

# YOUR STUDENT GUIDE 2024- 25



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](http://bicton.ac.uk)

Cornwall College Camborne – [cornwall.ac.uk](http://cornwall.ac.uk)

Cornwall College St Austell – [cornwall.ac.uk](http://cornwall.ac.uk)

Duchy College Stoke Climsland – [duchy.ac.uk](http://duchy.ac.uk)

Duchy College Rosewarne – [duchy.ac.uk](http://duchy.ac.uk)

Falmouth Marine School – [falmouthmarineschool.ac.uk](http://falmouthmarineschool.ac.uk)

Newquay University Centre – [cornwall.ac.uk](http://cornwall.ac.uk)

Cornwall College University Centre at the Eden Project – [cornwall.ac.uk](http://cornwall.ac.uk)

The Plymouth Engineering and Skills Centre – [cornwall.ac.uk](http://cornwall.ac.uk)

The Tournament Golf College – [cornwall.ac.uk](http://cornwall.ac.uk)

College Email: [enquiries@cornwall.ac.uk](mailto: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/](http://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](mailto:studentfinance@cornwall.ac.uk)

[cornwall.ac.uk/financial-support/](http://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](mailto: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](mailto:enquiries@cornwall.ac.uk)

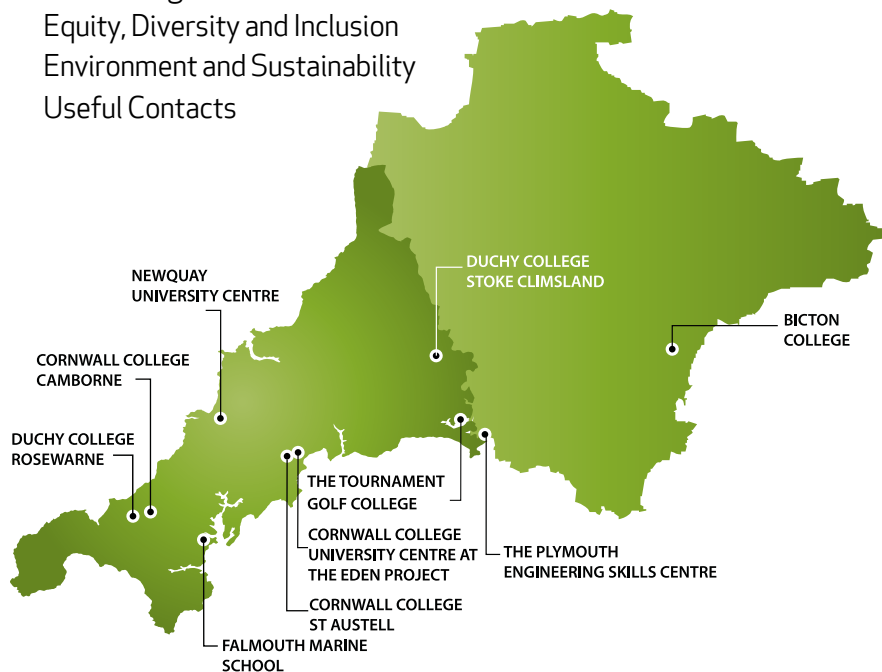
### Apprenticeship Team (To find out about vacancies, apprenticeships and programmes that we offer)

0330 123 2523 (Option 4 then press 1)

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

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# Welcome to the College!

Each of our campuses has its own community and specialism and we hope you enjoy your new college life, whichever college you are studying at! 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.

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

# Term dates 2024 - 2025

## Further Education Academic Calendar

### 2024 Term 1

- Term starts Mon 9 September 2024
- Non-student day Fri 25 October 2024
- Half Term Mon 28 October to Fri 1 November 2024
- Term ends Thu 19 December 2024

### 2025 Term 2

- Term starts Tue 7 January 2025
- Non-student day Fri 14 February 2025
- Half Term Mon 17 – Fri 21 February 2025
- Term ends Fri 4 April 2025

### 2025 Term 3

- Term starts Tue 22 April 2025
- Half Term Mon 26 – Fri 30 May 2025
- Term ends Fri 4 July 2025

## Higher Education Academic Calendar

### 2024 Term 1

- New HE students start w/c Mon 16 September 2024
- HE returners induction days, Thu 19 and Fri 20 September 2024 (days may vary by course)
- Returning HE students start Mon 23 September 2024
- Non-student day Fri 25 October 2024
- Half Term Mon 28 October to Fri 1 November 2024
- Term ends Thu 19 December 2024

### 2025 Term 2

- Term starts Tue 7 January 2025
- Non-student day Fri 14 February 2025
- Half Term Mon 17 – Fri 21 February 2025
- Term ends Fri 4 April 2025

### 2025 Term 3

- Term starts Tue 22 April 2025
- Half Term Mon 26 – Fri 30 May 2025
- Term ends Fri 6 June 2025



# Student Values and Behaviours: Code of Conduct 2024 - 2025

**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 environment and the support 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

**In all cases we expect students to demonstrate the 3 Rs 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 surrounding community.

## Respect

- For yourself and towards others including the opinions, feelings and abilities of others
- For the College, 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 acting in a socially acceptable way and showing professional behaviour. This includes avoiding all behaviour that would breach the law or our College Code of Conduct and Values (including health and safety regulations and academic honesty)

## 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

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

Learner  
first

Act with  
integrity

Take  
ownership

EDI  
Matters

Think  
sustainability

We also ask you to follow **British Values**

- Working together within the rule of law by following this code of conduct
- Students can have their say and show democracy in action
- Everyone can be part of a respectful and tolerant environment where students and staff feel valued and respected and where individual liberty gives everyone the opportunity to be themselves

We will support all students to change any unsuitable behaviour or misconduct in line with this code of conduct. 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.

## 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 or know what to do after your current course finishes. 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 support students to make informed 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 information, advice and guidance including self-employment options, retraining, 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 guidance to ensure your career/apprenticeships and employment and learning success
- Access to a wide range of impartial and up-to-date resources on careers, learning options and funding
- A range of workshops and lessons to help you with your next steps as part of our Career Programme
- Access to employers and work places to understand the future world of work

Our Careers Officers provide advice and guidance 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](mailto: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 and in the local community
- 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 lives free from abuse, neglect and 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, such as:

- Radicalisation: The process by which a person comes to support terrorism and other forms of Extremism leading to Terrorism
- 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: 03332 079675  
safe@cornwall.ac.uk or contact one of the key contacts below:

Designated Safe-guarding Lead Rebecca Barrington	All sites	01209 617956 or 07920 805852
Deputy Designated Safeguarding Lead Melanie Thomas	Cornwall College Camborne, Duchy College Rosewarne, Cornwall College University Centre at the Eden Project, University Centre Newquay and Falmouth Marine School	01209 616377 or 07776 284930
Deputy Designated Safeguarding Lead Lucy Weaver	Bicton College, Duchy College Stoke Climsland, Cornwall College St Austell, The Plymouth Engineering Skills Centre, The Tournament Golf College	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.



**E**

### **Employability and Skills for the Future**

Developing skills, attitudes and experience for the workplace.

**M**

### **Motivation**

Finding personal incentives and inspiration to achieve goals and develop interests.

**P**

### **Progression and Aspiration**

Identifying future education and career options, and setting goals to get there.

**O**

### **Ownership and Responsibility including sustainability**

Being an active part in society and taking responsibility for individual actions. Developing life skills.

**W**

### **Wellbeing and Safety including mental health and resilience**

Knowledge, support and strategies to be safe and physically and mentally healthy.

**E**

### **Equity, Diversity and Inclusion**

Working together to understand and celebrate our differences and ensure everyone can participate and play their role in all our communities (including education, the workplace, local areas and beyond!)

**R**

### **Relationships including personal, community, professional**

Identifying and recognising how we work together in different ways while keeping safe and professional in a range of situations.

# Learning Centres and Study Support

Our Learning Centres offer a range of resources, facilities and support for your studies. Our friendly Learning Centre Staff can help you with:

- Finding and using books, e-books, journals, graphic novels, DVDs and more
- College computers and software including Office 365
- Accessibility and note-taking tools
- Avoiding plagiarism and creating references
- Reading and writing skills for your assignments

Pop in to your local Learning Centre, or get in touch via email, phone or online chat.

Library Search is your gateway to locating thousands of high-quality, trustworthy resources tailored specifically to support your subject area:

<https://moodle4.cornwall.ac.uk/course/view.php?id=998&section=1>

- Click & Collect or transfer books from other campuses
- Check and renew your loans
- Read and download eBooks
- Access millions of eJournal articles via our EBSCO Discovery Service
- Locate opening hours and contact details for your campus Learning Centre

Our campus Learning Centres also provide:

- Study spaces for individual study and group work
- Computers, laptops and tablet devices
- Comfortable spaces to read and relax
- Resources to support your education and career journey
- An annual Reading Challenge where you can win some fantastic prizes

Find yours 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

## Moodle > Quick Links > Learning Centres

Follow the path above to access online Library resources including:

Research Hub	Skills Hub	Tools Hub
<ul style="list-style-type: none"><li>• <b>Library Search</b> – locate books, eBooks, Magazines, AV content &amp; more!</li><li>• <b>eJournals</b> – our EBSCO Discovery Service is a powerful search engine containing a vast amount of journal articles</li><li>• <b>Databases</b> – subject specific databases for your programme</li></ul>	<p>Find out more about the study skills resources available to you including:</p> <ul style="list-style-type: none"><li>• Exam preparation &amp; revision</li><li>• Academic writing</li><li>• Research skills</li><li>• Referencing</li><li>• Note-taking</li><li>• Essays &amp; assignments</li></ul>	<p>Learn how to use specialist software including:</p> <ul style="list-style-type: none"><li>• Office 365</li><li>• Moodle</li><li>• Mendeley (Referencing)</li><li>• Microsoft Forms (Surveys)</li><li>• Career Plot &amp; CV Builder</li><li>• Canva (Posters)</li></ul>

<https://moodle4.cornwall.ac.uk/course/view.php?id=26>

# Cornwall College Students' Union (CCSU)

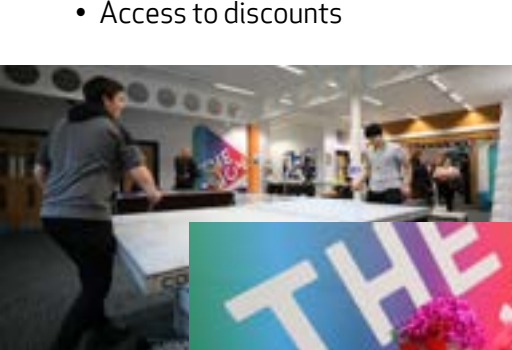
The CCSU represents all students across the whole College which covers all our main campuses across the South West and all students are automatically members of CCSU.

The CCSU is run by an elected Chair and Vice-Chair known as Student Leaders on each main campus. 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



The CCSU is 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.

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 the 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.



## Learner Voice: Get Involved!

There are many ways in which you can get involved and make a difference on campus. As part of the CCSU you can put yourself forward as Student Union Chair or Vice Chair to lead your campus Student Union. Or, you can become an Ambassador to help to promote something you are passionate about and get others involved.

We also have Student Governors who are part of the College Governing Board, and make sure that student perspectives are considered.

There are lots of opportunities to take part of learner feedback activity and focus groups on campus.

You can help to be the difference within your campus and college community!

# 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 one to one 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 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](mailto:learning.support@cornwall.ac.uk)

Your support will be reviewed regularly and we will involve you in this review at all times. We can also 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/](http://cornwall.ac.uk/student-support/supporting-your-learning/)

OUR VISION is to DEVELOP INDEPENDENT, CONFIDENT and 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), you are required to undertake a Work Experience Placement while you are on your course. However, we want all of our students to experience the work of work to help them to prepare for future employment. Work Experience usually involves working at a local business that 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 one or two days per week over an extended period of time (full academic year, one college term etc.)

Work experience will add immense value to your studies, giving you a much more rounded experience of the subject. It also provides you with experience and a reference to add to your CV, 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 two 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 team of Industry Placement and 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:  
[cornwall.ac.uk/16-18/work-experience-and-industry-placements/](http://cornwall.ac.uk/16-18/work-experience-and-industry-placements/)

For support please contact: [skillstobusiness@cornwall.ac.uk](mailto: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. Files stored in OneDrive can be accessed on any device connected to the Internet and make it easy to work both on and off campus. Your Microsoft account 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 (which is used to sign up for and access free educational software)

- OneDrive online storage
- Microsoft 365 online applications, including Work, 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 [www.cornwall.ac.uk/students](http://www.cornwall.ac.uk/students) and signing into Microsoft 365. This page will provide more details about the service and terms of use. Microsoft 365 installation guides for Apple, Windows, MAC, and Android are found at [www.cornwall.ac.uk/students](http://www.cornwall.ac.uk/students).

## Multi Factor Authentication

Students need to use Multi Factor Authentication (MFA) to access college services from outside the college. MFA requires the user to enter both a password and a code generated by an authenticator app. The college has also introduced Passkeys, which are a replacement for your password when accessing Microsoft 365. With passkeys, you can sign into your Microsoft work/school account using your face, fingerprint, or PIN. Signing in with a passkey is simple, fast, and helps protect you against phishing attacks. Students with no access to a smart phone can contact the IT Helpdesk for a temporary access pass.

## Bring Your Own Device

The college provides computers and laptops for teaching and learning but encourage the use of personal devices to support research and assignment work. We recommend you connect to the college's Wi-Fi for ease 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, the 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 at [www.cornwall.ac.uk/students](http://www.cornwall.ac.uk/students).

## 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, when they appear.
- Any bad weather closures or emergency travel information will be posted on the website [cornwall.ac.uk](http://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/](http://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 a return journey of more than two hours 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. [www.cornwall.ac.uk](http://www.cornwall.ac.uk)

**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](mailto:enquiries@cornwall.ac.uk) or 0330 123 2523.

**19+ Bursary** (an individual income of £32,000 or less): This Bursary can support you with travel and childcare costs, as well as help towards the purchasing of essential equipment and resources, including the loan of a laptop. Access to hardship funds is also available.

**19+ Residential Support:** If you are studying a full-time level 2 or 3 course, your daily return travelling time would be more than two hours and your household income is below £32,000, you may be eligible for assistance with lodgings 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.

For further information or advice please speak with the Bursaries and Student Transport Team or email them on [studentfinance@cornwall.ac.uk](mailto: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 could be taken if you do not.

## **Absence**

Regular attendance in lessons is vital and will be monitored closely. You can view your attendance 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](http://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](mailto: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 remain responsible for them.

If you need to bring in equipment for college, your course team can advise you on lockers that 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 there 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](https://www.kooth.com).

**Qwell** is also available for those aged 19-25 at [qwell.io](https://www.qwell.io).



# Equity, 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 and 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 would like student representatives on each campus to provide valuable feedback and give you a platform to join our journey.

## **Students can help by:**

**Resisting:** Choose sustainable and ethically sourced products

**Recycling:** Use the bins around campus for their intended purpose

**Reusing:** 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 and encourage



# Useful Contacts

## **Bullying**

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

## **Benefits**

Job Centre Plus	0800 0556688	
Housing Benefit	0800 0556688	
Welfare Benefits & Support		<a href="http://turn2us.org.uk">turn2us.org.uk</a>

## **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	
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 <a href="mailto:116000@missingpeople.org.uk">116000@missingpeople.org.uk</a>
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	<a href="http://intercomtrust.org.uk">intercomtrust.org.uk</a>

## **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
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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)	<a href="http://citizensadvice.org.uk">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://gov.uk/studentfinance/overview">gov.uk/studentfinance/overview</a>
NUS	<a href="http://nus.org.uk">nus.org.uk</a>
UCAS	<a href="http://ucas.com">ucas.com</a>
Government Services & Information	<a href="http://gov.uk">gov.uk</a>