

# YOUR STUDENT GUIDE 2018-19

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](http://www.bicton.ac.uk) E: [customer.service@bicton.ac.uk](mailto: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](http://www.cornwall.ac.uk) E: [info@cornwall.ac.uk](mailto: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](http://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](http://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](http://www.duchy.ac.uk) E: [rosewarne.enquiries@ Duchy.ac.uk](mailto: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](http://www.duchy.ac.uk) E: [stoke.enquiries@ Duchy.ac.uk](mailto: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](http://www.falmouthmarineschool.ac.uk) E: [falenquiries@cornwall.ac.uk](mailto: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](http://www.cornwall.ac.uk) E: [Newquay.enquiries@cornwall.ac.uk](mailto: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](http://www.cornwall.ac.uk) E: [info@saltash.ac.uk](mailto: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](http://www.cornwall.ac.uk) E: [info@st-austell.ac.uk](mailto:info@st-austell.ac.uk)

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dBs BRISTOL ●

# WELCOME TO STUDENT LIFE

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](http://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 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 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](mailto: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](mailto:louise.fildes@cornwall.ac.uk) or call 01726 226708 for more information or to book an appointment.



# SAFEGUARDING



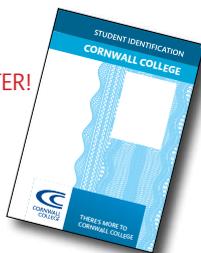
## Staying safe at college... and beyond

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 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 direct to a Safeguarding Lead. **Central Safeguarding Number: 01209 617888**

Safeguarding Leads	Location Responsibilities	Direct Dial Contacts
<b>Rob Cooper</b> Safeguarding Lead – Mid Cornwall	St Austell, Newquay & Eden Project	01726 226497 07979 706039
<b>Esther Edwards</b> Safeguarding Lead – Residential	Bicton College/Duchy College Stoke Climsland Residential	01395 562386 07778 603953 safe@bicton.ac.uk
<b>Ginnette Williams</b> Safeguarding Lead/Senior Personal Learning Adviser – Bicton College	Bicton College	07468 710246 safe@bicton.ac.uk
<b>Alex Lindsay</b> Safeguarding Lead – Linfield Golf Course	Linfield Golf Course	07971 186403 01444 484467
<b>Pat Lloyd</b> Safeguarding Lead – East Cornwall	Saltash & Duchy College Stoke Climsland	01752 850212 01579 372325 07876 258321
<b>Stephen Maunder</b> WSTA Business Development Manager	Work Skills Training Academy (WSTA)	07717 544247
<b>Heather Tabb</b> Project Manager	Young People's Projects including Young Mums Will Achieve	07788 185741
<b>Mel Thomas</b> Safeguarding Lead – West Cornwall	Camborne, Duchy College Rosewarne & Falmouth Marine School	01209 616377 07776 284930
<b>Charlotte Jacobs</b> Safeguarding Lead – dBs Music, Plymouth	dBs Music, Plymouth	0333 3442237

<b>Maxine Bentley</b> Residential Team Lead	Bicton College Residential Students	01395 562320 07977 148270
<b>Duty Warden</b> Residential Team Lead	Duchy College Stoke Climsland Residential Students	01579 372314 07773 367483
<b>Mike Carnall</b> 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 enable them to be successful and students are encouraged to develop their USP. This includes:

- **Universal skills** where you will be working to improve your skills in English, maths, use of IT and 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 **U-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 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 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](http://webopac.cornwall.ac.uk)  
Search all 130,000 resources on all our campuses

**Moodle:** [moodle.cornwall.ac.uk](http://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/>

# STUDENTS' UNION

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.

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.

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 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

"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 our points of view



## 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 LEO, or visit [www.nusextra.co.uk](http://www.nusextra.co.uk)

[www.cornwallstudents.org](http://www.cornwallstudents.org)

## CONTACT US

Remember CCSU is here to represent and support you!

### **Contact your campus SEO**

**Facebook:**  
[www.facebook.com/cornwallstudents](http://www.facebook.com/cornwallstudents)

**Twitter:**  
@CornwallSU

**CCSU Instagram:**  
ccsu\_insta

**Website:**  
[www.cornwallstudents.org](http://www.cornwallstudents.org)



# LEARNER ENRICHMENT OFFICERS

The Learner Enrichment Officer is there to support and empower students to manage and supervise 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 Student's Union (CCSU) activities to information and signposting on confidential issues such as:

- Sexual health
- Wellbeing
- Drink and drugs
- Bullying
- Personal safety



Our LEOs 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.

We support Course Reps to 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](http://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 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

FMS – Danny O'Shea  
danny.oshea@falmouthmarineschool.ac.uk

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

Duchy 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

Duchy Stoke – 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 an easy way to submit ideas for things they want to change to Cornwall College. These ideas can be about anything that are going to improve the student experience.

We would love to hear your Big Ideas - Read how it works below then submit one online today!

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
- Course Rep meetings
- Face to face meetings
- CCSU Conference
- Through your campus-based CCSU leadership team
- Feedback & Complaints
- Student Governors sit on TCCG Governing Board



# 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

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 interpersonal 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 [www.cornwall.ac.uk/students](http://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.

## 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 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. You can access Pro Portal here: [www.cornwall.ac.uk/students](http://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.
- 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](http://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.



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, 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.

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](http://www.flyingstart.uk.com).

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.

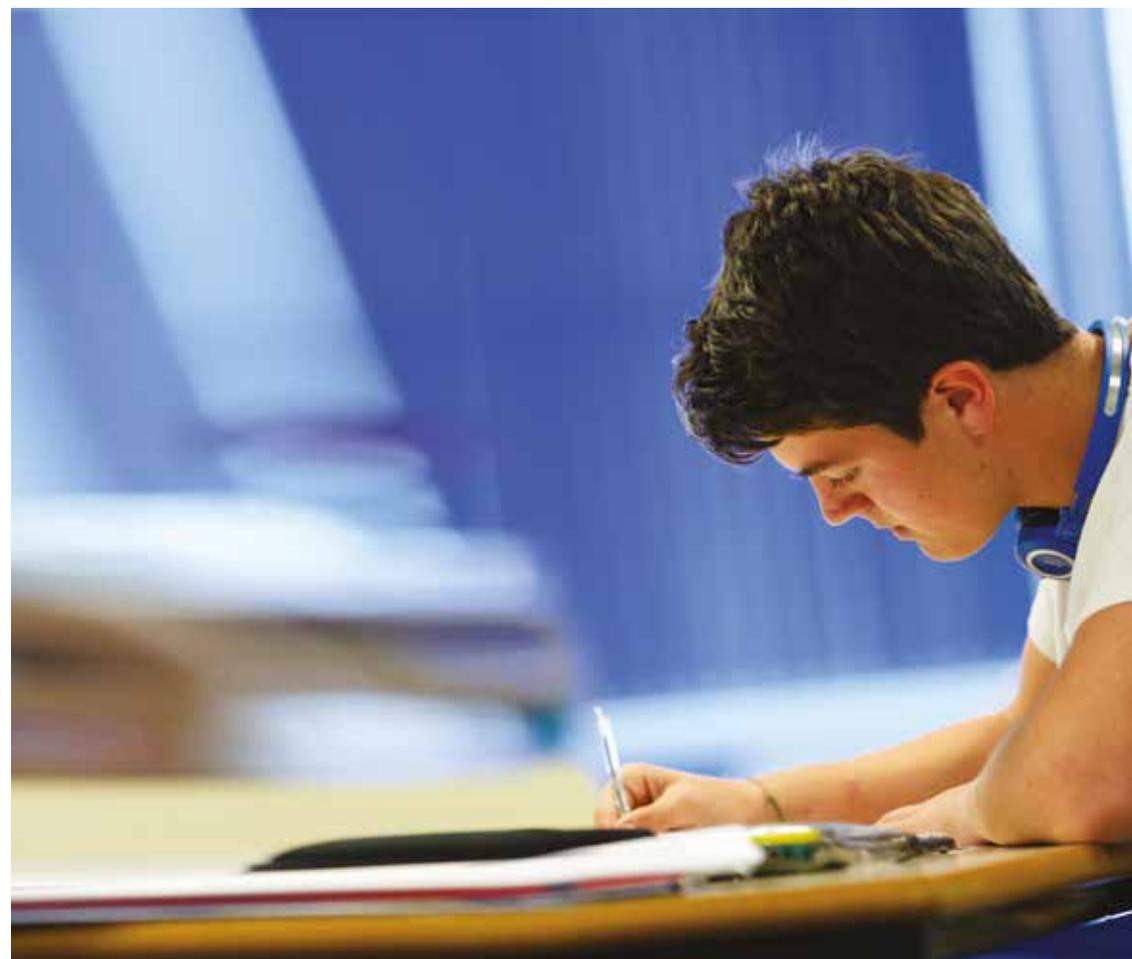
### Accommodation

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 a 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.

### HE Student Funding

Bursaries may be available for HE learners, please contact your campus Student Services who can signpost you to Student Finance England:

<https://www.gov.uk/contact-student-finance-england>



# 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](mailto:chantelle.mashiter@cornwall.ac.uk)



# TERM DATES 2018-19

## Term Dates 2018-19 for FE

### Autumn Term

- For new starters w/c 3rd September 2018
- Half Term w/c 22nd October 2018
- Term ends 19th December 2018

### Spring Term

- Term starts Monday 7th January 2019
- Half term w/c 18th February 2019
- Term ends Friday 5th April 2019

### Summer Term

- Term starts Tuesday 23rd April 2019
- Half term w/c 27th May 2019
- Term ends Friday 28th June 2019

## HE Academic Calendar 2018/19

### 2018 Term 1

- New HE students start w/c Monday 17 September 2018 (induction week) (days may vary by course)
- Graduation 17th November 2018
- Returning HE students start w/c Monday 24 September 2018
- Half term w/c Monday 22 October 2018
- Term ends Friday 14 December 2018

### 2019 Term 2

- Term starts w/c Monday 7 January 2019
- Half term w/c Monday 18 February 2019
- Term ends Friday 5 April 2019

### 2019 Term 3

- Term starts w/c Tuesday 23 April 2019
- Half term w/c Monday 27 May 2019
- Term Ends Friday 14 June 2019

# 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.

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](http://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 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

The Cornwall College Group Transport  
01726 226404

Duchy College Stoke Climsland Transport  
01579 372207

Bicton College Transport  
01579 372207

# 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 2018-19

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: [equality@cornwall.ac.uk](mailto:equality@cornwall.ac.uk)

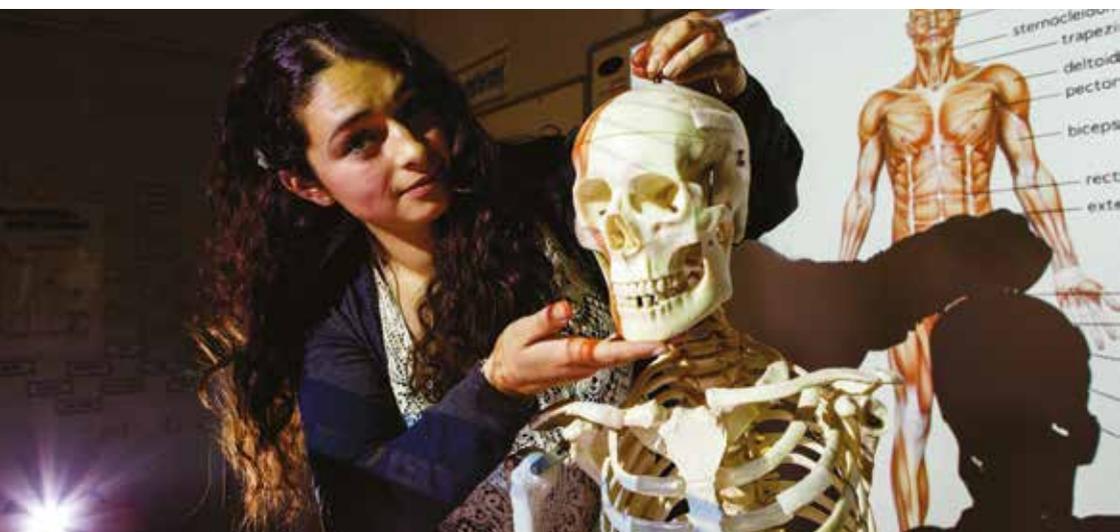
# ENVIRONMENT

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.



# YEAR PLANNER 2018-19

SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	
1sa	1mo	1th	1sa	1tu	1fr	1fr	1mo	1we	1sa	1mo	1th	
2su	2tu	2fr	2su	2we	2sa	2sa	2tu	2th	2su	2tu	2fr	
3mo <small>FE 1st Years Term Start</small>	3we	3sa	3mo	3th	3su	3su	3we	3fr	3mo	3we	3sa	
4tu	4th	4su	4tu	4fr	4mo	4mo	4th	4sa	4tu	4th	4su	
5we	5fr	5mo	5we	5sa	5tu	5tu	5fr <small>HE &amp; FE Term Ends</small>	5su	5we	5fr	5mo	
6th	6sa	6tu	6th	6su	6we	6we	6sa	6mo <small>Bank Holiday</small>	6th	6sa	6tu	
7fr	7su	7we	7fr	7mo <small>HE &amp; FE Term Starts</small>	7th	7th	7su	7tu	7fr	7su	7we	
8sa	8mo	8th	8sa	8tu	8fr	8fr	8mo	8we	8sa	8mo	8th	
9su	9tu	9fr	9su	9we	9sa	9sa	9tu	9th	9su	9tu	9fr	
10mo	10we	10sa	10mo	10th	10su	10su	10we	10fr	10mo	10we	10sa	
11tu	11th	11su	11tu	11fr	11mo	11mo	11th	11sa	11tu	11th	11su	
12we	12fr	12mo	12we	12sa	12tu	12tu	12fr	12su	12we	12fr	12mo	
13th	13sa	13tu	13th	13su	13we	13we	13sa	13mo	13th	13sa	13tu	
14fr	14su	14we	14fr <small>HE Term Ends</small>	14mo	14th	14th	14su	14tu	14fr <small>HE Term Ends</small>	14su	14we	
15sa	15mo	15th	15sa	15tu	15fr	15fr	15mo	15we	15sa	15mo	15th	
16su	16tu	16fr	16su	16we	16sa	16sa	16tu	16th	16su	16tu	16fr	
17mo <small>HE 1st Years Start</small>	17we	17sa <small>Graduation Day</small>	17mo	17th	17su	17su	17we	17fr	17mo	17we	17sa	
18tu	18th	18su	18tu	18fr	18mo	HALF TERM	18mo	18th	18sa	18tu	18th	18su
19we	19fr	19mo	19we <small>FE Term Ends</small>	19sa	19tu		19tu	19fr	19su	19we	19fr	19mo
20th	20sa	20tu	20th	20su	20we	HALF TERM	20we	20sa	20mo	20th	20sa	20tu
21fr	21su	21we	21fr	21mo	21th		21th	21su	21tu	21fr	21su	21we
22sa	22mo	22th	22sa	22tu	22fr	HALF TERM	22fr	22mo <small>Bank Holiday</small>	22we	22sa	22mo	22th
23su	23tu	23fr	23su	23we	23sa		23sa	23tu <small>HE &amp; FE Term Starts</small>	23th	23su	23tu	23fr
24mo <small>HE Returners Start</small>	24we	24sa	24mo	24th	24su	HALF TERM	24su	24we	24fr	24mo	24we	24sa
25tu	25th	25su	25tu	25fr	25mo		25mo	25th	25sa	25tu	25th	25su
26we	26fr	26mo	26we	26sa	26tu	HALF TERM	26tu	26fr	26su	26we	26fr	26mo
27th	27sa	27tu	27th	27su	27we		27we	27sa	27mo	27th	27sa	27tu
28fr	28su	28we	28fr	28mo	28th	HALF TERM	28th	28su	28tu	28fr <small>FE Term Ends</small>	28su	28we
29sa	29mo	29th	29sa	29tu			29fr	29mo	29we	29sa	29mo	29th
30su	30tu	30fr	30su	30we		HALF TERM	30sa	30tu	30th	30su	30tu	30fr
	31we		31mo	31th			31su	31fr	31fr	31we	31sa	

# USEFUL CONTACTS

## Bullying

Young People Cornwall	01872 222447	<a href="http://www.abccornwall.org.uk">www.abccornwall.org.uk</a>
Childline	0800 1111	
Careers South West		
Help for young people	0800 9755111	

## Benefits

Job Centre Plus – existing claims	0800 1690310	<a href="http://www.turn2us.org.uk">www.turn2us.org.uk</a>
Housing Benefit	0300 1234121 ext 3	
Welfare Benefits & Support		

## Sexual Health and Contraceptive Services

Brook (Cornwall)	01209 710088	<a href="http://www.cornwallshac.org.uk">www.cornwallshac.org.uk</a>
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	<a href="http://www.intercomtrust.org.uk">www.intercomtrust.org.uk</a> <a href="http://www.coppafeel.org">www.coppafeel.org</a>
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	01326 375876	
Sexual Healthline	0300 1237123	
Eddystone Trust	0800 6123010	
Intercom Trust (LGBT)	0845 6020 818	
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	0800 002200
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 303038
Cornwall's 24hr Domestic Violence helpline	01872 225629
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 697575
Mental Health Trust	
Single Point of Access Team	0845 2077711
Plymouth Options	01752 268011
Devon Depression & Anxiety Service	01392 675630

## Eating Disorders

Eating Disorders Helpline	0808 8010677
Eating Disorders Youth Helpline	0808 8010711

## Care and Carers

Become	0800 0232033
Carers UK	0808 8087777

## Disability

Disability Cornwall	01736 756655
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## General

Citizens Advice Bureau (all areas)	<a href="http://www.citizensadvice.org.uk">www.citizensadvice.org.uk</a>
Police (non-emergency)	101
Relate (marriage guidance)	0300 1001234
Step Change Debt Charity	0800 138111

## Useful Websites

Student Finance	<a href="http://www.gov.uk/studentfinance/overview">www.gov.uk/studentfinance/overview</a>
NUS	<a href="http://www.nus.org.uk">www.nus.org.uk</a>
UCAS	<a href="http://www.ucas.com">www.ucas.com</a>
Government Services & Information	<a href="http://www.gov.uk">www.gov.uk</a>



# 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](http://www.cornwall.ac.uk)  
Email: [enquiries@cornwall.ac.uk](mailto:enquiries@cornwall.ac.uk)

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 @DuchyCollege

 @Marine School

 @BictonCollege

Cornwall College Students' Union

 /cornwallstudents

 @CornwallSU

Website: [www.cornwallstudents.org](http://www.cornwallstudents.org)

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