

YOUR STUDENT GUIDE 2017 - 18

MAKING LEARNING WORK



THE CORNWALL COLLEGE GROUP

Bicton College - East Budleigh, Budleigh Salterton, Devon, EX9 7BY
Main Switchboard 0330 123 4782
Fax: 01395 562344
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

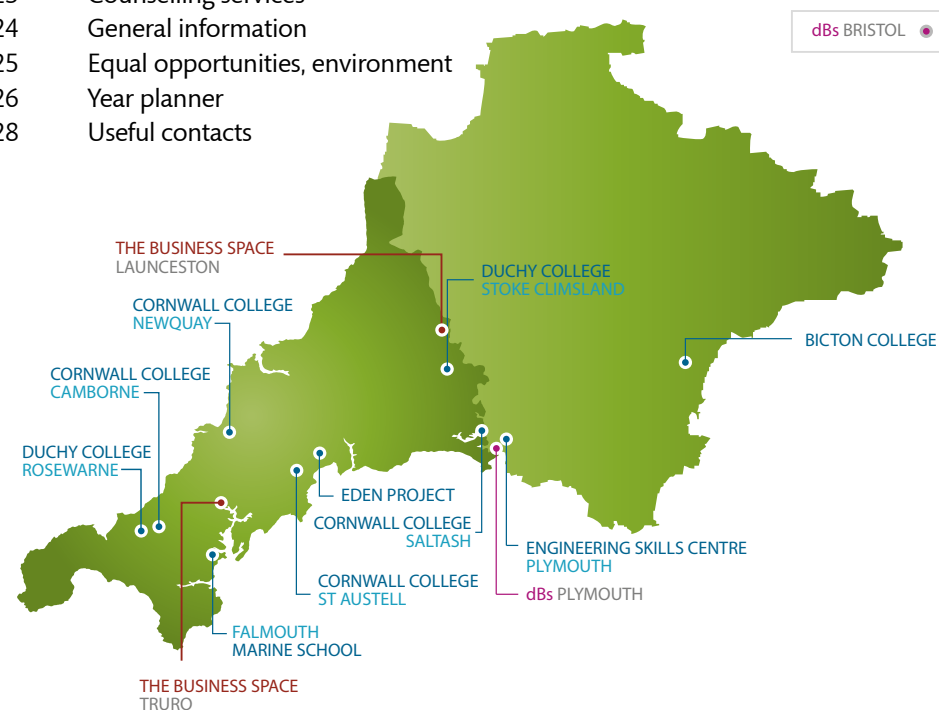
Cornwall College Newquay - Wildflower Lane, Trenance Gardens, Newquay, Cornwall, TR7 2LZ
Main Switchboard 0330 123 2523
Course Enquiries 0330 123 2523
W: www.cornwall.ac.uk E: Newquay.enquiries@cornwall.ac.uk

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 WITH THE CORNWALL COLLEGE GROUP

Whichever of our sites* across the South West region you may be joining, you can count on having a positive and successful experience with our unique approach to delivering world class learning to meet our College Values and our USP Study Programme (Universal, Specialist and Personal strands). These initiatives will enable 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 at www.cornwallstudents.org to see what our students are currently involved in. The Learner Voice is something we take really seriously across our sites; your site Student Liaison 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 are committed to building a Brilliant College Group with our core purpose of 'Making Learning Work'. This means that we want our learners to 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 are really important to us and we hope that they will be just as important to you in your college life. We will make reference to them often to help you to buy into them too. In our work with our learners and staff colleagues we aspire to be:

CAN DO
CONNECTED
CREATIVE

CARING
CONSISTENT

CELEBRATING
COURAGEOUS

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, showing 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 in every aspect of your learner journey. If we exceed or fall short of your expectations, please let me know.

With very best wishes for your success
Raoul Humphreys
Chief Executive and Principal
The Cornwall College Group

* Sites at Bicton, Camborne, dBs Music Bristol, dBs Music Plymouth, Falmouth, Newquay, Rosewarne, Saltash, St Austell, Stoke Climsland, The Eden Project and Sussex Golf Club.

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, jobsearch, 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 stac.careers@cornwall.ac.uk for more information or to book an appointment.

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 customer's needs through digital technology, telephone and face-to-face meetings. We help customers identify and overcome any barriers they face to give them the chance to unlock their true potential and find a fulfilling career which offers opportunities to progress. Please email louise.fildes@cornwall.ac.uk or call 01726 226708 for more information or to book an appointment.



SAFEGUARDING



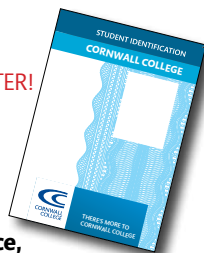
Staying safe at college... and beyond

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 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 violence, neglect, sexual exploitation or abuse, financial abuse, bullying, hate crime, psychological abuse, domestic abuse, radicalisation or other forms of abuse....

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 direct 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 Safeguarding Lead – Residential	Bicton College/Duchy College Stoke Climsland Residential	01395 562386 07778 603953 safe@bicton.ac.uk
Ginnette Williams Safeguarding Lead/Senior Personal 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 – East Cornwall	Saltash & Duchy College Stoke Climsland	01752 850212 01579 372325 07876 258321
Stephen Maunder WSTA Business Development Manager	Work Skills Training Academy (WSTA)	07717 544247
Heather Tabb Project Manager	Young People's Projects including Young Mums Will Achieve	07788 185741
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

Anna Webster Safeguarding Lead – dBs Music, Bristol	dBs Music, Bristol	0333 3442235 07786 855201
Maxine Bentley Residential Team Lead	Bicton College Residential Students	01395 562320 07977 148270
Alison Hamilton Residential Team Lead	Duchy College Stoke Climsland Residential Students	01579 372208 07773 367483
Mike Carnall Designated Safeguarding Lead, The Cornwall College Group	Off-site, community learning and concerns about staff	01579 372325 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.

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 a 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.

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.



SUPPORTING YOUR FUTURE

The Cornwall College Group is dedicated to providing learners with essential opportunities to enable them to be successful.

On each campus the **USpace** is a support area where students can access staff and services to support their study.

This can include support for:

- English and Maths
- Skills for work
- Careers and work placement advice
- Study skills
- IT support
- Progression support: Applying to university or jobs.

A range of staff will be available via the **USpace** to provide this support and can also signpost students to other support services or book appointments for support.

This is supported via a Virtual **USpace** which has a wide range of resources and support materials available in and out of college. You can find this from the home page of Moodle.

The **USpace** will also offer workshops and activities throughout the year.

- Finding work experience
- Getting work-ready
- Careers advice
- Job/apprenticeship search
- Completing application forms
- Interview techniques
- UCAS and student finance applications
- Personal/supporting statements
- Maths & English extra support sessions
- CV writing
- Study skills
- IT support
- Creating mind maps.

The **USpace** will also include a range of workshops and events that learners will be able to book onto. These will include guest speaker slots from local and national businesses as well as Universities.

LEARNING SERVICES

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

What is available?

A range of resources to borrow including:

- Books and e-books 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.

The Learning Centre staff can help you with:

- Finding and using books, ebooks 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.

What do 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 130,000 resources on all our campuses

Moodle: moodle.cornwall.ac.uk

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

Student Portal (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>

STUDENTS' UNION

The Cornwall College Group has nine 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.

If you get involved in student life beyond your study you will find it exciting and rewarding. There are many important roles for us to fulfil as students and unless we help each other to make the college experience everything you want it to be, it won't be. One life – perhaps one study time – let's live it – work it! No regrets.



"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 our opinion and our 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 will be holding an Annual Conference for all our students; a place where you can listen, speak and debate all the top issues of the day, here in the South West.



We also hold regular campus meetings so that you can give meaningful and effective feedback on your particular course of study and experience. We will give you the expertise that will lead to the experience that will help make the next year the most exciting and fruitful time that is possible.

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 Student Liaison Officer is on site to help you get involved and engaged.

Dare to be different; dare to stand out!

Contact your SLO for more information



NUS Extra

As a student, why not take advantage of the high street and online discounts you can get with an NUS Extra Card. Everything from clothes to books, food, travel and lots more. Speak to your CCSU team or SLO, or visit www.nusextra.co.uk



www.cornwallstudents.org

CONTACT US

Remember CCSU is here to represent and support you!

Contact your campus SLO

Facebook:
www.facebook.com/cornwallstudents

Twitter:
[@CornwallSU](https://twitter.com/CornwallSU)

CCSU Instagram:
[ccsu_insta](https://www.instagram.com/ccsu_insta)

Website:
www.cornwallstudents.org



STUDENT LIAISON OFFICERS

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

- Sexual health
- Mental health
- Drink and drugs
- Bullying
- Personal safety.

Our SLOs work closely with the CCSU on your site to ensure that we work in partnership with you and provide services that meet your needs. Elected course reps play a vital role in this too.

Course reps come up with great suggestions for improving the student experience, you will see the results displayed in the **"You Said We Did"** section of www.cornwallstudents.org.

If you're good at organising events then speak to the CCSU about organising a party or any other social event, maybe for Christmas, St. Valentine's Day or to celebrate the end of term.

To celebrate the hard work and achievements of students from across all of our seven 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.

If you have any worries or concerns your SLO is there to listen to you.



CONTACT US

FMS – currently vacant

Camborne – Ian Woodland
ian.woodland@cornwall.ac.uk

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

St Austell – Bev Senford
bev.senford@cornwall.ac.uk

Newquay – Abi Stokes
abi.stokes@cornwall.ac.uk

Saltash – Ali Gerry
ali.gerry@cornwall.ac.uk

Duchy Stoke – Mia Giudetti
mia.giudetti@duchy.ac.uk

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



COLLEGE SPORTS MAKERS

College Sports Makers work across all college campuses. Our jobs have been funded by Sport England to help increase the number of students taking part in at least 30 minutes of physical activity per week.

Our main role is to offer you a wide variety of different opportunities to encourage you to take part in regular physical activity. These activities range from fit to work sessions, rebounding, surfing, zumba fitness, to street dance, golf, canoeing, cricket, football, netball, wheelchair basketball and many more.

If there is something in particular that you are interested in, let us know, we are always looking for new activities to offer to students. We are also looking for student volunteers to help us run sessions, there may be the opportunity to get you qualified as coach in certain sports.

Every year we hold the 'Beach Olympics' where you compete in a range of activities against other Cornwall College students. These activities include tug-of-war, football, handball, volleyball, and of course sand sculpture. Start thinking about your teams now and get practising!

Don't forget to keep an eye out for exciting, new activities on offer to you in the Student Bulletin, as well as on noticeboards around the College.

REMEMBER, IT'S YOUR COLLEGE EXPERIENCE, SO MAKE THE MOST OF IT!

CONTACT US

Bicton – Matt Cookman
matthew.cookman@cornwall.ac.uk

East – Kate Bourn (Saltash & Duchy Stoke Climsland)
kate.bourn@duchy.ac.uk

West – Kyle Drummond (Duchy Rosewarne, Camborne & Falmouth Marine School)
kyle.drummond@cornwall.ac.uk

Twitter: @CC_SportsMaker
General.sportsmaker@cornwall.ac.uk

EMPLOYABILITY AND SUPPORTING YOUR FUTURE

LEARNING SUPPORT AND DISABILITY

The Cornwall College Group is proud to offer professional and effective Learning Support to learners with a wide range of support needs, including Learning Disabilities and Difficulties (LDD).

- We offer support in and out of the classroom from our team of trained Learning Support Practitioners as well as having access to professional specialists
- We work closely with Careers South West and other transition partners to ensure we have all the information we need to place appropriate support for you. You may have an Education, Health & Care Plan (EHCP) that was written for you in years 10 and 11 at secondary school, which also informs of how we can best support you
- We meet with special educational needs co-ordinators (SENCOs) in schools and other professionals
- We can meet with you and your family to discuss your support needs and write an individual support plan
- We meet with other healthcare professionals e.g. diabetes, epilepsy, cystic fibrosis nurses and occupational therapists to take advice on meeting your needs
- We have personal care rooms for students who may need to use this facility
- We support groups of vulnerable learners when they arrive at college, through breaks and lunchtimes to ensure they feel comfortable and secure.



We give in and out of class support with literacy, maths, study skills and course work; this can be given throughout the year or as and when needed.

Who to contact:

BICTON
Lydia Cherrett 01395 562406

BRISTOL
Ruth Uprichard 0333 344 2235

EAST (Saltash & Duchy Stoke Climland)
Tim Moss 01752 850269

MID (St Austell & Newquay)
Pauline Hutchings 01726 226782

WEST (Camborne, Falmouth & Duchy Rosewarne)
Adam Lockwood 01209 616485

EMPLOYABILITY SKILLS - YOUR STEPS TO SUCCESS

The Cornwall College Group have 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”

“It is important, it will help you to get a job and be ready for the outside world”

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

“A chance to increase intrapersonal skills and improve my chances of getting my dream job”

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 Employability and 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.

- Punctuality
- Reliability
- Quality of Work
- Meeting Deadlines
- Personal Presentation
- Working with Peers
- Working with Supervisors

Work Ready

- Work Ethic
- Problem Solving
- Quality Focus
- Resilience
- Communication
- Adaptability
- Professional Mindset

Operational and Supervisory

- Financial Acumen
- Innovation
- Planning and Priorities
- Reflectiveness and Review
- Ambition and Professional Development
- Managing Environments

Management and Strategic
(including self-employment)



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 the student portal or <https://studentdata.cornwall.ac.uk/ProPortal> then entering your normal college username and password in the logon page. 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 or set up forwarding to send your college emails onto your personal email address. If you have a smartphone you can configure it to collect your college email automatically.

Student 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 your college 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.

Student Bulletin

- This is a bulletin that comes to you via your Student Liaison Officer (SLO) electronically and your Personal Learning Adviser (PLA) or tutor in tutorial.
- 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 Student Liaison Officer (SLO).

Emergency Notices

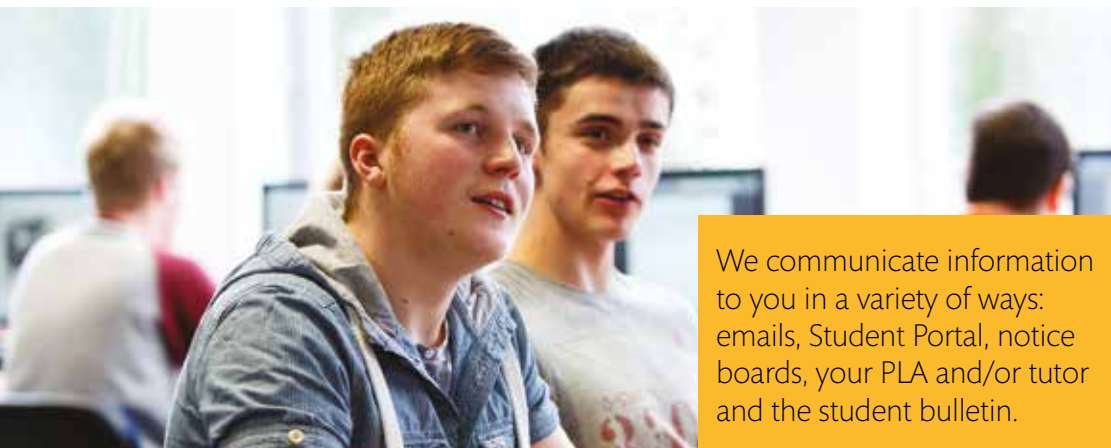
- We will use the entrance doors and noticeboards in reception to display any emergency notices to students; such as changes to bus times. Please read them, if and when they appear.
- Any bad weather closures or emergency travel information will be posted on the website www.cornwall.ac.uk or via our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

HAVING YOUR SAY

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

These include:

- Questionnaires & Surveys
- Course Rep meetings
- Face to face meetings
- CCSU Conference
- Through your campus-based CCSU leadership team
- Feedback & Complaints.



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



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.

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.

Day nurseries run by Flying Start operate on three college sites (Cornwall College Camborne, Duchy College Stoke Climsland and Cornwall College Saltash) – www.flyingstart.uk.com. A day nursery is also available at Bicton – www.saplingschildrenscentre.com

Accommodation

If you do not live within reasonable travelling distance of the college you may wish to consider seeking accommodation nearby. Student Services can provide advice on this. For students at Duchy College Stoke Climsland there are full-board and self-catering residential places available. At Bicton College, there is a full board option for all students and a self-catering option for HE students. 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.

For further information or advice on any of the above please go to Student Services on your campus where they will be happy to help.



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 parts. 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 2017-18

Further Education Term Dates - for all sites

Autumn Term 2017

FE: Monday 4th September – 15th December 2017

HE new students: Monday 11th September – 8th December 2017

HE returning students: Monday 18th September – 8th December 2017

Half term: 23rd – 27th October 2017

Spring Term 2018

FE & HE: Thursday 4th January 2018 – Wednesday 28th March 2018

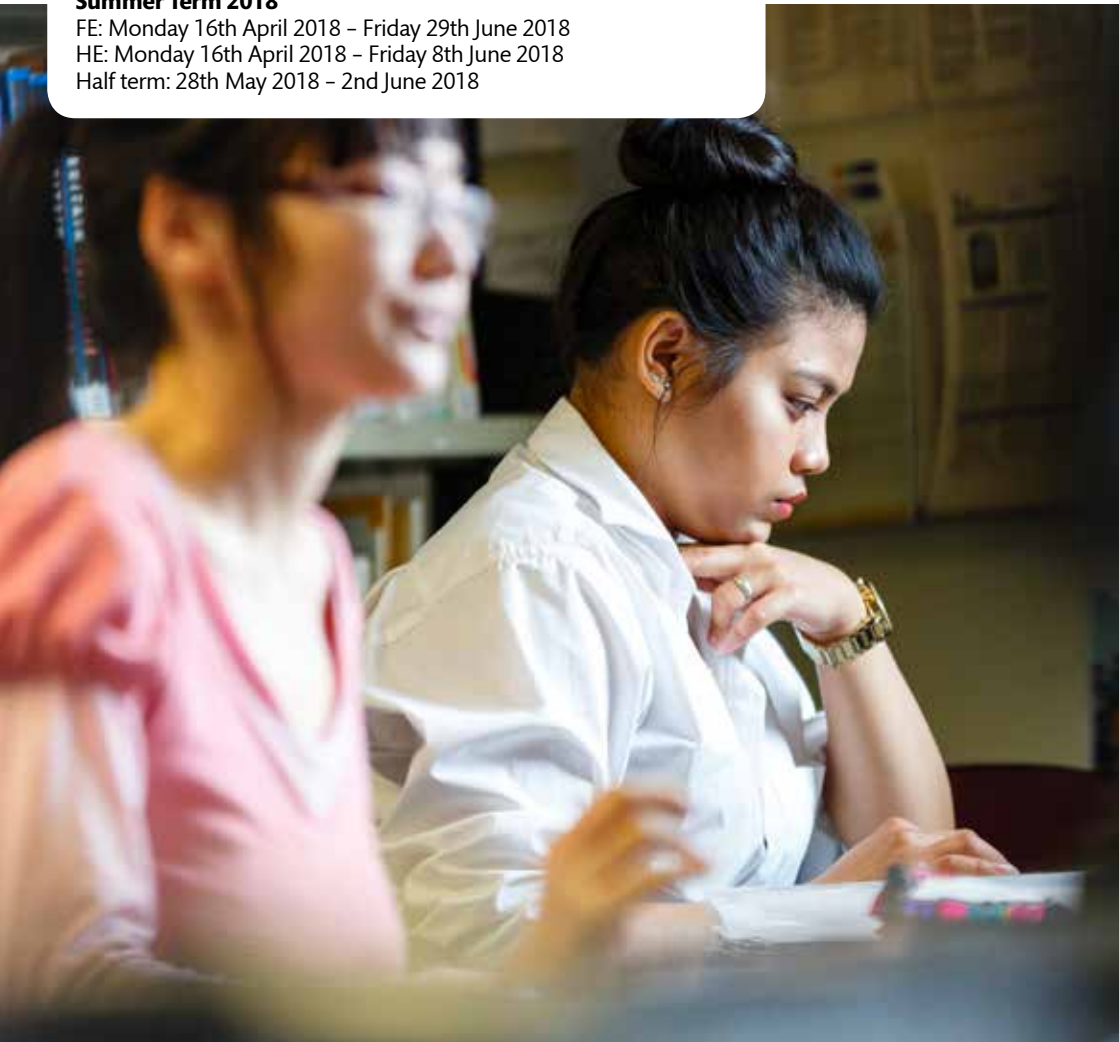
Half term: 12th – 16th February 2018

Summer Term 2018

FE: Monday 16th April 2018 – Friday 29th June 2018

HE: Monday 16th April 2018 – Friday 8th June 2018

Half term: 28th May 2018 – 2nd June 2018



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 in partnership 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.

If you are registered with a GP in Devon, Plymouth or elsewhere, Outlook South West and your college based Student Services team will be able to supply service provider details in your local area, as will your own GP.

For more information on Outlook South West services please visit their website:
www.outlooksw.co.uk.

To request counselling please contact Outlook South West on 01208 871905 or use the email contact request on their website.



GENERAL INFORMATION

ID Cards

All students will be provided with an ID card. You will need to carry your ID card at all times and may be challenged 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 562320
Cornwall College St Austell	01726 226405
Cornwall College Camborne	01209 616273
Falmouth Marine School	01326 310310
Cornwall College Newquay	01637 857960
Duchy College Rosewarne	01209 722135
Cornwall College Saltash	01752 850253
Duchy College Stoke Climsland	01579 372254

Student Transport

The Cornwall College Group Transport
01726 226404

Duchy College Stoke Climsland Transport
01579 372207

Bicton College Transport
01579 372207

EQUAL OPPORTUNITIES

The College is committed to equality of opportunity for all students. We are committed to stopping unfair treatment and any form of harassment or bullying. For a copy of the College Equal Opportunities Position Statement for Students please contact Student Services.

Equality and Diversity is the current term used for 'Equal Opportunities.' It is OUR legal obligation to protect anyone against discrimination. Discrimination can be against a person's sex; gender reassignment; disability; sexual orientation; religion or belief; race; marriage/civil partnership; pregnancy & maternity or age. These are 9 protected characteristics.

Definitions

Equality – 'equal rights and treatment to all individuals'

Diversity – 'difference from what is normal or expected'

The Cornwall College Group Celebrating Diversity Week is **26 February - 2 March 2018**; this is an opportunity for you to showcase what you've done in class or just get involved in events that you wouldn't normally be able to do. In the past learners have been able to experience activities as diverse as Multifaith workshops through to blindfolded rock climbing!

Contact your PLA/LA/SLO for more details.

Start thinking now how you can get involved, it's YOUR college!

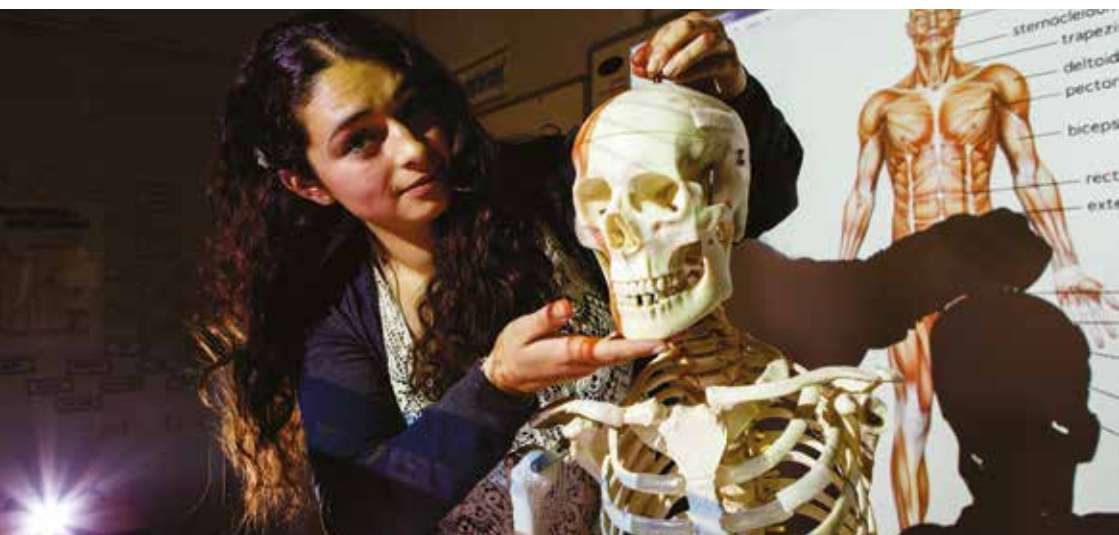
ENVIRONMENT

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.

We are embarking upon a new Carbon Management Plan to include the new site at Bicton. Under the old plan we reduced emissions by 25% over five years and we are aiming to try to do this again 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.



YEAR PLANNER 2017-18

SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY
1fr	1su	1we	1fr	1mo <small>Bank Holiday</small>	1th
2sa	2mo	2th	2sa	2tu	2fr
3su	3tu	3fr	3su	3we	3sa
4mo <small>FE Term Starts</small>	4we	4sa	4mo	4th <small>HE & FE Term Starts</small>	4su
5tu	5th	5su	5tu	5fr	5mo
6we	6fr	6mo	6we	6sa	6tu
7th	7sa	7tu	7th	7su	7we
8fr	8su	8we	8fr <small>HE Term Ends</small>	8mo	8th
9sa	9mo	9th	9sa	9tu	9fr
10su	10tu	10fr	10su	10we	10sa
11mo <small>HE First Year Students Start</small>	11we	11sa	11mo	11th	11su
12tu	12th	12su	12tu	12fr	12mo <small>Half Term</small>
13we	13fr	13mo	13we	13sa	13tu
14th	14sa	14tu	14th	14su	14we
15fr	15su	15we	15fr <small>FE Term Ends</small>	15mo	15th
16sa	16mo	16th	16sa	16tu	16fr
17su	17tu	17fr	17su	17we	17sa
18mo <small>Returning HE Students Start</small>	18we	18sa	18mo	18th	18su
19tu	19th	19su	19tu	19fr	19mo
20we	20fr	20mo	20we	20sa	20tu
21th	21sa	21tu	21th	21su	21we
22fr	22su	22we	22fr	22mo	22th
23sa	23mo <small>Half Term</small>	23th	23sa	23tu	23fr
24su	24tu	24fr	24su	24we	24sa
25mo	25we	25sa	25mo <small>Bank Holiday</small>	25th	25su
26tu	26th	26su	26tu <small>Bank Holiday</small>	26fr	26mo
27we	27fr	27mo	27we	27sa	27tu
28th	28sa	28tu	28th	28su	28we
29fr	29su	29we	29fr	29mo	
30sa	30mo	30th	30sa	30tu	
	31tu		31su	31we	

MARCH	APRIL	MAY	JUNE	JULY	AUGUST
1th	1su	1tu	1fr	1su	1we
2fr	2mo <small>Bank Holiday</small>	2we	2sa	2mo	2th
3sa	3tu	3th	3su	3tu	3fr
4su	4we	4fr	4mo	4we	4sa
5mo	5th	5sa	5tu	5th	5su
6tu	6fr	6su	6we	6fr	6mo
7we	7sa	7mo <small>Bank Holiday</small>	7th	7sa	7tu
8th	8su	8tu	8fr <small>HE Term Ends</small>	8su	8we
9fr	9mo	9we	9sa	9mo	9th
10sa	10tu	10th	10su	10tu	10fr
11su	11we	11fr	11mo	11we	11sa
12mo	12th	12sa	12tu	12th	12su
13tu	13fr	13su	13we	13fr	13mo
14we	14sa	14mo	14th	14sa	14tu
15th	15su	15tu	15fr	15su	15we
16fr	16mo <small>HE & FE Term Starts</small>	16we	16sa	16mo	16th
17sa	17tu	17th	17su	17tu	17fr
18su	18we	18fr	18mo	18we	18sa
19mo	19th	19sa	19tu	19th	19su
20tu	20fr	20su	20we	20fr	20mo
21we	21sa	21mo	21th	21sa	21tu
22th	22su	22tu	22fr	22su	22we
23fr	23mo	23we	23sa	23mo	23th
24sa	24tu	24th	24su	24tu	24fr
25su	25we	25fr	25mo	25we	25sa
26mo	26th	26sa	26tu	26th	26su
27tu	27fr	27su	27we	27fr	27mo <small>Bank Holiday</small>
28we <small>HE & FE Term Ends</small>	28sa	28mo <small>Half Term Bank Holiday</small>	28th	28sa	28tu
29th	29su	29tu	29fr <small>FE Term Ends</small>	29su	29we
30fr <small>Bank Holiday</small>	30mo	30we	30sa	30mo	30th
31sa		31th		31tu	31fr

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 – existing claims	0345 6088545	www.turn2us.org.uk
Job Centre Plus – new claims and information	0300 1234121 ext 3	
Job Seekers	0345 6060234	
Housing Benefit	0300 1234121 ext 3	
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	0800 567123	
Healthy Gay Cornwall	01209 313419	

General health matters

Macmilan Cancer Support and information	0808 8001234	www.intercomtrust.org.uk www.coppafeel.org
CRUSE Bereavement Care	01726 76100	
Missing People Helpline and message home	call or text 116000 or 020 83924590 116000@missingpeople.org.uk	
Dental Helpline (24 hours)	01872 354375	
NHS Non-emergency Helpline	111	
Dyslexia Association Helpline	01872 274827	
Sexual Healthline	0300 1237123	
Eddystone Trust	0800 3283508	
Intercom Trust (LGBT)	0845 6020 818	
Coppafeel		

Drugs and Alcohol

Alcoholics Anonymous	0845 7697555
Addaction Chy	01872 262414
Drinkline	0300 1231110
Frank	0300 123 6600
Freshfield Drug Advice	0500 241952
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	0800 002200
Yzup	01872 300816

Abuse and Mental Health

Adult Services (Cornwall Council)	0300 1234131
Adult Services (Devon Council)	0345 1551007
NHS Direct 24 hour Nightlink	0808 8000306
Devon Rape Crisis Line	01392 204174
Cornwall Rape and Sexual Abuse Centre (CRSAC) for men and women	01872 262100
Cornwall's 24hr Domestic Violence helpline	01872 225629
Women's Refuge	01752 562286
SALT Southwest (adults abused as children)	01752 600599
Men's Aid	0871 2239986
Victim Support	0845 3030900
Samaritans	0845 7909090
Penta Health & wellbeing (promoting health and Wellbeing for adults)	01209 7144550
Mental Health Trust	
Single Point of Access Team	0845 2077711

Eating Disorders

Eating Disorders Helpline	0845 6341414
Eating Disorders Youth Helpline	0845 6347650

Care and Carers

The Who Cares Trust	020 72513117
Carers UK	0808 8087777

Disability

Disability Information and Advice Service	01752 201065
Disability Cornwall	01736 756655

General

Citizens Telephone Advice Bureau (all areas)	0344 111444
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



CONTACT US

If you have any questions about any aspect of college, do not hesitate to contact us.

Telephone: 0330 123 2523
Website: www.cornwall.ac.uk
Email: enquiries@cornwall.ac.uk

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 @Marine School

 @BictonCollege

Cornwall College Students' Union

 /cornwallstudents

 @CornwallSU

Website: www.cornwallstudents.org

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