



Warrington Collegiate



SUCCESS



Student Handbook
2010

ACHIEVEMENT





Welcome



to Warrington Collegiate!

People of all ages, interests and backgrounds come to Warrington Collegiate. As a college we are committed to enabling each of our students to realise their full potential. We are proud of our extensive range of services, details of which you will find in this handbook.

We want you to make the most of your time with us, not just in the subject you are studying but also by joining fellow students from across the college to learn and have fun together. Students all agree that taking part in a range of activities not only adds variety to their learning experience but is also a great way of making new friends and it looks good on their CVs too.

I hope you will find this handbook both an interesting read and useful, however you will receive more detailed information at your induction. All the facilities are available to all students of the college wherever you may study. May I wish you every enjoyment and success during your time at college.

Paul Hafren MBA
Principal / Chief Executive

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Useful Information

Name:

Student Number:

Course:

Faculty:

Faculty Director:

Learning Coach:

Contact telephone number:

Term Dates 2010/11:

AUTUMN

Monday 6 th September	Timetables commence
Saturday 23 rd October	Classes finish
Monday 25 th October	Half term (1 week)
Monday 1 st November	Classes resume
Saturday 18 th December	Classes finish
Monday 20 th December	Christmas Holiday (2 weeks)

SPRING

Tuesday 4 th January	Classes start
Saturday 12 th February	Classes finish
Monday 14 th February	Half term (1 week)
Monday 21 st February	Classes resume
Saturday 2 nd April	Classes finish
Monday 4 th April	Easter Holiday (2 weeks)

SUMMER

Monday 18 th April	Classes resume
Saturday 28 th May	Classes finish
Monday 30 th May	Half term (1 week)
Monday 6 th June	Classes resume
Saturday 2 nd July	Academic year ends

BANK HOLIDAYS:

Monday 3 rd January
Friday 22 nd April – Good Friday
Monday 25 th April – Easter Monday
Monday 2 nd May – May Day
Monday 30 th May – Spring Bank Holiday

Key Dates

Freshers Fayre	Tuesday 14 th September & Thursday 16 th September
Collegiate Wipeout!	Wednesday 15 th September
Part-time Jobs Fayre	Thursday 23 rd September
Student Union trip - Chill Factor	Wednesday 15 th December
Summer Ball	Thursday 26 th May
Student Union trip – Alton Towers	Wednesday 15 th June
Further Education Awards Ceremony	Wednesday 22 nd June

Week commencing:

Monday 20 th September	Right Choice Review
Monday 11 th October	Learner Voice Week 1
Monday 29 th November	Assessment Week & Student Progress Review 1
Monday 13 th December	Learner Voice Week 2
Monday 7 th February	Learner Voice Week 3
Monday 14 th March	Assessment Week & Student Progress Review 2
Monday 28 th March	Learner Voice Week 4
Monday 18 th April	Progression Week
Monday 23 rd May	Learner Voice Week 5
Monday 6 th June	Internal Progression Enrolment & Student Progress Review 3



Useful Contacts

Winwick Road Campus

Tel: 01925 494494

Fax: 01925 418328

Museum Street Centre

Tel: 01925 494582

Learner Services

Tel: 01925 494494

Email: learner.services@
warrington.ac.uk

Absence Hotline

01925 494498

Additional Learning Support

01925 494508

Careers/Higher Education

01925 494660

Connexions

01925 494716

Counselling/Welfare

01925 494464

Exams

01925 494450

Job Shop

01925 494486

Learning Resource Centre

01925 494422

Student Finance

01925 494501

Study Skills

01925 494267

College Charter

We are committed to providing high quality education and training to all our client groups. The College Charter tells you how we aim to achieve this goal and explains what you can do if our services do not meet your expectations.

You can obtain a copy of the College Charter at Learner Services.

College Values

We are committed to the quality of our teaching and learning. Our College Values are:

Excellent Teaching

We believe excellent teaching and learning is our first priority

Taking Action and Responsibility

We believe that everyone will take personal responsibility and be accountable for their college activities

Striving for Success

We always want success for our clients, learners and ourselves and therefore we will strive continually to make improvements

Acting with Integrity

We believe in acting with integrity and treating people fairly and with respect and we expect the same from our learners and clients

Working Co-operatively

We get the best results by working co-operatively in teams and collaborating with others

People, Businesses, Communities

We aim to serve as many local people, businesses and communities as possible

Joining us at Warrington Collegiate means you are also 'signing up' to these values.

Our commitment to you – what you can expect:

Every Learner Matters

Stay Safe

- A learning environment which meets Health and Safety standards and staff trained in safeguarding young people and vulnerable adults
- A robust approach to on-site security with a requirement for staff, students and visitors to wear an ID badge/visitors pass
- Appropriate risk assessments for visits and work placements

Be Healthy

- Access to confidential counselling and welfare support with relevant referral to outside specialist support agencies
- A smoke free campus/environment
- Healthy options in the Crescent and in vending machines
- Access to the College fitness suite

Enjoy and Achieve

- Up to date course information and guidance on selecting the right course
- A Learning Coach who will help to plan, monitor and review your learning and progress at regular intervals
- High quality teaching and learning
- Additional support if you have particular learning needs (e.g. study skills, English, mathematics, dyslexia etc.)

Economic well-being

- Advice on finance (EMA, ALG, Learner Support Funds), transport, childcare and general welfare issues
- Access to a qualified Careers & HE Adviser and Connexions Personal Advisors
- Employment advice and progression to Higher Education

Positive Contribution

- An opportunity to be an active member of the Student Union and/or Student Council and to vote in student elections
- An opportunity to volunteer in a variety of ways to support your College
- Access to a variety of additional activities

Your commitment to us – what we expect:

Attendance

- An adult approach to attendance and punctuality, as if you were in a job. You should aim for 100% attendance with no unauthorised absences
- Attend all 1-1 appointments with your Learning Coach and other college staff
- Attend all Study Skills sessions if you have been identified for support
- Inform the college in advance of any absences via the correct use of the absence reporting system

Behaviour

- Be considerate to the rights and interests of fellow students, staff and other college users
- Take care of the college environment, buildings and furnishings and respect other people's property, including computer-based information
- Treat everyone with respect in a way that meets our commitment to Equality of Opportunity for all
- Co-operate with staff and fellow students

Commitment

- Accept that the responsibility for your learning rests with you by being active in the planning of your programme and the reviewing of your progress with your tutors and Learning Coach
- Complete assignments, meet deadlines and work to the best of your ability, discussing with your tutors any circumstances which may prevent this
- Make effective use of the study facilities
- Contribute positively to the college community, (eg supporting the Student Union or Student Council and participating in extra-curricular events and activities.)

In addition we expect you to abide by all college policies that apply to students.

Student Behaviour (written by the Student Union)

We all want to enjoy our time here at college and learn in a safe, relaxed and friendly environment. So, let's all respect each other, our college and...

- Watch our language
- Use mobile phones and iPods only at appropriate times and in appropriate places
- Keep our food and drink out of learning areas (including the LRC)
- Bin our litter and keep the Crescent tidy
- Respect the college buildings and other people's property
- Treat each other as we would like to be treated and respect our differences
- Respect the college's zero tolerance Drugs Policy and Anti-Bullying Policy
- Be on time for all classes
- Work hard, but remember to relax and enjoy ourselves!



Support for Success

All staff at Warrington Collegiate are committed to ensuring you have all the necessary support for success with your learning programme. We are here to help you, so please ask for advice or guidance at any time.

Tutors

Outstanding teaching is a core value of the college and our tutors are highly qualified and experienced in their various vocational areas. Our tutors will use interesting and innovative ways to help you learn and develop the skills you will need to progress into Higher Education or employment. Tutors will provide detailed feedback to you during your studies, both informally and formally through for example feedback on assignment work. Tutors work closely with Learning Coaches, monitoring your progress and identifying any additional support required to help you to succeed.

Learning Coaches and the Tutorial Programme

All full time students have a Learning Coach who will be your first point of contact for advice and guidance. Your Learning Coach is there to offer support throughout your time at College. They will also play a key role in your social and personal development, together with monitoring performance and promoting academic achievement and progression. Your Learning Coach is also responsible for the delivery of the tutorial programme. You will spend some time each week with your Learning Coach during which time you will participate in both group and individual tutorials. Tutorial sessions are specifically structured to support, guide and help you to develop during your time at College, preparing you for Higher Education or employment. The tutorial programme is linked to the five outcomes of Every Child Matters, helping you to:

- Stay safe
- Be healthy
- Make a positive contribution
- Enjoy and achieve
- Achieve economic well being

Issues related to safeguarding are embedded within tutorials, aiming to raise awareness of the importance of safeguarding and provide access to information and support.

In addition to group tutorials, you will also meet regularly on a one-to-one basis with your Learning Coach when you will be given the opportunity to review your progress, identify actions for the future and discuss issues that are of importance to you. Individual tutorials are conducted a number of times throughout the year and you will be given information about the time and date of your tutorial meeting by your Learning Coach. In addition to these one-to-one tutorials, three written progress reviews will be completed by your Learning Coach detailing your progress. For students aged under 19 years old, a copy of these reviews will be sent to your parents/carers.

If you are studying on a part time basis at the college, you will receive informal tutorial support from your course tutor. This could be individually, in a group, via email or over the telephone. You are entitled to access other tutorial services such as progression advice, which will be provided on request or by appointment. Part time students are entitled to access the same support services as full time students (e.g. Learner Services, Additional Learning Support and the Learning Resource Centre).

Learner Services

Learner Services offers information about the college and its courses, and can provide help and guidance in choosing the right path for you. They also offer advice on careers, health, transport, childcare, student employment and finance and welfare.

It is the central point for enquiries and operates as the central admissions venue for applications into the college. It is also the place to go if you are experiencing financial hardship as a result of attending college.

If you have any concern or query, please make Learner Services your first point of contact – call **01925 494494**, e-mail **learner.services@warrington.ac.uk** or pop in during the following times:

Opening Hours at the Winwick Road Campus

	Term Time	Holidays
Monday	8.30am – 7.00pm	8.30am – 5.00pm
Tuesday	8.30am – 7.00pm	8.30am – 5.00pm
Wednesday	8.30am – 7.00pm	8.30am – 5.00pm
Thursday	8.30am – 7.00pm	8.30am – 5.00pm
Friday	8.30am – 4.30pm	8.30am – 4.00pm

Please check the Learner Services door for our timetable of evening advice and guidance sessions.

Careers / Connexions

Careers are based in Learner Services, so if you are unsure of what to do after completing your course, come along and talk to our Careers and HE Adviser or Connexions Adviser.

Advisers can help you plan your future career, help you choose your next college or university course, advise on university personal statements, job search, CVs and applications.

Counselling / Welfare

You may experience problems from time to time, not necessarily related to your academic studies. The Guidance and Welfare team can help you by discussing what may be troubling you in a safe, non-judgemental environment. There will then be an opportunity to access our counselling provision. This can be arranged quickly and in total confidence.

Welfare Advisers are available in Learner Services from Monday – Friday between 8.30am-5pm.

External Support Services

The college has excellent links with external agencies to enable us to support you fully whilst you are at college. These services offer confidential support and advice for all learners.

- Chaplaincy Youth Worker – confidential support on spiritual or other issues for any student, of any or no faith
- Gay & Lesbian Youth Support Service (GLYSS) – confidential drop-in service for advice and support
- Person-centred counselling – referral via the Welfare Advisers in Learner Services
- PHAZE – confidential service for information, advice and support for drugs and alcohol related issues
- Smoking cessation – support and help to quit smoking
- Support with mental health issues
- Teenage Pregnancy and Lone Parent Team – to support our Teens & Tots Group
- Terrence Higgins Trust – confidential Chlamydia screening and treatment, condoms and information and advice about sexual health
- Youth Advice Shop – confidential sexual health service for 11-19 year olds providing a full range of contraception, including emergency contraception

Please check Learner Services notice boards or ask in Learner Services for further information. More services may become available throughout the year.



Higher Education (HE)

Our Careers & HE Adviser can help you with all aspects of your application to higher education, both in college and to university. Workshops are available and are aimed at giving advice on applying to HE.

UCAS Enquiry Line: 0870 112 2211

Aimhigher – provides support and encouragement to enable you to complete your course and progress to HE. There are activities and events taking place throughout the year.

If you are studying on HE or professional courses, support is offered on all aspects of student finance (loans and supplementary grants for students in particular circumstances), careers, graduate study and employment and support to access the Disabled Students Allowance (DSA).

Bespoke study skills support is available for HE learners. Please contact 01925 494268 for further information.

Job Shop

We understand that many of you take up part time employment to help support your studies. The Job Shop will help with all aspects of finding part time work. We can help you to find a job that fits around your timetable, assess your strengths and abilities, as well as offer advice on interview techniques.

Our Student Employment Adviser advertises vacancies suitable for our students. Please contact 01925 494486 for further information.

Student Finance

The Guidance & Welfare team can talk to you about benefits issues, bursaries, Educational Maintenance Allowance (EMA), Adult Learner Grant (ALG), Learner Support Fund (LSF) or any other financial concerns you are experiencing. Please do not wait until it becomes unmanageable. This service is confidential.

Examples of financial support available includes:

- ALG – financial help with the costs of learning to low income adults aged over 19 years
- EMA – primarily aimed at full time students under 19 years who are continuing in further education. However, in certain cases part-time students may be entitled to payment
- Child Benefit – if you are in full time further education and studying over 12 hours per week, this will continue to be paid until your 20th birthday
- Childcare support – this can be accessed via the College Learner Support Funds for students over 19 years, or government schemes such as Care to Learn for students under 19 years
- LSF – financial support for travel, hardship, uniforms, kit, books, equipment and residentials. There is also support for learners studying on ESOL courses
- NHS Charges – if you are aged 16-19 years and attend college on a full time basis, you will be exempt from NHS charges

Student Loans

If you are enrolled on a HND or Foundation Degree programme, you must apply to the Student Loans Company to secure contributions to your course fees and a loan on which to live. Further details can be obtained from Learner Services.

Please pop in to Learner Services for further information about these and other financial support schemes.

Travel for 16-19 year olds

If you are aged between 16-19 years and live in the Warrington area, you will be entitled to a Warrington Borough Transport (WBT) half price bus pass. A Town Network or Town Saver Pass can be purchased for unlimited travel on WBT buses. If you are eligible for an EMA award, the first £10 must be used to pay towards travel costs.

Bus passes can be purchased from Registry. You will need to bring a passport sized photograph for your ticket. Alternatively, you can purchase your pass from the bus station in Warrington town centre. If you lose your pass there is a charge of £2 to purchase a replacement.

If you live outside the Warrington area and your travel costs exceed £10 per week, you may be able to receive assistance. Please call into Learner Services for further information.

Travel 19+

Bus passes can be purchased from Registry and you will need to bring a passport sized photograph with you for your ticket. You may be able to receive support from the college so please call into Learner Services for further information.

If you are registered disabled and are resident in the Warrington area, you may be eligible for support. Contact WBT on 01925 442629 for further information.

Advice from Learner Services staff is available at all times. A schedule of evening careers, finance and welfare advice sessions is published on the Learner Services door for each half term. Alternatively, please contact 01925 494404 for evening appointments.

Additional Learning Support

Students with disabilities or learning difficulties are welcome at the college. If you think you may need extra help because of a disability or learning difficulty, please contact the Additional Learning Support Manager on 01925 494508.

Learning Facilitators

Learning Facilitators are available to assist you with your studies. This may include:

- One-to-one or group support
- Help to access the buildings or car parks or getting around college
- Support for exams
- Support for learning difficulties, physical disabilities and visual and sensory impairments
- Support from interpreters, readers and for personal care
- Help on work experience or residentials
- Specialist equipment, including computers, dictaphones and wrist-rests

Study Skills

Every year we find that students are more likely to stay on the course and achieve their aims if they take up the opportunity of extra help with maths or English. If you are highlighted as needing regular help, you will be referred for a weekly session in Study Skills where a Learning Adviser will work out a plan of study with you. This may include things like working on punctuation, spelling, planning essays or understanding basic algebra. However, your work in Study Skills will be based around your course needs, so bring your notes, books and assignments etc with you.

The Study Skills team offers a service to everyone, providing guidance and either individual or group support, to help you with your studies. You can get on the spot advice with any aspect of study: time management, essay writing, assignment planning, proof reading, exam preparation, maths and much more.

Study Skills are based in the Learning Resource Centre (LRC) on 01925 494267. If you have not been referred for weekly support sessions, but feel that you would benefit from Study Skills, please speak to a member of the team. You can call in once or twice, or you can make a regular appointment.

Learning Resource Centre (LRC)

A comprehensive service for learners and staff within a welcoming atmosphere is provided in the Winwick Road Campus Learning Resource Centre (LRC).

- Quiet study and group work areas
- Networked computing facilities - access to the Internet, Moodle Virtual Learning Environment (VLE), Groupwise email, Microsoft Office and specialist software
- Laser and colour printing is available, as well as scanning equipment
- A wide range of resources – books (including talking books and large print books), journals, magazines, newspapers, DVDs, and music CDs
- E-books available so you can access key textbooks 24/7
- Online resources and journal databases can be accessed on or off campus via Moodle – InfoTrac Onfile journal databases, InfoTrac Full Text Newspapers, Issues Online, Hairdressing Training Online, and Construction Information Service
- Stationery shop selling a wide range of items
- Binding and laminating equipment, as well as photocopying facilities.
- Inter-library loans, enquiry and reservations service
- Computer support and assignment support– assistance is also available during college holidays and during the evenings through prior arrangement
- LRC staff are on hand to help you find information for assignments and help to use the LRC resources effectively
- Guidance in the form of LRC inductions, help sheets, guides, booklets, and workshops are provided. You can also access Study Skills support in the LRC
- You will always find friendly, well-qualified staff who will help you find and make the best use of all our resources

LRC opening times

	Term Time	Holidays
Monday – Thursday	8:45am – 8:00pm	9.00am – 5:00pm
Friday	8:45am – 4:30pm	9.00am – 4:00pm

Contact the LRC on 01925 494422 for further information.

Learner Involvement and Enrichment

It's Your College – Be Heard!

We aim to provide a quality service in all that we do. In order to ensure that the services we offer remain at a high standard we:

- Regularly seek your views and opinions through surveys, questionnaires, focus groups and the Student Council
- Invite students on each course to appoint a Student Representative who will liaise with tutors on their behalf
- Offer training to Student Representatives so that they can carry out their role to the best of their ability
- Invite you all to contribute to the Learner Voice
- Seek your views by working with the Student Council and the Student Union

Please ensure your views are known to us – we are always ready to listen.

The Learner Voice

This is the formal process of collecting feedback from you via your Student Representative. Learner Voice tutorials are spread throughout the year to allow you to give your views on issues, such as your course, the standard of teaching and resources and the college in general. Your Learning Coach may be able to resolve some issues with you during the tutorial. As a group, you will decide which issues your Student Representative will take to the Faculty Learner Voice Meeting. This is a meeting of all Student Representatives within your Faculty and is led by your Faculty Director. From this meeting, issues will be taken forward to the Student Council meeting. Two of your Faculty Student Representatives will represent you on the Student Council.

Feedback from these meetings will be displayed on Learner Voice noticeboards within your Faculty and on Moodle – look out for “You said, we did” to see how your views and suggestions are taken forward by the college.

Student Representative

Every course has a Student Representative who will be the voice of your group and will share suggestions with us from your perspective. If you are interested in becoming a Student Representative, please speak to your Learning Coach / Tutor when you begin your course.

You can make a difference! It is a great opportunity to get involved in matters that directly affect your experience of college life and it looks great on your CV too.

Student Council

Two Student Representatives from each Faculty are nominated to join the Student Council which meets every half term. Together with the Student Union Executive, they form the governing body of the student community and represent your views to the Principal and college managers. The Student Council also makes decisions that directly affect you and consult with college managers over important student related issues.

Student Union

Help make our college, your college! This is an exciting way to get involved with the life and voice of the students at college. Check out the Student Union website and look out for activities advertised by the Student Liaison Officer.

Activities include:

- Events & parties
- Sports & games
- Charity fundraising
- Trips & excursions

The Student Union is your chance to have your say and is accessible to all students within the college. The Student Union is based in the Crescent – ensure you get to know the students who have been elected to the SU Executive and get involved.

Enrichment / Students Activities

To enhance your experience of college life, you can get involved in activities and enrichment, which are also a great way to meet new friends. Enrichment is an important part of the college experience for full time students.

We aim to offer activities that you will enjoy. Activities take place all year round and some are aimed to compliment your studies. For example, some activities include entry to regional and national competitions, Duke of Edinburgh, First Aid qualifications, dance classes, music jamming sessions, etc.

Your Learning Coach/Tutor will book your group into the Fresher's Fayre during induction so you can see what is going on and join in. There may also be the opportunity to go on residential or trips that form part of your course. Speak to your Learning Coach / Tutor for further details.

Information about possible assistance with financing trips or residential is available from the Guidance & Welfare Team in Learner Services.

Student Mentors

Student Mentors support other students who may be struggling with adapting to college life, making friends or just need a member of their peer group to talk things through. Please ask your Learning Coach / Tutor for further information or call into Learner Services.

Sports / Fitness

The college runs a sports programme from which certain teams evolve. The sports programme includes:

- Football
- Basketball
- Badminton
- Rugby
- Hockey
- Sports/ Fitness

Fun lunchtime activities such as volleyball and dodgeball are also available.

Look out for information about the college's Sports Academies during induction.

The Fitness Studio is based in the Roger Hunt building and is equipped with up to date equipment and is free to join. You will need to have a gym induction – please speak to a Gym Instructor or the Enrichment Officer in the gym for further information.

If there are any activities that you are interested in or you would like to make a suggestion for future activities, please speak to the Enrichment Officer.

Warrington Collegiate Graduate Scheme

This scheme accredits you for your involvement in extra-curricular activities, such as participation in enrichment events, fundraising, Learner Voice, Duke of Edinburgh, First Aid, etc. You will be rewarded with a Gold, Silver or Bronze award depending on the number and nature of the activities. This will be great evidence for your CV or UCAS application. Your Learning Coach will give you more information about this scheme during induction.



Keeping You Safe, Healthy and Happy

College Policies

At the college we have a number of policies, which we believe communicate consistency and high standards of quality. They also help us to protect and show good duty of care towards all students.

Some student policies include:

- Admissions policy
- Assessment policy
- Confidentiality policy
- Complaints policy
- Equal opportunities and diversity policy
- Health and Safety policy
- Safeguarding policy
- Student appeals policy
- Student attendance policy
- Student disciplinary policy

Details of all college policies are available on Reception at the Winwick Road Campus and Museum Street Campus.

Data Protection and Confidentiality

The information you provide will be used by Warrington Collegiate in pursuance of its aims as an educational and training organisation. The college will collect and may share this information with other organisations for the purpose of safeguarding, administration, careers and other guidance, or statistical and research purposes. This will allow the college and its partners to monitor performance, improve quality and plan future provision.

All data sharing will be managed within the principles of the Data Protection Act. Further information about data processing and confidentiality is available from the Director of IT Services who is the College's Data Protection Officer.

Diversity and Equal Opportunities

The college has an Equal Opportunities Policy to ensure that individuals are not disadvantaged in realising their goals by factors such as race, religion, gender, sexual orientation, age, creed, disability, dress or beliefs. Every employee, student and visitor to Warrington Collegiate is required to support and uphold the policy. We encourage the celebration of diversity in the college.

A Chaplaincy Youth Worker who can talk to you about spiritual or other issues is available for anyone, of any faith or none. For further information, please ask in Learner Services.

The college has a Quiet Room which is located in the main building at the Winwick Road Campus. This room can be used if you need a quiet space for contemplation or prayer. You will find the Quiet Room at the top of the main stairs from Reception in room A104A. Please ask at Reception or Learner Services for further information.

For further information about Equality and Diversity, please contact the Equality & Diversity Co-ordinator.

Drugs & Substance Abuse

The college offers advice and guidance on issues concerned with substance misuse and abuse. Our Welfare Advisers will be pleased to talk to you in confidence. Our primary role is to ensure that everyone is alert to the dangers of substance abuse.

The college has a Substance Abuse Policy and we regard the presence of any illegal substances on our premises as totally unacceptable. If you are found in possession of any illegal substances whilst in college, you will automatically invoke the disciplinary procedure. If you are judged to be intoxicated either through illegal substances or alcohol, you will be asked to leave the premises and your parent/carer will be informed if you are under 18 years of age.

Every Child Matters

We are committed to providing an environment and experience for you which underpins the government's legislation "Every Child Matters" (ECM) and seek to actively promote and improve the five outcomes of:

- Be healthy
- Stay safe
- Enjoy and achieve
- Make a positive contribution
- Achieve economic well-being

We are committed to improving the well being of all our learners. Our commitment is demonstrated by the wide range of support available to you.

The 5 ECM outcomes are law (Children Act 2004). The Children Act 2004 applies to people under the age of 18 years and to vulnerable adults. In accordance with the Children Act 2004, Warrington Borough Council has established a Local Safeguarding Children Board whose remit is to improve the protection offered to children and young people and to enhance the welfare provision available to them.

Warrington Collegiate supports the work of this Board through local forums and our activities. Strategies and activities to support the ECM outcomes have been extended to encompass all of our learners resulting in our commitment to "Every Learner Matters".

Harassment and Bullying

At the college we believe that you should not suffer any forms of harassment or bullying. Harassment and bullying can take a number of forms, for example intimidation and name calling, violence, or cyber bullying via text or the internet (e.g. Facebook).

If you feel that you are being harassed or bullied, please speak to your tutor, a Welfare Adviser in Learner Services or the Equality and Diversity Coordinator who will help you.

Health & Safety

The college's Health and Safety Policy is approved by the Governors, Senior Management and the Health and Safety Committee. The 1974 Health and Safety at Work Act states that everyone has a responsibility for safety and failure to comply can render individuals liable to criminal procedures. As a registered student, you are expected to co-operate fully to ensure the policy is observed.

Your tutors will make you aware of any special issues which relate to equipment you may be using, but care must also be taken in the general areas of the building.

All accidents and incidents must be reported. Accident books and incident forms can be completed at Reception. The college's Health and Safety Officer can be contacted on 01925 494449.

The college accepts no responsibility for any injury which students may receive on college premises nor any loss or damage to their property.

Healthy College

The college is committed to ensuring that all of our students and staff have the opportunity and support to lead a healthy lifestyle. As well as giving access to healthy foods, offering a sports programme, funding a counselling service and ensuring that the college is smoke-free, we also facilitate access to external support services such as Youth Advice Shop, PHAZE, Terrence Higgins Trust, GLYSS, Teenage Pregnancy, Lone Parent Team, smoking cessation and weight management.

Free healthy breakfasts are available Monday – Friday from 8.15am-9.15am in the Crescent in term time.

Safeguarding

Warrington Collegiate has a Safeguarding Policy to ensure that all vulnerable adults, young people and children attending activities in the college do so in a safe and secure environment. It sets out the steps we take to protect vulnerable adults, children and young people and the procedures we would use to deal with any issues. The Safeguarding Policy is approved by the Governors and Senior Management. It is based on the prevention of harm and the promotion of well-being for all our learners and staff. The college works with schools, Social Services, the Police and other agencies for everyone's safety and security. Safeguarding covers issues such as:

- Your safety in general and around the college
- Safe working practices in classrooms, workshops, salons and studios
- Safety while using the internet, including cyber bullying
- Safety when travelling to and from college or placement
- Safe from harassment and bullying
- Safety during college trips and activities
- Safe against hate crimes, such as racism

If you are concerned about your own safety or the safety of another student, you should speak to your Learning Coach / Tutor, a Welfare Adviser in Learner Services or the college's Safeguarding Officers.

The college's Safeguarding Officers are:

- Ellen Parry (Director of Learner & Learning Services) based in Learner Services – 01925 494568
- Neil Colquhoun (Deputy Director of Learner & Learning Services) based in the Learning Resource Centre – 01925 494541.

If you need to contact the Police for any reason, please contact: 0845 458 0000 (in an emergency, always dial 999).

Smoking

Warrington Collegiate is a no smoking college, therefore smoking is NOT permitted in any of the college buildings or outside in college grounds. Your co-operation with this is much appreciated – thank you.

Making the most of college life

Real life environments include:

- Plumbing, Brickwork, Carpentry, Electrical and Motor Vehicle workshops
- Mock-up aircraft cabin
- Hair, Beauty, Holistic and Sports Therapy Salons, open to the public offering discounted prices
- Hi-tech Computer Suites
- Training Restaurant (Buckley's), where the public can enjoy fine cuisine at low prices
- A Business School with conference facilities
- Dedicated Arts Centre, featuring 150-seat Theatre (Hub49), Graphic Design Studios, Dance and Drama facilities and Visual Arts & Music Technology Suites
- State-of-the-art Fitness Studio



The Academy - Hair, Beauty and Holistic Training Salons

Warrington Collegiate has its own Hair, Beauty and Holistic training salons which are open to students and the general public for a wide range of treatments. Students, under the supervision of staff, provide the service with all treatments available at very affordable prices. To book an appointment or to find out more about the treatments available, please contact Academy's Reception on 01925 494336.

Art Exhibition

An end of year art exhibition showcases the work created by art and design students. The exhibitions are free to everyone at the college's Winwick Road Campus in June every year.

Buckley's

Buckley's is a training restaurant that enables students studying Hospitality and Catering to show off their talents and skills whilst providing a full restaurant service for members of the public. Call 01925 494378 to book a table or for more information.

Inter-Collegiate Flowers

Our trainee florists can produce bouquets or arrangements to order.

Theatre and Performances

Performing Arts students have performed at arts centres, such as the Lowry and the Pyramid. Within college, students have a 150-seat Theatre, Hub49, to show off their talents. Hub49 also acts as a venue for band nights, fashion shows, concerts and Youth Theatre Workshops.

Warrington Collegiate A-Z

Academic appeals

From time to time you may feel unsure or unhappy about your assessment or examination results, whether these have been carried out internally or externally. Should this situation ever arise, there are clear procedures to appeal. Ask your Learning Coach/Tutor, or call into Learner Services for a copy of the Appeals Procedure.

Accidents

If you have an accident /incident involving yourself, others or property, either in college, on placement, or on a trip, sports event or visit, please follow these steps:

- Accident books and first aid boxes are held at Reception at Winwick Road Campus and Museum Street Campus. All accidents / incidents must be reported no matter how trivial the incident
- Staff will contact the emergency services should the incident be of a serious nature
- For breakages or damage to property, you must ensure you report the incident, whether or not you are a witness to the breakage or you caused the damage

Adult Learners Grant (ALG)

The ALG is a payment of up to £30 per week to help with costs associated with you course, such as travel or books. ALG is available if you are:

- Studying your first full Level 2 or Level 3 qualification
- Aged 19 or over
- Studying 450 hours per year
- In receipt of a limited income (not on benefits)
- A British citizen
- Resident in England for 3 years

If you are entitled to ALG, you will be issued with a weekly timesheet for the first half term of the academic year so that your tutors can record your attendance. Timesheets should be collected from and returned to Reception. You must ensure that you are wearing your College ID card otherwise Reception staff will be unable to issue your timesheet. You will need to ensure your tutor stamps your timesheet at the end of the lesson. After the October half term holiday, attendance to qualify for your ALG payment will be generated through the online registers that tutors complete during your lesson. It is your responsibility to ensure that your tutor has marked you in otherwise your payment may be delayed.

You can appeal against any non-payment decision by putting your reasons in writing to the Director of Learner & Learning Services.

If you have any queries regarding payment or non-payment, please speak to a member of staff in Learner Services.

ALG National Student Helpline: 0800 121 8989

Assessment Weeks

There are two assessment weeks during the year, w/c 29 November 2010 and w/c 14 March 2011. You will be required to attend College during these weeks to meet with your Learning Coach for a review of your progress to date, to catch-up on any outstanding assignment work and to participate in a range of activities including for example trips and visits.

Assignments

Part of your course may include writing assignments. Your tutor will provide you with an assessment schedule at the start of your course which will detail each of the assessments and the date by which they must be handed-in. Your work will be marked by your tutor within 3 working weeks and you will receive detailed feedback, identifying the strengths of your work and providing targets to help you to improve in the future.

When writing assignments, you must not copy another person's work or sections from printed materials or the Internet, unless this is appropriately referenced. The college has a procedure for dealing with cheating and plagiarism (including cheating in exams) which may lead to disciplinary action.

If you need help with your assignments, you can access assignment support in the Learning Resource Centre (LRC). Study Skills Learning Advisers will give one-to-one support and advice to help you to structure your assignment and search for information.

Attendance

You are expected to attend college 100% of the time. We expect you to have excellent punctuality, attendance and behaviour which are all essential for success at Warrington Collegiate.

If you are absent from college, you must contact the Absence Hotline on 01925 494498. If you are absent and have not contacted the Absence Hotline, an Attendance Adviser will phone you to ascertain your reason for absence and offer any support you might need to return to college.

Car parking

If you want to park your vehicle at Winwick Road Campus, you must declare your vehicle registration details on your enrolment form. Parking is free of charge.

Please note, unauthorised parking (i.e. on double yellow lines, hatched areas or in a disabled space without a 'blue badge') may result in wheel clamping, irrespective of registering your vehicle on the enrolment form. The release charge for clamped vehicles is £65. Any income from wheel clamping will be donated to the college's nominated charity.

Catering

Within the Crescent there is:

- A shop where drinks and snacks are available.
- The Deli offers an extensive range of healthy salads, breads and delicious fillings made to order. You can choose any combination.
- The Grill bar provides breakfast, lunch and dinner. Continental coffee and freshly prepared meals, combined with vegetarian and cosmopolitan dishes are also available.
- Free healthy breakfasts are available Monday – Friday between 8.15am-9.15am in the Crescent in term-time. Choose from cereal, brown toast, fruit, fruit juice and water. Make the best start to the day with a healthy breakfast to help you stay focussed.

Please help to keep the Crescent tidy and welcoming for everyone by putting your litter in the bin and by behaving in a friendly and courteous way to fellow students, visitors and staff.

Computer Access

We provide extensive computer access to industry standard software and the internet in the Learning Resource Centre (LRC). In the Crescent, you will also find computer terminals which can be used for work and for leisure. Classrooms are also equipped with the latest interactive whiteboard technology.

When you start your course, you will automatically be able to gain access to an area of the computer network that is dedicated to you. In this area, you can save your work to ensure your privacy. Your username is your student number and your password is your date of birth. Please ensure that you do not let anyone else find out your username and password.

Educational Maintenance Allowance (EMA)

Once you have completed an EMA application pack, you will be assessed to determine whether you are entitled to receive EMA payments and how much you will be entitled to receive. If you are entitled to EMA, your weekly payments will depend upon:

- 100% attendance on all of your course, including Functional Skills and tutorial
- Punctual attendance
- You have behaved and participated in all lessons

If you are entitled to EMA, you will be issued with a weekly timesheet for the first half term of the academic year so that your tutors can record your attendance. Timesheets should be collected from and returned to Reception. You must ensure that you are wearing your College ID card otherwise Reception staff will be unable to issue your timesheet. You will need to ensure your tutor stamps your timesheet at the end of the lesson. After the October half term holiday, attendance to qualify for your EMA payment will be generated through the online registers that tutors complete during your lesson. It is your responsibility to ensure that your tutor has marked you in otherwise your payment may be delayed.

You can appeal against any non-payment decision by putting your reasons in writing to the Director of Learner & Learning Services.

If you have any queries regarding payment or non-payment, please speak to a member of staff in Learner Services.

EMA National Student Helpline: 0800 121 8989

Electronic Individual Learning Plan (E-ILP)

As a full time student, you will have an electronic individual learning plan (E-ILP) which will be developed during your time at College. The E-ILP will contain a variety of information including details of your attendance, timetable and academic progress. A summary of the individual tutorials undertaken with your Learning Coach will also be included in the E-ILP, along with targets for the future. Details of any additional support needs you may have will also be recorded on the E-ILP and will be monitored by your Learning Coach.

Email

All students are automatically allocated a Groupwise email account. You must ensure that you access this at least once per week to keep up to date with what is happening on your course and in college. You can access your email via online services on the College website. Ask in the LRC for further information.

Examinations

The Examinations team is based within Registry at Winwick Road Campus. Please see them without delay if you are unsure about anything regarding your examination. They can be contacted on 01925 494450.

You will be charged for any examination resits. If your attendance falls below 90%, the college reserves the right to withdraw your eligibility to benefit from free examination entry. If you fail to attend an examination without satisfactory reason, the college also reserves the right to invoice you for the cost of the examination. Holidays should not be booked until exam dates are known.

If you need to resit an examination, it is your responsibility to submit the relevant examination entry resits form along with the fee. If your employer is paying for your resit fee, written evidence must be provided to support this. You will not be allowed to enter examinations until all fees are paid. Unfortunately there is no remission of fees for re-sits.

Facilities

When not in class:

- Work in the attractive and inviting Learning Resource Centre at the heart of your learning experience
- The Crescent is our large communal eating area where you'll find nutritious food and a pleasant atmosphere
- Learner Services where you can access information about other courses, higher education and employment
- Student Union (SU) – get involved, organise events and represent your fellow students. Speak to the Student Liaison Officer based in the SU in the Crescent for further information.

Functional Skills

If you are a full-time student, you will attend Functional Skills sessions within your timetable in addition to your main vocational qualification. Functional Skills qualifications include English, Maths and IT and will evidence that you are competent in these subjects to support you in obtaining employment and/or progressing to Higher Education.

Gym

The Fitness Suite in the Roger Hunt building is equipped with up to date equipment and is free to join.

Healthy Breakfasts

Free healthy breakfasts are available Monday – Friday between 8.15am-9.15am in the Crescent in term-time. Choose from cereal, brown toast, fruit, fruit juice and water. Make the best start to the day with a healthy breakfast to help you stay focussed.

ID Cards

It is compulsory for you to wear your College ID card at all times, unless instructed by a tutor to remove the card due to health and safety concerns (e.g. when using machinery in a workshop). Replacement cards can be purchased from the Learning Resource Centre (LRC) or Registry for £1.00.

Your card will be produced at enrolment, or your tutor will arrange for you to have the photograph taken during induction. If you do not wear your card, you will not be able to access the computers or resources in the LRC, collect EMA/ALG timesheets or be served in the Crescent. Learner Services and Registry will also be unable to respond to your enquiries and you will not be able to sit exams unless you have your ID.

Persistent failure to wear your ID card is a disciplinary issue.

Staff and visitors also wear ID cards to ensure you feel safe whilst in college. ID cards for all students, staff and visitors have been implemented to respond to student feedback.

Induction

Induction is your introduction to the college and your course. The aim of the induction period is to ensure that you are equipped with the essential tools, skills and information to ensure:

- A feeling of belonging in the college community
- A firm foundation to your course of study
- To establish a learning ethos

Lost Property

In the unfortunate event you misplace a personal item, please report your loss to Reception. You can also reclaim lost property from Reception.

Minimum Expected Grade (MEG)

We will use the details we have obtained about your existing qualifications to calculate your Minimum Expected Grade (MEG). Tutors and Learning Coaches will be monitoring your progress closely during your time at College to ensure that you are reaching your full potential.

Mobile phones

Mobile phones are permitted in the college but should be switched off when you are attending classes and working in the LRC.

Moodle

Moodle is the college's virtual learning environment. By logging on to your Moodle site you will be able to access a range of useful information about your course including class notes, assessment schedules, assignment briefs and notices from your tutor. Feedback from the Learner Voice meetings undertaken in tutorials will also be posted onto your Moodle site. You can access Moodle either from within college or externally, for example from home.

NUS Card

As a student you are entitled to an NUS card, which will allow you to get great discounts in shops on the high street, including Topshop/Topman and HMV. NUS cards are available from the Student Union.

Online Services

You can access your college work, e-mail, online resources, or access Moodle by clicking on the Online Services button on the college's main web site <http://www.warrington.ac.uk>

Photocopying

Photocopy cards are on sale in the LRC at Winwick Road Campus. They cost £1.50 to purchase and contain 10 copy credits. Your card can then be topped up at anytime at a charge of 50p for 10 copy credits. Keep your card safe so that you do not have to pay for a replacement.

There is also a reprographics service based at Winwick Road Campus where colour copying, artwork, laminating and binding services are available at competitive prices.

Printing

You will be allocated a number of free print credits when you start each new term. Once these credits have been used, you will need to top up your account at either Registry or the Learning Resource Centre (LRC).

Progression

Once you have reached the end of your programme of study, there may be options open to you for further study at the college, including Higher Education courses, such as HND/ HNC, Foundation Degrees and Higher Professional qualifications.

If you are thinking of continuing your education with us or would like to move onto university or go into employment, make an appointment with the Careers & HE Adviser, based in Learner Services who will provide you with the impartial information you need to help you decide what to do next. Progression opportunities will also be discussed during the group and individual tutorials with your Learning Coach.

Quiet Room

This room is available if you need time out, time for reflection or to honour your religious beliefs. The Quiet Room is located in room A104A (at the top of the stairs from main Reception). Please ask at Reception or Learner Services for details.

Registry

Registry at Winwick Road will process enrolments, take examination fees, and take payment for trips. You can also pay for printing credits, obtain bus passes and ID cards from Registry.

Registry opening times:

	Term Time	Holidays
Monday – Thursday	8.30am – 7.30pm	8.30am – 4.45pm
Friday	8.30am – 4.15pm	8.30am – 4.15pm

Right Choice Review

The first three weeks will be very important in terms of making sure that you feel you are on the right course. If you feel you are on the wrong course, the first thing to do is to speak to your Learning Coach/ Tutor. They will be able to go through the options available and look into the possibility of transferring you to another course.

Learner Services are here to ensure that the first few months are as enjoyable and as stress free as possible. During this settling-in period, please ask any questions that you may have and discuss any concerns or worries you may be experiencing.

Special Dietary Needs

Food outlets at Winwick Road Campus offer a variety of meals. They also work closely with the Guidance & Welfare team to look at various ways we can suit most dietary needs and we also operate a healthy eating programme. For further advice or information, please speak to the Catering Manager within the Crescent.

Stationery

Stationery is available to purchase from the Learning Resource Centre (LRC).

Vegetarians

Food outlets at Winwick Road Campus offer a variety of vegetarian meals. They also work closely with the Guidance & Welfare team to look at various ways we can suit most dietary needs and we also operate a healthy eating programme. For further advice or information, please speak to the Catering Manager within the Crescent.

Withdrawal

We understand that circumstances change and you may feel that you have no choice but to leave College. Before you make this decision, talk to your Learning Coach / Tutor or Learner Services as they may be able to advise and help you.

Please note that if you have not attended your course for 4 consecutive weeks without adequate explanation, it will be assumed that you have left your programme of study. Learner Services will contact you within the 4 weeks if you have not attended college. You are strongly advised to speak to a Welfare Adviser in Learner Services as we may be able to provide support to help you stay in college. Whatever your problem, we can help you.

The college reserves the right to ask students to leave a course and in such circumstances fees may be non-refundable. Where a student feels the college should review a decision to either exclude them from a course or refuse to refund fees then they must use the relevant Appeals Procedure.

Refunds for Higher Education courses will be in accordance with the University of Chester's Fee Policy. The College's Refunds Policy is available from Registry or Learner Services.

Work Placement

Work experience will be an important element of your programme. This can take the form of a work based project (such as a community project) or working for an employer for a set period of time. Your Learning Coach/Tutor will discuss your entitlement to a work placement during your induction. Placements can take place over different time scales depending on the requirements of the course.

Comments, Compliments and Complaints

We welcome your comments, suggestions, compliments and complaints.

What is a complaint?

When you tell us you are not happy because of:

- the standard of service you get from Warrington Collegiate; or
- our failure to do something we agreed to do; or
- the way you were treated

When should I complete a complaint form?

After you have already spoken to a member of staff about the issue and you are not satisfied with the response you received. Complaints should be raised within one month of the incident that led to the complaint.

What will happen to my complaint?

Your complaint will be acknowledged within five working days of it's receipt. Your complaint will be investigated and you will normally receive a full response within 15 working days. If your complaint cannot be satisfactorily resolved within 15 working days, we will write to you within this period to let you know when you will receive a reply. We will make every effort to ensure that your complaint will remain confidential.

Obtaining a comment, compliment or complaint form

You can obtain a comment, compliment or complaint form from Reception at the Winwick Road Campus.

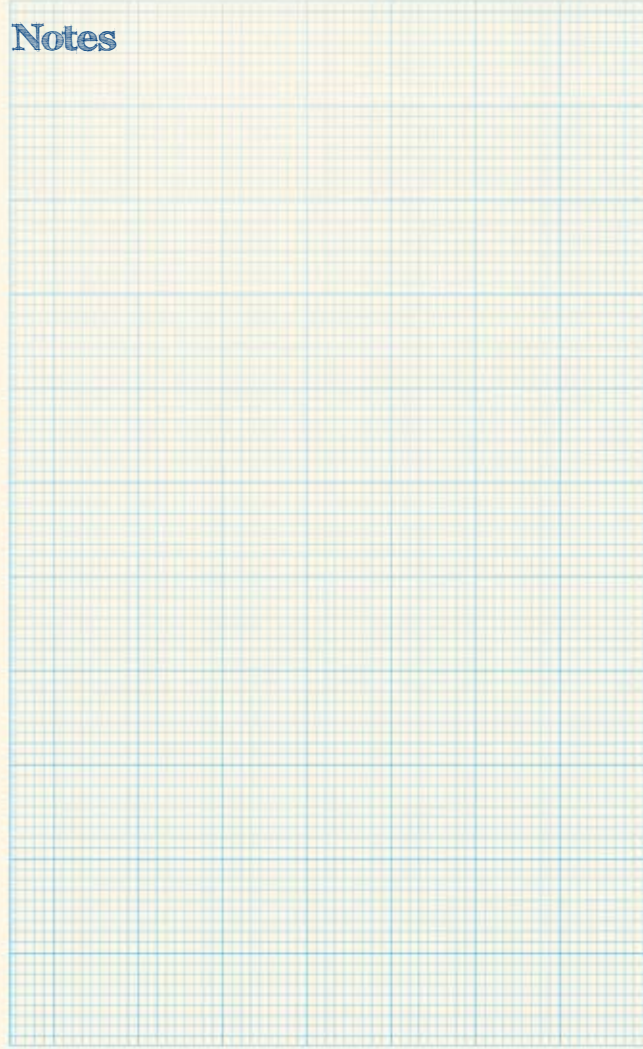
Disclaimer

The information in the student planner was correct at the time of publication in August 2010, however this information is subject to change and Warrington Collegiate is unable to accept liability for changes to this information. The college reserves the right to vary, add or to delete any information with regards to services, facilities, matters of information referred to in this booklet or any other literature without prior notice.

Personal tutorial appointments

Tutorial	Date	Time	Location
Right Choice Review			
Personal tutorial 1			
Personal tutorial 2			
Personal tutorial 3			
Personal tutorial 4			
Personal tutorial 5			
Personal tutorial 6			

Notes



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Notes

Notes

Notes

2010/11 Planner

September		October		November		December		January		February	
Wed	1	Fri	1	Mon	1	Wed	1	Sat	1	Tue	1
Thur	2	Sat	2	Tue	2	Thur	2	Sun	2	Wed	2
Fri	3	Sun	3	Wed	3	Fri	3	Mon	3	Thur	3
Sat	4	Mon	4	Thur	4	Sat	4	Tue	4	Fri	4
Sun	5	Tue	5	Fri	5	Sun	5	Wed	5	Sat	5
Mon	6	Wed	6	Sat	6	Mon	6	Thur	6	Sun	6
Tue	7	Thur	7	Sun	7	Tue	7	Fri	7	Mon	7
Wed	8	Fri	8	Mon	8	Wed	8	Sat	8	Tue	8
Thur	9	Sat	9	Tue	9	Thur	9	Sun	9	Wed	9
Fri	10	Sun	10	Wed	10	Fri	10	Mon	10	Thur	10
Sat	11	Mon	11	Thur	11	Sat	11	Tue	11	Fri	11
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Sun	26	Tue	26	Fri	26	Sun	26	Wed	26	Sat	26
Mon	27	Wed	27	Sat	27	Mon	27	Thur	27	Sun	27
Tue	28	Thur	28	Sun	28	Tue	28	Fri	28	Mon	28
Wed	29	Fri	29	Mon	29	Wed	29	Sat	29		
Thur	30	Sat	30	Tue	30	Thur	30	Sun	30		
		Sun	31			Fri	31	Mon	31		

March		April		May		June		July		August	
Tue	1	Fri	1	Sun	1	Wed	1	Fri	1	Mon	1
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Thur	3	Sun	3	Tue	3	Fri	3	Sun	3	Wed	3
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Sun	27	Wed	27	Fri	27	Mon	27	Wed	27	Sat	27
Mon	28	Thur	28	Sat	28	Tue	28	Thur	28	Sun	28
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Wed	30	Sat	30	Mon	30	Thur	30	Sat	30	Tue	30
Thur	31			Tue	31			Sun	31	Wed	31



Warrington Collegiate

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www.warrington.ac.uk