



Hartlepool College  
of Further Education



# Your **Student Journey** Handbook

# Welcome

Welcome to Hartlepool College of Further Education, I am so pleased you have chosen to study with us as you continue your student journey.

Here at Hartlepool College of Further Education our mission is to provide excellence in further and higher education to transform students' lives. This means that we aim to ensure each and every student gains the right knowledge, skills and qualifications to progress; whether this be in the world of work or into higher education. Knowledge, skills and qualifications are important but they are not sufficient on their own. Employers now want people with the right behaviours and attitudes to be successful, and this is something we will also help you develop in your time with us.

We know that developing the right knowledge, skills, behaviours and attitudes also leads to an increase in confidence. This is something we will also aim to develop in your time at the College. We want you to be able to have the confidence to exploit the opportunities available to you upon leaving the College. So, knowledge, skills and qualifications plus the right behaviours, attitude and confidence equals transforming lives.

I wish you well for your studies and I look forward to meeting you throughout the academic year.

Darren Hankey  
**Principal and Chief Executive**



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# Your Promise **HARTS}**

You want to succeed right?

*Meet our expectations and we are sure you will!*

**H**ard working

*Hard work is vitally important – we expect you to be on time all the time and working your hardest to succeed in every lesson.*

**A**mbitious

*We have very high aspirations for you, make sure you have them for yourself too. STRIVE TO BE YOUR BEST; set yourself targets and keep achieving them.*

**R**esilient

*It won't always be easy, and there will be times when you don't get things right, especially something challenging, but it is learning from these experiences that will help you succeed and grow.*

**T**hankful & respectful

*We expect all of our students to be great people and not just great students. Show gratitude for the wonderful opportunities you have and respect others at all times.*

**S**elf aware & regulating

*We want you to develop an appreciation for your strengths and weaknesses, this way you can build upon and address them whilst continuing to develop.*



# Meet the Student Support Team

## Focusing on Your Future

**Our Student Support team are here to help you through every step of your College journey beyond your programme of study.**

With specialist knowledge, our team will help you with course information, welfare and financial support, transport and travel enquiries as well as helping you with careers guidance, job searches, CV support, university and HE applications plus mock interview preparations and so much more.

With a range of activities and events taking place throughout the year, be sure you make the most of the support available to you and fulfil your potential!

We will be joining you in tutorial throughout the year, but you can also check out our College Careers Programme on the website, and you can also speak to your tutor about the additional support and activities we can help you with.



**STUDENT  
SUPPORT**



**Whatever your query, our dedicated team can help you!**

**If you would like to speak to Student Support, please visit us or call 01429 295000.**

# Meet the Student Success Coaches



## Student Success Coaches

### **Our Student Success Coaches (Designated Safeguarding Officers) are also here to help and support you!**

They offer a wide variety and high level of support to all students who face barriers that impact their welfare, emotional wellbeing and attendance to College. Each coach is linked to a specific School within the College, and the team works with tutors and Heads of School's regarding attendance, whilst supporting any student issue or concern, whether those issues are inside or outside of College.

Offering a range of support and activities throughout the year, the team are also here to make your time at College more enjoyable. Alongside our Liaison and Engagement Officer, the team support the delivery of a wide range of enrichment opportunities, such as table tennis, sports and games clubs, mindfulness classes and so much more.

The team also invite a range of agencies into College, with the aim of enhancing your awareness, understanding and knowledge of important life issues and skills to prepare you for College life, but also life beyond College.



SHARON GRAY



MARY KERNAN



GRAEME REYNOLDS



BETH SINCLAIR



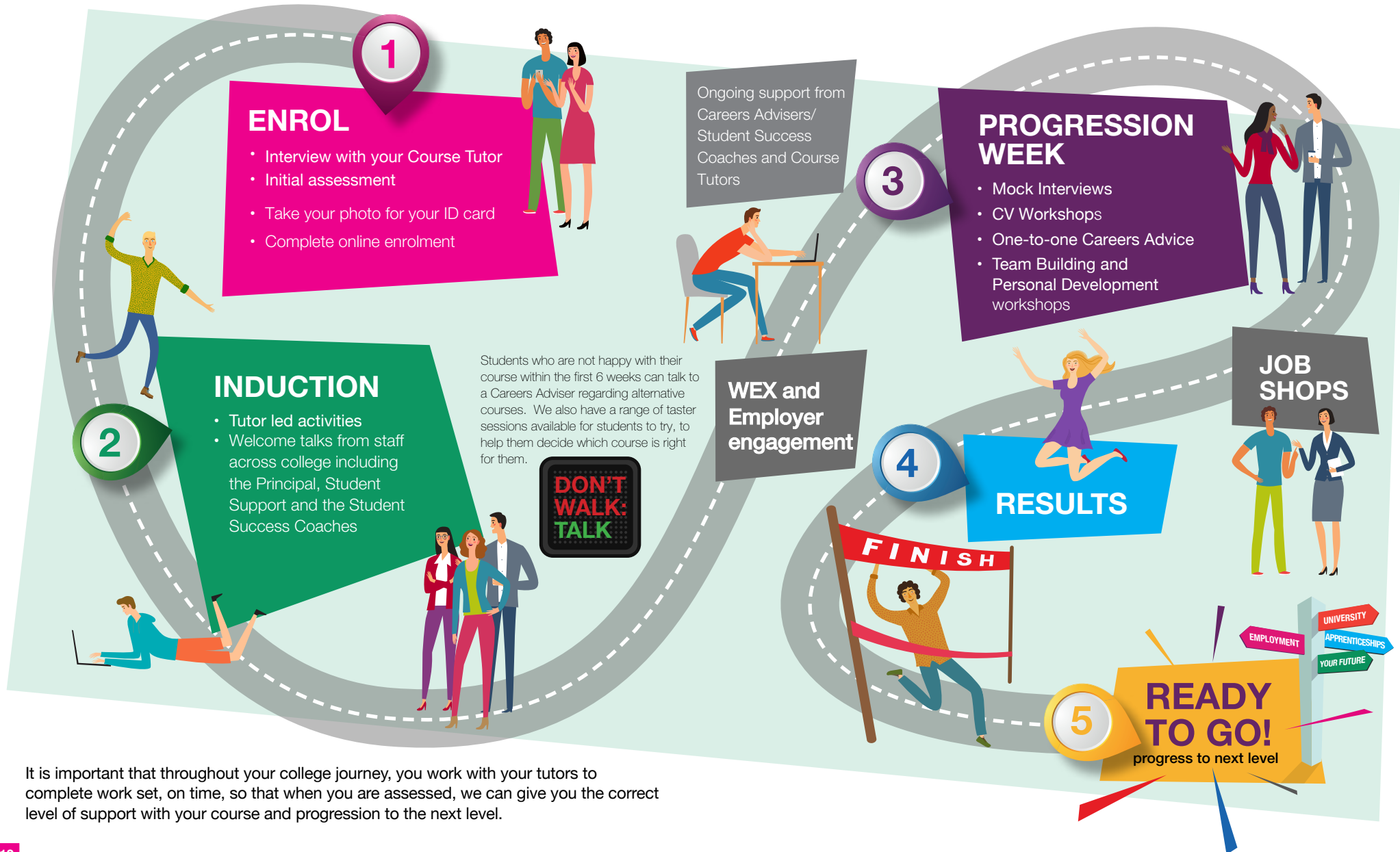
DEBBIE CAYGILL  
Designated  
Safeguarding Lead

**Whatever your query, our dedicated Safeguarding Team can help you!**

**If you would like to speak to the team, please visit us on the ground floor or call 01429 404017.**



# Your Careers & Progression Road Map



It is important that throughout your college journey, you work with your tutors to complete work set, on time, so that when you are assessed, we can give you the correct level of support with your course and progression to the next level.

# There's more to LiFE



## Enrichment

**We have a long history of supporting students outside of the classroom and here at HCFE we believe extra curricular engagement is important for personal development.**

From our Fresher's Fair, charity events, interactive team building exercises and wellbeing sessions to themed competitions and a range of sports activities there is something for everyone all year round!

Why not get involved and sign up to what's on offer!?

## Student Council

What's more, why not become a member of Student Council?! Please email [amy.campbell@hartlepoolfe.ac.uk](mailto:amy.campbell@hartlepoolfe.ac.uk) for more information and to get involved. We would love to hear what you have to say to help improve the College and enhance your student experience.

Contact the Student Support team for further information.  
You can also check out our Enrichment offer online:  
[www.hartlepoolfe.ac.uk/student-support](http://www.hartlepoolfe.ac.uk/student-support)





## RESPECT

**Our RESPECT campaign ultimately celebrates the differences amongst us all; supporting our College and local communities.**

RESPECT has been involved in some high profile activities over the years, in addition to its usual on-going work in promoting a variety of issues relating to tolerance, understanding, health and cultural awareness. For many years we have delivered our RESPECT campaign, which focuses on educating our learners on much more than their course, including values such as:

- Being responsible and answerable for your actions.
- Valuing each other's opinions and perspectives.
- Encouraging everyone to take care of the College.
- Championing education.
- Caring for others.
- Being honest and open about what we do and the way we do it.

For further information on RESPECT, please visit  
[www.hartlepoolfe.ac.uk//college/fe-life/respect](http://www.hartlepoolfe.ac.uk//college/fe-life/respect)

To get involved please contact Tina Preston by emailing  
[tina.preston@hartlepoolfe.ac.uk](mailto:tina.preston@hartlepoolfe.ac.uk), or drop in to Student Support.



# Go that extra mile!



## Ambassadors

**Student Ambassadors represent student life here at Hartlepool College.**

Our Ambassadors demonstrate how important going that extra mile can be for yourself and your community; proving year on year why Hartlepool College is a great place to grow as an individual, whilst gaining qualifications.

With multiple events taking place throughout the year, our Ambassadors and Student Support team will meet monthly - with FREE pizza! - in a supportive environment, to discuss upcoming events, opportunities and activities.

Ambassadors are recruited throughout September with meetings starting in October. If you would like to get involved please speak to Student Support or an Ambassador. You can also check our website and Facebook for updates or alternatively email [amy.campbell@hartlepoolfe.ac.uk](mailto:amy.campbell@hartlepoolfe.ac.uk) or call **01429 404 032**

## Work experience

All of our programmes at College are created to give you the best possible start in the career of your choice. Many of our programmes (particularly those at Level 3) include work experience opportunities and we have great links with local businesses – both big and small – to help you gain those all important workplace skills.

Make sure you speak to your programme tutor at the earliest opportunity to discuss work placements available to you.

**Top Tip:** *If you have friends or family that have a suitable work experience placement for you bring their details to your programme tutor.*

## Volunteering

As well as volunteering your time as an Ambassador, why not get involved in additional volunteering opportunities in the local community? Going that extra mile helps boost your CV for job applications; helping you to stand out from the crowd.

Student Support occasionally promote volunteering opportunities in the local area, but why not do some research yourself and see what's out there...





## Future Me

**The College is part of the National Collaborative Outreach Programme (NCOP) aimed at increasing the number of young people progressing to Higher Education (HE).**

Our Student Support Team programme of activity that will be offered to students in targeted areas to help raise aspirations and increase their understanding of HE and progression pathways.

Students taking part in FutureMe will have access to a range of opportunities throughout the year to support them in considering their future options and learning about educational pathways available to them. By taking part in FutureMe activities we want young people to:

- Have the opportunity to plan for their future and gain an understanding of what can support them in reaching their goals.
- Have access to high quality information and support to help them consider whether higher education is the right option for them.
- Have an increased awareness and understanding of HE opportunities and progression pathways in the region.

For further information please drop by Student Support to speak to them about all things HE including:

- Open days / taster days
- Residentials
- HE finances, accommodation and travel.



## Job Shop

**We have teamed up with the experts from Hartlepool Job Centre to create a job shop – just for you!**

Hosted in College, or via Teams, staff from the job centre will be offering students support in looking for full and part time jobs, alongside apprenticeship vacancies and CV support.

No appointment needed - just turn up on the day or sign up to the sessions via Teams.

The team will be located in the main atrium.

*Dates and times will vary throughout the year, so keep an eye out on the College's digital screens and social media channels for more info.*



## Safeguarding against harm

We want to make sure you are safe at all times. If, for whatever reason, you are not we will be here to help you. This is called Safeguarding and includes emotional abuse, neglect, sexual abuse, violence, physical abuse and exploitation. We will discuss this with you during your taught tutorial programme.

**If you are in a situation where you are at risk please tell us. Speak to your tutor, Student Success Coach (DSO) or pop in to Student Support; whatever you share will be taken seriously and in confidence. We will do our best to get you the advice, support and help you need.**

**The Safeguarding Team can be contacted on 01429 404142.**

## Bullying

Bullying is not accepted or tolerated at Hartlepool College.

If you are being bullied or are aware of someone who is being bullied we need to know, we will take action to stop such behaviour. Speak to your tutor, Student Success Coach (DSO) or Student Support.

**Alternatively contact the College's Anti-Bullying Helpline on 07931 360807.**

## Your Student Card

Every student at HCFE is given a student card that enables access to most areas within the College and it also helps you use the printers around the building.

**Your student card should be worn at all times** - it is a way for staff to quickly check who is in the building to ensure student, staff and visitor safety.

## Internet Safety

We want you to enjoy using the internet safely. We advise you to follow government guidance to 'Zip it, Block it, Flag it' under the "Click-clever, Click safe" code.

## Health and Safety

We have an excellent range of industry facilities and equipment here at Hartlepool College. As part of your Induction (and in some cases more frequently within your programme) you will be given health and safety briefings. These briefings are vitally important and failure to comply will result in disciplinary action.

If you identify any way in which we can improve our practices please tell your tutor, we will review and look to put it in place.





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**STUDENT**  
**SUPPORT**

**Hartlepool College of Further Education**  
Stockton Street  
Hartlepool  
TS24 7NT

Telephone: 01429 295 000

[www.hartlepoolfe.ac.uk](http://www.hartlepoolfe.ac.uk)