

YOUR STUDENT GUIDE 2023-24



THE CORNWALL COLLEGE GROUP

How to Contact The Cornwall College Group

Main Switchboard 0330 123 2523 (For an individual campus, choose option 5 then press the number on the message for your campus)

College Website

Bicton College – bicton.ac.uk

Cornwall College Camborne – cornwall.ac.uk

Cornwall College St Austell – cornwall.ac.uk

Duchy College Stoke Climsland – duchy.ac.uk

Duchy College Rosewarne – duchy.ac.uk

Falmouth Marine School – falmouthmarineschool.ac.uk

Newquay University Centre – cornwall.ac.uk

Eden Project University Centre – cornwall.ac.uk

The Plymouth Engineering and Skills Centre – cornwall.ac.uk

The Tournament Golf College – cornwall.ac.uk

College Email: enquiries@cornwall.ac.uk (please state the campus you are enquiring about to make it easier for the team to direct your query)

Other Useful Information

Absence Reporting

Website Link to online absence reporting form - cornwall.ac.uk/absence/

Telephone: 0330 123 2523 (select option 1) (Absence reporting voicemail service)

Student Finance (Bus Passes, Transport, Bursaries, Free School Meals)

0330 123 2523 (Option 3 then press 1)

studentfinance@cornwall.ac.uk

cornwall.ac.uk/financial-support/

Payments Team (To pay course fees, make a payment for bus passes and equipment)

0330 123 2523 (Option 3 then press 2)

payments@cornwall.ac.uk

Course Enquiries (Those who haven't applied for a course and want to enquire/make an application)

0330 123 2523 (Option 2 then press 1)

enquiries@cornwall.ac.uk

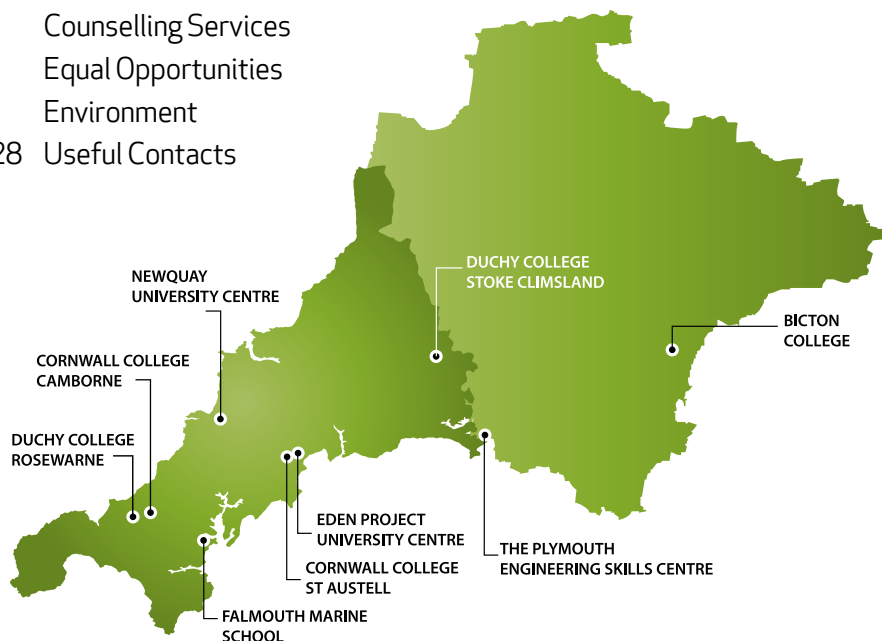
Apprenticeship Team (To find out about vacancies, apprenticeships and programmes that we offer)

0330 123 2523 (Option 4 then press 1)

apprenticeships@cornwall.ac.uk

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Welcome to Student Life

College is a new beginning and we very much hope that you enjoy your experience with us. Our goal is to help you to enjoy your studies and progress successfully on to further learning, training or the career of your choice.

You will have lots of opportunities to have your say, get involved in the college community and help us to build an even better college for the future.

We believe in developing learners who can achieve more than just qualifications, to enable them to succeed in their future lives both in work and beyond.

Our College Values provide a framework for us all to work within. Everyone has a role to play in working within our values, so make sure that you understand how they affect you.

Our college values are:



Our staff and resources are dedicated to helping you achieve your learning and career goals.

In return we ask you to work in partnership with us, demonstrating positive learning behaviours to make the most of the opportunities available to you.

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

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

With very best wishes for your success,

The Executive Leadership Team

Term dates 2023-24

FE Academic Calendar

2023 Term 1

- Term starts Mon 11 September 2023
- Half Term Mon 23 – Fri 27 October 2023
- Term ends Thu 14 December 2023

2024 Term 2

- Term starts Wed 3 January 2024
- Half Term Mon 12 – Fri 16 February 2024
- Term ends Thu 28 March 2024

2024 Term 3

- Term starts Mon 15 April 2024
- Half Term Mon 27 – Fri 31 May 2024
- Term ends Fri 5 July 2024

HE Academic Calendar

2023 Term 1

- New HE students start w/c Mon 18 September 2024
- Returning HE students start Thu 21 and Fri 22 September 2024 (days may vary by course)
- Half Term Mon 23 – Fri 27 October 2024
- Term ends Thu 14 December 2024

2024 Term 2

- Term starts Wed 3 January 2024
- Half Term: Mon 12 – Fri 16 February 2024
- Term ends Thu 28 March 2024

2024 Term 3

- Term starts Mon 15 April 2024
- Half Term Mon 27 – Fri 31 May 2024
- Term ends Fri 7 June 2024



Student Values and Behaviours: Code of Conduct 2023-2024

We want you to be safe, supported and successful during your time studying with us.

We **all** have a role to promote an environment in which the rights and responsibilities of each individual can be met.

- As a college **we** will provide you with exceptional education and training to improve your career prospects. We will ensure that you have a safe and supported environment to achieve this.
- As an enrolled student at college, **you** must play your role in showing a positive attitude and follow the college values and behaviours.

We ask you to use our **College Values** to guide and inspire your actions:



Links to British Values

- Working together in accordance with the **rule of law** where students can also have their say and show **democracy** in action.
- **A mutually respectful and tolerant environment** where learners and staff feel valued and respected.
- A brilliant learning experience developing skills and experiences for your future and support your **individual liberty**.

We will support all students to amend any unsuitable behaviour or misconduct. However, in some cases of misconduct and repeated unacceptable behaviour this may lead to disciplinary processes or exclusion. Our Student Behaviour and Misconduct Policy provides details of expected behaviour, actions in the event of unacceptable attitudes and behaviour, and actions relating to misconduct.

In all cases we expect students to demonstrate the 3 R's of Respect, Responsibility and being Ready to Learn. These apply on campus, on college sites or services (including bus travel and residential) and in the community surrounding the college.

Respect

- For yourself and towards others including the opinions, feelings and abilities of others
- For the college and its property and facilities
- To recognise and celebrate the diversity of others
- Have a positive attitude and work to overcome challenges

Responsibility

- Wear your lanyard with College ID at all times and be a good role model for the college when on campus, in the workplace and in your community (including online and social media)
- Take ownership of your own actions and report any unacceptable actions of others
- Be responsible for your own and college equipment and resources
- Show a commitment to your learning and goals
- Evidence positive behaviour including conforming to reasonable levels of socially acceptable and professional behaviour. This includes avoiding all behaviour that would breach the law or college code of conduct and values (including Health and Safety regulations and academic integrity).

Ready to Learn

- Attend all lessons and exams on time and make a positive contribution in all college activity
- Complete all required college work and activities and meeting deadlines and targets
- Be prepared for all college activities with the equipment, resources and attitude required
- Respond positively to feedback and engage with support provided.

Agreement: As an enrolled student at college, you must read and abide by this code of conduct and related policies and procedures.

Higher Education students must also adhere to HE specific policies and Student Charters linked to their awarding organisation. Apprentices must also adhere to their rules and regulations of employment.

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 Careers Team can help to answer these questions.

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.

How can we help you?

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

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

How to contact us

Please email careers@cornwall.ac.uk 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
- Wearing your ID card and student lanyard at all times and showing it when requested
- Behaving responsibly and being respectful to others on our campuses/ local communities
- Looking out for your own safety and welfare and that of others too
- Reporting any concerns promptly to a member of staff.

Are you worried about anything? **Talk to someone sooner rather than later! This includes:**

- 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. Collectively, we also have a duty to prevent all abuse and harm, including a duty to prevent radicalisation and extremism that may lead to a criminal or terrorist act.

- WHAT IS RADICALISATION? The process by which a person comes to support terrorism and other forms of Extremism leading to Terrorism.
- WHAT IS EXTREMISM? The vocal or active opposition to fundamental British values: Democracy; Rule of Law; Mutual Respect; Individual Liberty; Tolerance of different faiths and beliefs.

We are here to help with trained safeguarding staff on each site. You can also speak to your teachers or any other trusted staff or member who will help you address any concerns. You can always access safeguarding trained staff in your social or student experience space on campus / site. You can also use our central Safeguarding Number: 01209 617888, email safe@cornwall.ac.uk or contact one of the key contacts below:

Designated Safeguarding Lead	All sites	01579 372391 or 07815 997642
Deputy Designated Safeguarding Lead	All sites	01209 616377 or 07776 284930
Residential Team Lead	Bicton College Accommodation	01395 562320 or 07977 148270
Residential Team Lead	Duchy College Accommodation	01579 372314 or 07773 367483

Supporting Your Future

The Cornwall College Group is dedicated to offering essential opportunities to enable you to be successful. This includes:

- **Career focused skills** where you will be working to improve your skills in English, maths, use of IT and to improve your employability through work experience and work related projects.
- **Specialist programme** which is made up of the subject area you have chosen in line with your career goals.
- **Personal development** 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.
- **Work experience** will ensure that you are prepared for the work place and have the opportunity to experience your chosen career.

Support From Your Student Experience Team

We have a range of staff who can support all students with helping them achieve their goals.

Engagement and Progression Officers (EPOs) are available to support you with any concerns that you have or if you need any support.

- They can offer advice and guidance and help to find solutions to overcome any barriers you are facing.
- Help you to progress with your studies and achieve your learning and career goals.
- Support you with any concerns you may have.
- They will always be available in the social space for you to talk to and will also arrange activities for students to take part in.

Personal Development

You will take part in a range of activities that will help you to develop a range of personal skills and prepare you for the workplace. They will empower you to become a successful student and prepare you for your future life and be an active part of society. There will also be lots of enrichment opportunities that you can take part in from trips and visits to visiting speakers. You can have your say in the activities we offer as well.

Learning Centre and Study Support

Our Learning Centres can support you with using the resources, computers and software. You can also access workshops and request support sessions to develop your study and academic skills whether you are on an introductory course or studying for a higher level qualification.

Learning Centres

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

What is available?

The Learning Centre staff can help you with:

- Finding and using books, e-books and journals
- Support for developing your study and research skills, including using the Internet for research
- Help with using college computers and software including: Using Office 365
- Accessibility and note taking tools
- Avoiding plagiarism and creating references.

A range of resources to borrow and use including:

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

What will I need to use the Learning Centres?

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

You will find Learning Centres at:

Bicton College, Cornwall College Camborne, Eden University Centre, Falmouth Marine School, Newquay University Centre, Cornwall College St Austell, Duchy College Stoke Climsland, Duchy College Rosewarne

Useful Links

Resources Search: webopac.cornwall.ac.uk

Search over 100,000 resources across all our campuses.

Moodle: <https://moodle.cornwall.ac.uk>

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

Student Portal (ProPortal) (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: cornwall.ac.uk/student-portal/

Cornwall College Students' Union (CCSU)

The CCSU represents all students across the whole College which covers all our main campuses across the South West and all students are automatically members of CCSU.

The CCSU is run by an elected President and Vice-President. There are many important roles for you to fulfil as students and you can help to make your college experience everything you want it to be.

Students who actively participate in the Student Union gain a massive amount of experience and confidence in organising and achieving as well as making new friends and standing out from the crowd.

Benefits are:

- Social interaction
- Being able to work as part of a team
- Transferable skills
- Looks great on your CV/UCAS application
- Confidence building
- Making a difference to your campus and beyond by expressing your Learner Voice
- Access to discounts





CCSU are also here to support you and promote your Learner Voice which is heard in a variety of ways on a campus and across The Cornwall College Group. This can include what you want to see in our social space in terms of clubs and enrichment, trips and fun stuff, as well as issues such as car parking and food on campus.

We do this through our Local SU meetings and Corporate SU (Student Union) meetings through which you will have access to your Head of Campus, The Senior Management Team and the Board of Governors. Here you can give meaningful and effective feedback on your college experience to make things even better for yourself, your college and others.

Whether you would like to see a 'Battle of the Bands' or a 'FIFA' competition; help organise a trip; run a campaign or develop an important idea such as sustainability in college or organise a charity event, it all starts with YOU.

Dare to be different; dare to stand out! Contact your Engagement and Progression Officer on your campus for more information who you will find in your social space.

Contact Us

Remember CCSU is here to represent and support you!

Contact your campus Engagement & Progression Officer



Facebook.com/cornwallstudents



@CornwallSU



ccsu_insta

Having Your Say

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

Speak to your Student Experience Manager for more information.

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



There are a range of ways in which we can capture your feedback which will include:

- Questionnaires and Surveys
- Focus Groups
- Meetings with College Staff
- Course Reps and Learner Voice Forums
- Cornwall College Student Union

You can also provide feedback online here: <https://tinyurl.com/HaveYourSay2023>

Special Educational Needs and Disabilities

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 benefit from intervention-based support from a trained staff member (e.g. Learning Support Tutor or 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.

To contact the Learning Support Team, email learning.support@cornwall.ac.uk

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:
cornwall.ac.uk/student-support/supporting-your-learning/

OUR VISION is to DEVELOP INDEPENDENT, CONFIDENT & RESILIENT learners who are WELL-PREPARED to engage with the wider community. 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.



Work experience and T-Level industry placements

Making you more employable with quality work experience alongside your studies

If you are between 16 and 18 years old, or 18+ with an Education Health Care Plan (EHCP), it is a requirement that you undertake a Work Experience Placement while you are on your course. This involves working at a local business which is in the same industry as your course, for example, if you are taking a motor vehicle qualification you may work with a local repair garage. The minimum amount of time you would spend on work experience is one week (30 hours) but this will change depending on your course.

Work experience placements can be undertaken in a couple of ways; block week placements (Monday to Friday) or 1-2 days per week over an extended period of time (full academic year, 1 college term etc.).

Work experience will add immense value to your studies, giving you a much more rounded experience of the subject, giving you experience and a reference to add to your CV and providing you with a career edge when you look to enter the workplace.

T-Level Industry Placements

From September 2024, the new Level 3 T-Level qualifications will be available at The Cornwall College Group. As part of the T-Level qualification, you will be required to undertake an industry placement, relevant to the qualification you are studying. The placement will be a minimum of 315 hours (approx. 45 days)* over 2 years and involves actively contributing to the workplace whilst working on targets which you have set yourself. These targets will include subject skills such as knowledge and skills related to the industry, as well as transferable skills such as behaviours, values and employability. The placement that you undertake will depend on your course and circumstances.

An industry placement is an opportunity to improve your employability skills and gain industry relevant experience. All of our placements are managed by our Skills to Business team of Industry Placement & Work Experience Coordinators. If you already have a part-time job this could be used as your industry placement, as long as it is relevant to your course.

What's involved?

- You will commit to a minimum of 315 hours (45 days)* of industry placement over a two year period
- You will get a work plan, evidence of your experience for future job applications and feedback on where you can improve your skills
- Set achievable targets that you will work towards
- Record your hours of attendance at the placement
- Record your experiences and allocate them against the targets you have set

What are the benefits for you?

- Raise your profile with potential employers, either as an apprentice or full-time employee after your college course is completed
- Gain a reference to help you with job applications in the future
- Gain an additional certificate on top of your course.

For more information, guidance and vacancies please visit:

For more information, guidance and vacancies please visit:
cornwall.ac.uk/16-18/work-experience-and-industry-placements/

For support please contact: skillstobusiness@cornwall.ac.uk

*For the Early Years Educator T-Level, the minimum industry placement hours requirement is 750 hours (108 days).



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 365. Microsoft 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 365 files as well as store other file types. It also includes a suite of Microsoft applications, including Word and Excel, which can be downloaded on up to five different personal devices for free.

What is included with Office 365?

As part of your learning, you will be provided with a college email account which can be used to access Microsoft 365. Microsoft 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 365 files as well as store other file types. It also includes a suite of Microsoft applications, including Word and Excel, which can be downloaded on up to five different personal devices for free.

Cornwall College email (that is used to sign up for and access free educational software)

- OneDrive account giving you lots of online storage
- Microsoft 365 online applications, including Word, Excel, OneDrive
- Microsoft 365 for PC downloads
- Microsoft 365 for Mac downloads
- Microsoft 365 mobile for iPhone and Android
- Microsoft 365 applications for iPad, iPhone and Android tablets.

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

Multi Factor Authentication

This academic year, students will need to use Multi Factor Authentication (MFA) to access college services from outside the College in the same way that staff currently do. This will not change how students access services on campus. MFA requires the user to enter both their password and either a code generated by an authenticator app, a code sent to their mobile or a phone call. Students with no access to mobile phone or landline can contact the IT Helpdesk for a temporary pass code.

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 or when you first login.

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.

ProPortal

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

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 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. We will also provide you with training on how to stay safe online.



Funding and Support

It is our aim to signpost our learners to as much useful information about financial support that is available to you to support you with your studies.

You can find out all the latest information and apply for financial support here: cornwall.ac.uk/financial-support/

We have a range of financial support available for learners aged 16-18 (and anyone 19-25 who has an Educational Health Care Plan EHCP). Evidence of household income must be provided at the application stage.

16-18 Bursary (for full time learners* with a household income less than £70,000). This bursary will support learners to access travel to college with a bus pass. If your household income is £35,000 or less your bus pass could be funded. If your household income is £35,001 - £70,000 then you can apply for a 10% discount off your Travel Pass. *Excludes apprentices.

16-18 Residential Bursary Fund. If your household income is less than £50,000 and you live further than 15 miles away or over 2 hrs return journey you may be entitled to this bursary to help towards your costs of accommodation.

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 benefits, you may qualify for free college meals.

Care to Learn (for learners up to 20 years of age). 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 financial 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 check the college website for more information.

19+ and Advanced Learner Loans. Course fees vary depending on your course and available concessions. Please talk to one of our Customer Advisors for more details: enquiries@cornwall.ac.uk or 0330 123 2523.

We have a range of financial support in place for our adult learners that includes:

- **19+ Bursary** (an individual income of £28,000 or less). This bursary can support you with travel costs, childcare support. Tuition fee support is available for selected level 2 courses and below.

We can also support with:
Essential Equipment and resources, including the loan of a college laptop for the duration of study.

- **19+ Residential Support.** If you are studying a full-time level 2 or 3 course, your daily return travelling time would be more than 2 hours and your household income is below £40,000, you may be eligible for assistance with lodgings costs.
- **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 and childcare costs.
- **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.

We also have some hardship funds available.

For further information or advice please speak with the Student Finance Team or email them on studentfinance@cornwall.ac.uk



General Information

ID Cards

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

Absence

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

If you are not able to attend college, you must let us know before you miss any sessions. There is an online form at cornwall.ac.uk/absence that you need to complete to inform us. A member of staff will contact you to discuss how you can get back to college and not miss out on learning. You can also call the absence line on 0330 123 2523.

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 reception or your Campus and Curriculum Support staff. They will advise you what to do next.

Changing course

If you wish to change an element of your programme, discuss this with your Programme Manager.

Student Transport

If you have a question about getting to college please email studentfinance@cornwall.ac.uk

Personal resources and equipment in college

You are responsible for any personal belongings that you bring into college and the college will not be liable for any damage or replacement. If you choose to bring personal equipment into college (such as mobile phones, laptops, helmets etc) please keep them with you at all times and you remain responsible for them.

If you need to bring in equipment for college, your course team can advise you on lockers which may be available for use and storage.

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 Reception
- 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.

Smoking

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

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.

Lifts

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

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.

You can access a range of counselling services via your doctor and the NHS. However, we also work with a range of providers to enable access to wellbeing and counselling services for our students. We also have a range of other support networks and services.

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.

You can access this service via your Student Experience Team on campus. You will always be able to access a member of the team via the social space but we offer spaces to talk confidentially. This is unless you or someone else is at serious risk of harm where we may need to involve other agencies.

Residential Learners: We have additional access to counsellors through our residential provision on our Stoke and Bicton campuses.

Kooth is an online mental health and wellbeing service that our students have access to at kooth.com. Quell is also available for those aged 19-25 at qwell.io.

Improving Access to Psychological Therapies (IAPT) (formerly Outlook South West) is a free NHS therapy service in Cornwall for those who are aged 16+ struggling with difficulties such as:

- stress
- low mood
- worry
- anger
- panic attacks
- obsessive compulsive disorder (OCD)
- phobias
- post-traumatic stress disorder (PTSD)

They provide talking therapies 1:1, online or via telephone appointments. You must be registered with a GP surgery in Cornwall or the Isles of Scilly to use the service. You can register online or by telephone 01208 871905 or self-refer through the website: cornwallft.nhs.uk/outlook-south-west

Equality, Diversity and Inclusion (EDI)

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 future 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. Student representatives meet as part of this committee.

We will:

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

Provide opportunities and support to promote positive mental and physical wellbeing.

Place student voice at the heart of everything we do, working with core teams and the CCSU to expand on 'You said, we did'.

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

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

Celebrate our staff, students, stakeholders and successes.

If you have any suggestions for the committee or would like to raise any issues please speak to a member of staff.



Environment & Sustainability

We want to ensure we keep Cornwall and Devon beautiful and positively impact our environment possible. Individual small contributions at home and in College can make a huge difference. We recognise the climate and ecological emergency, and with your help, we want to operate sustainably and responsibly.

We pledged to be a NetZero College by 2035, continue investing in our resources, and work hard to reduce carbon emissions. Think Sustainability is one of our values. We have student representatives on each campus to provide valuable feedback and give you a platform to join our journey.

Students can help by:

Resist: Choose sustainable & ethically sourced products

Recycling: Use the bins around campus for their intended purpose

Reuse: Use a refillable water bottle rather than single-use plastics

Saving energy: Turn off lights and computer monitors, and electrical items when they're not used

Thinking about travel: Walk, cycle, get the bus or car-share

Remembering it's your future: Make sustainable choices. Listen, learn & encourage.



Useful Contacts

Bullying

Young People Cornwall	01872 222447	abccornwall.org.uk
Childline	0800 1111	
Help for young people	0800 9755111	

Benefits

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

Sexual Health and Contraceptive Services

Brook (Cornwall)	01209 710088	
The Hub (NHS)	01872 255044	
Gay and Lesbian Switchboard	01392 201018	
Sexually Transmitted Infections Helpline	0300 1237123	
Healthy Gay Cornwall	01209 615600	cornwallshac.org.uk
General Health Matters		
Macmillan Cancer	0808 8080000	
CRUSE Bereavement Care	0300 1000200	
Missing People Helpline and message home call or text	116000 or 020 83924590 116000@missingpeople.org.uk	
Dental Helpline	01872 272398	
NHS Non-emergency Helpline	111	
Dyslexia Association	01872 274927	
Sexual Healthline	0300 1237123	
Eddystone Trust	0800 3283508	
Intercom Trust (LGBT)	0800 6123010	intercomtrust.org.uk
Coppafeel		coppafeel.org

Eating Disorders

Eating Disorders Youth Helpline	0808 8010677
Eating Disorders Youth Helpline	0808 8010711

Care and Carers

Carers UK	0808 8087777
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Disability

Disability Cornwall	01736 759500
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Drugs and Alcohol

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

Mental Health & Support Services

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

General

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

Useful Websites

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