

YOUR STUDENT GUIDE 2019-20



THE CORNWALL COLLEGE GROUP

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Bicton College - East Budleigh, Budleigh Salterton, Devon, EX9 7BY

Main Switchboard 0330 123 4782

W: www.bicton.ac.uk E: customer.service@bicton.ac.uk

Cornwall College Camborne - Trevenson Road, Pool, Redruth, Cornwall, TR15 3RD

Main Switchboard/General Enquiries 0330 123 2523

Course Enquiries 0330 123 2523

W: www.cornwall.ac.uk E: info@cornwall.ac.uk

dBs Music Bristol - Bristol FE Centre, Temple Studios, Temple Gate, Bristol, BS1 6QA

Main Switchboard 0333 344 2235 W: www.dbsmusic.co.uk

dBs Music Plymouth - 6 Elizabeth Court, Higher Lane, Plymouth PL1 2AN

Main Switchboard 0333 344 2243 W: www.dbsmusic.co.uk

Duchy College Rosewarne - Camborne, Cornwall, TR14 0AB

Main Switchboard/General Enquiries 0330 123 4784

Course Enquiries 0330 123 4784

W: www.duchy.ac.uk E: rosewarne.enquiries@duchy.ac.uk

Duchy College Stoke Climsland - Callington, Cornwall, PL17 8PB

Main Switchboard/General Enquiries 0330 123 4784

Absence 0330 123 4784

Transport 01579 372207

Accommodation 01579 372208

Course Enquiries 0330 123 4784

W: www.duchy.ac.uk E: stoke.enquiries@duchy.ac.uk

Falmouth Marine School - Killigrew Street, Falmouth, Cornwall, TR11 3QS

Main Switchboard 0330 123 4783

Course Enquiries 0330 123 4783

W: www.falmouthmarineschool.ac.uk E: falenquiries@cornwall.ac.uk

Cornwall College Newquay - Wildflower Lane, Trenance Gardens, Newquay, Cornwall, TR7 2LZ

Main Switchboard 0330 123 2523

Course Enquiries 0330 123 2523

W: www.cornwall.ac.uk E: Newquay.enquiries@cornwall.ac.uk

Cornwall College Saltash - Church Road, Saltash, Cornwall, PL12 4AE

Main Switchboard 0330 123 2523

Course Enquiries 0330 123 2523

W: www.cornwall.ac.uk E: info@saltash.ac.uk

Cornwall College St Austell - Tregonissey Road, St Austell, Cornwall, PL25 4DJ

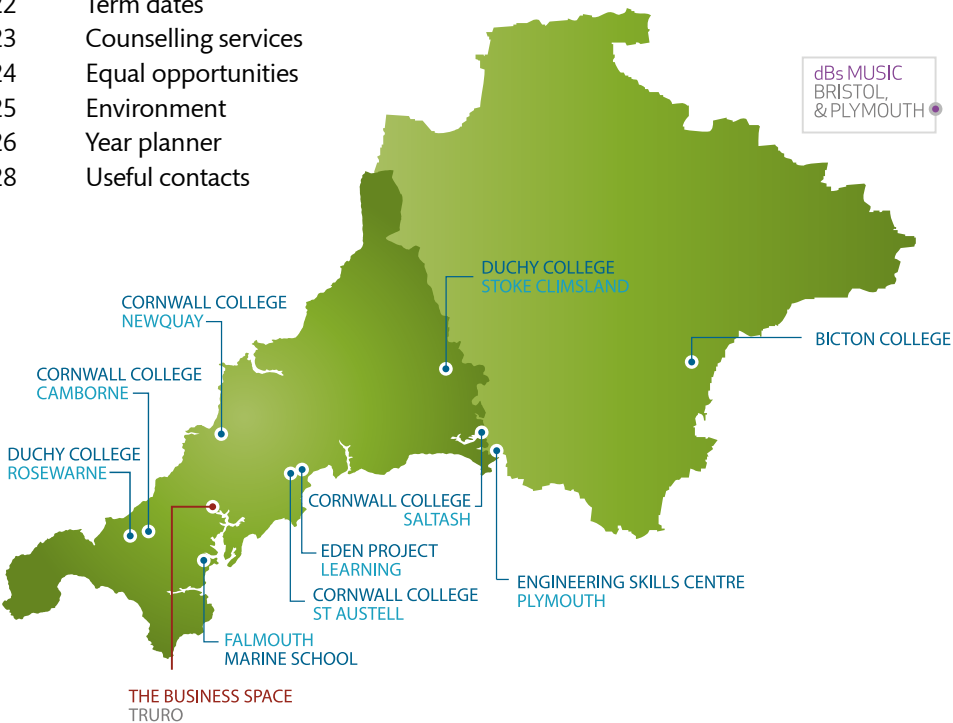
Main Switchboard 0330 123 2523

Course Enquiries 0330 123 2523

W: www.cornwall.ac.uk E: info@st-austell.ac.uk

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WELCOME TO STUDENT LIFE

College is a new beginning and we very much hope that you enjoy your experience with us and get the absolute maximum that you can to allow you to progress successfully on to further learning, training or the career of your choice.

We are proud of our award-winning Cornwall College Students' Union (CCSU); why not take a look for yourself on Facebook @cornwallstudents to see what our students are currently involved in. Listening to you and your thoughts about your college and your learning is something that we take really seriously. Your site Learner Enrichment Officer or site CCSU team can tell you more and help you get involved, giving you the chance to have your say and build an even better college for the future.

We believe in developing learners who can achieve more than just qualifications, to enable them to succeed in their future lives both in work and beyond. We set out to provide a brilliant learning experience, with students as active partners in this.

Our College Values provide a framework for us all to work within. Everyone has a role to play in working within our values, so make sure that you understand how they affect you. Our values are Learner First, Act with Integrity, Take Ownership and Achieve Excellence Together.

**Achieve
excellence
together**

**Act with
integrity**

**Take
ownership**

**Learner
first**

Our staff and resources are dedicated to helping you achieve your learning and career goals. In return we ask you to work in partnership with us, demonstrating positive learning behaviours to make the most of the opportunities available to you.

We expect that you will be an active participant in your learning, that you will attend college, hand in work according to set deadlines, provide feedback so we can constantly improve our learning and teaching, and behave in a way that improves the College environment and respects others.

I hope you have a great time with us and benefit from every aspect of college life.

With very best wishes for your success

The Executive Leadership Team



CAREERS ADVICE AND GUIDANCE

What can we do for you?

It's not always easy to find informed and impartial advice about career and study options. Is it better for you to complete an Apprenticeship or study a full-time course? Is your future career best suited to studying academic or professional and technical qualifications? How do you progress into work?

The Advice and Guidance Team can help answer these questions. We are a team of experienced and qualified advisers. We help students to make important decisions about future career and study options. We take the time to get to know you, your ambitions, qualifications and skills so you can progress on to your chosen career path. Our advice is also completely impartial.

How can we help you?

- Personalised careers advice and guidance including self-employment options, re-training, career change, job search, apprenticeships, choosing or changing your career path, volunteering, identifying your transferable skills and much more
- Courses and training
- Writing CVs
- Job and course applications (including UCAS)
- Applications for work experience
- Advice and support to ensure your career and learning success

- Access to a wide range of impartial and up-to-date resources on careers, learning options and funding
- Improving skills for life, maths, English and IT
- English for speakers of other languages
- Business support and development.

How to contact us

If you are 16-18, please email careers@cornwall.ac.uk for more information or to book an appointment. **If you are looking for Higher Education advice**, please email careers@cornwall.ac.uk or ring Katherine Alexander on 01726 226478

If you are 19+, The Cornwall College Group deliver the National Careers Service offer, which provides information, advice and guidance for jobseekers and those in work aged 19 and older to help you manage your career and progress into learning, training and employment.

Our qualified careers advisers provide advice and support tailored to each individual's needs through digital technology, telephone and face-to-face meetings. We help to identify and overcome any barriers you face, offering the chance to unlock your true potential and find a fulfilling career which offers opportunities to progress

Please email careers@cornwall.ac.uk or call the careers team on 01726 226730 for more information or to book an appointment.



SAFEGUARDING



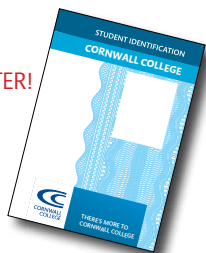
Staying safe at college... and beyond

We set out to provide a safe and supportive learning and working environment for all our students, staff and visitors. Please help by:

- Following the Student Code of Conduct and health and safety rules around the college site/ in your specialist curriculum department
- Carrying/wearing your ID card and student lanyard at all times and showing it when requested
- Behaving responsibly and being respectful to others on our sites/ local communities
- Looking out for your own safety and welfare and that of others too
- Reporting any concerns promptly to a member of staff or to our Reception team.

Are you worried about anything? **TALK TO SOMEONE SOONER RATHER THAN LATER!**

- If you don't feel safe at college or elsewhere
- If you are concerned about a friend or someone else
- If you need help with any personal safety or well-being issues
- If you are being abused.



Everyone has the right to live their life free from abuse such as physical and sexual violence, neglect, sexual exploitation / abuse, financial abuse, bullying, hate crime, psychological abuse, domestic abuse, online exploitation / grooming or abuse, radicalisation, criminal exploitation or other forms of abuse, harm or exploitation

We are here to help, with trained safeguarding staff on each site, or you can speak to your Personal Tutor, Personal Learning Adviser, Learning Adviser, HE Senior Tutor or Senior Learning Adviser who will help you address any concerns. Or you can contact any of the numbers below to speak directly to a Safeguarding Lead. **Central Safeguarding Number: 01209 617888**

| Safeguarding Leads | Location Responsibilities | Direct Dial Contacts |
|--|--|---|
| Rob Cooper Safeguarding Lead – Mid Cornwall | St Austell, Newquay & Eden Project | 01726 226497 07979 706039 |
| Esther Edwards Learner Services Manager | Bicton College/Duchy College Stoke Climsland Residential | 01395 562386 07778 603953 safe@bicton.ac.uk |
| Ginnette Williams Safeguarding Lead/Senior Learning Adviser - Bicton College | Bicton College | 07468 710246 safe@bicton.ac.uk |
| Alex Lindsay Safeguarding Lead – Linfield Golf Course | Linfield Golf Course | 07971 186403 01444 484467 |
| Pat Lloyd Safeguarding Lead | Saltash | 01752 850212 07876 25832 |
| Emma Dorrian Safeguarding Lead - East Cornwall | Duchy College Stoke Climsland | 01579 372325 |
| Stephen Maunder WSTA Business Development Manager | Work Skills Training Academy (WSTA) | 07786 112993 |
| Mel Thomas Safeguarding Lead – West Cornwall | Camborne, Duchy College Rosewarne & Falmouth Marine School | 01209 616377 07776 284930 |
| Charlotte Jacobs Safeguarding Lead – dBs Music, Plymouth | dBs Music, Plymouth | 0333 3442237 |

| | | |
|--|--|------------------------------|
| Lin Ren Safeguarding Lead - dBs Music, Bristol | dBs Music, Plymouth | 0333 3442235 07786 855201 |
| Residential Team Lead | Bicton College Residential Students | 01395 562320 07977 148270 |
| Residential Team Lead | Duchy College Stoke Climsland Residential Students | 01579 372314 07773 367483 |
| Mike Carnall Designated Safeguarding Lead, The Cornwall College Group | Off-site, community learning and concerns about staff | 07928 048485 |

SUPPORT FROM YOUR LEARNING ADVICE TEAM

How can my Personal Learning Adviser (PLA)/Learning Adviser (LA)/Personal Tutor help me?

If you are under the age of 19 and on a study programme with The Cornwall College Group you will normally have a Personal Learning Adviser/Learning Adviser who will be a consistent source of information, advice and support throughout your time at college. Your PLA/LA will work alongside your Personal Tutor to:

- Assist the curriculum in overseeing your overall study programme (specialist curriculum, English, maths, experience of work and weekly Personal and Professional Development (PPD) sessions)
- Help you to progress with your studies and achieve your learning and career goals
- Support you with any course related or personal concerns you may have
- Act as a central point of contact for your parents/guardians.

Your PLA/LA will be a vital, independent link between your tutors and any other support areas involved in your programme. Their role is to make your learning journey with us run as smoothly and successfully as possible.

You will work with your PLA/LA:

- during regular one-to-one progress reviews
- at any point, for any issues you may have throughout your time at college

Support from a Senior Learning Adviser

Your PLA/LA is supported by a Senior Learning Adviser (SLA) who you may be referred to if you

need extra support for more complex issues or if there are significant concerns about your attendance, progress or behaviour. You can also talk to your SLA if you have any feedback that you want to pass on about the teaching or support you are receiving.

Our LA/SLA team also oversee support to 19+learners or those attending via a school-link programme.

Group PPD sessions

During regular PPD sessions you will work on developing your own range of personal and employability skills, which will focus on helping you to become a successful student and prepare for your future life. Some of these sessions will cover improving your learning skills such as revision techniques, target setting or managing your workload.

Your specialist curriculum will be delivered through close partnership with local employers, communities, business mentors and employer organisations, and bring you into contact with those who can help provide experience of the world of work.

If you are an HE student you will have a Personal Tutor who will be your first point of contact for academic and personal support. In addition, you will also have an HE Senior Tutor who will work with you and your course team to ensure you are able to access additional wider personal and academic support and will be happy to provide additional support as needed.



SUPPORTING YOUR FUTURE

The Cornwall College Group is dedicated to providing learners with essential opportunities to encourage the development of your USP and to enable you to be successful. This includes:

- **Universal skills** where you will be working to improve your skills in English, maths, use of IT and to improve your employability through work experience and work related projects.
- **Specialist programme** which is made up of the vocational area you have chosen or your choice of A-level/GCSE subjects, in line with your career goals.
- **Personal study** will include developing a range of personal qualities, improving your understanding of key areas such as personal safety, equality and diversity, and shaping your individual career and progression plans.

UP Skill sessions are offered within your timetable to specifically enable the development of your **Universal and Personal skills** alongside your specialist programme. This could include completing English and maths qualifications, undertaking research activities, taking part in a work placement, or working on a community project.

There is also a virtual space on Moodle which provides access resources and information to support your USP skills development. Campuses also organise a range of activities to support your skills development.

LEARNING CENTRES

The Learning Centres offer a range of resources, facilities and support for your studies.

What is available?

The Learning Centre staff can help you with:

- Finding and using books, e-books and journals
- Support for developing your study and research skills, including using the Internet for research
- Help with using college computers and software including:
 - Using Office 365
 - Mind Genius for creating mind maps
 - Read & Write Gold for developing reading, writing and research skills
 - Avoiding plagiarism and creating references.

A range of resources to borrow and use including:

- Books and e-books to use and to support your studies
- Fiction books and graphic novels
- Magazines and journals
- DVDs and audio CDs
- Study spaces for individual study and group work
- Computers, laptops and tablet devices to use in the LC
- Wireless internet access for your own equipment.

What will I need to use the Learning Centres?

- To borrow items (including laptops and tablets to use in the LC)
You will need your student ID card
- To use the computer network
You will need login and password details
- To print/photocopy or scan
You will need your student ID card.

You will find Learning Centres at:

Bicton Camborne **Eden** Falmouth Marine School **Newquay** Saltash **St Austell** Duchy College
Stoke Climsland **Duchy College Rosewarne**

Useful Links

Resources Search: webopac.cornwall.ac.uk

Search all 109,000 resources on all our campuses.

Moodle: moodle.cornwall.ac.uk

Your Virtual Classroom with resources to support your studies and assignment details.

Student Portal (Pro Portal) (including Email and Office 365): This gives you access to your course details, progress, targets and attendance. You also get access to Office 365 software (which you can download at home too) and email (which will be used as the main point of contact by teachers and the Learning Centres).

Get to the student portal here: <https://studentdata.cornwall.ac.uk/ProPortal/>

CORNWALL COLLEGE STUDENTS' UNION (CCSU)

The Cornwall College Group has eight separate and unique campuses across the South West; the CCSU represents students across that whole Group. Whether you are part-time, full-time, an apprentice, or a diploma or degree student, the Students' Union is here to support your study and social life while at college.

The CCSU is run by an elected President and Vice-President who also sit on TCCG Board and have the support of the Senior Management Team. If you get involved in student life beyond your study you will find it exciting and rewarding. There are many important roles for you to fulfill as students and you can help to make the college experience everything you want it to be.



"Each campus will have a volunteer team of Students' Union students, who get involved because they care about their own and other peoples' experience."

They make it happen. In return, those students get a lot of support and gain a massive amount of experience and confidence in organising and achieving. If when you finish your course, you want to be the one that stands out among the other job hunters, then being active with CCSU is one great way to be different.

The second strand of our work is making sure that your opinion and your points of view are truly represented back into the College and educational systems; be it regionally or nationally. Our views on the quality of our courses, the quality of our campus facilities, our resources including funding to survive as healthy students, are all the types of things we are the experts on. If we don't care and tell it how it is – then no one else may care.

The Students' Union will help you engage with all of this. We do this through our Local SU meetings and Corporate SU meetings through which you will have access to your Head of Campus and Senior Management Team. Here you can give meaningful and effective feedback on your college experience to make things even better for yourself and others.

We also attend the National Union of Students Conference so our voice is heard nationally.



Whether you would like to see a 'Battle of the Bands' or a 'Chess tournament'; whether you want to run a campaign or develop an important idea, it does not matter. It starts with YOU. Your Learner Enrichment Officer is on site to help you get involved and engaged.

Dare to be different; dare to stand out!

Contact your Learner Enrichment Officer (LEO) for more information on being a part of CCSU on your campus.



CONTACT US

Remember CCSU is here to represent and support you!

Contact your campus LEO

Facebook:

www.facebook.com/cornwallstudents

Twitter:

@CornwallISU

CCSU Instagram:

ccsu_insta



LEARNER ENRICHMENT OFFICERS

Your Learner Enrichment Officer is there to support your non-academic learner voice. They also manage a programme of enrichment activities, including trips, activities and events to help make a positive contribution to the overall student experience and they're great at the fun stuff.

If you have a question and are not sure who to ask, or just want to chat, speak to the Learner Enrichment Officer (LEO) on your campus. They can help you with everything from getting involved with Cornwall College Students' Union (CCSU) activities to information and signposting on confidential issues such as:

- Sexual Health, Physical Health and Mental Health
- Wellbeing and Resilience
- Alcohol and drugs
- Bullying
- Personal safety.



Our LEOs work closely with the CCSU to ensure that we work in partnership with you and provide services that meet your needs. They are passionate about helping to improve the student experience and you will see results of this displayed on the You Said We Did boards around campus. The LEOs all run their own CCSU Facebook groups so you can see our news, what's on and what's happened. A newsletter is also produced half termly.

To celebrate the hard work and achievements of students from across all of our campuses, the **Student STAR Awards** is a glamorous ceremony held in June. If your achievements are outstanding you could be nominated for an award and invited to attend the evening with two guests.

CONTACT US

Falmouth- Danny O'Shea
danny.oshea@falmouthmarineschool.ac.uk

Camborne – Suzee Wheeler
susan.wheeler@cornwall.ac.uk

Rosewarne – Kate Snook
kate.snook@duchy.ac.uk

St Austell – Teri Cobbett
teri.cobbett@cornwall.ac.uk

Newquay – Gill Tonkin
gill.tonkin@cornwall.ac.uk

Saltash – Ali Gerry
alison.gerry@st-austell.ac.uk

Stoke Climsland – Mia Giudetti
mia.giudetti@cornwall.ac.uk

Bicton – Tanya Trevena
tanya.trevena@cornwall.ac.uk



HAVING YOUR SAY

Our 'HAVE YOUR SAY' scheme provides students with an easy way to submit ideas for things they want to change about Cornwall College. These ideas can be about anything that is going to improve the student experience. We would love to hear your Big Ideas.

Email: CCSUPresident@cornwall.ac.uk
for more information

The Cornwall College Group works in partnership with The Cornwall College Students' Union (CCSU) to ensure learners have regular opportunities to feedback on your college experience.

These include:

- Questionnaires & Surveys
- Change to LSEC meetings (everyone is welcome!)
- Face-to-face meetings
- CCSU Conference
- Through your campus-based CCSU leadership team
- Feedback & Complaints
- Student Governors sit on TCCG Governing Board

Academic Learner Voice will also be collected through your course by your Personal Tutor and/or Personal Learning Adviser.



SPECIAL EDUCATIONAL NEEDS AND DISABILITIES (SEND)

WHAT SUPPORT MIGHT I HAVE AT COLLEGE?

The type of support you can have will depend on your individual needs. We are proud of the range of support services we can offer, for example:

- You may need 1:1 support which means you will work with a Learning Support Practitioner (LSP) within lessons
- You may only need some help in lessons so could work within a small group and with an LSP to support where needed
- You may work with the specialist intervention team (e.g. Dyslexia Tutor; Autism Champion) to give you more support with specific strategies, reading and writing, and other study-related skills
- We can meet with you and your family to discuss your support needs and write an individual support plan
- You may require support from us through assistive technology rather than a staff member
- You may have some specific needs which require us to bring in one of our professional contacts on a bespoke basis e.g. Teacher of the Deaf.

FE Disability Adviser is Shana Price

HE Disability Adviser is Pippa Ramage

Your support will be reviewed regularly and we will involve you in this review at all times. We can meet with you and your family to discuss support needs if you want us to. We will write a support plan for you and share this with all relevant staff working with you. You may have an Education, Health and Care Plan (EHCP). We will use this document to ensure that we support you appropriately, and with your aspirations and outcomes in mind.

For contact details and more information please see our SEND Provision Statement or visit the support section of our website:
<https://www.cornwall.ac.uk/student-support/supporting-your-learning/>

OUR VISION

We want all our learners to have what they need to become successful and achieve their goals because:

- We aim for there to be no discrimination between learners and wish to support all who want to progress.
- We would like learners to develop their independence and be work ready when they have finished at college.



EMPLOYABILITY SKILLS - YOUR STEPS TO SUCCESS

BEHAVIOURS & VALUES FOR EMPLOYMENT

The Cornwall College Group has a unique framework to help you develop the skills that employers are looking for, the skills that will help you stand out from the crowd. As the Career College for the South West, it is our aim to help develop your aspirations and provide learning that is relevant, applied and real, ensuring your curriculum is delivered through close partnerships with employers, communities and organisations.

EMPLOYABILITY SKILLS

Employability is an essential part of your Study Programme and the college have a unique three stage framework to help you develop the skills that employers are looking for. This is what some of our learners say about their experience of employability:

"Teaches you how to act in the work place"

"Gives you the correct attitude for the job, which is key for life!"

This is an important part of your Study Programme and part of your entitlement as a learner preparing to progress onto higher level programmes or into industry employment.

WORK EXPERIENCE

When recruiting for jobs, employers state that young people who are able to show evidence of work experience are more likely to get an interview. We have a team of Industry Placement & Work Experience Co-ordinators who will support you to organise a placement within your chosen career. Many of our learners have gained apprenticeships or work through these placements.

| Behaviour | Stage 1 | Stage 2 | Stage 3 |
|-------------------------------------|---|--|---|
| Professionalism | Dress correctly for the workplace Be on time Appropriate language for the workplace | Strong work ethic Adapt to different situations Positive attitude | Proactive Self-management Commercial awareness |
| Communication | Appropriate listening, speaking and body language Work in a team Customer care | Appropriate written language Positive contribution to team Putting customers first | Basic negotiation skills Managing a team or task Customer centric in thought |
| Ownership and Responsibility | Listen to others Take pride in own work Respond to positive or negative feedback | Resilience Manage emotions during feedback "Can Do" attitude | Seek feedback for improvement Planning own work Positive in working with others |
| Team Working | Self-aware | Understands place in a team | Values member of a team |
| Personal Values | Kind Helpful Honest | Self-aware Puts others first Open to new ideas | Empathetic Supportive Work ethic |

IT SERVICES FOR STUDENTS

As part of your learning you will be provided with a college email account which can be used to access Microsoft Office 365. Office 365 is a live service, hosted in Microsoft's own 'Cloud' server and storage infrastructure. This will give you access to email along with a personal OneDrive where you can create and share Microsoft Office files as well as store other file types. It also includes a suite of Microsoft Office applications which can be downloaded on up to five different personal devices for free.

What is included with Office 365?

- Cornwall College email (that is used to sign up for and access free educational software)
- OneDrive account giving you lots of online storage
- Office online applications
- Office for PC downloads
- Office for Mac downloads
- Office mobile for iPhone and Android
- Office applications for iPad, iPhone and Android tablets.

You can access your account by going to www.cornwall.ac.uk/students and logging into Office 365. This page will provide more details about the service and terms of use.

Wi-Fi

The College provides a Wi-Fi service for you to access from your smartphone, tablet or laptop. Look for the "eduroam" network and follow the instructions to login with your full college email address. Once connected, you can then access college resources such as email, Student Portal and Moodle. The eduroam service is part of a wider academic infrastructure which means you can connect automatically to other eduroam Wi-Fi hotspots in other institutions such as Plymouth University and even NHS sites such as Treliske Hospital. Please take time to read the Acceptable Use Policy provided with your login details.

Email

You will receive regular emails from college staff via your college email account. It is therefore essential that you regularly access the service to keep up to date with college communication. If you have a smartphone you can configure it to collect your college email automatically.



We communicate information to you in a variety of ways: emails, Student Portal, notice boards, your PLA and/or tutor and the student bulletin.

Pro Portal

The Student Portal is the gateway to your life at college. From here you will be able to access (and check) the information the College holds on you, check your attendance, access Office 365 including your emails, important policies and other information. In addition you will be able to track your own progress on your course, so make sure you log on every day. You can access Pro Portal here: www.cornwall.ac.uk/students

Student Bulletin

- This is a bulletin that comes to you via your student email and your local CCSU Facebook page once every half term.
- It contains sports news, student achievement, important transport information, college trips, careers talks and much more.
- If you wish to put a notice into the bulletin, please contact your Learner Enrichment Officer.

Emergency Notices

- We will use the entrance doors and noticeboards in reception to display any emergency notices to students; such as changes to bus times. Please read them, if and when they appear.
- Any bad weather closures or emergency travel information will be posted on the website www.cornwall.ac.uk or via our social media platforms.

Staying Safe Online

It is important that you keep yourself safe online by adhering to the 'acceptable use policy', maintain your privacy and security settings, think carefully about your behaviour when social networking by being aware of what you post and who you are talking to and recognise the risks with online activity. IT have created a brief Cyber Security Awareness Guide that contains tips and recommendations for staying safe online. Please take the time to read the guide, and remember to always seek help if you have any doubts or concerns.



It's **your** college experience
make the most of it!

FUNDING AND SUPPORT

What financial support is available to me?

FE Funding Support

This funding is to help you meet extra costs e.g. transport and childcare. This is administered by the College and is means tested and cash-limited.

Guaranteed Student Bursary

If you are under 19 and living in care, a care leaver, receiving Income Support in your own right, a disabled young person in receipt of both Employment Support Student Allowance and PIP (Personal Independence Payment), you will be entitled to a Guaranteed Student Bursary of up to £1,200.

Transport

If you are under 19 at the beginning of the academic year in September, are attending a full-time course and live more than three miles from college you may be eligible for a college bus pass.

A bus pass is free if you are awarded funding support, however, rules do apply. Check your induction pack for more information.

Transport Bursary

If you are over 19 you may be eligible for funding support towards travel costs.

Free College Meals

If you are aged 16-18 and received free school meals, or if your circumstances have recently changed and you are now in receipt of certain benefits, you may qualify for free college meals. Contact Student Services for further details.

Advanced Learning Loans

Thinking about continuing your education? If you are aged 19 or above and want to study a qualification of level 3 or above there are Government loans available. There is also funding support which is means tested to help you meet transport costs and childcare costs.

Care to Learn (for learners up to 20 years)

Care to Learn is a national scheme for childcare funding if you are a parent under 20 years of age. This childcare bursary will not affect your own family's benefits or allowances. If you are under 20 years of age this support is not means-tested and you do not have to be in receipt of benefits or have a low income in order to have your childcare paid for. Please contact any of our Student Services teams for more details.

Childcare (for learners aged 20+ years)

We are keen to help you with the cost of your childcare whilst studying. The childcare subsidy you receive will depend upon the details submitted by you on your childcare support application form. If you are eligible for support this will normally be paid direct to your registered childcare provider.

For further information or advice on any of the above please go to www.cornwall.ac.uk/student-support or visit Student Services on your campus where they will be happy to help.

Accommodation

If you do not live within reasonable travelling distance of the college you may wish to consider seeking accommodation nearby. For students at Duchy College Stoke Climsland there are full-board and self-catering residential places available for learners aged 18 and over.

At Bicton College, there is full-board option for all students and a self-catering option for HE students. There is also some external landlady/lord local accommodation for those under 18, full Residential Bursaries are available for eligible students. With the exception of students awarded Residential Bursaries, accommodation costs are normally the responsibility of the student, parent or carer.

HE Student Funding

Please see our website for more details:

www.cornwall.ac.uk/student-support/accommodation

GENERAL INFORMATION

ID Cards

All students will be provided with an ID card and a lanyard. You **MUST** wear your lanyard and ID at all times and there could be disciplinary action taken if you do not.

Absence

Regular attendance in lessons is vital and will be monitored closely. You can view this through the Student Portal.

The absence telephone line is:
0330 123 2523

Sickness

If you are unable to attend college due to illness you must notify your college before 10am on the first day of absence and your tutor will be notified. We need to know your name, brief reason for absence, tutor's name and expected return date.

Interviews, medical appointments etc.

If you know that you are going to be away from college you must tell your course tutor beforehand and provide evidence wherever possible.

If you are ill at college

If you are taken ill at college you should, wherever possible, report to Student Services. They will advise you what to do next.

Changing course

If you wish to change an element of your programme, discuss this with your tutor or PLA. If you decide to go ahead you must see your SLA, who will advise you, give you the relevant form and tell you how to proceed.

For further information please contact your Student Services team:

| | |
|-------------------------------|--------------|
| Bicton College | 01395 562393 |
| Cornwall College St Austell | 01726 226405 |
| Cornwall College Camborne | 01209 616273 |
| Falmouth Marine School | 01326 310303 |
| Cornwall College Newquay | 01637 857960 |
| Duchy College Rosewarne | 01209 722135 |
| Cornwall College Saltash | 01752 850253 |
| Duchy College Stoke Climsland | 01579 372254 |

Student Transport

TCCGTransport
01726 226404

Duchy College Stoke Climsland Transport
01579 372207

Bicton College Transport
01579 372207

FACILITIES

Food, drink and your social spaces

- On your campus you will find a selection of places where you can buy food and drink and 'chill out' spaces where you can relax.

Car parking

- There is disabled car parking for students who are holders of a blue badge; other students with a need to park closer due to mobility issues should contact your Head of Campus
- Car parking space is limited on some college campuses e.g. Falmouth Marine School where this is only street parking
- If you drive to college you will need to get a college parking permit and display it at all times on your windscreen
- A parking permit allows you to park in one of the car parks. It does not automatically entitle you to a space.

Lost property

- If you lose or find personal belongings please go to Reception
- All losses will be registered
- Lost property will be held for one term before disposal.

First aid

- There are qualified first aid staff on each campus and medical rooms on some campuses
- Any member of staff will help you locate a first aider or you can ask at reception.

Photocopying

- Photocopying is available throughout the College.

Lifts

- During an emergency evacuation lifts must not be used. Priority use is given to students with disabilities. It is a serious disciplinary offence to tamper with the lifts.

Smoking

- Smoking is only permitted in designated outside areas which are away from entrances and buildings, this includes e-cigarettes.

Hair, beauty and fitness

- Several campuses are equipped with their own training salons with treatments available at reduced prices and fitness suites where you can work out.



14-16 YEAR OLD STUDENTS

While attending the College through a 14-16 School Partnership programme, Health & Safety, reporting and disciplinary procedures, apply to you.

Points to remember

- All minor or major incidents will immediately be reported to your home, school or organisation.
- Smoking is not permitted on college premises for learners studying on 14-16 courses. If you are at any time found smoking this will result in disciplinary action being taken
- You are not permitted to leave college premises during your timetabled day which includes any breaks and lunch times
- Learners attending as part of a full time course can have an off-site consent form signed to enable them to leave the premises during break and lunch times
- You must always bring your Personal Protective Equipment (PPE) with you into college
- You are required to arrive at your lesson on time
- Skateboards and scooters are not permitted on any of the campuses.

School Partnership contacts

Chantelle Mashiter

Mobile: 07909 686072

Email: chantelle.mashiter@cornwall.ac.uk



TERM DATES 2019-20

FE Academic Calendar

2019 Term 1

- New FE students start Monday 9th September (2 weeks Programme Entry)
- Half term Monday 21st October 2019
- Term ends Friday 20th December 2019
- Christmas and New Year bank holidays – 25th/ 26th December 2019 and 1st January 2020

2020 Term 2

- Term starts Tuesday 7th January 2020
- Half term w/c Monday 17th February 2020
- Term ends Thursday 26th March 2020

2020 Term 3

- Term starts Tuesday 14th April 2020
- Half term Monday 25th May 2020
- Term Ends Friday 3rd July 2020
- Easter bank holiday – 10th/13th April 2020)
- May bank holidays – 4th/25th May 2020

HE Academic Calendar

2019 Term 1

- New HE students start w/c Monday 16th September 2019 (induction week) (days may vary by course)
- Returning HE students start w/c Monday 23rd September 2019
- Half term w/c Monday 21st October 2019
- Term ends Friday 13th December 2019
- Christmas and New Year bank holidays – 25th/ 26th December 2019 and 1st January 2020
12 weeks – new students incl. induction week
11 weeks – returning students

2020 Term 2

- Term starts w/c Tuesday 7th January 2020
- Half term w/c Monday 17th February 2020
- Term ends Thursday 26th March 2020
11 weeks

2020 Term 3

- Term starts w/c Tuesday 14th April 2020
- Half term w/c Monday 25th May 2020
- Term Ends Friday 12th June 2020
- Easter bank holiday – 10th/ 13th April 2020
- May bank holidays – 4th/ 25th May 2020
8 weeks



COUNSELLING SERVICES

If you are feeling the effects of personal problems or anxieties in your day-to-day life, counselling services can help you overcome or manage these issues by enabling you to develop a more positive outlook, which will benefit your learning and overall well-being.

During confidential counselling sessions you will be able to talk freely to a trained and experienced counsellor who will help you to clarify your concerns and work towards finding solutions or ways to cope with these issues on a day-to-day basis. Counsellors will never judge you or tell you what to do and are always caring and easy to talk to.

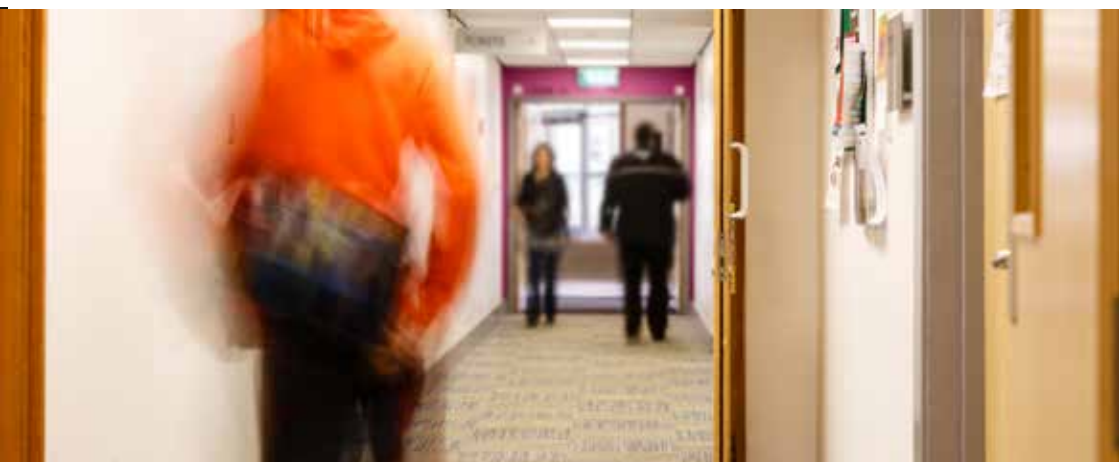
The Cornwall College Group is now working closely with **Outlook South West** to ensure that our students can access high quality counselling services, free of charge, in the area they live or study. Outlook South West are commissioned by the NHS to provide counselling services to people aged 16+ who are registered with a GP in Cornwall.

Services can be provided either on our Cornwall based college sites or in your local community at Outlook South West's network of offices and/or local GP surgeries, to suit you and your preferred timings so as to fit in with your study, work or home commitments.

For more information on Outlook South West services please visit their website: **www.outlooksw.co.uk** or contact them on 01208 871905.

You can also access this service and other services which may be available depending on your campus, via your Learning Advice Team.

Your PLA is Mental Health Trained and will be happy to signpost you in the right direction.



EQUALITY, DIVERSITY AND INCLUSION

The College wants to provide you with a welcoming and positive environment where everyone is treated with dignity and respect. We are committed to equality of opportunity for all students and staff, and do not tolerate harassment, discrimination or bullying.

No prospective or existing student should ever receive less favourable treatment on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief and non-belief, sex or sexual orientation.

The Equality, Diversity and Inclusion Committee ensures that the College's policies, procedures and practices not only comply with current equality legislation (The Equality Act 2010), but also champion the empowerment of individuals to be their true selves.

Equality, Diversity and Inclusion Objectives for 2019-20

We will: Empower our staff and students to be themselves; embrace uniqueness, respect difference, and encourage confidence.

We will: Develop peer to peer support and mentoring for staff to promote positive mental and physical wellbeing.

We will: Place the Learner Voice at the heart of everything we do, working with core teams and the CCSU to expand on 'You said, we did'.

We will: Demonstrate a clear development of ED&I in our teaching and learning, whilst utilising data to address gaps in performance and achievement.

We will: Work within our communities to be a leader in the area of inclusion, and advance equality of opportunity and access for all.

We will: Celebrate our staff, students, stakeholders and successes.

If you have any suggestions for the committee or would like to raise any issues please contact: inclusion@cornwall.ac.uk



ENVIRONMENT

We want to ensure we keep Cornwall beautiful and have as positive an impact on the environment as possible. Individual small contributions at home and in college make a huge difference.

Using a carbon management plan we have reduced our emissions by 25% over 5 years and we are aiming to continue to do this over the next five years.

Students can help by:

- recycling – use the bins around campus for their intended purpose
- saving energy – turn off lights and computer monitors when not in use
- thinking about travel – walk, cycle, get the bus or car-share
- remembering it's your future, your planet – do something to help save it.



ACADEMIC WALLPLANNER 2019/20

To open the group calendar in Outlook:

- Ctl 6 – in calendar view
- Scroll down and you will find it in public folders
- Right click you can add it to favourites
- You can then overlay it over your calendar if you want

NQY – Newquay
STAC – St Austell
SALT – Saltash
CAM – Camborne
FMS – Falmouth Marine School

DCS – Duchy College Stoke Climsland
DCR – Duchy College Rosewarne
BIC – Bicton College
CACAE – Courses And Careers Advice Event
***Awaiting confirmation from awarding body**

| SEPTEMBER | OCTOBER | NOVEMBER | DECEMBER | JANUARY | FEBRUARY |
|---|--|---|---|---|--|
| 1su | 1tu HE Experience Day for year 2 Level 3 FE | 1fr | 1su | 1we Bank Holiday | 1sa BIC CACAE FMS CACAE & Taster |
| 2mo | 2we OLT | 2sa BIC CACAE FMS CACAE | 2mo | 2th | 2su |
| 3tu | 3th | 3su | 3tu | 3fr | 3mo |
| 4we | 4fr | 4mo English Language GCSE Retake AM | 4we NQY HE Advice Event DCR Interview Event | 4sa | 4tu |
| 5th Study Programme Enrolment | 5sa | 5tu Maths GCSE Retake AM | 5th | 5su | 5we OLT |
| 6fr Study Programme Enrolment | 6su | 6we English Language GCSE Retake AM | 6fr | 6mo GDD All Staff Return | 6th |
| 7sa | 7mo | 7th Maths GCSE Retake AM | 7sa | 7tu HE & FE Term Starts | 7fr |
| 8su | 8tu | 8fr | 8su | 8we | 8sa Eden Project Learning Open Day |
| 9mo FE Term Starts | 9we | 9sa CAM, SALT, NQY & STAC CACAE NQY HE Taster CAM & STAC FE Taster | 9mo | 9th | 9su |
| 10tu | 10th STAC A-level Info Evening | 10su | 10tu | 10fr | 10mo |
| 11we BIC Freshers' Fair | 11fr | 11mo Maths GCSE Retake PM | 11we | 11sa | 11tu |
| 12th | 12sa | 12tu | 12th | 12su | 12we BIC Interview Event |
| 13fr | 13su | 13we BIC Interview Event | 13fr HE Term Ends | 13mo | 13th Experience Day - all campuses |
| 14sa | 14mo | 14th | 14sa | 14tu | 14fr |
| 15su | 15tu CAM, SALT, NQY & STAC CACAE | 15fr | 15su | 15we | 15sa |
| 16mo HE Term Starts New Learners | 16we | 16sa Graduation Day | 16mo | 16th | 16su |
| 17tu STAC Freshers' Fair | 17th | 17su | 17tu | 17fr | 17mo NQY FE Taster DCR Taster |
| 18we DCS Freshers' Fair | 18fr | 18mo | 18we | 18sa CAM, SALT, NQY & STAC CACAE NQY HE Taster CAM & FE Taster | 18tu DCS Taster |
| 19th DCR Freshers' Fair | 19sa Eden Project Learning Open Day | 19tu | 19th | 19su | 19we BIC Taster DCR Taster |
| 20fr | 20su | 20we OLT | 20fr FE Term Ends | 20mo | 20th |
| 21sa STAC Autumn Fair | 21mo SALT Taster | 21th | 21sa | 21tu | 21fr |
| 22su | 22tu DCS Taster | 22fr | 22su | 22we STAC Interview Event | 22sa |
| 23mo HE Term Starts Returning Learners CAM Freshers' Fair | 23we BIC Taster | 23sa DCS & DCR CACAE | 23mo | 23th | 23su |
| 24tu FMS Freshers' Fair | 24th | 24su | 24tu | 24fr | 24mo |
| 25we SALT Freshers' Fair | 25fr | 25mo | 25we Bank Holiday | 25sa DCS & DCR CACAE NQY HE Taster | 25tu |
| 26th | 26sa | 26tu | 26th Bank Holiday | 26su | 26we STAC Interview Event |
| 27fr NQY Freshers' Fair | 27su | 27we CAM Interview Event | 27fr | 27mo | 27th |
| 28sa | 28mo | 28th SALT Interview Event | 28sa | 28tu Maths GCSE Mock Exam | 28fr |
| 29su | 29tu | 29fr | 29su | 29we CAM Interview Event | 29sa |
| 30mo | 30we CAM Interview Event | 30sa | 30mo | 30th English GCSE Mock Exam FMS SALT Interview Event | |
| | 31th SALT Interview Event | | 31tu | 31fr | |



THE CORNWALL COLLEGE GROUP

| MARCH | APRIL | MAY | JUNE | JULY | AUGUST |
|---|---------------------------|--|---------------------------------------|---|---|
| 1su | 1we | 1fr | 1mo | 1we | 1sa |
| 2mo | 2th | 2sa | 2tu English Language GCSE Paper 1 AM* | 2th DCS Awards Event | 2su |
| 3tu | 3fr | 3su | 3we | 3fr FE Term Ends | 3mo |
| 4we | 4sa | 4mo | 4th Maths GCSE Paper 2 AM* | 4sa | 4tu |
| 5th | 5su | 5tu | 5fr English Language GCSE Paper 2 AM* | 5su | 5we |
| 6fr | 6mo | 6we Apprenticeship Recruitment Event OLT | 6sa | 6mo | 6th |
| 7sa | 7tu | 7th | 7su | 7tu Experience Day (CAM, DCR & FMS) | 7fr |
| 8su | 8we | 8fr Bank Holiday | 8mo Maths GCSE Paper 3 AM* | 8we Learning & Teaching Fair | 8sa |
| 9mo | 9th | 9sa | 9tu | 9th Experience Day (STAC, NQY, DCS, SALT & BIC) | 9su |
| 10tu | 10fr Easter Good Friday | 10su | 10we | 10fr Experience Day (CAM, DCR & FMS) | 10mo |
| 11we | 11sa | 11mo | 11th | 11sa | 11tu |
| 12th | 12su | 12tu | 12fr HE Term Ends | 12su | 12we |
| 13fr | 13mo Easter Monday | 13we | 13sa | 13mo | 13th A-level & Synoptic Assessment Results Day |
| 14sa CAM, SALT, NQY & STAC CACAE NQY HE Taster CAM & STAC FE Taster | 14tu HE & FE Term Starts | 14th | 14su | 14tu | 14fr |
| 15su BIC Lambing Sunday | 15we BIC Interview Event | 15fr | 15mo | 15we | 15sa |
| 16mo | 16th | 16sa NQY HE Taster | 16tu | 16th | 16su |
| 17tu | 17fr | 17su | 17we OLT | 17fr | 17mo |
| 18we OLT NQY Applicant Day | 18sa | 18mo | 18th | 18sa | 18tu |
| 19th | 19su | 19tu Maths GCSE Paper 1 AM* | 19fr | 19su | 19we |
| 20fr | 20mo | 20we | 20sa CAM Summer Fun Day | 20mo | 20th All FE Teaching Staff To Return GCSE Results Day |
| 21sa DCS & DCR CACAE | 21tu | 21th | 21su | 21tu | 21fr |
| 22su | 22we | 22fr | 22mo | 22we | 22sa |
| 23mo | 23th | 23sa FMS Open Day | 23tu | 23th | 23su |
| 24tu | 24fr | 24su | 24we | 24fr | 24mo |
| 25we STAC Interview Event CAM Interview Event | 25sa | 25mo Bank Holiday | 25th | 25sa | 25tu |
| 26th HE & FE Term Ends SALT Interview Event DCS Parents' Evening | 26su | 26tu DCS Taster | 26fr | 26su | 26we GDD |
| 27fr GDD | 27mo | 27we BIC Taster NQY FE Taster | 27sa Eden Project Learning Open Day | 27mo | 27th |
| 28sa BIC CACAE FMS CACAE & Taster | 28tu | 28th | 28su DCS Open Event DCR Open Event | 28tu | 28fr |
| 29su | 29we STAC Interview Event | 29fr | 29mo BIC Prize Day | 29we | 29sa |
| 30mo SALT Taster DCR Taster | 30th | 30sa | 30tu DCS Summer Ball BIC Prize Day | 30th | 30su |
| 31tu | | 31su | | 31fr | 31mo Bank Holiday |

USEFUL CONTACTS

Bullying

| | | |
|-----------------------|--------------|--|
| Young People Cornwall | 01872 222447 | www.abccornwall.org.uk |
| Childline | 0800 1111 | |
| Careers South West | | |
| Help for young people | 0800 9755111 | |

Benefits

| | | |
|----------------------------|--------------|--|
| Job Centre Plus | 0800 0556688 | www.turn2us.org.uk |
| Housing Benefit | 0800 0556688 | |
| Welfare Benefits & Support | | |

Sexual Health and Contraceptive Services

| | | |
|--|--------------|--|
| Brook (Cornwall) | 01209 710088 | www.cornwallshac.org.uk |
| The Hub (NHS) | 01872 255044 | |
| Gay and Lesbian Switchboard | 01392 201018 | |
| Sexually Transmitted Infections Helpline | 0300 1237123 | |
| Healthy Gay Cornwall | 01209 615600 | |

General Health Matters

| | | |
|--|--|--|
| Macmillan Cancer Support and information | 0808 8080000 | www.intercomtrust.org.uk www.coppafeel.org |
| CRUSE Bereavement Care | 0300 1000200 | |
| Missing People Helpline and message home | call or text 116000 or 020 83924590 116000@missingpeople.org.uk | |
| Dental Helpline | 01872 272398 | |
| NHS Non-emergency Helpline | 111 | |
| Dyslexia Association | 01872 274927 | |
| Sexual Healthline | 0300 1237123 | |
| Eddystone Trust | 0800 3283508 | |
| Intercom Trust (LGBT) | 0800 6123010 | |
| Coppafeel | | |

Drugs and Alcohol

| | |
|---|---------------|
| Alcoholics Anonymous | 0800 9177650 |
| Addaction Chy | 01872 262414 |
| Drinkline | 0300 1231110 |
| Frank | 0300 123 6600 |
| National Drugs Helpline (Frank) | 0300 1236600 |
| NHS Smokefree | 0300 1231044 |
| National Association Children of Alcoholics | 0800 3583456 |
| Harbour Centre (Plymouth) | 01752 434343 |
| Narcotics Anonymous | 0300 9991212 |
| Quitline | 0300 1231044 |
| YZUP Young Addaction@YZUPCornwall | 01872 300816 |

Mental Health & Support Services

| | |
|--|----------------------|
| Adult Services (Cornwall Council) | 0300 1234131 |
| Adult Services (Devon Council) | 0345 1551007 |
| Nightlink | 0808 8000306 |
| Devon Rape Crisis Line | 01392 204174 |
| Cornwall Rape and Sexual Abuse Centre (CRASAC) for men and women | 01872 262100 |
| Cornwall's 24hr Domestic Violence helpline | 01872 225629 |
| SALT Southwest (adults abused as children) | 01752 600599 |
| Men's Aid | 0808 8005005 |
| Victim Support | 0333 2556422 |
| Samaritans | 116 123 (free phone) |
| Penta Health & wellbeing (promoting health and Wellbeing for adults) | 07545 428711 |
| Mental Health Trust | |
| Single Point of Access Team | 0300 300 7777 |
| Plymouth Options | 01752 435419 |
| Devon Depression & Anxiety Service | 01392 675630 |

Eating Disorders

| | |
|---------------------------------|--------------|
| Eating Disorders Youth Helpline | 0808 8010677 |
| Eating Disorders Youth Helpline | 0808 8010711 |

Care and Carers

| | |
|-----------|--------------|
| Carers UK | 0808 8087777 |
|-----------|--------------|

Disability

| | |
|---------------------|--------------|
| Disability Cornwall | 01736 759500 |
|---------------------|--------------|

General

| | |
|------------------------------------|--|
| Citizens Advice Bureau (all areas) | www.citizensadvice.org.uk |
| Police (non-emergency) | 101 |
| Relate (marriage guidance) | 0300 1001234 |
| Step Change Debt Charity | 0800 138111 |

Useful Websites

| | |
|-----------------------------------|--|
| Student Finance | www.gov.uk/studentfinance/overview |
| NUS | www.nus.org.uk |
| UCAS | www.ucas.com |
| Government Services & Information | www.gov.uk |