

Student Handbook

2009-2010

ELECTRONIC VERSION



Welcome

It is with great pleasure that I extend to you a warm welcome from myself, the staff and the governors of Hartlepool College of Further Education.

We strive to put you, the learner, at the centre of everything we do. We are committed to helping you to get the most from your programme here at the College, whether you are aspiring to move on to university, looking to get back into the jobs market, aiming to complete an apprenticeship, striving to improve your qualifications, or simply here to enjoy learning new things and meeting new people.

You will have read in the press that we hope this year to begin work on the most ambitious programme of redevelopment seen in Hartlepool for many years. The new College buildings won't be ready this year, although the evidence of this development work will be all around us. Rest assured though, that although the new buildings will bring us even better facilities than we have now, we are still committed to providing excellent services to you in our existing facilities, as we have always done. We are very proud of our College and hope you will be too.

There will be many opportunities to meet during the year. I look forward to seeing you at the "voice of the learner" events, at our many awards ceremonies, during Skills Showcase week, at social and recreational events organised in your division and in the "Respect" campaign, and during your everyday life here at the College.

We are delighted that you have chosen to study at Hartlepool College of Further Education. We feel sure you will find the time that you spend with us rewarding, both in terms of the successful completion of your course and the experiences your time at College will provide. Your time at College is important to you, and you will find that the friendly and supportive College environment will not only assist you in your studies, but also provide you with the opportunity of meeting new friends and broadening your horizons.

Good luck in your studies.

Michael Bretherick
Principal Designate

All of the information in this handbook is important. However, only some of it will apply to you, and only if and when you need it!

Studying at College

If you are coming to College straight from school you will notice some changes in the way the College day is organised and in the way you are expected to organise yourself.

There aren't any bells, so it will be up to you to get yourself to classes on time. The College day is longer than the school day 9.00am until 5.00pm – but you won't have lectures all the time. During the times when you don't have a lecture, you can work in the Learner Resource Centre or relax in the College Café or Courtyard Café.

The College operates a Photograph Identity Card system as part of our commitment to provide a safe and friendly environment in which to study. Ensuring that all our students and staff are readily identifiable will help us to maintain such an environment. Students are issued their ID Cards during induction, and it should be carried at all times when on College premises. Students will not be able to borrow books or access computers unless they have their ID Cards. If you lose your ID Card you will need to replace it and you will be charged for this. You will also need your ID card as proof of identity when taking examinations or assessments.

If you find difficulty in organising your time, meeting your assignment deadlines or adapting to the College way of learning, then speak to your tutor. We want your time with us to be happy and successful.

Your Commitment

The College Charter is a two-way agreement. When you enrol you agree that you will:

- Abide by the Student Regulations and help staff to make the College a pleasant place to study.
- Behave at all times in a way which shows respect and courtesy to other students, staff and visitors. This includes not using foul, abusive or discriminatory language which may offend others and not behaving in such a way that your actions endanger others.
- Attend all the learning activities on your timetable punctually and take part in activities which are designed to help you identify your learning needs.
- Accept responsibility for your own learning, do your best to achieve and to advise us when you are having difficulties so that we can help.
- Care for the physical environment and the property of the College.
- Ensure mobile phones are switched off during teaching and learning sessions.
- Not smoke in any area of the College Campus.
- Not be in possession of or under the influence of any alcohol or illegal drugs.
- Respect the rules regarding the use of the College's computer network, and to cooperate in avoiding any abuse of the internet facilities.

Our Commitment to You

- We will offer help and advice when you join the College and this will be available throughout your programme of learning.
- We will make information you may need available in a variety of ways including from Student Services, on www.hartlepoolfe.ac.uk and via Blackboard.
- We will maintain a positive policy of equality of opportunity.
- We will recruit with integrity by helping you identify your personal goals and choose a programme of learning which best meets your needs.
- We will offer advisory, guidance and counselling services.
- We will provide an induction programme that will include information on the services, facilities and support that are available to you.
- We will treat all students with dignity and respect.
- We will provide high quality teaching, with appropriate equipment, accommodation and facilities within available resources.
- We will take into account your individual learning needs and provide appropriate support services where possible.
- We will ensure that the quality of the College's environment is maintained.
- We will review the quality of each course annually and you will be given the opportunity to contribute to the process.
- If you have a grievance we will help you through the College Complaints procedure.

Student Services

The Student Services suite, located in the College foyer, is the contact point for many of the services you will need. Given here is a brief summary of the services available, but if you want to know more, call in at the Student Services area any time between 9.00am and 7.00pm Monday to Thursday, 9.00am until 4.00pm Friday.

Course Information

Information about courses at this College and at others across the country is available in Student Services. If you have queries about changing your course, moving on to higher things or taking additional subjects, all the information you need is available.

Higher Education

Student Services hold copies of all the current prospectuses of every university in the country. We also offer a wide range of events intended to prepare prospective students for university life. A team of professionally trained and experienced staff is available by appointment to make sure you receive all the advice you need on making a successful application. With competition for higher education places becoming keener each year, it is vitally important that you make sure that your application is as thorough and attractive as possible. From choosing courses to preparing for interview - help is at hand.

Careers Guidance

Student Services employs professionally qualified careers specialists who are available to give advice and information to students or members of the public. Odyssey and Pathfinder are computerised guidance packages available for those requiring additional help or those who simply want to obtain up-to-date job information. Students may drop in to consult the duty adviser at any time or may make appointments to see an adviser on a one-to-one basis.

Accommodation Services

The College does not have purpose-built halls of residence. However, referrals can be made to specialist housing organisations and homelessness services. Contact Welfare Services via Student Services for details. For students on higher education courses the College works collaboratively with Cleveland College of Art and Design to help students find accommodation.

Apprenticeships

The College's apprenticeship and advanced apprenticeship programmes are managed by the Division of Business and Workforce Development. Information about apprenticeship opportunities is provided in Student Services.

Child Care Support

The College offers childcare financial support via either the Learner Support Fund and the Government's "Free Childcare for Training and Learning for Work" scheme for students aged over 20 years or the Care to Learn Scheme for students aged under 20 years. Confidential appointments can be made at Student Services to discuss your childcare requirements.

Study Support

Appointments with the College's Additional Learning Support Adviser can be arranged before starting a course or afterwards. The College uses a number of methods of assessing whether students require particular help with some aspect of their programmes. One of these methods is the students themselves realising that they need extra help, perhaps with a single subject such as mathematics, or with a range of subjects in a particular course. If you feel you would benefit from extra help, call into Student Services and discuss your requirements with the Additional Learning Support Adviser or ask your course tutor who will usually be able to arrange for the extra help to be provided.

Admissions

Student Services manages the admissions process to the College's full-time, part-time and apprenticeship courses. The team works in close liaison with course teams monitoring student progress and arranging for transfers between courses or programmes if necessary.

Sponsorships and Vacancies

Student Services keep files of up to the minute vacancies notified via Connexions, Job Centre Plus and by local employers.

Counselling

Student Counsellors are very aware that both young people and mature students embarking on study face major adjustments, not only in their academic work but also in their personal lives. The aim of counselling at Hartlepool College is to provide creative opportunities for students and trainees to work towards living and studying in more satisfying and resourceful ways. The College Counsellor is accredited by the British Association for Counselling and Psychotherapy (B.A.C.P.) and counselling is offered in accordance with its Ethical Framework for Good Practice in Counselling and Psychotherapy. Appointments to see the Counsellor can be made in Student Services. The appointment diary is confidential.

Welfare

This service aims to support students who wish to discuss issues requiring practical help and information. A wide range of issues is brought to Welfare Services, including: the Learner Support Fund; Education Maintenance Allowance; travel costs; childcare support; accommodation; the Adult Learning Grant.

Where appropriate, and with the student's permission, Welfare Services will liaise with, or make referrals to, specialist organisations or agencies.

Confidential appointments can be made via Student Services.

Respect

The College is rightly proud of the high standards of accommodation, equipment and service to our learners. Anyone who works or studies in the College becomes a partner in the Respect campaign. The campaign targets equality, learning, safety, vandalism, nuisance, graffiti and harassment. You can play your part. Where you see or hear anything that concerns or offends you, report it.

These are our values.

- Responsibility and Accountability – being responsible and answerable for our actions, our use of language and our treatment of others.
- Equality-every person in College has a voice. We value each other's opinions and perspectives.
- Social responsibility- we encourage people to take care of this College and this community and work together to improve it.
- Pro-Active- we actively support the RESPECT agenda.
- Education, training and information- the College champions education. All members of its community engage in on-going education, training and professional development.
- Caring for Others- we actively support local, national and international charities through fund raising and social activities that demonstrate care for the wider community
- Transparency- We are honest and open about what we do and the way we do it.

Equality & Diversity

The College has a responsibility to provide all sectors of the community with equal chances of access to the College as students and to ensure that each student is treated with dignity and respect regardless of sex, race, colour, social background, disability, age, beliefs or sexual orientation.

The College seeks to eliminate all procedures, practices and attitudes which lead to unfair treatment. Should any student feel that he/she is being unfairly treated, an appointment will be arranged by Student Services with the Equality and Diversity Coordinator.

The College produces an annual Equality and Diversity report which includes information on actions taken by the College to increase inclusivity and information on enrolments and performance by gender, race and disability.

We try to make suitable arrangements for students with any special needs. The person responsible for this is the Additional Learning Support Coordinator who can be contacted through Student Services. Our admissions arrangements ensure that we will not discriminate against any potential students on the grounds of disabilities.

There are disabled parking places adjacent to the main reception and in the Hückelhoven Way car park, a lift service to all floors of the main site and ramps have been installed so that all areas of the College main building are accessible to wheel chair users. There are toilets for the disabled on all floors and Ward Jackson buildings.

The College has a hearing loop for those with hearing difficulties. The College has Braille signage and the Learner Resource Centre is equipped with text recognition reader software. Information on the use of any of these facilities and other specialist resources available is obtainable from Student Services.

Induction

Each student will receive an induction to their course of study, including where appropriate, information on health and safety arrangements, equality and diversity, course timetables, student regulations, counselling, welfare, accommodation and childcare facilities, fees and financial information. Students may ask questions during induction. Students will be told about our learner services, including the Learner Resource Centre, and will be advised on how to gain access to additional help and support during their programme of study. Each student will complete an individual learning agreement giving details of target qualifications and how courses will be organised.

Students' Association

At Hartlepool College of Further Education life isn't all about studying - the College is a thriving social centre too. As a student of Hartlepool College you will automatically become a member of the Students' Association. It organises all sorts of activities; trips to concerts, parties and discos, visits to exhibitions and places of interest. You can get as involved as you like - and benefit from the funding the College makes available to support such activities.

Within the Students' Association is the Student Council. Elected annually the Council comprises a President and Vice President as well as Council members representing students from all areas of the College. The Council meets regularly to discuss student matters and provide representation to the Principalship; the President of the Council and an elected Council member also represent the Association at the Governors' meetings.

Students who are enrolled on franchised courses from Teesside University are also automatically members of Teesside University Students' Union. There is no permanent TUSU Office at Hartlepool College. Should you need to contact the Union at other times, this can be arranged through Student Services.

All higher education students should be aware that as full members of TUSU, they are entitled to take part in any of its events and social activities whether in Hartlepool or in Middlesbrough, but demand for tickets is always heavy, so early booking is recommended. TUSU is affiliated to the National Union of Students.

Although HCFE is not affiliated to the NUS, individual students who wish to have an NUS Extra Card can obtain one by logging onto www.nus.org.uk and follow instructions to order a NUS Direct Card at a cost of £10.

Student Representatives

At Hartlepool College of Further Education we value the views of all our students. When you commence your programme of study you will be asked to elect a Student Representative for your group. The Student Representative will be expected to put forward the views of the group at a meeting which will be held once per term. The meeting will be chaired by the Tutor Manager for the Division and student representatives from across the Division will attend.

The meetings will be scheduled at an appropriate time for the student group wherever possible, although the Student Representative may be required to attend after a class has finished. The meetings are designed to collect the views of the student body whether they are enrolled to full or part time programmes.

What types of things are discussed?

Each meeting will have different agenda items, but common points for discussion at every meeting will be Teaching and Learning; Comments, Compliments and Complaints; Health and Safety issues; and Equality and Diversity issues. Other items to be discussed will be relevant to progression through the course. The Student Representative will also be able to raise points that are relevant to the course or programme of study. Prior to each meeting your Course Tutor will issue the representative with an agenda of items for discussion at the meeting and will ensure that a programme group meeting takes place at least one week prior to the Student Representative meeting to allow full group contribution.

What happens after the meeting?

The Tutor Manager will have the minutes of the meeting written up and will circulate copies to relevant people, including the Student Representative, within one week. Time will be made for the Student Representative to feed back to the group regarding the meeting. Any points raised that require action will be taken forward by the Tutor Manager where appropriate. At the next meeting action points will be reviewed.

If the group has an urgent issue that they would like to discuss, does the Student Representative have to wait until the next meeting?

No, any issues that the group may have can be discussed with the Course Tutor who will try to resolve the problem. The Student Complaints Procedure, if required, is in the student agreement that you will find in this handbook.

Does each group need a Student Representative?

Part time groups may decide that they do not wish to have representation at meetings, but this is an opportunity for all students to express their views.

Sport and Social Activities

The College provides a wide range of sporting and social activities for students on a Wednesday afternoon. These include competitive sports such as football, rugby and basketball as well as recreational activities such as yoga, trampolining and many more. The annual SPLASH event which is held each September is your opportunity to join in any of these activities.

Learner Resource Centre (LRC)

The Learner Resource Centre is centrally situated on the ground floor accessed through the Courtyard Cafe. Its aim is to support you on your learning programme. You need to join the LRC. Our staff are trained to help you so that you find the resource you need. You should be offered an LRC induction as part of your College induction where you shall receive the LRC Pocket Guide. Please ask your tutor or LRC staff.

Stock is continuously updated, in consultation with your tutors, to make sure that a broad and in depth range of materials covers the courses that the College offer. There are currently over 20,000 items in stock, all geared to your learning requirements.

Books, paper based and electronic resources are combined within the LRC with the kind of support you need to help you become an independent learner. You will find familiar resources such as books, journals, reference texts. You will also find electronic resources and media based resources, which you can use to extend your research. There are 54 PCs in the LRC which all have the most up-to-date computer packages. Specialist PC based resources such as Infotrac and Encyclopaedia Britannica are held in the LRC. Blackboard Managed Learning, an online based resource, is co-ordinated in the LRC. Once you become a student, you automatically have a Blackboard account. LRC staff will help you to use that account. Perhaps you will use the LRC for a short visit to print off an assignment or check your Blackboard area for work you missed. You will be made very welcome, whatever your needs. If you need to search for a resource to complete an assignment, everything we have in the LRC is catalogued and accessible through the online Library Catalogue, which you can access from home.

Within the LRC there are quiet zones for students who want the time and space to concentrate. A small project room is available for group work, which you can book in advance. The User Education Centre hosts a programme of events during term time of interest to everyone. It is your Centre; and the College works hard to get you the best from it, so please tell us what you think.

The LRC is a vibrant and lively place, full of activity. It is open during term time from 10.00-20.00 on Mondays, 08.45-20.00 Tuesday to Thursday and 08.45-16.15 on Fridays and may close for lunch. During the holidays, we close at 17.00 Monday to Thursday and may close for lunch. We look forward to welcoming you as an LRC user.

How to Join

To use the Learner Resource Centre facilities you will need a valid student ID card. You will need to be registered as a student at the College. As you enrol or register as a student, your photograph will be taken and this will automatically generate a photograph for your LRC/ID card. You will then need to visit the LRC to request and sign for your card. This is separate from enrolling on your course.

Please note: Several rules apply to the use of ID cards.

1. All students must have a valid ID card for the current academic year.
2. If you have an old card you need to apply for a new one.
3. The first card of the academic year is issued free but if your card becomes lost or damaged, you will be charged for a replacement. You must not let anyone else use your card. If you do it will be confiscated for 24 hours during which time you will not be allowed to use the facilities.
4. You will need your card to borrow books.
5. You are required to show a valid ID card to use computers in the LRC.
6. You will need your card as proof of identity when taking examinations or assessments.

LRC Pocket Guides are available giving more details about the Learner Resource Centre services. Please ask at LRC Reception, or pick one up from the Main College Reception.

Teaching and Learning

The College will ensure high quality teaching throughout your programme of study by providing lecturers and support staff who have the skills of literacy, numeracy and information technology. You will be encouraged to take responsibility for your own learning, about what you will need to succeed and assessment methods. You will also receive clear guidance and information about examination regulations. Where required, appropriate assistance with examinations will be provided to candidates. Completion and return dates will be given for all assessed work.

Being Safe at College

It's a great time to be a student and everyone at Safer Hartlepool hopes the time you spend at HCFE is crime free. Most students don't think about crime and how it might affect them when they are at college and whilst most of you probably won't be a victim, it's worth thinking about the following...

Out and About - know the area you are in, walk quickly and look confident. Look after your mates, don't let them walk home alone, especially if they have had a drink and always leave enough money for your taxi fare. Remember not to leave drinks unattended and know your limits!

Go to a cashpoint in daylight if possible – be aware of people standing too close and hide your PIN. If it is dark, go with a friend and don't count your money in full view of others.

Don't show off your cash, mobile phone or laptop, or leave them lying around. Never leave your bag, wallet or purse unattended and make a note of your card details.

Property Marking is a simple way of identifying your property so that the police can return it to you should it be lost or stolen. Using a UV marker pen write your house number and postcode onto your personal belongings ie mobile phone, i-pod, camera etc

Vehicle Security - Your car is more likely to be broken into than stolen, so remember not to leave anything in your car, i.e. a coat on the back seat, loose change and always remember to remove sat-nav suction marks from your windscreen. Park in busy or well-lit areas and always leave your car locked. Remember this includes closing windows and the sunroof. Keep doors locked when driving and bags and mobile phones out of view.

Bike – invest in a good quality D-lock. Always lock both wheels and keep the lock off the ground (making it harder to break). Remove extras i.e. lights and helmets. This information was supplied by The Safer Hartlepool Team who will be on site at various times throughout the year to offer advice and information. They look forward to meeting you.

Safer Hartlepool Partnership

What is Safer Hartlepool?

The Safer Hartlepool Partnership aims to make Hartlepool a better place to live, work and play by reducing crime; anti-social behaviour; tackling drugs and alcohol misuse. Safer Hartlepool Partnership is made up of Hartlepool Borough Council; Hartlepool Police; Cleveland Fire Brigade; Hartlepool PCT; Youth Offending Service; Drug Strategy Team; Anti-social Behaviour Unit; National Probation Service Teesside; as well as other community and voluntary groups from the local area.

What Does the Partnership Do?

The Safer Hartlepool Partnership is at the core of reducing crime across the town and works all year round to get key messages out to the community to help engage with local people, promote community safety, and rid the streets of criminal activity.

Information and Advice

The Partnership provides important information and advice on a variety of topics from domestic violence to vehicle crime in order to keep residents and visitors one step ahead of criminals. These key messages and contact details for support services can all be found at www.saferhartlepool.co.uk You can also contact the Safer Hartlepool Partnership support team on 01429 or visit **8 Church Street, Hartlepool, TS24 7DJ**.

Get Involved and Join Ringmaster for free today! Help to keep crime down across the town by joining Ringmaster Neighbourhood Watch. Receive important crime information for free by either email, text message, mobile, or home telephone. The messages relate to where you live or work in the town, you will find out about fraud, arrests, criminal activity, and personal safety information. Visit www.hartlepoolnhw.org to fill in a quick form.

Student Agreement

This agreement is part of the official College policy and is therefore binding on all staff and students. It is therefore very important that the agreement is fully understood.

1 College Policy

1.1 It is the College policy that its relationships with students are governed by an agreement signed by the College and the student. This agreement should be studied carefully. It applies to all College students and all programmes.

1.2 This agreement should be read in conjunction with the Individual Learning Agreement, Development Programme and College Charter.

2 Absences

2.1 In the case of full-time students all absences must be notified to the appropriate Staff Centre Administrator on the first day of absence. Students in receipt of Educational Maintenance Allowance (EMA) must also contact the EMA office. Additional regulations exist for students in receipt of EMA and Adult Learning Grant (ALG). All students eligible will receive a copy of these during induction. A self certification may be required, or, in the case of absence of over five days, a doctor's certificate. Students should be aware that all absences will be included in progress reports and will be considered during the preparation of references and testimonials.

2.2 In the case of part-time and evening students, unexplained absence from course meetings for four consecutive weeks will be assumed to indicate withdrawal from the course, and such students may be removed from the register unless written notification is received to justify continuation.

3 Attendance

3.1 All students accepted onto College courses are accepted on the basis that they are able to attend regularly.

3.2 Persistent or regular absenteeism is a disciplinary offence and may lead to removal from the course.

3.3 Students will be expected to attend all classes timetabled within their course, including evening classes.

3.4 Persistent or regular lateness will be considered a disciplinary offence.

3.5 Authorised absence is allowed in certain circumstances if documentary evidence is provided e.g. driving test, hospital appointment.

3.6 A statement of attendance rate will be included in all College references and testimonials.

4 Assessment

4.1 Assessment forms a vital part of any quality training or educational programme. All students are required therefore to play their full part in assessment during the course.

4.2 Students will be expected to apply themselves diligently, to submit assessments, homeworks etc on time and to complete such coursework assignments or external tests as may be required as part of their course.

4.3 Where a student fails to attend an examination or submit externally set assignments which have been paid for by the College, the student will be liable for the examination or assessment fee. Exceptions may be made provided a doctor's medical certificate is produced.

4.4 Where a student consistently fails to make academic progress (as shown by marks or grades consistently below the standard required, failure to submit work on time or at all, failure to take an appropriate role in group work activities or other evidence that the standard of work is beyond the student's abilities at that time), the process of Action Planning will be implemented as follows:

4.4.1 A formal Academic Action Plan will be completed at a meeting between the Course Tutor and the student, and signed by both. The Action Plan will include clearly stated, reasonable targets for the student to achieve, together with details of any support provided and a clear deadline.

4.4.2 The Action Plan will be reviewed at the date specified. If the Action Plan is complied with, no further action will be taken. If the student has been unable to complete the work required, an interview will be arranged including the Course Tutor, Head of Division, Student Advisor and the student.

At this interview it will be agreed either that the student transfer to a more suitable programme, or that the Action Plan is extended and the student given a last chance to comply. However, if the student fails to meet this extended plan, he or she will automatically be transferred to another, more suitable programme.

5 Health and Safety

5.1 It is a requirement under law that students should work in a safe manner and in a safe environment at all times.

5.2 All students must have due regard for the safety of others, and follow instructions from tutors, lecturers or work placement supervisors. All safety equipment must be used when issued. All safety publications, leaflets and handouts must be studied carefully and their recommendations followed.

5.3 Students requiring access to the College safety policy may gain such access in the Learner Resource Centre (LRC).

6 Acceptable use of College Computing Facilities

6.1 Signing of the learning agreement constitutes an undertaking to conform to the Acceptable Use Procedure for the College's facilities and electronic information sources.

6.2 When using computer facilities, you should bear the following in mind:

- You are responsible for anything that is done from your user-id using a computer
- You should not give your password to anyone
- Never use a computer to cause of fence, worry or inconvenience to anyone
- Do not display anything on the screen which is likely to cause offence or upset to other users
- Respect other people's privacy and do not annoy others by sending nuisance emails
- You should never pass off other people's work as your own; if material produced by others is used, acknowledge the source
- Do not use data which is confidential or not already in the public domain in work without first consulting the course tutor; there may be copyright or data protection implications
- LRC computing facilities are provided for educational purposes only; they should not be used for recreational activities such as playing games or accessing chat rooms.

7 Equality and Diversity

The College has implemented a policy of equality of opportunity. It is the responsibility of all staff and students to seek to end discrimination wherever it occurs, on whatever basis, be it by race, age, colour, sexual orientation, gender, religion or disability. Students behaving in a manner contrary to the equal opportunities policy should be aware that they may face disciplinary action as a result. Students having a grievance relating to equal opportunities may take action as detailed under 'Comments, Compliments and Complaints'

8 Discipline Procedure

The College operates a disciplinary procedure which is fair, transparent and consistently applied. Lack of academic progress is not considered as misconduct and is dealt with separately (see Section 4 Assessment).

8.1 Stages

The disciplinary procedure will operate utilising a number of stages as detailed:

Issued by	Authorised by
Stage 1 Oral Warning Course Tutor	Tutor Manager
Stage 2 Verbal Warning Tutor Manager	Head of Division
Stage 3 Written Warning Head of Division	Vice Principal
Stage 4 Dismissal or action short of dismissal Vice Principal	Principal

A further 'stage' suspension, enacted by the Vice Principal may be utilised at any stage.

9 Conduct

9.1 The College aims to create a positive, friendly environment where every student and every member of staff enjoys the respect of their colleagues. The agreement therefore requires students to observe the following:

1. All students are required to attend punctually and regularly, appropriately equipped for the classes in question.
2. All students are required to observe the general regulations of the College's Learner Resource Centre, workshops, laboratories and other work areas.
3. Foul or abusive language is not permitted whether in classrooms, corridors or public areas.
4. Physical threats, the use of violence, intimidation or bullying will not be tolerated, whether taking place on College premises or elsewhere.
5. Vandalism, graffiti, the defacing or damaging of College property will not be tolerated, nor will the theft of College property.
6. All students are required to observe the College's parking and no-smoking policies.
7. The use, possession or supply of alcohol, drugs or any prohibited item will not be tolerated on College property and the Police will be informed of every incidence.
8. It is the responsibility of all students to abide by the terms of the College's Equality and Diversity Policy.
9. Plagiarism (that is, passing off some one else's work as one's own), copying and other forms of cheating in assessments are forbidden and will be treated as misconduct as well as being dealt with according to the terms of the examining body concerned.

Important Points and Legal Notices

Insurance

Your personal effects are not protected by College insurance. The College will not be liable for loss or damage to personal property of any student or member of staff which is not caused by the negligence of the College or its employees.

Parking

The College car parks are private property and are thus under the control of the College Management. The Management has decided that the car parks in Hückelhoven Way and inside the grounds' perimeters are reserved for staff only. Students parking in these areas may be liable to disciplinary action.

Smoking

The College operates a no-smoking policy on all campuses.

Drugs

All students should be aware of the College's policy which is that any student found to be in possession of any illegal substance, to be using such substances, or to be involved in their supply or distribution will in every case be expelled from the College and the Police informed.

Safeguarding (Child Protection and Vulnerable Adults)

All staff and students should be aware that the College has a duty to take reasonable action to ensure the welfare and safety of its students. All students should be aware that if they disclose to a member of staff any information that indicates that they or other young people are in danger it will be referred to the nominated person for Safeguarding (Child Protection and Vulnerable Adults) for consideration. In cases where staff have cause to be concerned that a student may be subject to ill treatment, neglect or other forms of abuse, staff will refer the matter to the nominated person for Child Protection

and Vulnerable Adults who will inform the Local Safeguarding Children Board of their concern. Counselling clients will be informed of the above duty prior to the start of a counselling session.

College Governance

In general terms the Governing Body is responsible for the overall functioning of the College. It is accountable for the quality of the service to its students, their welfare, the financial health of the College and the proper use of public funds and sound management.

A copy of the following documentation is available for inspection from the Clerk to the Governors:

- The Instrument & Articles of Government of Further Education Corporations
- Agendas, minutes and documentation of corporation meetings
- A register of governors' interests
- Standing Orders for the conduct of the corporation and committee meetings.

Comments, Compliments and Complaints

The College aims to provide high quality services that meet the needs of all its clients. We want to make our services as efficient and effective as possible. To do this we need to know whether we're getting it right and how we can improve services for you.

- If you are not satisfied with a service, tell us why not and what we can do to improve things.
- If we are doing things really well, we'd like to hear about that too.
- And we'd be interested to hear any suggestions you have for making our service even better.

We promise to listen carefully to what you have to say and respond promptly to your comments and complaints. Any information you provide will be treated confidentially.

How do I make a complaint?

Trying to sort it out

First of all, talk to the staff that run the service you are concerned about. Contact the division you have been dealing with or ring reception (01429 295111) and they will put you through to the right department. The person you contact will do all they can to sort out your problem as quickly as possible. You can complain for yourself or on behalf of someone who cannot complain for himself or herself.

What if I'm still dissatisfied?

Making a formal complaint

If you are dissatisfied with how your complaint has been dealt with you can take it further by making a formal complaint. You can make a formal complaint in writing, by phone or in person, through Student Services and telling a member of staff who will take down the details of your complaint.

Who do I write to?

You should make your complaint direct to the Head of Student Services, Hartlepool College of Further Education, Stockton Street, Hartlepool TS24 7NT.

What happens next?

Your complaint will be forwarded to the Assistant Principal with responsibility for complaints who will investigate your complaint. He/she will write to you within five working days and let you know who is dealing with your complaint and how long it will take. We will aim to give you a full written answer to your complaint within 15 working days of making your formal complaint. If it is going to take us longer than 15 days, we will let you know when you can expect a reply.

Can I take my complaint further?

Review by the Principal

If you are still dissatisfied with how your complaint has been handled, you can ask to have your complaint reviewed. If you ask for a review, the Principal and/or Vice Principal will look at all the information connected with your complaint. He/she will decide whether or not your complaint should be considered by the Complaints Panel. The Complaints Panel will comprise the Principal, Vice Principal, Assistant Principal, a representative of the Division about which the complaint has been made, yourself and a friend, parent or supporter if you wish. If it is decided that a Complaints Panel should be held, you will be invited to a meeting to discuss why you are still dissatisfied with the way your complaint has been dealt with. If you wish to have your complaint reviewed, you should write to the Assistant Principal and ask for a review.

Appeal

We will make every effort to deal with your complaint to your satisfaction. If we are not able to do this, the College will appoint an adviser to make an independent investigation of your case, presently the College's solicitor. However, this process does not usually begin until the College's own complaints procedures have been completed. It is always best to first of all contact the staff responsible for the service you are unhappy about. They will do their best to sort out your problem.

Compliments and Comments

We'd also like to hear from you if you think we're doing something very well or if you have any suggestions for ways of improving the services of Hartlepool College. Write to or phone the Assistant Principal, to tell us what you think. The direct line is 01429 283811.

College Contacts

Most questions and queries you have regarding your course, your progress or your student life can be dealt with by your tutor or by Student Services. If you need specific information, this contacts list may be of help.

Admissions : **Tina Preston**
 Careers Education : **Tricia Wetherell**
 Student Services : **Tricia Wetherell**
 Complaints : **Assistant Principal**
 Counselling : **Wendy Morriss**
 Course Information : **Julia Battle**
 Equality & Diversity : **Jackie Donley**
 Examinations: **Stephen Collinson**
 Data Services : **John Cunningham**
 Health & Safety : **Andrew Barnard**
 Salons : **Lisa Herring**
 Higher Education : **Louise Morritt**
 Induction : **Tricia Wetherell**
 Learner Resource Centre : **Malcolm Howe**
 Apprenticeships : **Paul Marshall**
 Placement Supervisor : **Aileen Knight**
 Print Services : **Matthew Gowland**
 Students' Association : **Jo Fields**
 Study Support : **Clare Ferguson**

Dates for your diary

2009

26&27/11/09

Learn & Live Road Safety

7/12/09

'Tis the season to be safe

16/12/09

**Live & Learn -
Drug and Alcohol Awareness**

16/12/09

**Student Event -
The FE Factor**

17/12/09

Carol Service

2010

4-8/01/10

Get fit & healthy with HCFE

18/01/10

Disability Sports (10 weeks)

10-12/02/10

Wear Red

19/03/10

Sport Relief Funday

25/03/10

Action for Blind People

10/04/10

**HCFE Allstars V
Neighbourhood Police**

28/04/10

Workers Memorial Day

05/10

Cultural Diversity Day

06/10

**Primary Schools
Football Competition**

