

Notes

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Disclaimer – Information in these pages was correct at the time of publication. The College however reserves the right to make any changes as they are deemed necessary.

Useful College contacts

Notes

Reception – Huntingdon campus	01480 379100
Reception – St Neots campus	01480 398141
Student Tutors	01480 379110
Welfare Officer (Finances)	01480 379118
Admissions	01480 379214 /213
Information Officer	01480 379106
Counselling Referral Service	01480 379199
Examinations Officer	01480 379117
Library	01480 379175 /176 /177
Beauty Salon – Vitality	01480 379195
Hairdressing Salon	01480 379379
Teddy Bear Nursery	01480 379228
Absence line - Huntingdon campus:	01480 379222
Absence line - St Neots campus:	01480 398141

References for Students – Academic Tutors will supply references for you for entry into Higher Education (UCAS), for entry into other colleges and for future employers.

The references we produce provide an accurate picture of you, your work, your commitment and an estimate of your potential in either future study or employment.

Student Reps (The Student Voice) - At the beginning of the academic year one representative from each full time course will be chosen by fellow learners to be Student Reps. For more information please refer to 'Your Time in College' section.

Transport - Local authorities have a duty to provide assistance with post-16 education transport, and in some cases this will be free. This is fully explained in a booklet produced by Cambridgeshire County Council, which includes the application form available from Student Services. Please refer to 'Fees, Course Costs and Financial Help' section.

Tutorials – Student Tutors - Tutorials are part of your programme of study and full time learners will be expected to attend a timetabled tutorial, delivered by Student Tutors on a weekly basis covering a range of issues. Please refer to the section 'Your Time in College'.

UCAS – UCAS is the Universities & Colleges Admissions Service and you apply for all Further Education through this website. For more information please speak to Student Services

Work Experience – Work experience is a relevant and integral part of many courses. For more information please refer to 'Your Time in College' section.

Withdrawal – Students who do not attend for 4 weeks with no reason given, can be withdrawn from the course. Speak to the Student Tutor team for more information.

TERM DATES

Academic Year: 7 Sep 2009 – 9 July 2010

Autumn Term

Monday 7 September 2009 – Friday 18 December 2009

Mon 7 Sept – Fri 11 Sept	Full-time student induction
Mon 14 September	Part-time classes start
Mon 21 September	PCDL classes (evening courses) start
Mon 19 Oct – Fri 23 Oct	Progression Week 1
Mon 26 Oct – Fri 30 Oct	Student Half Term
Fri 20 November	No classes - Staff Development Day
Mon 14 Dec – Fri 18 Dec	Progression Week 2
Mon 21 Dec – Mon 4 Jan	Christmas Holidays

Spring Term

Tuesday 5 January 2010 – Thursday 1 April 2010

Tues 5 January	Spring Term starts
Mon 8 Feb – Fri 12 Feb	Progression Week 3
Thurs 11 February	No classes - Staff Development Day
Mon 15 Feb – Fri 19 Feb	Student Half Term
Mon 29 March – Fri 2 April	Progression Week 4
Fri 2 April – Mon 19 April	Easter Holidays

Summer Term

Monday 19 April 2010 – Friday 9 July 2010

Mon 19 April	Term Starts
Mon 3 May	Bank Holiday
Mon 24 – Fri 28 May	Progression Week 5
Mon 31 May	Bank Holiday
Tues 1 June – Fri 4 June	Student Study Week / Half Term
Fri 9 July	End of term – summer holidays start

COLLEGE MANAGEMENT

College Corporation

The Corporation is the governing body of the College. Governors, who come from a range of backgrounds, are selected for their expertise and to reflect the community that the College serves. The Corporation, which has 17 Members, includes two Staff Governors and two Student Governors.

The Corporation is responsible for the overall functioning of the College. In general terms, it is responsible for the quality of service that the College offers to learners and the local community, the educational character and strategic direction of the College, and its financial health.

College Governors (as at July 2009)

Mr Alan Barnish (Chairman)
Mrs Jacky Jenkins (Vice-Chair)
Ms Anne Constantine (Principal)
Cllr Doug Adams
Mrs Alyce Barber (Staff)
Mr John Cornwell
Mr Alan Curtis
Mr Michael Edwards
Mr Keith Fleming
Mr Jim Harrison

The full Corporation Board usually meets at least once each term. There are a number of Corporation Committees that also meet on a termly basis. Information on Corporation business can be found in the library and on the College website.

The College will not accept responsibility for loss of or damage to, any personal equipment or valuables including loss from or damage to vehicles parked on College premises.

Money - Please refer to '*Fees, Course Costs and Financial Help*' section.

National Union of Students – The College is affiliated to the National Union of Students. Students can request an Extra NUS card from Student Services or the NUS website – www.nus.co.uk A charge will be made for the card.

Parental Involvement - It is College policy to notify the parents/guardians of any full-time learner, of cases of excessive absence, poor performance or leaving the course early where the learner is under 18 and also where the learner is under 19 and living with parents/guardians and is maintained by them. There will be two evenings for parents of under 18 learners during the academic year.

Personal Advice and Support (Student Tutors) - The College has a team of Student Tutors based in Student Services who can help advise and support you with a range of issues including personal advice, support, study motivation, homelessness, bullying, problems with friends, family or work, health, addictions, sleep, diet etc For more information please refer to '*Your Time in College*' section or seek help via Student Services.

Policies and Procedures – The College has a comprehensive range of policies and procedures, many of which are mentioned in this student guide. You can find these policies on the college website/intranet, or alternatively speak to Student Services.

Recognition of Achievement Awards – The College wishes all learners to do their best and will recognise individuals who do well. Please refer to '*Your Time in College*' section.

responsible manner, to work at all time in accordance with the College Rules, Policies and Procedures and to strictly adhere to all instructions given about Health and Safety. If you require any additional information please ask your tutor. The College has a Health and Safety Manager who can be contacted through Student Services or your Student Tutor.

Health – If you have any particular health problems or disabilities which may effect your attendance or your participation at college with any aspect of your course including exams, please notify your Student Tutor so we can offer appropriate support. Please inform Student Services if you are in contact with an officially notifiable or contagious disease.

ID Cards – All learners will be provided with an ID card. Full time learners will get theirs at enrolment or induction. All learners are required to get an ID card from Student Services once they have enrolled. The ID card is required for:

- General identification for staff throughout the College
- Open access IT use
- Entry to examination rooms
- Use as your library card
- Access to lunch time sports and equipment
- Tutorial sessions

All learners should carry their identity card with them at all times they are on College premises.

Replacements will incur a £2.00 charge.

The College will undertake random spot checks at various times of the year to ensure students have a current ID card.

Lost/Personal Property – Any personal property left on the College premises and found by staff will be handed in to Reception. Such lost property will be held for six weeks and then disposed of. Please contact Reception about any losses as soon as possible. Learners should also report all accidents causing damage to their property to Reception.

The term of office of most Governors is four years, except for Student Governors who must be elected annually. In September 2009 the Corporation will appoint two Student Governors to serve on the Board until July 2010. Learners are encouraged to apply for this position through the Student Representative System.

If you would like further information about the role of the Corporation or its membership, please contact the Clerk of the Corporation at the College, Julia Kennedy.

HRC - Senior Executive Management Team

Principal – Anne Constantine

Director of Finance and Systems – Scott Cryer

Vice Principal Employer Engagement – Anne Phillips

Vice Principal Curriculum – Richard Pleavin

YOUR COURSE AND ACHIEVEMENT

Whatever course you are studying you will have a Course Tutor who will be responsible for the overall management of your course. Your Course Tutor will be your main contact for any queries, although you are likely to have a number of academic tutors delivering a variety of topics who will all be happy to answer your questions.

Your Course Tutor will provide you with a timetable, assessment criteria and all the information you need to achieve in your course.

Academic Progress & Reports

Your tutors will be regularly monitoring your progress through your course during lessons.

If you are struggling and not making adequate progress, the College has support services to help you complete your studies satisfactorily – see ‘Getting Extra Help’ below.

Progression Weeks - There are five Progression Weeks throughout the year when your Course Tutor will review your progress. If any work is outstanding and / or you are having difficulties, then you will be provided with support to ensure you catch up and any problems are addressed. Those students that are on track will have time to undertake other more challenging activities. Your Course Tutor will be able to tell you more about any specific arrangements your department may have.

Individual Learning Plans (ILPs) - All full-time and many part-time learners will complete an ILP with the support of their Course Tutor. An ILP details the course you are studying and any additional support the College may be providing you, to help you achieve your qualifications. In addition, your ILP can be used to record other "achievements" gained outside of College and therefore may be of value for future employment/progression.

No Smoking - The College is a designated No Smoking Area. Smoking is not permitted inside any part of the College Building or outside the main entrance of the college.

Plagiarism – disciplinary - Plagiarism is ‘passing off someone else’s work as your own’. It can involve copying directly from a text (book, magazine or printed source) without reference to its author, or using an appropriate referencing system. Replacing a few words is still plagiarism as is the direct copying of an image without due acknowledgement of its source. It can also be the use of electronic sources (internet, web pages, images etc) without reference to the original source, and /or suggesting that these are your own work.

Plagiarism is not acceptable on College courses. At Induction your Course Leader will explain the importance of avoiding plagiarism and the attitude of the Awarding Body of your course if plagiarism is discovered. The penalties for detected plagiarism depend very much on the seriousness of the individual case. All suspected cases will be fully investigated and, if proven may lead to sanctions as given in the **Student Disciplinary Procedure**. There may also be an Awarding Body sanction which could be failure of the assessment concerned or even the entire qualification.

Individual Learning Plans (ILPs) - An ILP details the course you are studying and any additional support the College may be providing you and from this an individualized plan is created to support you in achieving your qualifications. For more information please refer to ‘*Your Time in College*’ section.

Learner Support Fund - The College Learner Support Fund is to provide some financial support for learners who are facing financial difficulty which may prevent them from attending college. Please refer to ‘*Fees, Course Costs and Financial Help*’ section.

Learners Health and Safety – It is the responsibility of everyone who uses the College premises to do so in a safe and

The College has published a Gender Equality Scheme and Action Plan and this is also available on the Intranet and from the Library and Student Services.

Extra Exam time or assistance - Some learners may be entitled to extra time or assistance. Learners with disabilities or specific learning difficulties need to provide the College with appropriate documents i.e. doctors' certificates or assessment reports to send to the Exam Awarding Body. Please tell your Student Tutor know if you think that you will be entitled to extra time or assistance.

Faith Room - The College has a Faith Room off the refectory for quiet reflection and prayer. It is for all members of staff or learners whatever their faith or denomination. Speak to Student Services to collect the key/book the room.

First Aid – If you require First Aid treatment, ask your tutor or contact Reception for a First Aider.

Guns, knives, fireworks or explosives - No guns, ammunition or explosive materials, including fireworks, may be brought onto the College premises except where special permission is given. No learner may bring onto any College campus or use a toy or replica gun. However, on some course programmes (art or drama) stage props may be used but always under the supervision of a “competent” person. All BB (ball bearing) guns including replica guns are forbidden. In appropriate circumstances, if suspicions arise, the College reserves the right to use hand held metal detectors (wands) to scan for hidden weapons. New policies have been written which cover the “Use of Force to Control or Restrain” and also “Screening and Searching of Pupils for Weapons” as directed by DfES

Mobile Phones – mobile phones are part of everyday life but please ensure that you have switched them off before entering classrooms or the library. Mobile phones must not be taken into exam rooms under any circumstances.

Attendance and Absence Reporting

The attendance expectation of all learners is 100%. Two categories of absence are identified; authorised absence and unauthorised absence. An authorised absence must be booked for specific events e.g. doctor appointments. Unauthorised absences will be investigated following College procedures and those learners eligible for EMA/ALG payments are likely to lose payment. For further information, please speak to Student Services

Full-time students:

All absences must be reported **before 9.30am**. Contact the college campus you attend and leave a message:

Huntingdon: ☎ 01480 379222 or @ absence@huntingdon.ac.uk

St Neots: ☎ 01480 398141 or @ stneots-office@huntingdon.ac.uk

Part-time students:

If you are a part-time learner and you are unable to attend, please call the College Reception on ☎ 01480 379100. A message will then be passed to your tutor.

Recognition of Achievement Awards

The College wishes all learners to do their best and will recognise individuals who do well. Learners will be awarded Recognition of Achievement Awards for things like:

- work of outstanding quality
- excellent attendance and punctuality
- excellent contribution to the Student Representatives Forum or other groups
- exemplary accomplishment in external commitment
- supporting other students

Parental Involvement

It is College policy to notify the parents/guardians of any full-time learner under 18 and also where the learner is under 19 and living with parents/guardians and is maintained by them.

There will be two evenings for parents of learners aged under 18 during the academic year.

ADDITIONAL ELEMENTS TO YOUR COURSE

Tutorials

Full time learners will be assigned a Student Tutor who will deliver a weekly programme of study covering a range of issues aimed to:

- To provide students with the skills required to progress into work, further education or university.
- To raise awareness of issues such as healthy living, equality and diversity, citizenship and volunteering.
- To raise aspirations and motivation through the delivery of careers education and guidance.

In addition, tutorials are your opportunity to raise any concerns you may have about your studies with your Student Tutor.

Tutorials are built into your timetable and are an essential part of your programme of study and you are expected to attend.

For part time learners the tutorial pattern is variable dependent upon the programme. Your Course Leader will advise you of the arrangements at the start of your programme.

Functional Skills / Key Skills

Functional Skills / Key Skills will also be incorporated as part of your course here at the College. Some departments will deliver Functional Skills (Literacy, Numeracy and ICT) which will be embedded into your programme of study and taught by a Functional Skills Specialist and your usual tutor. Other departments deliver Key Skills which will be taught as a separate lesson. Both Key Skills and Functional Skills are an essential part of your course.

For more information, speak to your Course Tutor or Student Services who will direct you to the appropriate member of staff.

There are two toilets for learners who have disabilities which are opened with RADAR keys (These are held at Reception and with Learning Support Assistants (LSAs)). Parking spaces are available for disabled drivers in all car parks.

Any learner experiencing mobility problems in and around the College, including those with 'temporary' physical disabilities such as broken/sprained limbs should talk to their Student Tutor, or Student Services.

Most Examination Boards allow extra time or readers or an amanuensis for learners with physical disabilities, but the college does have to send appropriate documents, including a doctors' certificate. Please contact the Examinations Officer **well in advance** so that the Examination Board can be notified and special arrangements set up in the College.

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EMA (Educational Maintenance Allowance) - Please refer to '*Fees, Course Costs and Financial Help*' section.

Emergency Contact – In the event of any emergency, please notify Reception and or any member of staff. Access to an outside telephone line for emergencies is through Reception or any staff office.

Reports of all accidents, no matter how trivial they may seem should be made through your Student Tutor, Lecturer, Student Services or Reception.

Equality And Diversity – We celebrate diversity and are committed to meeting the learning needs of all sections of the community. A copy of the College Equality and Diversity Policy is available in the following places: Intranet, Student Services and the Library.

Data Protection – The College is required to keep information (both manual and electronic) about all learners. The information provided on the application form, enrolment form, examination entry form, work experience form etc, together with copies of reports and letters about each learner is all covered by the act and the College will assume you have given your permission for us to use it. References the College are asked to complete in connection with a learner's progression from the College to another college or institution or employment are usually exempt from the act but we aim to write honest references about all learners and therefore learners have the right to access their file.

The College also uses CCTV for security purposes and learners will therefore appear on video.

A copy of the College's 'Protecting Your Info' is available from Student Services or intranet, Students – Student Zone – Protecting Your Info DPA 1998. In addition a copy of the College's 'Data Protection Act Statement' is available from the following places: Library, Reception, Student Services, your lecturer or the College intranet.

Disability Commitment – The College aims to respond to the widest possible range of needs within the local community and to ensure that all learners are treated fairly in relation to advice, enrolment, induction and learning programmes.

A copy of the Colleges' '*Disability Equality Scheme*' is available from the following places: Library, Reception, Student Services, your lecturer or the College intranet.

Disabled Learners - There is good access into and within the building for students with physical disabilities and there is easy wheelchair access at the rear entrance. The whole of the ground floor and parts of the first floor are accessible to wheel chair users, however due to the physical nature and age of some of the buildings, not all parts of the College are accessible.

Work Experience

Work experience is a relevant and integral part of many courses. It may be offered as a block of two or three weeks or on a one day a week basis. In many cases work experience has led directly to permanent employment with the provider. All work experience is organised by the Course Leader who will also visit you on your placement, and may assess your work for NVQ purposes.

You will be required to sign an agreement with your work provider which also acts as a confidentiality statement and a statement indicating that you will obey all safety and security instructions given by the provider.

The College and the work experience provider have the appropriate provision for Employers and Public Liability risks to cover liability at law, and all tasks asked of the learner by the provider conform to the laws governing the Employment of Young Persons and Work Experience.

Speak to your Course Tutor if you have any questions about Work Experience.

GETTING EXTRA HELP

Additional Learning Support

The College can offer a range of support programmes to help you make the most of your time here and to help you achieve your primary learning aims.

All full time and some part time learners are assessed at the beginning of their course to help us provide the most effective support for your needs. If you feel you need extra help with Maths or English, or if you have any specific needs such as a hearing impairment or Learning Difficulty, specialist staff are available to give advice and to provide support both on course and in workshops for learners who would like extra input. Support for learners who may have a disability is available, as is referral for dyslexia assessment.

Extra exam time or assistance – Some learners may be entitled to extra time or assistance. Learners with disabilities or specific learning difficulties need to provide the College with appropriate documents i.e. doctors' certificates or assessment reports to send to the Exam Awarding Body.

Please discuss your needs with your tutor or Student Tutor and they will refer you to the Learning Support Team.

Appeals:

Assessment Appeals - If you disagree with the marks you have received, you have the right to appeal. This will follow the College's established Appeals Procedure. For more information speak to Student Services who will liaise with the exams officer or tutors.

Exam Appeals – Appeals against an Awarding Body examination result must use that Awarding Body's procedure. Details of these are available from the Examinations Officer. If you disagree with an internal examination or assessment decision you need to use the Candidate Formal Appeals Procedure (please refer to information on the intranet or speak to Student Services).

Our full Complaints Procedure and Complaint Form are available for you from the following places: Library, Reception, Student Services, your lecturer or the College intranet.

Confidentiality - Please note that Huntingdonshire Regional College operates under the following principles:

The College acknowledges that learners are of an age to make decisions about their own lives. The College will respect a learner's wish for confidentiality except in situations of perceived risk to life, risk to self or others, concern about child protection issues and terrorism.

Care of Equipment – Learners are responsible for the apparatus, tools, equipment and machinery with which they are working and will be required to make good any breakages or damage due to negligent use or failure to comply with instructions given. All equipment must be left in clean state and in good working order.

Conduct and Discipline – The College expects high standards of learner behaviour and commitment to study. The College has a Behaviour Management Policy which provides a framework within which learner behaviour will be managed. It makes clear the standard of conduct expected from all learners, the methods by which positive behaviour is rewarded and the methods by which negative behaviour is addressed. Where behaviour and/or commitment falls below the standard expected, you are encouraged to resolve any issues as soon as possible through informal discussions and access the college support services if appropriate. If this approach does not work, or if the misdemeanour warrants it, the College Student Disciplinary Procedure will apply. This involves a variety of sanctions of increasing firmness leading ultimately to suspension or permanent exclusion. At all stages you will have an opportunity to appeal against the decision. Severe breaches of College discipline will lead to suspension or permanent exclusion pending a hearing.

Changing Course – Please refer to ‘*Your Time in College*’ section or seek help via Student Services.

Child Protection/Vulnerable Adults - Section 175 of the Education Act 2002 requires the governing bodies of further education institutions to make arrangements to ensure that their functions are carried out with a view to safeguarding and promoting the welfare of children and young people up to the age of 18 years. Please go to Student Services or see your Student tutor if you have concerns about this.

Childcare costs - Please refer to ‘*Fees, Course Costs and Financial Help*’ section.

Children on site – The policy of the College is that children may not be brought onto College premises unless they are under the close and continuous supervision of their parent or guardian. Supervision is the sole responsibility of the parent or guardian and cannot be delegated to another person except in the cases of formal provision e.g. Teddy Bear Nursery.

Staff or learners who, in exceptional circumstances, need to bring children onto College premises should first obtain the permission of their manager or tutor.’ Full details of this policy can be found on the intranet.

Closure – severe weather - In the event of severe weather conditions which may lead to the closure of the College announcements will be made on Heart and Radio Cambridgeshire. Notices will also be posted at the College and a message left on the answer-phone.

Complaints - The easiest way to do this is to use the feedback facility on the intranet or collect a paper form from Reception or Student Services. Alternatively, you can write a letter to: The Quality Manager at Huntingdonshire Regional College, California Road, Huntingdon, PE29 1BL. If you need help with making your complaint, please call into Student Services.

Changing Course

We hope that your course lives up to your expectations. However, it may become clear that the course is not what you expected it to be, or you have a change of heart about what you want to study. In this case, please discuss your concerns with your Tutor or Student Services as soon as possible.

Personal Advice and Support

The College has a team of Student Tutors based in Student Services who can help you in a number of different ways. Student Tutors aim to encourage and motivate you to succeed in your studies and will make themselves available for personal advice and support when you need it.

No problem is too big or too small for this team. If they can't help directly themselves, they will know where to get the best help and advice for issues ranging from homelessness, bullying, problems with friends, family or work, health, addictions, sleep, diet etc.

Student Tutors are primarily available to support full-time students aged 16-19 years old. All other students should speak to their course tutor in the first instance who may then make a referral to Student Services.

To speak to the Student Tutors, pop in to Student Services, call ☎ 01480 379110 or email @ student-tutors@huntingdon.ac.uk

Counselling Service

The Counselling Service is open to all learners of the College. The service aims to provide a response to life problems that may be affecting your learning.

Counselling is available by appointment only. Speak to Student Services, call ☎ 01480 379199 (an answer phone will take a message) or e-mail: @ counselling@huntingdon.ac.uk

Careers Advice / Further Education

Students aged 16 – 19 (Connexions Advisor) - Connexions provide an Information, Advice and Guidance service for students aged 16-19 attending the College. Appointments may be made to see the Connexions Advisor at the College via Student Services. Alternatively, appointments can be arranged at the Connexions centres in Huntingdon or St. Neots by telephoning ☎ 01480 376800.

Students aged 19+ (Adult Next Step Advisor) - An Adult Guidance Advisor offers independent, impartial advice including help with making decisions about careers and planning ahead, assessing skills and abilities, psychometric testing, producing CVs and job searches.

Appointments can be made through Student Services Careers Library - The comprehensive careers library is available in the main college Information Resource Centre / Library.

Applying to UCAS (Further Education) – Speak to the Student Tutor Team or your Course Tutor for advice and support to apply to UCAS.

GENERAL A-Z OF INFORMATION

Accident Reporting – All accidents must be reported to Reception who will assist in completing the accident report form.

Academic Progress & Reports – Your Student Tutor and lecturers will be regularly monitoring your progress through your course, through Individual Learning Plans and during Progression Weeks. Please refer to '*Your Time in College*' section.

Additional Learning Support - Support is available to help you when you are in college. If you feel you need extra help with Maths or English, or if you have any specific needs such as a Hearing Impairment or Learning Difficulty please talk the learning support team, your tutor or your Student Tutor. Please refer to '*Your Time in College*' section.

ALG (Adult Learning Grant) - The Adult Learning Grant is intended to help adults studying full-time with the costs of learning. Please refer to '*Fees, Course Costs and Financial Help*' section.

Appeals – If a learner disagrees with the marks they have received for an assignment or exam you have the right to appeal. For more information go to Student Services who will liaise with the exams officer or tutors.

Bullying – The College will challenge bullying in all its forms and take firm and decisive action to protect the interests of learners whenever incidents come to light. This applies when learners are on College premises, on College transport or on College related activities on other premises.

If you think or feel you are being bullied – tell somebody you trust, a friend, family member or your Student Tutor in Student Services.

- Attend Progression Weeks and ensure you are up-to-date with your work at the end of them**
- Follow the assessment criteria as explained to you by your tutors
- Discuss and address the issues raised in your report to improve your performance
- Treat all College facilities with respect and pay any charges promptly
- Follow College/Course health and safety regulations
- Request such support either directly from Student Services, Course Coordinator or Course/Student Tutor
- Complete the necessary forms at the specified time and pay any appropriate fees
- Complete survey forms fully when required
- Follow the complaints procedure

At the end of your course

The College will:

- Provide you with support, advice and information on new academic or career opportunities

You will need to:

- Attend appropriate sessions of your tutorial programme or request additional Course/Careers Information

*** Full-time Learners only**

****For full and substantial part time courses**

This charter is not legally binding but is a guide to the standards we will try to achieve and the facilities we will aim to provide.

STUDENT INVOLVEMENT

Huntingdonshire Regional College is your College. We actively encourage students to participate in the running of the College by attending various committees and providing the College with ideas and constructive feedback.

Student Representatives

At the beginning of the academic year one representative from each full time course will be chosen by fellow learners to be Student Reps. The Reps will meet at least once a term to discuss matters which are raised by their fellow learners and members of staff. Students also assist with the management and running of the college by sitting on various College committee groups and are part of the Board of Governors.

For more information, refer to the Student Reps notice board in the Refectory, or alternatively please speak to Student Services.

Comments, Suggestions and Complaints

We welcome all types of feedback and are pleased to receive positive comments. If we are getting things wrong, we need you to tell us so that we can do our best to make things right. Please provide your feedback through the link on the intranet, or alternatively visit Student Services or Reception to collect a form.

Student Surveys

Our approach to Quality Assurance relies heavily on Learner input. To this end we ask you to give a few moments of your time during the year to complete two survey forms, and to take part in an annual review at the end of the year. The Quality Unit will also conduct interviews with randomly selected groups of learners on a termly basis.

National Union of Students

The College is affiliated to the National Union of Students. Students can request an Extra NUS card for a small charge from the NUS website – www.nus.co.uk

COLLEGE SERVICES & FACILITIES

Student Services

The Student Services Team is your first point of call for many aspects of College life. Whilst your Course Tutor or Student Tutor is able to help with queries and give general advice, sometimes you may feel that you wish to talk to someone different. Student Services can offer advice on a variety of subjects including financial concerns, transport, admissions, full and part-time course information, personal support and Counselling.

Information Resource Centre / Library

The College Library is open to all students of the College. To join the library you must have a student ID card and fill out a membership application form. Your ID card is also your library card. The library provides a spacious study area with a separate silent study room.

The College computer network has terminals in the library on open access. The internet, College Intranet, e-mail, word processing etc are available. The College operates a printing quota. Each term a free print allowance of 150 sheets of paper are provided. Additional paper may be purchased in blocks of 10 sheets at a cost of 5p per sheet. Library staff will re-credit students printing quota.

Opening Times:

Monday-Thursday 09:00-19:30

Friday 09:00-16.15 (term time only).

Please ask Library Staff for opening hours during holiday periods.

Contact the Librarian on ☎ 01480 379176 / 175

- Provide documentary evidence of previous achievement
- Discuss the plan with the appropriate tutor
- Check that you have been given this information and request it if necessary

During your course

The College will:

- Provide a mature learning environment in which you are respected as an individual
- Provide committed and suitably qualified staff to deliver/support your learning programme
- Ensure that all your work is assessed fully with feedback offered within the 10 college working days and in accordance with the awarding body requirements
- Regularly monitor your progress on an individual basis
- Review your progress in the five college Progression Weeks.
- Ensure that all work is assessed fully and fairly.
- Produce for you written progress reports following the College's student reports policy and procedure**
- Provide suitable learning facilities to enable you to complete your studies
- Ensure health and safety regulations are met
- Provide personal advice, mentoring, welfare and counselling support
- Ensure that you are correctly registered with the relevant examining/awarding body
- Collect and analyse your view on your experience of the College to develop the College services
- Acknowledge any written complaint within 5 working days

You will need to:

- Respect others and comply with the College Code of Conduct for Students, and equality and diversity policies
- Attend all your classes and workshops or access your on line learning materials and undertake all work set
- Meet the agreed assessment deadlines
- Attend regular tutorials**

You will need to:

- Be as clear as possible in your requests and be patient at busy times, for example main enrolment in September
- Read the information provided in College Literature and discuss with Student Services any specific needs that you have.
- Request such opportunities/be aware of our local adverts
- Confirm your attendance at interview
- Attend for interviews if required as part of the entry requirements to the course
- Make full use of the opportunities provided by work experience

At the start of your course

The College will:

- Agree with you an individual learning plan (ILP)**
- Assess your Learner Support needs and provide support if you require it
- Offer key skills/functional skills, Additional Studies and Enrichment as part of your course where applicable*
- Give you a Student and Course Handbook
- Help you to become familiar with the site, buildings and facilities
- Provide you with a scheme of work for each of your learning programmes
- Assess any previous achievements to see whether they can be used as credits towards your learning programme
- Provide you with an assessment plan for your learning programme(s)
- Provide you with a Course Coordinator, Course Tutor and/or Student Tutor who will provide Academic and welfare support.

You will need to:

- Discuss your individual learning plan with the appropriate Tutor or course Coordinator
- Discuss your individual learning needs with the appropriate tutor
- Show commitment to all your qualifications
- Check that you have been given this information and request it if necessary
- Make yourself available to look around the site
- Discuss the scheme with the appropriate tutor

Catering

Huntingdon campus opening times:

	Monday-Friday	Saturday
Refectory	08:45 – 11:30 12:00 – 13:45	08:30 – 12:30
	Monday – Thursday	Friday
The Quad Coffee Bar	10:00 – 16:00 16:45 – 20:00	10:00 – 15:15

Outside these hours vending machines are situated in the refectory where a range of hot and cold drinks, confectionery, cakes and sandwiches are available for purchase.

Catering Facilities are also available at the Almond Road site in St. Neots.

College Shop

Provides stationery competitive prices, run by learners.

Opening Times:

Monday and Tuesday 09:15 - 16:00.
Wednesday and Thursday 09.15 – 3.00
Friday 09.15 – 12.30.

Print Room

Offers you a means of copying, printing and binding to give your projects a professional finish and can also supply paper and card of various colours. The skilled and experienced staff are willing to discuss how they can best serve your needs. They are located along the corridor from the student entrance heading towards the Fitness Factory.

Call ☎ 01480 379136 or email @print-services@huntingdon.ac.uk

Beauty Salon

Student therapists work in the beauty and holistic salon providing treatments from waxing to Indian Head massage. All therapists are undertaking courses in either beauty or holistic therapies. The therapists are supervised at all times whilst undertaking their training and assessments. The salon is open to members of the public from March/April until July. Pricelists are available from the Salon and college information points. Students are entitled to a 20% discount.

Call: ☎ 01480 379379

Hairdressing Salon

A working salon operates within the College which is run by Students on the Hairdressing courses. The salon is open to members of the public from September until July. Pricelists are available from the Salon and from the college information points. Students are entitled to a 20% discount.

Call: ☎ 01480 379195

College Gym (Fitness Factory)

The gym at Huntingdonshire Regional College will enable you to get fit and stay fit. If you choose to take out full club membership we will include a package that will give you access to a range of facilities.

Benefits of the Fitness Factory include:

- A range of cardiovascular equipment for improving stamina and burning fat.
- A range of resistance equipment designed to target specific muscle groups.
- A range of free weights for toning and muscle development.

Call ☎ 01480 379226

- Switch off mobile phones when in classes, learning centres, libraries and workshops.
- Not knowingly or deliberately encourage or bring an excluded student onto college grounds/sites. This also applies to non-students being brought onto College property for unofficial reasons.
- Drive safely and not contravene the College car parking requirements.
- Refrain from inappropriate use of computer and electronic equipment.

The Student Charter

Before you start your course

The College aims to:

- Respond to all telephone enquiries politely and helpfully as soon as possible and all telephone and email messages within one College working day.
- Respond to requests for further information within 2 college working days.
- Provide clear information regarding our courses, entry requirements, fees and other charges, and information on payment methods and financial support.
- Provide opportunities to visit the College before joining a course.
- Acknowledge your application to study a full time course, and arrange an interview within 10 days of receipt*
- Provide you with high quality interviews, information regarding your course and other programmes of study.
- The College will confirm or not the offer of a place on a course within 15 College working days of your final interview.
- Provide well organised, useful work experience for those programmes where it is appropriate.

STUDENT CODE OF CONDUCT AND CHARTER

It is important that you understand what we expect from our learners, and what you can expect from the college.

Code of Conduct

The college Code of Conduct was set up with students to address most Health and Safety issues. Breaking this code may result in disciplinary or even legal action being taken against students.

Learners are expected to:

- Behave in a polite, considerate and respectful manner towards others.
- Behave in a way that does not endanger others and be aware of College Health and Safety Procedures.
- Carry their ID card at all times and produce it when requested.
- Attend all sessions/classes, ensuring that absence is communicated via the Absence Hotline before 09.30 on the first day of absence (☎ 01480 379222). Full time Students only.
- Arrive punctually for all sessions
- Comply with course requirements in terms of wearing appropriate clothing, submitting coursework, homework etc to meet deadlines and required standards.
- Act in an appropriate manner on College transport and within class, libraries, learning centres, workshops. This includes no eating/drinking in any learning environment.
- Not smoke in the college buildings or inside doorways
- Observe the College Policy which states no learner can come to College under the influence of, or in possession of, controlled drugs or alcohol.
- Refrain from using foul or abusive language to others.
- Not to litter or spit in college premises.

Sporting Activities

The Further Education Sports Co-ordinator (FESCo) organises activities ranging from self-defence, to street dancing to scuba diving. If you would like to participate in any sporting activity which is currently not already provided, speak to Student Services about your interests so that we can help set things up for you.

Car Parking

Parking for learners is available at the side and rear of the College. There are designated areas for motorcycles and bikes.

All vehicles are left entirely at the owner's risk. The College will not accept responsibility for theft of, or from or for any damage caused to any vehicle left on its premises.

There are 15 Disabled Parking Bays in various areas around the Huntingdon College campus and 4 Toddler/Parent bays adjacent to the Nursery.

For other college sites please contact relevant centre.

Teddy Bear Nursery

Full details of the provisions are available from the Nursery Prospectus. Places are limited and therefore there is a need to book early through the Nursery Manager. A £10 (non-returnable) booking fee is required to secure a place.

The Nursery is officially registered through OFSTED in accordance with the terms of Part XA of the Children Act 1989.

Open 09:00-17:00 (term time only).
Call: ☎ 01480 370228

FEES, COURSE COSTS AND FINANCIAL HELP

You will find that attending College does mean that you may have to pay for some things such as travel, childcare, tuition/exam fees and essential equipment. However, it is important that this does not stop you coming to College, and therefore there is a range of help available.

Give the Welfare Officer a call on ☎ 01480 379118, or call into Student Services 9.00am - 5.00pm Monday to Thursday, or 9.00am – 4.00pm Fridays to discuss your individual circumstances.

EMA (Education Maintenance Allowance)

EMA is a national government scheme to help you financially while you are at College. It is a weekly payment made directly to you, and is based on your attendance.

If you are 16, 17 or 18 years old and studying on a full time course at College you may be eligible to receive up to £30 per week to help with the cost of coming to College.

You could also be eligible for bonus payments of £100 each in February and July each year you receive EMA.

How do you apply for an EMA?

- Pick up an application form from Student Services (or St Neots campus reception)
- Send your application form to the Learner Support Service (details and addressed envelope are in the EMA pack)
- Provide evidence that you have set up a bank account
- If you are eligible you will receive an EMA Agreement, which you will need to bring into Student Services

Once you enrol at College you must sign an EMA Contract and attend all course sessions

For more information contact the Welfare Officer as above, or call the EMA Student Helpline on ☎ 0800 121 8989 or visit the Website: www.direct.gov.uk/ema

Professional and Career Development Loan (PCDL)

A Professional and Career Development Loan can help you to pay for course fees, other course costs and living expenses. A PCDL is a personal loan between you and the bank, and you are responsible for repaying it to the bank. Before taking out a loan, check how much your monthly repayments will be, and that you feel confident that you will be able to make them.

For advice call the PCDL Information line on ☎ 0800 58 55 05 or visit the website www.direct.gov.uk/pcdl You are also welcome to speak to the Welfare Officer in Student Services for advice regarding PCDLs.

- Be normally up to Level 2, or in certain circumstances up to Level 3
- Be no more than one year long

New Deal will pay **ALL** your childcare costs for 12 months

Free Childcare for Training and Learning for Work

This scheme is aimed at families where one parent is in work (for 16 hours or more per week) but is on a low income, and where the other parent is not in work but is looking to enter learning. The scheme will pay childcare costs of up to £175 per week.

For a learner to receive support from the scheme they must meet all the eligibility criteria:

- Be out of work
- Have a partner who is working for 16 hours or more per week
- Have a household income of £20,000 or less in the previous tax year
- Be aged 20 years old or over when their course starts
- Be the parent or main carer of a child aged 14 years or under (or aged 18 years or under if the child has a disability)
- Meet the residency conditions for the scheme
- Be undertaking an LSC funded course (at level 3 or below)

Charities and Bursaries

There are several local charities and bursaries that may be able to assist young people under the age of 25 years who are, or have been, associated with the appropriate school, village, town or parish.

Please call into Student Services for further details. You may also wish to visit www.funderfinder.org.uk

ALG (Adult Learning Grant)

The Adult Learning Grant is intended to help adults studying full-time with the costs of learning. The grant pays up to £30 per week (subject to financial assessment) during term time, for full-time learners aged 19 and over who are studying for a first full Level 2 or first full Level 3 qualification, and who are not receiving out-of-work benefits or Income Support. No account is taken of household income – payments are based on your income (and that of your partner).

We would advise any students who are coming up to their 19th birthday, or are 19 + when they start their course to seek advice about this grant!

If you think you may be eligible for ALG please contact the Welfare Officer in Student Services on ☎ 01480 379118 or call the ALG helpline on ☎ 0800 121 8989 or visit the Website: www.direct.gov.uk/alg

Learner Support Fund

The College Learner Support Fund is able to provide some financial support for learners who are facing financial difficulty which may prevent them from attending College. All learners at the College aged 16 and over, part time and full time on LSC funded courses are eligible to apply.

It is a discretionary fund, which means that each application is considered as an individual case.

The Learner Support Fund can make payments to support:

- Childcare
- Essential materials and equipment
- Exam Fees
- Course fees (ESOL)
- One-off bursaries to assist with specific needs

This fund is not available to learners whose courses are not funded through the LSC.

Regulations regarding eligibility of those learners from countries outside the EU can be requested from Student Services.

For more information contact the Welfare Officer in Student Services as above. Application forms are also available from Reception at the St Neots site.

Note: All Higher Education learners who are studying at HRC on franchised Anglia Ruskin University courses should apply to the University Access to Learning Fund, but you can get further details in Student Services here at HRC.

Transport

Local authorities have a duty to provide assistance with post-16 education transport for 16-18 year olds living at least 3 miles from College, and in some cases this will be free. This is fully explained in a booklet produced by Cambridgeshire County Council which includes the application form, and can be obtained from Student Services.

If you find that you are not eligible for free transport or assistance from the County Council you can get advice and guidance from the Welfare Officer.

Students 19 and over may apply for help with transport from the College Learner Support Fund, and this application will be considered according to individual circumstances. Application forms for the Learner Support Fund are available from Student Services or from Reception at the St Neots site.

For more information contact the Welfare Officer in Student Services as above.

Childcare help for students under the age of 20 (Care to Learn)

You can get Care to Learn if you:

- Are a parent and under 20 when you start learning
- Are caring for your own children, whether you are the father or the mother
- Are living in England; and
- Use a registered childcare provider

It will pay for:

- Childcare costs while you learn, including while you are on placement
- Childcare costs for extra home/private study time
- A childcare deposit (up to £250) if one is charged
- A childcare registration fee (up to £80) if one is charged
- Any necessary childcare fees payable during holidays in order to retain your child's place; and
- Your necessary travel costs to and from your childcare provider

For further information visit www.direct.gov.uk/caretolearn or call 0800 121 8989. Alternatively, contact the Welfare Officer in Student Services using the details above.

Childcare help for students aged 20 and over

New Deal for Lone Parents

If you are a lone parent bringing up a child and you are receiving Income Support, you may be able to join New Deal for Lone Parents. To be eligible for help with childcare costs your course at college must be approved by a New Deal for Lone Parent personal adviser **BEFORE** you enrol on your course.

The course must also be:

- Work-related
- Increase your chance of finding a job