



# STUDENT HANDBOOK



2019- 2020

## **PROTECTING YOU**

### **Safeguarding Team**

The College has an experienced Safeguarding and Prevent Team led by the Head of Student Services. We take our responsibility for safeguarding very seriously and have a detailed Safeguarding Policy available on our College website. We also have a dedicated safeguarding email address which is [safeguarding@henleycol.ac.uk](mailto:safeguarding@henleycol.ac.uk). Details of all the main contacts within the College and some key contact details of external agencies are provided on the back of the ID cards. The Henley College takes great care to provide you with a safe and secure institution.

### **Student ID Cards**

All students will be issued with a photo ID card and lanyard when they enrol at the College. Students must wear their cards at all times for safeguarding reasons. (Unless for health and safety reasons they need to be removed)

### **Security**

This is the responsibility of everyone; please don't leave valuables in a position where they may be stolen. If you have ANY security or safeguarding concerns or spot anything that could be a risk to the College, please make this known to reception who will inform the relevant people.

### **Tips to Using the Internet Safely**

- BE AWARE of who can see what you are posting online. Your online information, postings or photographs could be seen by College staff, future employers or university admissions staff, unless secured.
- USE privacy settings, where available, to protect your personal information.
- CONSIDER a second email account for use in more formal communication (a university or future employer may find addresses such as 'fluffypinkbunny@hotmail.com' unprofessional).
- CHAT ROOMS should be used with care. Remember the person you are talking to may not be being honest about who they are, their age or any other aspect of their profile.
- DO NOT disclose information that could be used inappropriately
- REPORT any contact that is made with you via the internet that is inappropriate, abusive or that threatens your safety in any way.
- BULLYING online is unacceptable and could lead to disciplinary action. Do not post unkind, abusive or threatening messages or images of anyone, including fellow students, teachers or College staff.

## **SUPPORT FOR YOU**

### **Tutors and the Tutorial Programme/Tutor Meetings**

**All students at the College are given a Tutor who will be the first point of contact with the College. Tutor groups will meet and these meetings play an essential** part in monitoring our students' overall progress and helping them to develop the life skills needed for success at college and beyond. Key issues for tutors are safeguarding, promoting anti-discriminatory practice, economic well-being, moving on to work and HE and developing employability skills.

**A strong feature of the College is the effective tutorial system that supports students during their time with us. Although the College is quite large, it is small enough to care for students as individuals.**

#### **The tutor will:**

- Help students to settle into College through our Induction Programme.
- Help students to design their programme of study to include structured research.
- Help plan their work and meet deadlines.
- Monitor progress and help set targets.
- Monitor attendance closely and inform parents if there is a problem.
- Refer students to specialist advice where necessary, such as our careers advisor
- Help students to make applications to higher education or employment.
- Advise parents/guardians about progress through parents' evenings.

The Henley College wants to ensure that whatever their background or circumstances, students have the support they need to be healthy, feel safe and achieve during their time at the College.

## **Student Services**

**The Student Services Team is located at Deanfield, in D506/7 and provides the following support:**

Careers advice

Learner Bursary Fund

Learning Support

Counselling

Advice regarding personal problems

Advice regarding financial problems

Transport

Health advice - health clinic

Free school meals

## **Student Wellbeing and Health**

### **College Counsellor**

Students have free access to professional Counsellors, who provide a safe, confidential and student friendly service. Come to Student Services in D506, or email [studentservices@henleycol.ac.uk](mailto:studentservices@henleycol.ac.uk)

### **College Nurse**

The NHS and Oxfordshire County Council provide the College with a qualified nurse; available for drop-in and appointments. The Nurse can provide support and advice in a number of areas including mental health, alcohol and drug use, smoking, contraception, healthy eating and lifestyles.

### **Careers Advice and Guidance**

We have a qualified Careers Advisor who offers 1:1 sessions to all our students to discuss the options available to them. We have a dedicated area on LearnZone for students to access, which provides links to the following:

Careers Advice – resources and labour market information  
University choices, applications, personal statements and finance  
Apprenticeship and Job opportunities – the 'JobShop'  
Work Experience  
Gap year/volunteering opportunities

## **Transport**

Coach transport is available from areas of Oxfordshire, Buckinghamshire and Berkshire and there are also rail and public bus services to Henley. Full details of the coach services, public bus and train times and subsidies are available from Student Services or on our website. Bus passes must be shown to the coach driver on every journey or you may be refused entry to the coach.

There is a no smoking, eating or drinking policy on all College coaches. Students who misbehave on the buses may have their pass taken away and no refund will be given.

## **Financial Support**

### **Financial Support for Students**

There are various schemes to assist students:

Guaranteed Bursary (criteria to be met)

Discretionary Bursary Fund – All students who are in financial need and meet the criteria, may apply for help from this fund.

***Please feel free to contact Student Services for details on the schemes available for our students***

### **Free school meals**

Were you entitled to free school meals? If so, you may be entitled to Free Meals whilst studying at College. Speak to Student Services for more information

### **Student Learning Support**

Students with specific learning difficulties or disabilities, as well as those who are considered vulnerable (i.e; looked-after children, young carers, those with mental ill health and/or medical conditions), may benefit from student learning support.

The Learning Tutors support students who may be in need of additional assistance with their studies. A range of support is offered, including English, Mathematics, study skills, essay writing and many more.

Examination access arrangements are also put in place for students where necessary. Students can self-refer or be asked to discuss concerns at any time during their studies. All exam deadlines must be met in order to receive access arrangements. These will be published and shared on a yearly basis.

## **REPRESENT THE COLLEGE**

### **The Student Union**

As an enrolled student at the College you are entitled to be a member of The Henley College Students Union. The Union is affiliated to the NUS, a voluntary membership organisation that aims to shape the future of education by promoting, defending and extending student rights. All the Union's activities rely on you, the students, to make them successful; you can do this by joining the Union and even playing a part in its affairs. Students are represented on some of the College committees, including the Health and Safety Committee and the Equality, Diversity and Inclusion Group. The President and Vice-President of the Student Union are also student members of the College Governing body.

Students Union also meets with tutor group representatives. Each tutor group elects a representative to attend regular rep meetings and report back to the tutor group. Students can raise anything that is concerning them at College, and the Students' Union can tell students about topics that will affect them, get ideas for events to run, and publicise forthcoming events.

### **The Student Leadership Group**

The student leadership group meets weekly as a chosen enrichment; it offers first year students the opportunity to meet with key staff in the College, voice issues the student body faces, take part in staff meetings, improve the "student experience", be ambassadors at open evenings, parents evenings and to help organise other key College events.

## **INFORMATION ABOUT THE COLLEGE**

### **Car Parking**

Many students qualify to drive during their time at College but we discourage students from bringing their cars into Henley, as it is a small town with limited parking. The College does not allow students to park on its two sites, Rotherfield and Deanfield, but there is a Student Car Park off Deanfield Road in Tile Barn Close. Permits, costing £1 from Reception, are required for this car park. On the spot fines may be issued for parking in prohibited areas on College sites.

If you have a disability you should discuss your requirements with your Head of Faculty, or the Head of Student Services as you may be entitled to a permit to park on-site.

If you have to come by car and are not using the students' car park please do not park in places which would cause inconvenience to residents in the surrounding area. It is important that we show consideration for our neighbours. Failure to park appropriately may result in a fine, or your car being clamped or removed by the police.

The College expects students to be exceptional ambassadors and as such, we do expect you to drive carefully and respectfully. Failure to do this and/or inappropriate parking may lead to disciplinary action

Parking on College premises is at the owner's risk and the College will take no responsibility for damage.

### **Lifts to College**

Please ask your driver not to come onto College property but to drop you on Deanfield Avenue only.

### **Motorcycles/Bicycles**

The only location permitted for parking motorcycles on College premises is at Deanfield, to the right of the entrance to the official car park. There is a covered cycle rack for bicycles at Deanfield, behind D2. Parking on College premises is at the owner's risk and the College will take no responsibility for damage.

### **The Library and Reprographics**

The Library has a good stock of books and magazines to support the subjects taught in College. It also has fiction, recreational reading, daily and local newspapers and DVDs. In addition to the magazines in the library, the College has subscriptions to several online magazines including The Economist, eMagazine and MediaMagazine. There are a number of computers available for students to use in the library for accessing the internet, word processing and printing completed documents, and more. The College is also fortunate to have a very good Reprographics department which not only provides an extensive selection of stationery, at very competitive

prices, but can assist in many other ways including photocopying, binding, colour copying and large format printing.

### **Computers and Study Space**

Computers are available for students to access the wide range of software on the College network, as well as a printer and photocopier/scanner. The Library subscribes to several useful databases that can be accessed via any computer in the College. There are laptop plug-in points in the Library and you can connect to The Henley College wifi. If you want to study in the library there are two areas, one for silent study and the other for quiet study. During exam time, the library will become a silent study area.

### **Student Learning Centres (SLCs)**

There are supervised drop-in computer suites for student use.

### **Acceptable use of College computer systems**

The College provides access to IT facilities for students, both as a component of many courses and on a drop-in basis. You are expected to use the computer systems and facilities in accordance with the College's *Acceptable Use Policy*. This includes using the computer systems in a way that does not interfere with other users that might result in damage to computer systems, networks, hardware, installed software or files.

You must not divulge to anyone your personal network login password or allow your account to be used by any other individual. You are responsible for the use of your account on the computer system, and also for the contents of your College home drive and email storage. The College computer systems are monitored to ensure appropriate usage. Your home drive must not contain any questionable software or socially unacceptable material. Additionally, users of the internet are required to use the facilities responsibly and not for any improper purpose. Email communications should also be made in a responsible manner. Your access to internet or email resources may be withdrawn if you misuse these systems, attempt to conceal your use of these systems or use them for inappropriate communications or purposes.

**Failure to comply with the College's *Acceptable Use Policy* is considered a serious disciplinary matter. A full copy of the *Acceptable Use Policy*, which complements this summary, is available on request and is also available in electronic format.**

### **Food and Drink**

A refectory service operates on both Deanfield and Rotherfield sites, serving hot and cold dishes and snacks. Cash and card can be used to purchase goods or we offer a cashless system where money can be put on your ID card using ParentPay.

## **College Closures**

In the event of severe weather (usually snow and ice), which may affect the safety of staff and students on site, the College will make the decision over possible closure. If this happens during the day, students will be notified but if the conditions develop overnight then the local radio stations will be informed and a message will be put on the College switchboard (01491 579988/01491 634000) and on *LearnZone*. See the College website for details of the radio stations. Students will also be sent a text message.

## **Absence/Lateness**

Please report that you are going to be late or absent, your parent/carer needs to call the College and inform your Faculty Administrator by 10.00am

**If you need to leave College during a working day you should report to Reception at Deanfield or Rotherfield where you can register your illness and seek assistance.**

## **Authorised Absences**

Religious holidays, attendance at a funeral, a driving test, educational visits or activities. Your Faculty Administrator should be informed of these in advance, as well as your Tutor.

## **Lanyards**

All students are expected to wear their lanyards at all times. The ID card has many functions:

- Bus Pass
- Safety and Security (lanyards identify who should be on site)
- Library and computer access
- Hiring books and other resources from the Library
- Photocopying and Printer Credit
- Linked to ParentPay so students can purchase food and drink in the canteens

A replacement card will cost £2.00 and a replacement lanyard will cost £1.00

## **Attendance-What We Expect**

The College expects 100% attendance. If attendance falls below 95%, unless there are mitigating circumstances, we have a policy of charging you for your examination entries/registration. Long-term absence will require evidence such as a doctor's letter or medical certificate. You are expected to attend all lessons, tutorials and other timetabled commitments, such as career talks, scheduled workshops and other cross college events.

Your parent/guardian will be notified daily, by email, of unexplained absence. If you

build up a sequence of unexplained absences the College will take action and contact your parent/guardian and this might impact on any reference for employment or further/higher education. As a final consequence you may be asked to leave.

### **First Aid**

If you feel unwell please report to Reception at Deanfield or Rotherfield. All accidents must be reported and recorded. The two First Aid points in the College are Deanfield Reception and Rotherfield Reception.

### **Personal Property**

Any personal belongings are brought on to College premises at their owner's risk. The Henley College accepts no liability for any loss or damage howsoever caused to any personal property whilst it is anywhere upon the College's premises. To recover lost property please contact Reception at Deanfield or Rotherfield.

### **Health and Safety**

You are reminded of the need to maintain the highest possible standards of health and safety. **Please refer to the Student Guide to Health & Safety for further information.** Students using practical areas will be given details of the relevant code of practice, including information on appropriate protective clothing. Accidents which involve injury or damage to students' or College property must be reported immediately to a member of staff.

### **Personal Electrical Equipment**

Students are permitted to bring mobile devices and personal laptops into College provided they follow College rules and guidance for their use. For safety reasons, students must not charge any personal electrical equipment in the College. Use is permitted in designated areas including the Library, Student Learning Centres and Refectory areas. If it is necessary to use chargers for classroom use, equipment must be PAT tested by the Health & Safety Officer prior to use, and they must not be plugged into any socket where it would cause a trip hazard for other College users. Mobile phones must be turned off in all classrooms, Student Learning Centres and the Library.

### **Disciplinary procedures**

The College Disciplinary Procedures may be invoked if there are breaches of College rules. Full details of the procedures and of your right of appeal are available from your Tutor, Head of Faculty or Student Services.

## Examinations

Full-time students are entered for examinations by the Curriculum Leaders. The College will pay examination and course registration fees for full-time students' approved official entries, except for students aged 19+ who are asked to pay the full cost of their examination and course registration fees. All students are responsible for entering for re-sits and may be liable for payment of the full cost of these examinations. Late entries will incur an extra College fee, as well as the Examining Board's late entry fee. Full details will be given nearer the time.

**Students who fail to attend examinations for which they have been entered will be charged with the examination fee, unless a medical note can be produced within seven days to explain the absence. Students who leave the College or course after the examination entry fee or registration has been made will be asked to repay the fee paid by the College.**

All information relating to exams is shown on *LearnZone*. Students are advised to view this regularly to ensure that they are aware of the regulations and deadlines. The Examinations Office is based in R133.

## Assignment Deadlines

Managing your time and meeting submission dates is an important element of your course and you should meet deadlines set. We accept that there may be reasons beyond your control for failing to meet a deadline and in these situations extensions to deadlines may be negotiated with your teachers. Extensions will only be approved in exceptional circumstances.

## Part-Time Work

Whilst part-time paid work may be beneficial, research and experience have shown that, if you are to achieve the best grades possible, it is important that you give priority to your College work above all other commitments. **This means that the amount of time given to part-time employment should not interfere with College commitments.**

## Respect for Others

The College has policies to deal with equal opportunities and bullying, both of which have been produced after discussions between staff and students. You are entitled to feel comfortable within the College and not to be verbally or physically intimidated. If, at any time, you feel threatened or uncomfortable with the behaviour of others, please talk to your Tutor or any other member of staff. You may also phone 01491 634242 to report your concerns.

## **Equality, Diversity and Inclusion**

The College is committed to providing an environment which actively promotes equality of opportunity and freedom from discrimination on grounds of class, course, subject or training area, age, disability, gender reassignment, pregnancy and maternity, race, religion and belief, sex and sexual orientation. The College aims to treat all those for whom it has responsibility, with respect and dignity and seeks to provide a positive working and learning environment, free from discrimination, harassment or victimisation. The belief in equality, diversity and inclusion underpins and impacts on all areas of activity and is central to how the College works.

## **Complaints: A guide to raising issues**

If you are unhappy about anything at College there are several ways to draw our attention to it: in the first instance, you should raise the issue with the appropriate member of staff; as a next step, you could also discuss your concerns with your Tutor. If it is a complaint about an aspect of your teaching or learning, your tutor will refer you to the appropriate Curriculum Leader and he or she will, if necessary, pass the matter on to the relevant Head of Faculty. If it is a serious complaint, you can contact the Principal in writing.

## **IT RESOURCES**

The College IT Services team is responsible for the IT services within the College. When you join the College, you will be allocated your own personal network login ID and password. This login allows you to use any of the College's 1000 computers, which include over 100 available for use on a drop-in basis in the Student Learning Centres or College Library. There is a wide range of software available; word processing, desktop publishing, database, drawing, design and lots more, and a host of specialist software. You can save your work on the network and access it from any other machine on the network. Your files will be backed up daily to keep your data safe. There is also access to laser and colour printing and internet access on designated machines.

### **College Password Policy**

You will be given a password to access the College computers, which will also allow you access to *LearnZone* at home. You must change this password at your first log in. The password should be made up of letters and numbers with a capital letter included. password will expire regularly and you will be required to enter a new one. This is an important security measure to protect your account. Warnings will be given for two weeks before the password expires, so please don't ignore the message. If your password expires during a College holiday, you could find yourself unable to access your course areas on *LearnZone* from home. To reset your password press Ctrl+Alt+Del and select Change Password.

### **LearnZone**

*LearnZone* is a virtual learning environment (VLE) available to all staff and students at the College. It is accessed online so you can use it anywhere with an internet connection. Every single course has an area in *LearnZone* and your tutor and teachers will put important learning materials and course information online for you to access. There are also college-wide information areas such as Careers & Higher Education, Study Skills, Examinations and more.

### **How Do I Access LearnZone?**

Click on the Internet Explorer icon on your computer desktop (if logging in at College) or Click on the *LearnZone* button on any page of the College website or go to [www.henleycol.ac.uk/LearnZone](http://www.henleycol.ac.uk/LearnZone).

You use the same username and password to login to *LearnZone* as you use to login to the College network.

### **Email at College**

You will be given your own College email account. This will allow you to communicate with other people at the College and is used by staff to send you important messages. You can also access your emails from outside College by using Outlook Online in

Office365 . **You are asked to check your College emails daily.**

### ***How Do I access Webmail?***

You can access your email outside the college via. <https://portal.henleycol.ac.uk/>

### **The Henley College Intranet Portal**

Students are able to access The Henley College Intranet Portal to view data on their college career, review your timetable and enrolment history, keep track of attendances, read progress reports and receive your exam results all through one website. Parents are also issued with usernames and passwords for the Portal so they can follow your progress at the College too. More data is being shared through the Portal every day so make sure you login regularly.

### ***How Do I Access The Henley College Intranet Portal?***

Click on the link from the *LearnZone* front page **or** go to [www.henleycol.ac.uk/portal](http://www.henleycol.ac.uk/portal). Your username and password will be the same as you use to login to the computers at College.

### ***How Do I access Office365?***

You can access O365 by using your college email address and password (the same password as your college user account) to login to <https://portal.office.com>

Here you also have access to your college OneDrive area where you can save college work safely and access it inside and outside of college.