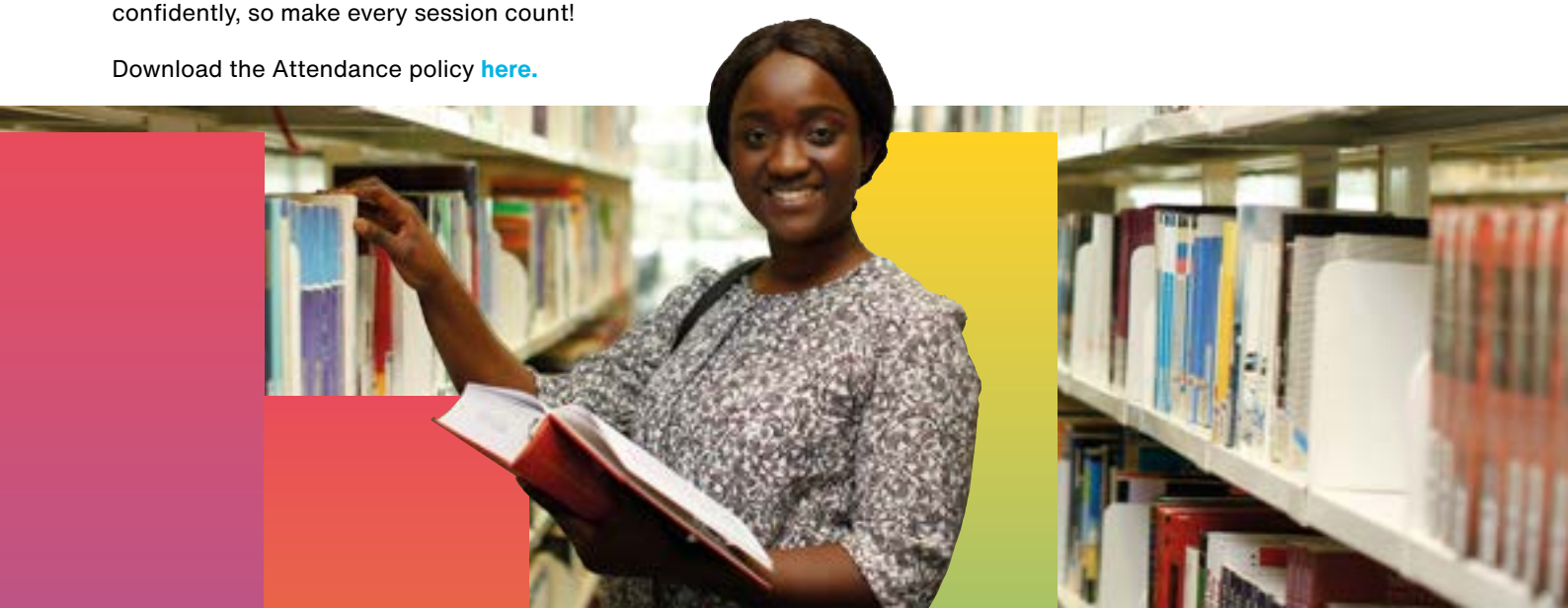
Who to contact when you cannot reach us

- **Your Doctor** – It is important that your doctor is aware of your symptoms, as they can offer you access to wider treatment and medical support, as your primary care service. Out of hours, you can call NHS 111 and select Option 2.
- **Samaritans** – Samaritans offer 24 hour confidential emotional support to anyone in crisis or experiencing suicidal thoughts. You can call them on 116 123 (Freephone from mobiles and landlines).
  You can email **jo@samaritans.org**
- **The A&E department** of your nearest hospital if you are concerned about your own or someone else's imminent safety.

As a HIC student, you also have access to a 24/7 helpline which is available to provide immediate wellbeing/ emotional support, financial, legal, non-urgent medical advice, or grief support.

This can be accessed by calling **0808 196 3533** there is also an app called PAM Assist Wellbeing App, which can be downloaded **here.**

Once downloaded, please enter the **code UH101** to access the app.



Buddy Scheme

To help you settle into your studies, we have a team of Student Buddies. These are students who are there to support you during the first few weeks of life in the UK. If you wish to be paired with a Student Buddy, please contact ask@hic.herts.ac.uk who can help.

Wellbeing Resources

Further wellbeing resources can be found online on the Infohub section of the AXIS portal. Log-in to https://axis.navitas.com and click on the Infohub button where you will find the wellbeing information section.

Health and Safety

Our top priority is ensuring the health and safety of our students at HIC. While we strive to create a safe environment. If an accident occurs, follow these steps:

At HIC: Inform a staff member for first aid.

At UH/Accommodation: Call internal extension 5555/1010

or 01707 285555 (1010) for guidance.

Off-campus: In emergencies, call **999** and the emergency phone. Call the emergency phone **(07813 010811)** for assistance if unsure.

In the event of a fire:
HIC meeting point is **'Fire assembly point 7'** between the main and side entrance. Pay attention to staff in the high visibility jackets guiding you. They will be easily identifiable during building evacuations. Quickly head to the nearest fire exit.

For more information on student safety at Herts, https://ask.herts.ac.uk/health-and-safety-information-for-students

GP Registration

As an international student, it is vital that you register with a General Practitioner (GP)/Family doctor when you first arrive in the UK.

If you are living on campus or in the Hatfield area, you will be able to register with the University of Hertfordshire Medical Centre by clicking on this link.

If you live off campus and outside of Hatfield, please click here to find your nearest GP.

Mitigating Circumstances

A mitigating circumstance is an unexpected and unavoidable issue that significantly affects you in the examination. Mitigating circumstances events only relate to the health and/or personal matters which occurred during or before the period of examination to which they apply.

If you have problems or difficulties significantly affecting your performance on examination, or you are not able to sit your examination because of illness or lateness, you will need to submit a claim for mitigating circumstances.

You have to complete the Mitigating Circumstance Form, together with supplementary evidence such as a medical certificate, a letter from a student counsellor, or other documentary evidence.

You must submit all these documents within a specific deadline. Our examination board will review your application for the mitigating circumstances. If your application is approved, you will be notified, and your resit examination fees can be waived.

Examination Regulations

This section of the Student Handbook outlines the examination regulations at HIC, that you will be expected to adhere to throughout your academic journey.

Penalties for Academic Misconduct can be severe, therefore, please read and follow these instructions. By attending the exam, you are deemed to have read, understood, and will comply with the following instructions.

- Make sure you sign next to your name on the Attendance Register and that you are sitting at the numbered desk indicated on that register.
- Put your belongings for example mobile phones in the area identified by the invigilator.

Place on your desk:

- Your ID card (next to the desk number).
- Pens, pencils, eraser, etc. required for your exam.
- (If required) A transparent bottle/container of still water with NO label.
- (If your exam permits their use) Your own University approved calculator. These are any model of: Casio fx82; fx83; fx85; fx260, fx300 and fx991.
- Sharing or lending of spare calculators once the exam has commenced is not permitted.
- You should place your detachable calculator lid, glasses case and any other small items on the floor, by your seat.
- Check all your pockets/clothing for notes or other papers. Leave anything that could be assumed to be notes at the side of the exam room, away from your desk.

- You are not permitted to wear earplugs or in-ear devices during your exam. If you are wearing a hat, baseball cap or hood you will need to remove it.
- Food/sweets are not allowed on your desk.
- If you have medical reasons that require you access to food or drink other than still water please speak with an invigilator.
- Complete the FRONT of your exam paperwork. It is your responsibility to ensure you have done this correctly. You must stop writing when instructed to do so by the invigilator at the end of the exam.
- The only place you are required to write your name is where indicated on the top right-hand corner of any answer book you are given.
- Draw a line through any rough notes you have made in your exam paperwork, that you wish not to be marked.
- When you receive your question paper, check that the module code and title are correct.
- You must NOT turn over or open the question paper until you are instructed to do so by the invigilator.
- In exams lasting 2 hours or less you cannot return to a room once you have left it unless you have provided medical certification to justify a period of absence.
- Throughout the exam you must not attempt to communicate with any other candidate, this includes verbal and non-verbal communication. You must remain seated and silent until all exam stationery has been collected.

Further details on the standardised procedure for Examinations are contained under CPR QS9.

Examination Stress Tips

It is normal to feel some level of stress when preparing for examinations. Managing examination stress can be a challenging task for students, but with the right strategies, it is possible to reduce stress and perform well on your examinations. Here are some tips for managing examination stress:

1. Plan and organise: Prepare a study plan well in advance of the exam. Set a timeline and create a study schedule that allows for regular breaks.

2. Avoid distractions: Don't try to revise too many subjects in the same revision session, this may cause confusion. It is better to do one small thing well, rather than several things badly.

3. Practice self-care: Make sure to have a healthy diet, get enough sleep, and exercise regularly. Taking care of your physical health can help to reduce stress and improve your overall well-being. Reward yourself after completing a revision session.

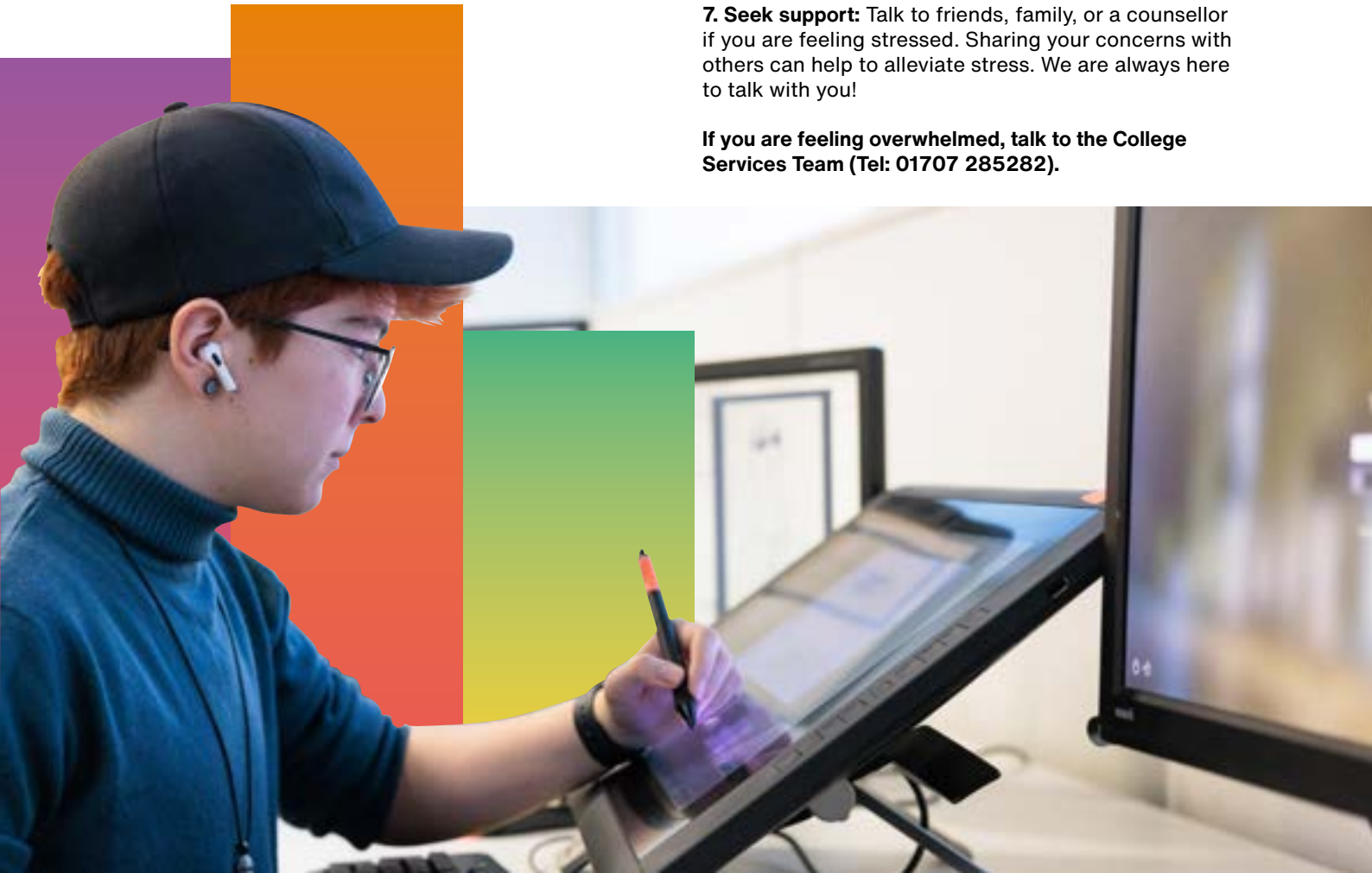
4. Use relaxation techniques: Deep breathing, meditation, and visualisation are all effective relaxation techniques that can help to reduce stress and anxiety.

5. Think positive: Positive thinking and self-talk can help to reduce negative thoughts. Using positive affirmations, such as "I am capable of doing well on this exam."

6. On the day of examination: Arrive at the examination room 30 minutes before the official start time. Have what you need ready the night before.

7. Seek support: Talk to friends, family, or a counsellor if you are feeling stressed. Sharing your concerns with others can help to alleviate stress. We are always here to talk with you!

If you are feeling overwhelmed, talk to the College Services Team (Tel: 01707 285282).



Academic Misconduct

As a student, it is important to uphold the values of integrity and honesty in all aspects of your academic work. Academic misconduct is a serious offense that can jeopardise your studies and your degree. We encourage all students to familiarise themselves with this information and to take responsibility for maintaining the highest standards of academic integrity. Students must accept responsibility for their own learning thus ensuring that they learn independently using initiative and self discipline.

1. Plagiarism, which includes various forms of representing others' work as one's own without acknowledgment, such as copying, summarising, or using ideas without proper attribution, is strictly prohibited. This applies to any written work, creative expression, or computer programs. Additionally, submitting the same assignment for multiple modules, including retaking a module, is considered plagiarism and is not allowed. Plagiarism is unacceptable in all assessed work, including closed book exams. Written assignments should generally be submitted through the Turnitin on Moodle, and a Turnitin score of 40% or higher should raise concerns.

2. Self-plagiarism, also known as double submission, occurs when a student submits the same work or a significant portion of it for assessment on multiple occasions, including submissions made at previous institutions. Reusing text or research data without proper referencing is considered self-plagiarism. During the resit period, students can make amendments to their paper and resubmit it, but retaking a module requires a full rewrite of the assignment.

3. Collusion, essay purchasing, and AI generated essays are strictly prohibited. Collusion refers to working together to produce assessed work in forbidden circumstances, such as representing someone else's work as one's own or taking credit for work done by others. Unless explicitly designated as group work, all assessments should be carried out and presented individually. While students can confer and share information and strategies during the learning and research process, they should not share the structure, content, and specifics of an assignment or examination. Allegations of collusion or essay purchasing can lead to a Viva.

Academic misconduct outcomes and grade penalties are determined based on investigations.

These outcomes include:

- MAN (Mark as Normal)
- MBE (Mark but Exclude)
- MBC (Mark but Capped)
- NMG (No Mark Given)

AI Use in Assessments

Each assignment will state whether and how you're allowed to use AI or proofreading help:

Content & Proofreading Allowed: You can use AI to help create and check your work.

Proofreading Only: You can use AI or a proofreader to check your writing, but not to create content.

No AI or Proofreading Tools: You must complete and check the work entirely on your own—especially when marks are awarded for language skills.

Always check the assignment instructions for which rule applies.

Allegations of academic misconduct and the decisions made are recorded in College Management Team meetings. **Students have the right to appeal the outcome of an academic investigation following the procedures outlined in CPRs QS10 and QS11.**

HIC Virtual Learning Environment (VLE)

HIC Students will have access to Moodle and Axis Student Portal. You will be shown how to use the VLE and issued with a login name and password during orientation week.

What information can you find on the student portal?

- Daily updates on important news affecting student academic programmes
- Examination results
- Re-enrolment information
- Notices regarding social events and activities
- Fee payment dates
- Student survey feedback and HIC actions
- Other important information is posted on the HIC Student Portal

Moodle

- Teams links for online delivered timetabled sessions
- Subject information and course notes
- Introductory Module Guides for all HIC run modules
- Learning support
- Personal support
- Forms and documentation
- Staff contact list

Account

- Change password
- Change profile (contact information)

Introductory Module Guides (IMDs)

All HIC run modules have module guides also known as Introductory Modules Guides (IMDs). These guides are always displayed on the front pages of your modules and give you important and key aspects of the content you are about to study on. Also included are:

1. Module Description: A brief overview of the module and its goals. This section may also include a list of learning outcomes that students are expected to achieve upon completing the module.

2. Teaching Staff: This section lists the names and contact details of the module tutor(s) and any other teaching staff involved in delivering the module.

3. Assessment: This section provides information on how students will be assessed in the module, including the types of assessments and their weightings.

4. Teaching and Learning Methods: This section outlines the teaching and learning methods used in the module, such as lectures, seminars, tutorials, workshops, or practical sessions.

5. Reading List: A list of recommended reading materials, including textbooks, journal articles, and other relevant resources.

6. Timetable: This section provides details of the module's schedule, including the dates and times of classes, assignments, and exams (your timetable is also available on Axis).

7. Policies and Regulations: This section outlines any relevant university or college policies and regulations that apply to the module, such as plagiarism policies or assessment regulations.

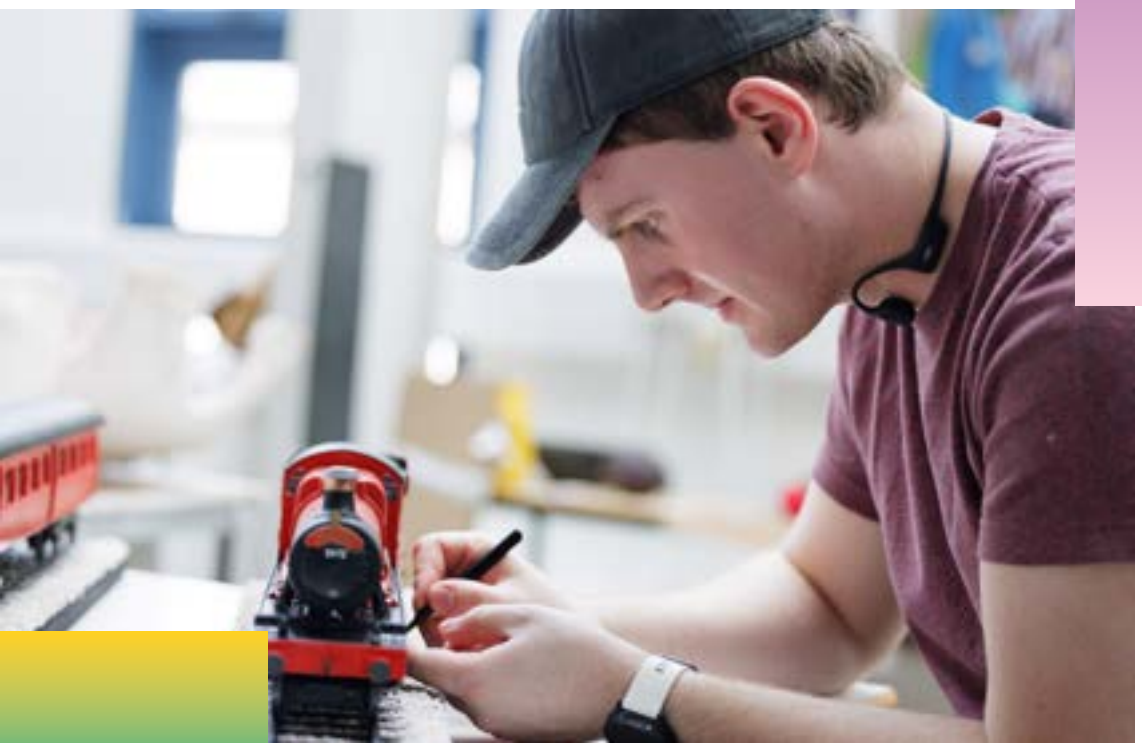
Overall, a module guide serves as a valuable resource for students, providing them with essential information about the module's content, learning outcomes, assessment methods, and expectations.

StudyLeap

All registered students at HIC will have access to HIC's very own bespoke StudyLeap Module page.

The aims of the programme are to support your academic studies and to give you useful hints and tips on how to be successful through your studies at HIC and beyond.

Please make use of the resources and if you do need any further support feel free to contact the HIC College Services Team on the following email **ask@hic.herts.ac.uk.**



Finance

Tuition Fees

As a student, it is important to uphold the values of integrity and honesty in all aspects of your academic work. Academic misconduct is a serious offense that can jeopardise your studies and your degree. We encourage all students to familiarise themselves with this information and to take responsibility for maintaining the highest standards of academic integrity. Students must accept responsibility for their own learning thus ensuring that they learn independently using initiative and self discipline.

Returning Students and Following Semester Fees

Tuition Fees (and Accommodation Fees if you are staying in HIC accommodation) for the following semester will be due no later than week 9 of the current semester. We will send reminders as the date approaches. It is important that you pay your fees on time. Late payments can delay your re-enrolment within the college and can also lead to you being charged a £150 late payment fee.

As a College we cannot allow a student to enrol if they have not paid their fees for the current semester. Only in extreme circumstances can this be allowed.

Any students experiencing financial difficulties which prevent them from paying their fees by the tuition fee deadline should email ask@hic.herts.ac.uk ahead of the payment deadline. The Finance team will look into all requests on a case by case basis.

Making Payment to HIC

How to make payment to HIC:
Please go to HIC's Payment Portal by following this link: landing-pages.flywire.com/landing/payhic and select Option 3 (to make payment as an existing student).

Next, select the country from where you are paying and your preferred payment method.

Enter your payment details and confirm your payment booking.

Receive instructions on how to complete the payment process, depending on your payment method.

Track your payment online from start to delivery to HIC with your Flywire Dashboard and access to Flywire's multilingual customer support team.

For more frequently asked questions, or if you are struggling to use the payment portal use this link:
www.hic.herts.ac.uk/admission/fees/pay

If you have any questions or queries, please contact a member of the Student Services team.

Invoice Requests

Should you require an invoice to be able to make payment to HIC, please email ask@hic.herts.ac.uk who will ensure this is sent to you. During busy periods this can take up to 4-5 working days to be sent.

Refund Requests

If you have made an overpayment of your tuition fees, refunds can be requested online at www.hic.herts.ac.uk/admission/forms/refund.

An administration fee of £250 will be charged for any refunds. All refunds need to be sent back to the account or card that they were paid from. Alternatively you can request a transfer to the UH where there will be no administration fee applicable.

Please note that refunds normally take up to 14 working days to be processed.

Checking my account on the HIC portal

You can see the amount that you have paid to HIC by logging into the Axis portal (https://axis.navitas.com) and clicking on the finance section on main home screen.

This screen will show the funds in your account, any fees that you have been charged, as well as any outstanding fees.

Scan the QR code to pay your fees.

Tuition Fee debt, Results and Progression to the University of Hertfordshire.

Note that students with an outstanding tuition fee debt at the end of the semester will not be able to view their exam results until this debt has been paid.

Also, if a student is due to progress to the next stage of their studies at the University of Hertfordshire, they will be unable to do so until they have cleared any tuition fee debt.

Fee Increases

Fees for your 1st programme with HIC are fixed. Fees for any subsequent programmes are reviewed annually and can increase in line with price changes from our Partner University. Fees will normally increase no more than 5%. Fee changes take place in September every year.

We recommend students check our website **www.hic.herts.ac.uk/admission/fees** for up-to-date fee prices and information.

Key Policies

Policies and Regulations

From day one at HIC you are both a University of Hertfordshire student and a HIC student during your studies at HIC. This means that there are policies and regulations you must know from both the university and HIC. Please ensure that you read this section carefully. Some of the policies and regulations will have electronic links to the full regulation which you should read in full in your own time. As always, if you are unclear on any of the policies feel free to contact the College Services Team and we will be happy to help.

Fitness to Study

The University of Hertfordshire is committed to supporting and responding to student needs and to seeking to ensure a positive student experience which assists students to engage with their studies and with the University of Hertfordshire community. The University seeks to maintain an enabling environment which is safe and conducive to teaching, learning and research, and the wellbeing of all. For more information please see the University of Hertfordshire's **Fitness to Study UPR here** and HIC's **Fitness to Study Policy here.**

Student Protection Plan

Student Protection Plan sets out the measures that Navitas UPE have in place to protect you, the student, in the event that a risk to the continuation of your studies at one of our Navitas UPE Colleges should arise. Download the policy **here.**

Access and Participation Statement

HIC is committed to access and equity for all students to ensure no enrolled student is disadvantaged. Policies on access and equity cover the following groups:

- Students with any form of physical disability.
- Gender.
- People from non-English speaking backgrounds.
- Students with a learning disability, for example, dyslexia.

Further information on the full policy can be found **here.**

General Misconduct

You will be deemed to have committed a breach of the HIC disciplinary policy if you:

- Breach any regulation of the college or of the University.
- Disobey any reasonable order or direction given to you by a staff member.
- Knowingly or willingly damage or destroy any property of premises of the College or the University.
- Obstruct or interfere with the proper use of any of the facilities of the College or the University.
- Attack, harass or threaten to attack or harass any person.
- Behave in a manner that is disorderly or detrimental to the interests and reputation of HIC.
- Falsify any documentation necessary for entry to the College.
- Falsify medical certificates required as proof of illness, absence or inability to study.
- Intimidate or attempt to intimidate any staff member or student.

Note: Any serious assault or wilful damage will be reported to the police immediately. Download the policy **here.**

Harassment and Sexual Misconduct

HIC is committed to the principles of equal opportunities, anti-discrimination and freedom from sexual harassment for all its staff and students. Students who believe they have been discriminated against in any way or have suffered some form of sexual harassment should report the matter to the College Services Team immediately. The matter will be investigated and appropriate action taken to overcome the issues raised. Further information on the full policy can be found **here**.

As part of your induction with the college, you will be enrolled onto and asked to complete Harassment and Sexual Misconduct Training.

You will receive further information about this once you have attended your face-to-face enrolment appointment.

Freedom of Speech

The purpose of this policy is to ensure that staff and students understand the concept of freedom of speech and the steps within the law to ensure that it is secured for students, staff and visiting speakers. For the full policy refer to the following **link.**

Students with Special Needs/ Disabilities

It is your responsibility to inform HIC at application stage if you have special needs or a disability. Students with special needs/disabilities will meet with the College Services Team to discuss the support required/academic teaching staff who will be teaching that student will be made aware in confidence of the extra support that may be required by the student before classes commence. Download the policy **here.**

Student Safeguarding

Navitas University Partnerships Europe (Navitas UPE) is committed to providing a safe and secure environment for children and vulnerable adults. This Policy outlines how the network of Navitas UPE Colleges (the College) seek to deliver its social, ethical, and legal responsibilities to protect and safeguard children and vulnerable adults to the highest possible standards. For the full policy refer to the following **link.**

Prevent Policy

Navitas University Partnerships Europe (UPE) is fully committed to providing a safe and secure environment for all students. As part of the UK Government's strategy to reduce terrorism and safeguard people from being drawn into terrorism, the Counter-Terrorism and Security Act 2015 introduced the statutory Prevent duty for a range of public and regulated bodies. For the full policy refer to the following **link.**

Data Protection Act

HIC is bound by the General Data Protection Regulations 2018. This Act regulates the way organisations can collect, keep and disclose personal information.
It gives individuals the right to know what information an organisation holds about them and a right to correct any information if it is wrong. Within the UK, the Information Commissioner is responsible for overseeing the Data Protection Act and protecting your personal information. Further information is available **here.**

You can view the full Data protection policy on the HIC website here. All students are also bound by the University of Hertfordshire Data Protection policies. To view the policy go to **www.herts.ac.uk** and search **'data protection'.**

HIC will not share your information with third parties including your relatives without your consent.

Value for Money

Navitas University Partnerships Europe (UPE) works with its university partners to support all of its students with settling into studying in a new environment and subsequently progressing onto the degree of their choice.

This presents a wide range of international and domestic students with an opportunity of degree level study, one which they may not have been able to access previously as a result of academic, English Language, financial or other barriers. For the full policy refer to the following **link.**

For a full list of HIC specific policies as well as full teaching, learning and assessment policies please refer to the following website (**https://hic.herts.ac.uk/policies**).

Follow us on social media

/uh.hic @uh_hic @uh_hic @HICstudents

international@herts.ac.uk +44 (0)1707 285 590 hic.herts.ac.uk

Hertfordshire International College
College Lane Campus,
Hatfield, Hertfordshire, UK
AL10 9AB

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