



Peter Symonds College
Adult & Higher Education

Adult & Further Education Student Handbook 2022-2023



"Counting in Ones"



01962 886166



ahed@psc.ac.uk



ahed.psc.ac.uk



Welcome to Peter Symonds College Adult & Higher Education Division

Peter Symonds College has a rich history and enjoys a reputation for academic excellence, both at the Sixth Form Campus and the Adult & HE Campus on Stoney Lane.

Peter Symonds College values individuals, responds to learning needs and seeks the highest quality in all it does. We aim to raise achievement and provide a supportive environment where individuals can grow in confidence and fulfil their potential. 'Counting in Ones' is central to the ethos of the college and is our motto. Each learner is an exception, an individual with his or her own needs and aspirations.

This handbook contains essential information about the college's services and facilities and the regulations under which your course will operate. It includes useful information about the College, as well as where to locate numerous useful policies and documents, which govern your programme of study in accordance with the principles of confidentiality, impartiality and equality of opportunity. Wider information about our Higher Education Provision is available via the website or on Moodle.

As Director of Adult & Higher Education, I would like to offer a very warm welcome to you, whether you are joining the college for the first time or a returning student. I wish you every success with your course.

Dom Thompson MEd BA (Hons) PGCE FHEA
Director of Adult & Higher Education

College Dates 2022–2023

	Autumn Term	Spring Term	Summer Term
Term begins	Thu 1 Sept	Tue 3 Jan	Mon 17 Apr
Half Term w/c	Mon 24 Oct	Mon 13 Feb	Mon 29 May
Term Ends	Fri 16 Dec	Fri 31 Mar	Fri 14 Jul

Useful Contacts & Key Staff

General Enquiries & Reporting absence:

AHED Reception ahed@psc.ac.uk 01962 886166

Enrolment queries:

Registry ahed.registry@psc.ac.uk
01962 889547

Study Support:

Melinda Cripps ahed-studysupport@psc.ac.uk
01962 886166

Student support, including finance:

Marianne Hawker ahed@psc.ac.uk
01962 886166

Examination queries:

Caroline Brereton ahedexams@psc.ac.uk
01962 886166

Careers:

Debbie Mahoney careers@psc.ac.uk
(full-time 16-18 year olds and Access students)

For subject specific queries, please speak to your tutor or Head of Curriculum in the first instance.

Director of Adult & Higher Education Principal Chair of Governors

Dom Thompson
Sara Russell
Ms A Storey

College Governors

Peter Symonds College Board of Governors generally meet six times each year. For further information regarding college governance and the governing body, please visit psc.ac.uk/governance.

Contents

2	Welcome	37	Frequently Asked Questions
3	Term dates & Key Staff	39	Who to Contact
5	The College Charter	40	Useful External Contacts
7	Accidents, Attendance	42	Sixth Form Campus Site Map
9	Bad Weather, Travelling to College	43	AHED Campus Site Map
10	Public Transport, Charging 16-19		
11	Comments & Feedback		
12	Computer Access & GDPR		
13	Coursework & Plagiarism		
14	Drugs & Alcohol		
15	Equal Opportunities		
16	Examinations		
17	Financial Help		
18	Fire & Emergency Procedures		
19	First Aid and Health & Safety		
20	ID Cards		
21	Information, Advice & Guidance		
23	Course Levels		
24	Moodle		
26	Online Safety		
27	Photography		
28	Policies & Procedures		
29	Safeguarding		
32	Smoking and Dress Code		
33	Student Loans		
34	Study Support		
35	Transfers		
36	Withdrawing from your course		

The College Charter

This Charter gives information to students, parents and the local community about the services the College offers and the standards it expects from both itself and from all its members. There is a separate Charter for Higher Education students, which is available online and on Moodle.

CHOOSING AND APPLYING TO THE COLLEGE

If you are a prospective student, you are entitled to free, objective and detailed information about:

- the courses and qualifications we offer
- entry requirements for each of our courses
- our exam results and student destinations
- our facilities for teaching, learning and private study
- any fees or charges we might make
- how courses are taught and assessed
- additional learning support
- the accessibility of our campus for students with mobility and sensory impairments
- the financial or practical help we can offer to enable you to take up your studies

You will be given the opportunity to visit the College on our open evenings and other events

When you apply to the College, you are entitled to:

- have your application handled fairly and efficiently in accordance with the College's admissions policy
- have a prompt acknowledgement of your application
- have an individual interview to discuss your application, provided you are a 16-18 student living within the local area with your immediate family or legal guardian(s)
- attend a pre-enrolment taster day in the summer term to help you to make course and College choices if you are a full-time 16-18 student, or to attend an induction event if you are 19+
- information about the support available in College for students with disabilities and learning difficulties, with transition meetings, if required, based on individual student need
- a transition plan if you have an Education, Health and Care Plan (EHCP)

WHEN YOU ENROL

If you are a student, you can expect:

- advice about your course and learning needs
- an individual interview to finalise your course choice if you are on a full-time course
- help and advice if you have problems finalising your course choice
- the opportunity to change courses during the first three weeks of term, numbers permitting, if you are a full-time 16-18 student
- a learner's agreement which sets out your own learning goals and forms the basis of a contract between you and the College
- a student handbook for 16-18 and full-time 19+ students (via our website or contact AHED Reception to request a Handbook in a different format).

DURING YOUR COLLEGE COURSE

All students are entitled to high quality teaching, learning and private study facilities. Details will be available from each programme or course area, but all students are entitled to:

- appropriately qualified teaching staff

- the support of a Personal Tutor if you are on a full-time course
- access to a varied enrichment programme (for full-time 16-18 students)
- lessons, material and homework assignments which are thoroughly prepared and appropriate to your needs
- clear course plans, reasonable homework deadlines
- coursework requirements published at the beginning of the course
- an introductory period which assists you to make the transition from one level of work to the next
- assignments and coursework marked or feedback given in accordance with Awarding Body regulations and, where appropriate, returned within a reasonable period of time
- access to a well-resourced Learning Resource Centre for full-time 16-18 students; 19+ students will have access to the Learning Resource Centre as appropriate for the course being followed
- lessons which begin promptly
- advance warning of any changes to schedules, wherever possible
- regular one to one reviews of work and progress with your Personal Tutor if you are on a full-time course
- support in developing study skills and independent learning
- regular subject progress reports
- the opportunity to make your views known on the quality of teaching and learning
- additional support if you need it, in order to achieve your learning goal
- appropriate arrangements for access to the curriculum if you have a disability, in addition to your active involvement in developing policies and procedures which affect students with disabilities
- clean, safe and appropriately equipped social and working conditions
- learn in an environment where your safety and welfare is promoted and protected in accordance with our Health and Safety and Safeguarding policies
- information about the College's equal opportunities policy
- information about the College's policy on bullying and harassment
- transparent and accessible complaints and appeals procedure
- access to professional and impartial careers information, advice and guidance (for full-time 16-18 students, Access and HE students); this includes support with making applications for further and higher education and for employment, and information about HE finance
- access to confidential counselling services if you are 16-18 or on a full-time course
- an efficient student information and advice service from the Student Services department if you are 16-18 or on a full-time course
- a high standard of site maintenance
- be treated with respect by all members of staff who should all wear ID badges
- a student representative body working for and with you to establish your needs and improve your time at Peter Symonds

AS YOU LEAVE OR COMPLETE YOUR COURSE

You are entitled to:

- information and advice about progression (for full-time 16-18 students, Access and HE students)
- a post-examination service including advice about the UCAS Clearing System (for full-time 16-18-year-old students and Access students)
- a College reference on request from an employer or HE/FE establishment provided there are no outstanding debts to the College; this can be shown to students but not taken away (for full-time 16-18 students, Access and HE students).

STUDENT RESPONSIBILITY: We will make every attempt to meet the commitments set out in our charter but we cannot accept responsibility if something happens which is beyond our control. Students in return, are expected to adhere to the College Code of Conduct as well as the rules and regulations for students which are laid out in the College Policies and Procedures.

Key Information, Policies & Procedures

Please note that the information below gives an overview of some of our key policies and procedures. **Full copies of all college policies and procedures can be found on our website and on Moodle.** Alternatively, you may request a hard copy from AHED Reception.

ACCIDENTS – REPORTING

Accidents involving students should be formally reported using the accident forms held in Business Manager's Office (the member of staff dealing with the accident will deal with this). Details of accidents involving a member of staff or to any visitor who is not a student should be recorded on form B1510 in the yellow accident book, which is kept by the Business Manager.

Major injuries, dangerous occurrences, some prescribed diseases must be reported to the Health and Safety Executive by the College Safety Officer.

All incidents are reported to the College Fire, Upkeep, Safety and Security (FUSS) Committee with follow up actions taken. An annual report is prepared for the first board meeting of the Governors each academic year.

ANTI BULLYING

The college considers bullying and harassment in any form to be a serious offence which will not be tolerated. A zero tolerance approach is adopted. Initially informal procedures will be used with the aim of resolving the issue. Formal procedures which may involve the disciplinary procedure will be used where appropriate. For further information see the prevention of bullying and harassment (students) policy & procedure.

ATTENDANCE

As per the College Charter, we expect you to aim for 100% attendance. Attendance is recorded for every timetabled session, whether in class or via online methods. Many awarding bodies will fail students who do not have at least an 85% attendance record and this is the minimum required attendance at the College.

We place considerable emphasis on excellent attendance and punctuality and we ask you to respect and adhere to these values to ensure success at College. **If you are not attending a class but are in the College, for health & safety reasons, please sign in at Reception.**

WHAT SHOULD I DO IF I AM UNABLE TO ATTEND COLLEGE?

If you are genuinely ill or unable to attend college, send an email to ahed@psc.ac.uk with "Attendance" in the Subject or telephone AHED Reception on the first day of your absence. Your absence will be noted on the register. If your attendance falls below 85%, you may be called in to meet with your tutor to discuss. Consistent non-attendance may jeopardise your place on the course and you will be withdrawn if you do not attend for 3 consecutive weeks possibly leading to financial implications, especially if you have a loan or are paying by instalments.

For under 19 year olds, if your parent or guardian does not contact the College as per the above, when you return you will need to see your tutor and bring a letter from parents/ guardians or other evidence to authorise your absence.

Students in receipt of a student loan should note that the College is required to report to the Student Loan Company regarding their attendance in order to receive tuition fees. Consistent non-attendance may impact on your loan payments, especially if you are receiving a Higher Education Maintenance Loan. Any queries regarding your loan should be discussed with the Student Support Manager via AHED Reception.

WHAT DO I DO IF I CANNOT ATTEND EVERY WEEK, CAN I PAY FOR PART OF THE COURSE?

Unfortunately, we are unable to offer any reduced rates on our courses. Courses are only viable on the basis of everyone paying the full fee.

Please note that attendance will be taken in to account when applications for financial assistance are considered. As our payment records are audited, evidence will be required to support any absence authorisation.

WHAT IF I WANT TO SUSPEND MY STUDIES, TRANSFER OR WITHDRAW FROM MY COURSE?

Any student considering suspending their studies, transferring or withdrawing from their course should first discuss this with their tutor or Curriculum Head. If you decide to proceed with the decision to suspend, transfer or withdraw, you MUST complete the 'Transfer, Suspension or Withdrawal of Studies' form. It is important that students read the information on this form carefully and discuss the implications fully with their Tutor/Programme Leader/Curriculum Head and the Student Support Manager before making a decision.

Disclaimer: The information contained in College publications is correct as far as can be ascertained at the time of publication, but the College reserves the right to alter course details and amend fees. Any material changes will be communicated to applicants/students at the earliest opportunity and students will have the right to withdraw or transfer to an alternative provider. Courses may be cancelled if insufficient students enrol, or due to unforeseen circumstances. Students will be notified as soon as possible and course fees will be refunded. Acceptance of fees does not mean a course will run. Responsibility is not accepted for clothing, property or vehicles lost, stolen or damaged.



BAD WEATHER

In the event of college closures due to bad weather, there will be notifications on our website www.psc.ac.uk/ahed. If a class is cancelled due to bad weather, we will endeavour to offer an alternative session to make up the lost class. If a learner is unable to attend the alternative session, we regret we are unable to offer a refund. A refund will be made only if we are unable to offer an alternative session.

CAR PARKING/TRAVEL TO COLLEGE

Limited parking is available onsite and we encourage visitors to use public transport wherever possible. Parking spaces are available on a first-come, first-served basis. The car park is for staff and students only and a £25 fine may be issued for those parking onsite who are not staff, or a student attending class.

When parking onsite, please park in the designated parking bays. Parking in non-designated areas obstructs delivery vans and prevents access for emergency vehicles. It also puts your car at greater risk of accidental damage. As spaces are limited, please be considerate of other users and only park for the duration of your lesson. Disabled spaces are for those displaying disabled badges only.

There are alternative places to park in the nearby streets, although some restrictions do apply. Please ensure you check local signs and park with consideration to our neighbours. Do not park in Acorn Close as this is private property and Traffic Wardens operate in the area.

Parking permits: A limited number of on-street parking permits for specific zones in the area are available from Reception, for a small contribution. Further information is available at AHED Reception.

PUBLIC TRANSPORT LINKS

Winchester is well served by rail and there are good public transport links to AHED, with Stagecoach buses having a regular service from the surrounding areas and the city. The No. 3 bus from the City Centre to Harestock runs every 10 mins during the day. It travels up Stockbridge Road, via the railway station. Students should alight at Dean Lane Corner. Please check the current timetable for more details.

There are a number of different ticket types available including a “unirider” for students. If students are not at College full time, it may be cheaper to buy a “megarider” or “dayrider”. There is good information on the stagecoach website.

For under 19 year olds, please see the 6th form campus site <https://www.psc.ac.uk/student-services> for additional information on possible discounted travel. Please be aware that the College does not operate its own buses so all routes used by our students are public routes operated by local bus companies. Any buses that stop specifically at Peter Symonds College will only stop at the 6th form campus, not the AHED campus.

PARK & RIDE

If you use the “Park & Ride”, you will need to get off in the City Centre and get a No 3 bus to Harestock (Dean Lane Corner) for which you will need to buy another ticket. For more information, please visit <http://www.winchesterparkandride.co.uk>.

CATERING

Hot drinks and vending machines are available at both the Stoney Lane and the 6th form campuses. Please note that food and drink must not be consumed in classrooms. There are numerous shops, cafes and food establishments located in Stoney Lane.

CCTV

For your safety and security, there are CCTV cameras in key areas around the College. Images may be passed on to the Police if there is suspicion of criminal activity on the part of trespassers, visitors or members of the College Community.

CHARGING OF 16-19 YEAR OLD STUDENTS

If appropriate, a student between 16 and 19 years of age may be accepted in the Adult & Higher Education Division of the College. The College is legally unable to charge tuition fees for 16-19 year old students undertaking accredited courses. Provision for this age group is usually made on the Owens Road campus. The College does not normally charge for public examinations. However, where a student at the College fails, without good reason, to complete the examination requirements or has a very poor record of attendance, the College reserves the right to charge full fees for all examinations taken. Students are required to pay for the re-sit of any assessment (exam, coursework, oral or practical) undertaken at this College.

If you are 19 or over on 31 August, of the academic year the enrolment takes place, you are deemed an adult.

LEISURE ENROLMENTS

There are no subsidies for leisure courses. A voluntary contribution will be required from 16–19 year old students, not enrolled on our 6th form campus, to cover the leisure course tuition costs.



COMMENTS AND FEEDBACK

The Adult & Higher Education Division welcomes feedback. We also recognise that, from time to time, students may wish to voice a concern about some aspect of our services or facilities.

Whether you have a compliment or a comment, please feel free to use a Comments form to express your thoughts (comments box in Reception). We are always keen to make improvements and regularly evaluate our service. We monitor the comments received (which can be anonymous) and refer to them when making improvements when planning our courses and in the information and advice offered. Please indicate if you would like a response when giving feedback – we aim to respond within five term time working days, except in exceptional circumstances when the situation will be made clear to you.

COMPLAINTS

The College Charter sets out students' responsibilities and entitlements. Always try to resolve complaints with your tutor, personal tutor or curriculum head. If complaints are not resolved informally then the complainant has the right to make a formal complaint in writing to the Director of Adult & Higher Education, who will investigate the complaint and seek a resolution. The college aims to deal with all complaints within five term time working days of the complaint being received and will inform the complainant in writing regarding the results of the investigation. In the case of a complainant not being satisfied with the outcome of their formal complaint then the matter will be referred to the Principal whose decision or recommendation will be final. The full complaints policy can be found on our website or Moodle. Alternatively, please request a copy at Reception.

COMPUTER ACCESS

Students attending accredited courses leading to a qualification will be issued with a username and login to gain access to College and personal computers and devices. This will also allow you to access Moodle (Virtual Learning Environment), where appropriate.

Laptops can be signed out for use on site via Reception.

Visit the Student Policies & Procedures section of our website for the "Student Conditions of use of Peter Symonds College Network" or to view a Student Guide. Please check your College emails regularly for notifications from staff/ tutors.



CONDUCT OUTSIDE THE COLLEGE CAMPUS

Students must show respect, consideration and politeness towards neighbours. Students should not congregate outside neighbours' houses, the entrance nor by the shops, to smoke. The College will treat as a serious matter any student identified as being rude and uncooperative towards any of our neighbours. Students must also show respect and consideration for others when on College trips and on work experience.

DATA PROTECTION, PRIVACY & CONFIDENTIALITY

Peter Symonds College will comply with the General Data Protection Regulations 2018 and will collect data as part of the application and recruitment process. The information you give to us when applying to and enrolling at College will go on to our computer system and will be used for College purposes only as described in our [Privacy Notice for Students](http://www.psc.ac.uk/content/dpstudents) available at: www.psc.ac.uk/content/dpstudents.

Those in receipt of a student loan should note that the college is required to report to the Student Loan Company regularly regarding your attendance. This is necessary in order for us to continue to receive payment of your tuition fees.

Students are responsible for ensuring that all personal details provided are accurate. You should ensure that we are kept up to date of your contact details to ensure that all important communication reaches you. To update your contact details please speak with your personal tutor and complete a student change of details form or contact / visit our Registry department directly (01962 889547).

From time to time, the College may take photographs or produce film of student activity and these digital images may be used for course evidence or promotional purposes. If you do not wish your image to be included, **it is your responsibility to let the photographer / filmmaker know at the time.**

MARKETING CONTACT

Students can opt-in or out of receiving marketing information from the college on their application and enrolment form. If you would like to change your preferences, please contact Registry on 01962 889547 or contact a member of the marketing team on ahedmarketing@psc.ac.uk.

COPYRIGHT

Students are advised that:

All photocopying, reprographics and scanning is subject to national copyright law. What you can and cannot copy is printed on notices near to every photocopier on the campus. The onus on observance of the copyright law is on the individual doing or ordering the copying. If in doubt, ask a member of staff.

We do not provide a photocopying service; however, students wishing to photocopy items relating to their courses should speak to their tutor who can make the necessary arrangements.

COURSEWORK (INCLUDING PLAGIARISM)

Students are required to provide hard copies of their coursework unless it is an e-portfolio or submitted via the College VLE (Virtual Learning Environment) Moodle.

THE COLLEGE IS COMMITTED TO:

- Providing information about all coursework deadlines
- Providing clear and detailed information for students about all aspects of coursework in each academic subject
- Abiding by coursework rules and regulations as set out in each specification
- Ensuring that coursework deadlines are strictly adhered to except in exceptional circumstances
- Supporting students to fulfil their potential within the specific guidelines set out in each individual subject specification

THE STUDENT MUST COMMIT TO

- Reading and acting on all the information provided by the college and by individual subjects about coursework requirements
- Starting coursework when it is set and meeting interim deadlines
- Meeting college deadlines except in exceptional circumstances
Students who default on assignment or coursework deadlines risk having their college place withdrawn.
- Producing coursework which is not plagiarised* in any way. Students who are found guilty of any form of plagiarism before signing the official exam board declaration of unaided work, will be referred to the Director of Adult & Higher Education and may have their coursework disallowed
- Students found guilty of any form of plagiarism after they have signed the exam board declaration will be subject to the relevant exam board sanctions which may include:
 - Disqualification from the whole subject and from any other subjects taken in the same examination series
 - Where the student fails to submit coursework they may be charged for the module exam entry or withdrawn from the subject

- The right to bar the student from future examinations and tests with the relevant awarding body for any period
- The right to report this debarment to other awarding bodies

Higher Education students should refer to the Higher Education Policies and Procedures available on Moodle or visit the Wider Information about HE tab on the AHED website.

PLAGIARISM

*Plagiarism is cheating. It includes copying sections or all of a piece of work verbatim without acknowledgement from other sources including textbooks, the internet, and the work of other students. All sources used must be acknowledged. Students who lend their work to others for the purpose of plagiarism are as culpable of cheating as the person to whom the work is lent. Accepting significant help from another person including a fellow student, teacher, parent or other adult is also deemed to be cheating.

All work submitted for assessment by students is accepted on the understanding that it is the students' own effort without falsification of any kind. Students are expected to offer their own analysis and presentation of information gleaned from research, even when group exercises are carried out. Insofar as students rely on sources, they should reference these in accordance with the appropriate convention in their discipline. It is not an offence if the material is acknowledged by the student as the work of another through the accurate use of quotation marks and the provision of detailed references and a bibliography.

CRIMINAL CONVICTIONS

The College has a policy with regard to students with a criminal conviction. Students are asked to disclose a criminal conviction on their application form, following which further enquiries may be made before any offer of a place is made. If a student acquires a criminal conviction during their time at College, they should inform their Tutor who may make any enquiries deemed necessary. While the College is committed to ensuring equal opportunities for all students, there may be times when we have to assess whether or not it is appropriate for a student to enrol or continue with their programme of study, in line with our 'duty of care' to all students and staff.

DRUGS & ALCOHOL

The college recognises the risks posed to students and staff by the misuse of drugs and alcohol and our responsibilities under relevant legislation. We are committed to the education of staff and students about the consequences of drug and alcohol use and misuse.

Furthermore, the College is committed to providing a safe and secure environment for all of its staff, students and visitors, and in order to maintain this environment the use and supply of controlled drugs is prohibited and the use and supply of alcohol is strictly regulated. For further information please see the drugs policy and procedures for dealing with a drugs or alcohol related incident.

ELECTRICAL SAFETY

Always carry out a brief visual check of electrical items before use. If you spot anything unusual or damaged, do NOT use it and tell a member of staff immediately. If you bring electrical items into College, ie laptops or chargers, you do so at your own risk and must carry out the same visual checks. All equipment must be switched off after use.

EQUAL OPPORTUNITIES, including Associative Discrimination

Peter Symonds College is committed to Equal Opportunities and recognises that all individuals are different and have different needs. It recognises that all individuals are of equal value irrespective of gender, ethnic origin, age, sexual orientation, gender reassignment, disability, religion or belief, pregnancy & maternity, or any other perceived difference, and are entitled to be treated fairly and without prejudice in every aspect of College life.

This means that we do not tolerate:

- Physical assault
- Verbal assault – (including insults, swearing, disrespectful language)
- Threats
- Pornographic or other offensive material displayed publicly, including social media
- Racist, sexist or homophobic comments, jokes, gestures, clothing or graffiti
- Comments relating to physical impairment
- Intimidation and bullying
- Inappropriate text messages and emails and and/or use of social media
- Religious hostility, for example, Islamophobia and anti-Muslim hostility
- Extremism in any form

If you witness or experience any form of the above, please speak to your tutor, or any other member of staff you feel comfortable with.



EXAMINATIONS

YOUR RESPONSIBILITIES

As a student on a course with written tests or examinations, you are responsible for:

- Preparing yourself, in line with the knowledge requirements set out in the syllabus or scheme
- Arriving for the examination at least 20 minutes before the start time of the examination or test, on the required date
- Conducting yourself during the examination, in line with the regulations of the awarding body
- Making sure you do not plan major commitments (e.g. holidays, weddings) during examination periods until the final timetable has been confirmed
- Making appropriate arrangements for any dependants on the examination days
- Being familiar with the complaints and appeals procedures
- Mobile phones should not be taken into the exam room. If they are, by mistake, then they must be switched off, including any alarms and put in bags at the back of the room. Failure to do so may result in disqualification
- Ensuring your address is up to date with Registry (01962 889547) for sending your certificate out

As GCSE exams are undertaken at the Owens Road campus, your photo will be captured on our Student ID system for identification purposes when sitting an exam.

EXAMINATION ARRANGEMENTS

Arrangements may be granted to those candidates who need extra support to sit their exams, such as those who have a physical impairment or a learning disability provided these are identified to the awarding body within their specified time scale.

As arrangements take time to organise, please contact the Head of Learning Support (AHED) as soon as possible if you think you may need help. Please see the Study Support section of this handbook.

Special consideration may be requested for candidates who are unable to perform to the best of their ability at the time of the exam due to accident, illness or family bereavement.

If you are unable to attend an examination, a doctor's certificate needs to be given to the AHED Examinations Officer within 7 days.

EXCLUSION

Please see the student disciplinary procedures, which can be found on our website www.psc.ac.uk/ahed or by request from Reception (if you require this in a different format, please ask at Reception).

FINANCIAL HELP (including free college meals)

For information on fee remission and financial entitlement while studying at Peter Symonds College, please refer to our website: ahed.psc.ac.uk (select Financial Support from the options at the bottom of the page) or contact Reception on 01962 886166. Our Charging Policies & Procedures are also available on our website.

Free school meals provision has now been extended to colleges – Free College Meals. Applications should be made online at: www.hants.gov.uk/education-andlearning/freeschoolmeals/furthereducation

If eligible, you can get £3.50 each eligible day from AHED Reception, which can then be used for food only in any of the shops in Weeke. You will then need to bring back the receipt for audit purposes and to enable you to use the facility next time. Alternative arrangements may be made if we are running courses remotely.



FINANCIAL IMPLICATIONS OF COURSE FEES

Please refer to the Terms & Conditions of enrolment as there may be financial implications related to transferring, completing early, suspending or withdrawing from your studies. If you are considering any of these actions, please discuss this fully with your course tutor and/or the Student Support Manager and/or Registry. You will need to complete a "Transfer, Early Completion, Suspension or Withdrawal of Studies Form", pay any outstanding fees and notify Student Finance England, if applicable. Loans will only cover your tuition fees whilst you are in attendance, so please be aware that the decision you make could mean you will be liable for any outstanding fees.

All fee information is believed to be accurate at the time of publishing but please be aware that Government support and fees may be subject to change without notice.

FIRE AND EMERGENCY EVACUATION

Students have a duty to learn and understand the Fire and Emergency Evacuation procedures. These are displayed in all rooms and will be explained to you by your tutor.

IF YOU DISCOVER A FIRE, YOU SHOULD:

- Raise the alarm by dialling 999
- Take the nearest exit to the designated assembly point
- Tell the first member of staff you see the **LOCATION, NATURE and EXTENT** of the fire
- During examinations – listen to and follow the Invigilator's instructions

IF YOU HEAR THE ALARM:

- In class – follow the routes and assemble at the assembly points set out on the fire notice in the room where you are working
- During private study – take the nearest exit and go to the nearest assembly point
- During examinations – listen to and follow the Invigilator's instructions

At assembly points, you should assemble in your class and wait for your tutor who will call the roll. **If you are not attending a class but in the College, please sign in at Reception.**

EMERGENCY SAFETY:

The College has established procedures in case of an armed intruder or similar threat, encompassing police advice, which is:

- **RUN** (leave the area immediately)
- **HIDE** (if you can't run then find somewhere to hide, i.e lockdown)
- **TELL** (call the police)

In the event of a lockdown, hide in the best place you can find. Turn your phone to silent and keep quiet. Await instructions and do not move unless instructed to do so by the police or a member of College staff. If you are advised to leave the campus, our emergency assembly point off campus is Dean Lane Park (opposite Waitrose).

PEEPs (Personal Emergency Evacuation Plans)

If you have temporarily restricted mobility either after an incident in college or following an injury outside of college, you will need to have a temporary personal evacuation plan put in place immediately. Please discuss this with your tutor or ask at Reception.



FIRST AID AND ILLNESS

The College has a number of trained first aiders on its staff. The First Aider on duty can be contacted via Reception. Green First Aid Boxes marked with a white cross are situated at strategic points around both campuses.

Minor injuries will be treated by any member of staff or responsible person. Please note that we are not allowed to dispense medicines of any kind, even aspirin or paracetamol. If you are likely to need an occasional painkiller, please bring your own supply. If you are ill but able to make your own way home, you should ensure you let your tutor know.

FUNDAMENTAL BRITISH VALUES (FBV)

The College expects all students to show consideration and respect for others, in keeping with fundamental British values:

“Fundamental British values are about democracy, the rule of law, individual liberty and mutual respect, and tolerance of those with different faiths and beliefs”

These values are shared by many throughout the world.

Democracy: Willing to listen to others with different views; know how to influence decision-making; be concerned about the welfare of others	Rule of law: Understand that laws protect everyone; no one is above the law. All are aware of rights and responsibilities
Mutual respect and tolerance: Understand and tackle prejudice, so that all are treated with dignity and respect	Individual liberty: Freedom; for example, the right to act, believe and express oneself in a manner of one's own choosing

HEALTH & SAFETY GUIDANCE

Colleges are open to a wide range of people from different backgrounds and ages, in particular, at Peter Symonds Adult Education division where you may be studying. There may be students aged between 16 years and 90 years. We therefore ask all students to tell their tutor/reception if they are made to feel unsafe in anyway whilst at college or if they notice strangers frequenting the site.

If you are ill but able to make your own way home you should let your tutor know. The College takes great care to provide a safe and secure institution for your education however because of physical limitations there are some hazards which we are unable to remove and the following information serves as a warning to you to exercise caution:

- Take particular care when there is snow and ice;
- Pedestrians and vehicles have to move on the car park. Vehicles should give

way to pedestrians but pedestrians must be ready to avoid vehicles, particularly delivery vehicles; and

- Cycling, skating, skateboarding and roller blading are banned on campus because of the danger to pedestrians.

Subject areas have their own safety rules for curriculum based matters. As a student you are required to observe the safety instructions given to you, to act responsibly, to remain aware of factors affecting your safety and the safety of others and to report any safety concerns to either your tutor, Reception staff or the Health & Safety Officer. Security is the responsibility of everyone. Students must not leave valuables in a position where they may be stolen.

If you have any concerns about security issues or see anything which you believe may constitute a risk to the centre, its users or staff, please do not hesitate to make these known to Reception or the Duty Manager.

1. To ensure the safety of all people using the building we ask you to obey a few safety rules:

- Please do not litter the premises, use the bins provided
- Please drive carefully in the car parks and neighbouring streets and when the car park is full please be considerate to residents when parking locally
- Report all accidents or near misses to a member of staff
- Treat all alarms as the real thing. Evacuate quickly and assemble in the designated area. Know where all the fire exits are
- No smoking is permitted within the building
- No running within the building
- No food or drink is permitted in classrooms
- Please report any hazards to a member of staff
- Items likely to cause injury and/or a nuisance to others will be confiscated
- Always use your ID Card to access the 6th form campus buildings when applicable and do not "tailgate"

2. To ensure your safety whilst working independently please ensure you sign in and sign out at Reception

3. Students are not normally permitted into the building before 8.30am

4. Students are asked to book in at Reception if they wish to use a college computer (subject to availability). Wi-Fi is available – please see separate section for more information.

ID CARDS

It is intended that all students following a substantial course will be issued with a college identity card, which will act as proof of identity. **To be admitted to the Owens Road campus, you must be DBS checked and/or issued with a College identity card.**

Students must carry their card at all times and be prepared to show it to any member of staff on request. This will help us to deter unwanted visitors. If you lose your ID card you should contact the AHED Reception who can organise another card for you (A £2 charge per re-issue is applicable).



INFORMATION, ADVICE & GUIDANCE

Course information is provided on our website, in our brochure and/or via Reception. This includes:

- Individual course outlines and information containing details of the name of the tutor, who the course is for, the aims of the course, what students will be able to do by the end of the course, activities/tasks which will be covered during the course, previous knowledge required, any useful preparation before the course starts, the amount of study expected outside the course, any materials required and other costs and what the course can lead to
- Maps giving directions to the different college campuses
- Useful local telephone numbers to seek further information
- Hair and Beauty Salon information

Full copies of all **student policies and procedures** are also available on our website (select Policies and Procedures option towards the bottom of the homepage). These policies include the Student Code of Conduct, Admissions Policy, IT Conditions of Use, Drug and Alcohol Policy and the Student Disciplinary and Complaints procedure (this list is not exhaustive). If you require any of these in a different format, please ask at Reception.

On enrolment by phone or in person, you will be sent your receipt on payment of your fee, confirming your place on your chosen course/s and course outline/s for the course/s you are enrolled on. If you enrol online, you need to print out the Course Outline, note the venue of the course and timings. Nothing will be sent out to you. You should receive email confirmation of your payment.

ADVICE

If students require more help to decide which college course is appropriate for them, we offer an advice service from:

Heads of Curriculum

Access to HE
Adult Study Support
Childcare & HE Recruitment Admin
Counselling
Beauty / Hairdressing / Complementary Therapies & Sport
Leisure Courses courses

Languages
Teacher Training / Learning Diversity
Director of Adult & Higher Education

Additional Assistance

GCSEs
Student Finance
(course fee remission, student loans, course support funds, childcare support)

Chrissie Rycroft
Melinda Cripps
Paula Baker
Karen Hough

Nicola Glasspool
Anna Harding / Kay Cooper
Elisabetta Calamelli
Lynne Frost
Dom Thompson

Jane Barnes
Marianne Hawker

The appropriate Advisor will contact students within 5 working days. If appropriate, an appointment will be made to speak confidentially with one of them. All records of such interviews are confidential. Staff offering information and advice are all competent to the level at which they are working.

GUIDANCE

For helpful advice on planning your career, getting a job, improving your career through learning, advice and funding, go to <https://nationalcareersservice.direct.gov.uk> or phone 0800 100 900. The National Careers Service is a publicly funded service, helping you get the advice you need for future skills, careers, work and life choices.

If you were intending to pay for your fees, by Student Loan, but were not eligible, there is an option to pay for your course by instalments, subject to there not being any amount owing from previous enrolments. Any fees outstanding **MUST** be paid off in full before any new enrolment can be considered.

Further Education courses costing over £100 and lasting for more than 12 weeks can be paid for by instalments, providing there are no outstanding fees from previous enrolments. Any fees outstanding **MUST** be paid off in full before any new enrolment can be considered

if you would like to pay by instalments, you will need to sign an agreement



with our Registry office:

- First payment due on enrolment - 1/3rd course fee + exam/accreditation fee + materials costs + £25 admin fee
- Second payment: due on 5th of the 2nd month after the course start date - 1/3rd course fee
- Third payment: due on 5th of the following month after the second payment - 1/3rd course fee

For example, if you enrol in July for a course that starts in September, the 2nd payment will be due 5 November and the 3rd on 5 December or if the course starts in November, the 2nd payment will be due 5 January and the 3rd on 5 February.

The second and third payments can either be taken on a credit or debit card that is still in date on the third instalment payment date or two post-dated cheques.

HIGHER EDUCATION PROGRAMMES

Instalment plans for higher education programmes are arranged over three terms. The first instalment of one third tuition fee plus any University registration cost plus £25 admin fee is due on enrolment followed by two subsequent payments of one third tuition fee each on 5 February and 5 April.

Please Note (for all courses): If you withdraw or are withdrawn from your course, you will become personally liable for any amount outstanding for the remainder of the course. Please be aware that as we take the last date of attendance as the date of withdrawal, you may owe maintenance monies to pay back with immediate effect to the Loans Company. You will need to pay the outstanding balance of tuition fees to the College within 7 days of your withdrawal. If this is not possible, please speak to the Business Manager on 01962 889542 to make alternative arrangements.

LABORATORY SAFETY

All students working in laboratories and other workshops must follow the code of conduct set out for them by the relevant specialist teaching staff. If students choose subjects where it is necessary to wear protective clothing, eg a lab coat and goggles, they will only be able to participate fully if they wear these. In practical subjects, students must not wear clothing which could present a health and safety risk e.g. loose and flowing.

LEVELS

Entry Level is for beginners/those just starting out

Level 1 is a foundation level to develop and broaden skills

Level 2 is an intermediate level and is at a standard equivalent to GCSE. A 'full level 2' equates to 5 GCSEs grades A*-C/9-4

Level 3 is advanced and is at a standard equivalent to A Level

Level 4/5 is more advanced and at a standard equivalent to Foundation Degrees & the first two years of an honours degree

Level 6 is at a standard equivalent to the final year of an honours degree

LITTER/CHEWING GUM

Students are expected to put litter and chewing gum in the waste bins and the recycling bins provided. Chewing gum should not be stuck to furniture or dropped on the ground but disposed of in waste bins. Not only is litter unpleasant for everyone but cans and plastic on the grass may be cut up by mowers. Litter on the paths and car park can be dangerous. Please also avoid dropping litter in the streets as you walk to and from College.

LOCKERS

Lockers are only available to Complementary Therapy, Beauty AND Hairdressing students during class times. Access to lockers is available through course tutors.

LOST PROPERTY/THEFT

Any belongings which you bring on to campus, you bring at your own risk and it is your responsibility to keep your belongings safe. If you do lose something then you should report it to Reception who will let you know if it is found. All unclaimed items at the end of every term will be disposed of.

If you think an item has been stolen, you should report this to Reception. You may want to make a report to the police and/or your Insurance Company if the item is valuable.

MOBILE PHONES

These must be turned off and placed out of sight during lessons, unless your tutor has given permission for them to be used for educational purposes. They are an easy target for theft and should not be left unattended.

Mobile phones must not be taken into the exam room. If they are taken in by mistake, they must be switched off, including any alarms, and put in bags at the back of the room. Mobile phones which ring and disturb other exam candidates can result in the owner being disqualified from an examination.

The College has the right to search electronic devices like mobile phones and delete files or pass them on to the police if they are suspected of being used to break College rules and/or to commit an offence.

MOODLE (VIRTUAL LEARNING ENVIRONMENT)

Moodle is available for AHED students with a Peter Symonds College Network ID. Some tutors also use Google Classroom – you will be advised of the best place to access your course materials by your course tutor.

Moodle provides access to online materials which support your course here at College. In addition to materials which accompany most courses, the VLE also includes more general resources to aid you in your studies. Higher Education students will upload assignments via this VLE. You should log in with your PSC Username and Password at moodle.psc.ac.uk If you have not received your username or password or have logged in before, but forgotten your password, please contact AHED Reception, either in person, by phoning on 01962 886166 or by emailing ahed@psc.ac.uk

Passwords can also be reset via the Password Management Portal:
password.psc.ac.uk.



Moodle contains information about the following:

- Your Course
- Learning Resources
- Student Handbook
- Study Support
- Additional Support
- Policies & Procedures

Learning Resources via moodle - There are a range of online learning resources available via Moodle through the learning Resources link on the front page. If you would like any further help in finding useful information for your study you can email our Learning resource centre at lrc@psc.ac.uk

ACCESS to moodle

Learners attending AHED are permitted access to moodle and connecting services in accordance with these terms. Each user (tutor, learner or guest) is responsible for ensuring that their use of moodle complies with this document. Access may be restricted or removed due to misuse.

By using our moodle services, you agree to be bound by these terms, which shall take effect immediately on your first use.

TERMS OF USE

- Access to course information and resources on moodle are controlled by user permissions. You should log into moodle with your own network user account and never allow another user to access moodle under your network account. You should also ensure that you logout at the end of each session.
- Activities on moodle are fully audited. Records are kept of when users access courses and resources along with a log of all communications such as forum posts, assignment submissions, etc. These records are available to tutors for course evidence, but may also be used as a point of reference for any matters arising, such as accounts of harassment, bullying or the transmitting of inappropriate material.
- Users should not post personal or sensitive information to any part of moodle including to their profile, blogs, or any course activities. Information sent through moodle may be read by third parties.

- Users should respect the rights of others whilst using moodle. Harassment, bullying or the transmitting of inappropriate material is not permitted.
- The College cannot accept any responsibility for the contents of external sites, which are linked on moodle to assist with learning.
- Users should comply with current and future legislation.
- Access to moodle will be withdrawn when a user is no longer employed by/ studying at the college.

The following are not permitted at any time:

- Violating copyright laws, data protection laws and computer misuse laws
- The creation, display, production, storage, circulation or transmission of:
 - Pornographic or other offensive material in any form or medium
 - Defamatory or libellous material
 - Material that infringes copyright
 - Unsolicited commercial or advertising material
- Using other log-in identities
- Intentionally providing or submitting false information (i.e. on ILPs etc)
- Flooding forums and other services unnecessarily or with inappropriate content/material
- Editing or modifying any element of moodle without permission
- Deliberately introducing any virus, worm, Trojan horse or other harmful nuisance programme or file, or deliberately circumventing any precautions taken by the College to prevent this from happening
- Using any service for commercial purposes or profit
- Using any service for political purposes
- Providing access to non-Peter Symonds AHED members without permission

DISCIPLINARY ACTION

Should a user contravene this Code of Conduct or any other College Policy related to the use of moodle, the offence will be logged and action will be taken.

ONLINE SAFETY

Contact can be made via the internet easily and it can mean that people have access to groups they would not normally have access to. Whilst studying at AHED, be aware of making contact with people you do not know online. If you feel like you do need to make contact please take sensible precautions and beware of inappropriate contact such as online grooming, physical assault, racial hatred or assault.

If you feel unsure about contact that has been made via the Internet please report the person either to the Police, a member of staff or someone who can help you. If the contact is made via a social networking site such as Facebook or Twitter you can report the user via the website. For further information regarding online safety please look at our webpage on safeguarding in the Study Support section of our intranet.

Additional Help

- Harassment: if you believe you are being harassed this should be reported to the police by calling 0845 045 4545 If you are unsure who to speak to you can contact the Community Safety Service for advice on 0845 600 1747
- Rape Crisis: Advice, information and counselling for men and women who have been raped or sexually abused at anytime in their lives 02380 636313 www.rapecrisis.org.uk
- Saneline: help and advice for people with a mental illness. 0845 767 8000
- Winchester Rape & Sexual Abuse Counselling: Women's Helpline 01962 848024 Men's helpline 01962 848027 www.rasac.org.uk

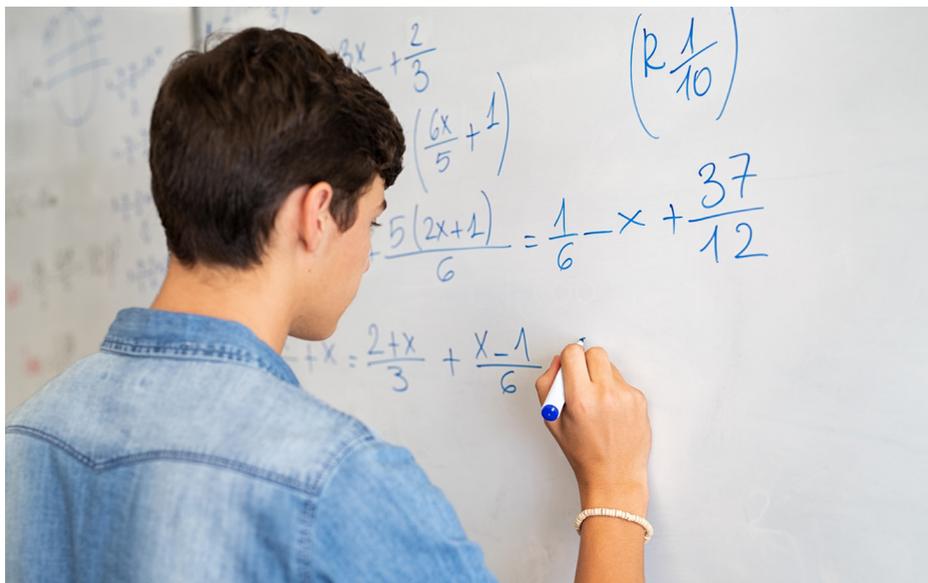
PERSONAL PROPERTY

Responsibility is not accepted for clothing, property or vehicles lost, stolen or damaged on our premises. In the event of lost property, please speak to the tutor or Reception.

PHOTOGRAPHS AND RECORDING OF OTHERS

Students need to be aware that it is an invasion of privacy to photograph or record someone else around the College without their permission. It is also illegal to publish an image of another person without his or her permission. Indeed, recording an image or conversation without permission could be seen as a form of bullying and harassment, which would be subject to disciplinary procedures. Any recording during a lesson that occurs without the permission of the tutor is strictly prohibited.

On occasion, college staff may take photos around the site for use in our brochures and marketing materials. We will always ask your permission first. Any queries should be directed to ahedmarketing@psc.ac.uk.



PORTFOLIOS

Students will be notified when they are able to collect their completed portfolios and certificated. Advance notice of collection will enable us to get the portfolio out ready. These should be collected within a month of notification otherwise they may be destroyed. If a student wishes someone else to collect the portfolio on his or her behalf, we require written notification from the student naming who will collect the portfolio.

POLICIES AND PROCEDURES

The full list of our general Policies and Procedures can be found on our website www.psc.ac.uk/ahed via the options at the bottom of the homepage (if you require any of these in a different format, please ask at the Adult & Higher Education Reception). These include:

- Admissions Policy for Students
- Appeals Against Assessment
- Charging Policies And Procedures
- Complaints Procedures
- Equality and Diversity Policy for Students
- Student Conditions Of Use Of Peter Symonds College Network

Please note that this list is not exhaustive. Specific Higher Education Policies and Procedures are available through Moodle and via the Wider Information for HE section of our website. This includes guidelines on Recognition of Prior Learning for Higher Education applicants.

PRINTING

Full-time students with printing rights at the College are able to arrange top-up on the credit available by visiting AHED Reception. Please note that this is cash only.

PROGRESS REVIEWS

Progress Reviews are an opportunity for the student to sit down with their tutor and discuss their progress. An important part of the process is their own reflection. An action plan will then be drawn up. Progress Reviews occur in the Autumn and Spring terms and in the case of students under the age of 19, information regarding progress, effort and the number of completed homeworks is sent home to parents. Parents of students who are considered to need additional help and support are specifically invited in to discuss the progress.

Students have a key role to play in the progress review. The person who has the best insight into how well they are doing, how hard they are working, and what they might do to improve is themselves!

REFUNDS

Most providers do not offer refunds because it affects the viability of their programmes. Each course depends on the number of fees collected to cover the costs of the course and decisions based on whether the course will run are taken at the commencement of the course or programme.

In the event of the student being unable to commence the course, the following notice periods will apply:

- | | | |
|---|---|-------------|
| • 28+ days prior to start of course | - | Full refund |
| • 27-8 days prior to start of course | - | 75% refund |
| • 7 days or less prior to start of course | - | No refund |

For more detailed information on the Refund Policy, please contact Reception or refer to our website.

CIRCUMSTANCES BEYOND OUR CONTROL

If a class is cancelled due to circumstances beyond our control, we will, in the first instance, contact you by email and/or text and then, if time, follow up with a phone call. We will endeavour to offer an alternative session to make up the lost class. If a learner is unable to attend the alternative session, we regret we are unable to offer a refund. A refund will be made only if we are unable to offer an alternative session. Please ensure that we have your most up to date contact details.

SAFEGUARDING (incl Prevent Duty/Radicalisation)

See full Safeguarding Policy for further information

We recognise that we play a large part in safeguarding and promoting your welfare. Where we have concerns about your safety or wellbeing we will do our best to help and support you, but there might be situations where we may need to pass our concerns on to the local Children's Services Department or the police or health services.

As some students are below the age of 18 when they join us we have a particular duty to make sure you feel and are safe while you are in our care and that you are protected from abuse or maltreatment, whether that be in or outside College. Child Protection legislation applies until you reach 18 years old, or 25 years old if you are a vulnerable young adult. If you feel unsafe for any reason, we encourage you to discuss this with a member of staff. This could be any member of staff you feel comfortable talking with, but in particular it could be your Tutor or Head of Curriculum or one of the Reception staff. You can also see a College Counsellor.

What will happen if you discuss your concerns with a member of staff?

A member of staff will:

- Always take time to stop and listen
- Take what you say seriously and follow College procedures
- Write notes as soon as possible afterwards, including date, time and place and ask for your signature
- Contact one of the College's Designated Safeguarding staff

They will not:

- Be able to promise you confidentiality. However, they will only report what you have said to the designated member of staff. They will only speak with other staff with your consent, if you want them to be aware that you are going through a difficult time.
- Investigate the matter.

What happens next?

The designated member of staff will want to discuss your concerns with you and will normally record the details formally. Depending on the precise circumstances, he/she is likely to contact Children's Services and/or the Police for advice; definitely if it is a clear cut case of abuse and/or neglect.

A formal child protection referral may then be made. Children's Services will investigate and decide if you are at risk of significant harm. The Child Protection team will usually work with you and your family. If an offence appears to have been committed, the police will investigate.

If you would like any further information about the different types of abuse and/or College's safeguarding procedures, please speak with staff in Student Services.

Radicalisation

The college also has a duty to have due regard to the need to prevent people from being drawn into terrorism. 'Radicalisation' refers to the process by which a person comes to support terrorism and extremist ideologies associated with terrorist groups, and is a safeguarding matter.

There is no stereotype for people who hold extremist views. People can become vulnerable for many reasons, including: low self-esteem; guilt; loss; isolation; fear; anger; family breakdown; peer pressure. These factors will not necessarily drive someone to terrorism, but a sense of injustice (be that on a personal or more far reaching scale) can be exploited by people who have their own agenda. Signs of radicalisation are difficult to define, but will look a lot like troubling behaviour:

- Emotional – angry, mood swings, new found arrogance
- Verbal – expressing opinions that are at odds with generally shared values
- Physical – changes in appearance; changes in routine

What should you do if you believe someone to be at risk of radicalisation?

Talk to someone. This could be your Tutor, Lead Tutor or Head of Faculty/Curriculum or Student Services staff. In essence, the same safeguarding procedures set out above will apply

As with any other safeguarding matter, the situation will be explored further which may include talking with the student and his/her parents and advice being sought from an external agency. A formal a referral may then be made to the police and/or Children's Services. Students should, however, be aware that at any time in their life an adult can become vulnerable. For example, you may come across a student who is vulnerable for some other reason, such as mental illhealth, self harm, an eating disorder, or disrupted home life.

Abuse and neglect are forms of maltreatment of a young person. Somebody may abuse or neglect a young person by inflicting harm, or by failing to act to prevent harm.

Abuse can take the following forms:

- Physical • Sexual (including sexual exploitation)
- Emotional
- Neglect

There are many different signs of abuse, some of which might be:

- Unexplained bruises or injuries
- Sudden changes in behaviour
- Something the young person has said
- A change observed over a period of time (e.g. losing weight; becoming increasingly dirty; appearing distant disengaged).
- Abuse can also be peer on peer. If this is the case, follow the same procedures as for any form of abuse.

If you are worried about any student or your own situation, please talk to a member of staff. All staff have been trained in safeguarding and Prevent duty. If you do disclose something to a member of staff they will not be able to promise you confidentiality as they will need to report it to one of our Designated Safeguarding / Prevent Leads. In the Adult & Higher Education Division the Director, Dom Thompson is a designated Lead and you can talk directly to him.

As with any other safeguarding matter, the situation will be explored further, which may include talking with the student and advice being sought from an external agency. A formal referral may then be made to an external agency like the children's or Adult Services.

Student Conditions of Use of Peter Symonds College IT Network

At no time may the College computing or telecommunications facilities be used for the storage, display or transmission of material, in any format, that is abusive, racist, pornographic, or terrorist in nature. Any defamatory text, images or other content about any member of the College (staff or student), or that brings the College name into disrepute, posted on any Internet site is not permitted and may lead to disciplinary procedures. This also applies to anything posted from either inside or outside the college.

The College Internet access is filtered to block undesirable sites, but if users do come across unsavoury material they must quit from that area at once. The downloading, viewing, storing or transmission of any racist, pornographic, terrorist or abusive material will be treated as gross misconduct and dealt with appropriately. Users must never use email to encourage others to break the law or contravene College policies and procedures.

Users must never use email to engage in commercial or political activity unrelated to the business of the College.

NB: Prevent Duty requires that colleges “must have clear policies in place for students and staff using IT equipment to research terrorism and counter terrorism in the course of their learning”.



SMOKING (incl. electronic cigarettes)

The college operates a no smoking policy in all areas. It is illegal to smoke in any of the College's buildings. It is also not permitted to smoke around College entrance areas or near windows where people can be affected by the smoke. It is EXPECTED you will only smoke in the DESIGNATED area. Non-compliance could lead to disciplinary procedures and withdrawal from your course.

STUDENT DRESS CODE

The student contract states that clothes appropriate to the working environment must be worn and offensive logos on T-shirts are not acceptable; smart casual wear is the accepted norm. Clothes that are too revealing, such as loose jeans with no belt, or low necklines, may also be found to be offensive by others, including staff and fellow students.

If students choose subjects where it is necessary to wear protective clothing e.g. a lab coat and goggles, they will only be able to participate fully if they wear these. In practical subjects, students must not wear clothing which could present a health and safety risk e.g. loose and flowing. Students should not wear clothing, which restricts the ability of others to identify them whilst on campus or in examinations, eg hoods or crash helmets. Therefore, unless there is medical evidence (i.e. a Doctor's letter) or religious grounds, hats and hoods will not be permitted in classes and examinations. The face must not be covered. Face masks may be necessary if deemed appropriate by the Government in health crises such as Covid-19.

This code is not intended to restrict unnecessarily students who may wish to wear particular clothing associated with their religious beliefs, but nonetheless the issues of health and safety, and of the need for students to be readily identifiable, are considered essential.

STUDENT LOANS

There are two types of loans available for courses offered at AHED:

1. Full time Higher Education loan for Foundation degrees, full degrees and top-up degree courses only;
2. Advanced Learner Loan for eligible level 3, 4, 5 & 6 courses that are NOT university degree courses.

HIGHER EDUCATION

Our HE courses are classed as full-time for student finance purposes. You may be eligible to apply for a tuition fee loan and/or a maintenance loan. You should apply for a loan as soon as possible so that it will be in place at the start of your course. The code for Peter Symonds College is ADOA. Your course will be confirmed in your offer letter and is usually the UCAS course code (available at ucas.com). Further information on Student Finance can be found at: www.gov.uk/student-finance.

If you do not have access to a computer, please contact the Student Support team on 01962 886166 or via the AHED Reception. Once processed, please ensure you pass on the "University or College Payment Advice" to the Student Support Manager via the Reception as soon as you receive it so that the loan can be processed as smoothly as possible.

ADVANCED LEARNER LOANS (FURTHER EDUCATION)

If you are aged 19 or over at the start of your course and enrolling on an eligible Level 3 or Level 4 course, you may opt to apply for an Advanced Learner Loan (see www.gov.uk/advanced-learner-loan). At interview, you will be given a 'Learning and Funding Information' letter, which will provide you with all the information required to apply. If you do not have access to a computer, please contact Reception. Once processed, please ensure you provide written confirmation of your loan to the Student Support Manager via the Division Reception as soon as it is received.

FOR ALL LOANS - Please Note:

- If your loan is not approved before the end of November of the current academic year, we will ask you to start paying your fees by instalments. Then once the loan is approved and we are in receipt of the first payment, we will arrange to refund any payments made;
- If your loan application is unsuccessful, you will need to arrange to pay your course fees including any exam/registration fee as soon as possible either in full or by instalments (see instalments section).

If you subsequently withdraw or are withdrawn from your course, you will become personally liable for any amount outstanding for the remainder of the course. You will need to pay the outstanding balance within 7 days of your withdrawal. If this is not possible, please speak to the AHED Business Manager on 01962 889542 to make alternative arrangements.

For Higher Education courses, you may also have to repay maintenance loans or grants to the Student Loans Company which will be outside of their usual repayment terms.

STUDENT UNION

If you would like to belong to the College Student Union, please contact Student Services on 01962 857547. There are also opportunities to become a Student Governor by contacting Vicky Owen, Clerk to the Governors on 01962 857526.

STUDY SUPPORT

The College has a commitment to support students who need additional study support. If you feel you may need additional help to progress towards, and successfully achieve, your learning goal, this can be arranged through the Head of Study Support (AHED). You can ask for study support at any stage of your eligible course.

HOW DO I INFORM THE COLLEGE THAT I MAY NEED ADDITIONAL STUDY SUPPORT?

You can let us know in the following ways:

- Self-referral by indicating your need for additional study support on your enrolment card/when enrolling by phone/when enrolling face to face
- Referral during the course by the tutor
- Self-referral at any time during the course
- Complete an "Additional Support" screener on moodle, once you have been issued with your general IT username and password. If your screener suggests you may need additional support, you will be contacted.

WHAT HAPPENS NEXT?

You will be contacted by the Head of Study Support (AHED) to discuss your additional support needs. All discussions and requests are treated confidentially. Some people may have reservations about declaring a difficulty or disability. They might feel they are able to cope, or they might fear discrimination. Even if you believe you will be able to cope, we recommend that you discuss the implications of any disability with us to ensure that we can adequately meet your needs and that you have information about the support available. These discussions will be strictly confidential.

SERVICES

There is a small team of staff at the Adult & Higher Education Division, who have experience in supporting students with additional support needs. This team can work with students on a 1:1 or a group basis. We offer a range of support to anyone who has a disability that may affect their learning. This could cover:

- Learning difficulties
- Specific learning difficulties such as dyslexia
- Sensory impairment (eg visual, hearing)
- Physical disabilities
- Difficulties in learning associated with mental health problems

The type of study support you may require will depend on your individual needs, however, the support available can include:

- Special equipment and aids (eg hearing loop, large print)
- Special arrangements for external examinations (eg extra time, reader, scribe, word processor)
- Individual support from a Learning Support Assistant
- Note Takers
- Study Skills
- Specialist Teacher

There is also Academic & Study Support available for Higher Education students on a wide range of topics including:

- Planning and writing essays
- Writing reports and dissertations
- Citing and referencing
- Reading for comprehension and note-taking
- Studying for exams
- Managing time effectively

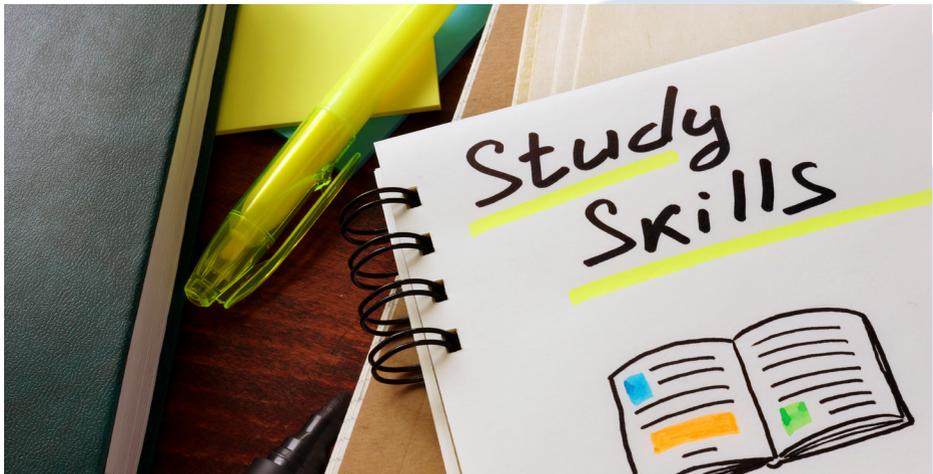
If you think you may need examination access arrangements, you must declare this at enrolment as there are fixed deadlines for applications and we need time to prepare reports and submit them to the awarding body for their approval.

For further information about exam access arrangements please contact the Head of Study Support on 01962 886166 or on ahed-studysupport@psc.ac.uk

TRANSFERS

There is no administrative charge for transfers between similar Adult & Higher Education Division courses. Requests should be made in writing to the Registry before, or within 7 days of the commencement of the course.

The transfer of fees or substitutions between students is not permitted. No credit can be given in respect of payments made to other colleges.



ONE DAY WORKSHOPS

We require 7 days written notice prior to the commencement of your one day course for a transfer. This is because one day workshops often run with lower numbers and we need to make a decision to employ the tutor 7 days before the workshop takes place.

UCAS DEADLINES

Access to HE students - Please be aware that there are quite early deadlines for courses such as medicine, veterinary medicine/science and dentistry (normally mid October or before). It is important that you check the UCAS site for any deadlines associated with your chosen course/institution.

Applications for the College's Higher Education course can be made via UCAS up until mid September, however, it is better to apply well in advance to ensure a place on the course you desire. You may still apply DIRECTLY to the College for a place on a Higher Education course, up until the October Half Term (excluding Counselling) subject to availability.

Please visit ucas.com to research courses and and entry requirements. If you have any questions, talk to the university or college you are applying to. Access students can contact the Careers department for assistance with their UCAS application.

Wi-Fi

You can access PSC Wireless by using your Peter Symonds College username and password. If you are a visitor to the Division, please use the daily details in the student study area.

WITHDRAWAL FROM YOUR COURSE

If you are considering withdrawing from your course, it is important to speak to your tutor or Head of Curriculum beforehand. You may, dependent upon the circumstances, be able to suspend your studies. In either case, you will need to complete a 'Transfer, Suspension or Withdrawal of Studies' form.

If you withdraw or are withdrawn from your course, you will become personally liable for any amount outstanding for the remainder of the course. You will need to pay the outstanding balance within 7 days of your withdrawal. If this is not possible, please speak to the Business Manager on 01962 889542 to make alternative arrangements.

You may also have to repay maintenance loans or grants to the Student Loans Company which will be outside of their usual repayment terms.

Frequently Asked Questions

What happens if we have another lockdown?

We will provide online classes and continue to deliver these. This has proved to be very successful in the current lockdown. Please see our Coronavirus information page.

What steps are the College taking to protect learners, staff and the community?

The College will adhere to the latest Government and Public Health guidelines in order to create a safer learning environment. The current risk assessment will be regularly reviewed against Government guidance and staff and learner feedback.

What do I do if I join a class that does not recruit enough students?

Most courses need a minimum number to start and to continue, and some may need to be closed or merged. We reserve the right to reduce the length of a course if there are insufficient numbers in order to make the course viable and enable it to run.

To minimise disappointment and enable students' courses to start confidently, the Division aims where possible to withdraw undersubscribed courses from its programme before their commencement. Enrolled students thus affected will be informed and, when possible, offered alternatives on a priority basis. If such alternatives are not acceptable, a full refund of fees paid will be actioned.

Every reasonable effort is made to ensure that courses continue once properly underway. In the case of modular courses, no guarantee is given that a minimum number of modules will be run within any one year, although the Division will continue to make every reasonable effort to ensure that candidates are able to meet the overall requirements for certification within a reasonable period.

What do I do if I really don't want to enrol in advance?

The previous paragraph explains why we have to withdraw courses that appear to have insufficient interest shown in them. In previous years some people have been surprised and disappointed to find that courses they had every intention of joining had been withdrawn. Courses with insufficient numbers are cancelled 48 hours before they are due to start.

Under no circumstances can places be held without FULL payment.

The other reason for enrolling in advance is to ensure you have a place. Places are given on a first come first served basis on payment of the course fee. The full choice of courses will only be available to those who act quickly. Therefore, students are urged to enrol in advance to avoid disappointment.



Can I join a class that has already started?

If there are spaces available on a class that has already started, you are able to join it but will need to pay the full fee. If it is a course leading to a qualification, the decision will depend on whether the Head of Curriculum deems that you will be able to catch up any work already undertaken.

For a leisure course, the Head of Curriculum will also advise whether it is suitable to join a course midway through. Depending on the number of weeks remaining, a reduced fee may be charged, however, this is at the discretion of the Director of Adult & Higher Education.

What do I do if anything goes wrong?

If you have any concerns about your course, the information you have received, your tuition, any aspect of the College environment, eg toilet facilities, broken or defective equipment or if you feel you have been unfairly treated in any way please let us know. In the case of an academic matter, please discuss this with your tutor or Head of Curriculum. For other matters, please contact Reception.

What do I do if I have to take the accreditation process or examination for my course?

If your course leads to accreditation, it has been subsidised by 50% by the Education & Skills Funding Agency and it is a condition of the subsidy you receive that you agree to take part in any accreditation or examination procedure as agreed by you and your tutor on the Learning Agreement.

What should I do if I am finding my subjects too hard?

- Ask your tutor for help – talk to them at the end of a lesson and arrange a mutually convenient time to go through whatever it is you don't understand
- Seek assistance from the Head of Study Support (AHED).

Where should I go for advice on what course to do next?

Contact the receptionist who will refer your enquiry to the appropriate person. They will contact you within 5 working days. An appointment can be made for you to speak with one of the Heads of Curriculum. All records of such interviews are confidential. Staff offering information and advice are all competent to the level at which they are working.

Who to Contact

YOUR TUTOR	STUDENT SUPPORT MANAGER (AHED)	RECEPTION	REGISTRY
<ul style="list-style-type: none"> • The first person to check with if you are unsure about anything • Personal problems if they could affect your studies • Study related problems • Reference writing • Review of your progress • UCAS applications 	<ul style="list-style-type: none"> • Course fee and funding information and advice • Student Support Funds • Childcare Support Schemes • Free College Meals • Student Loans 	<ul style="list-style-type: none"> • Arrange for a call back from a Head of Curriculum or tutor • Complaints • Course information • Lost property • Parking • Sign in and out of the building • Telephone or email to inform of any absence 	<ul style="list-style-type: none"> • Enrolment • Instalment Plans • Change of personal details, ie address, etc

Moodle queries should be directed to Amanda Petty (apetty@psc.ac.uk)
 IT queries should be directed to the IT Helpdesk at ithelpdesk@psc.ac.uk

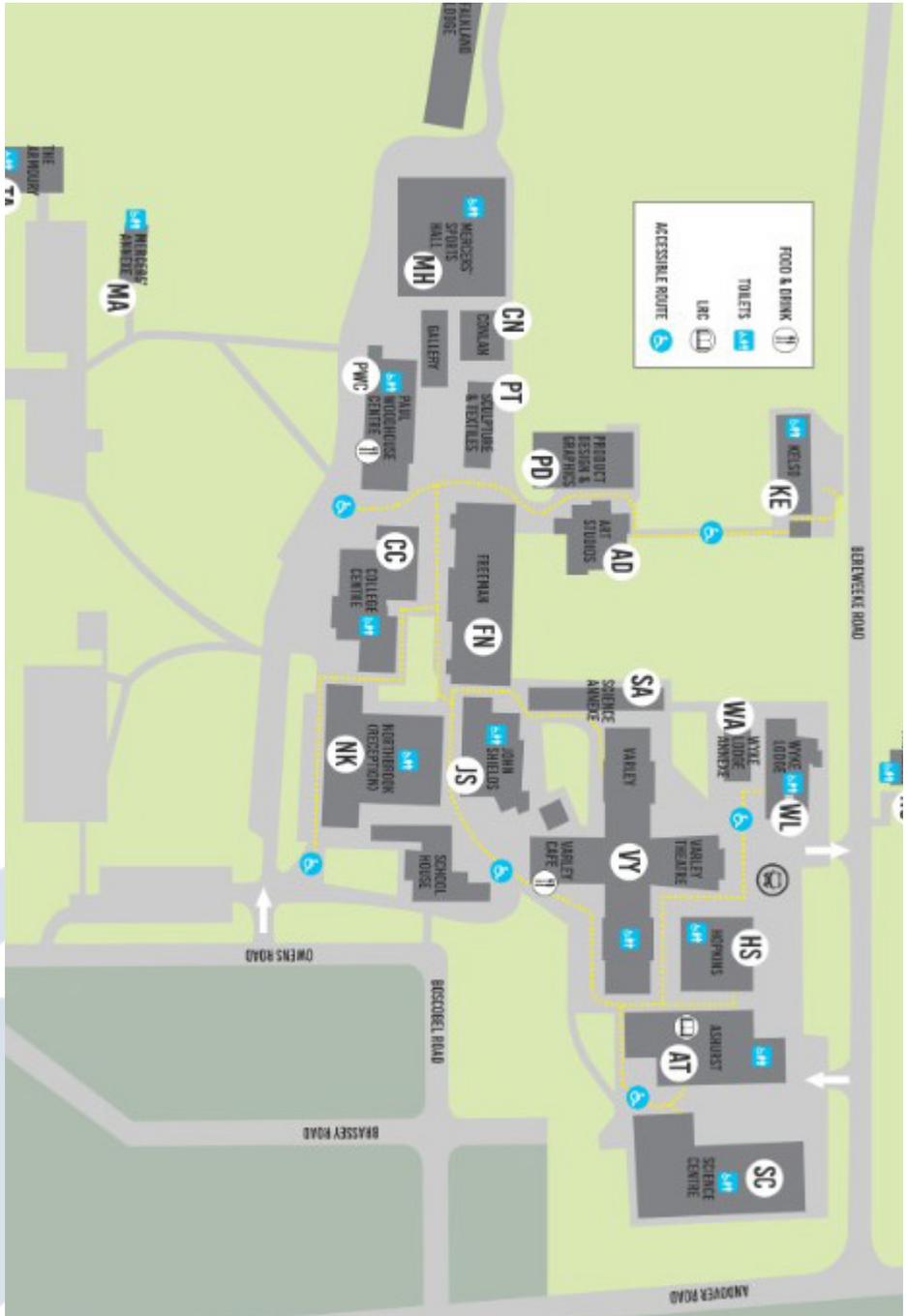


Useful external contacts

Childline	0800 1111
Citizens Advice Bureau	03444 111306 advice@winchesterdistrictcab.org.uk
College Counsellors (under 19s only)	Appointments can be made via the Intranet or 01962 857533
National Careers Service For careers advice and guidance	0800 100 900
Department for Work and Pensions For information on finding a job, your benefits, or contacting JobCentre Plus	03456 043719 01962 745200
Beat Eating Disorders An organisation offering support to those suffering from eating disorders and their families. www.beateatingdisorders.org.uk	Helplines open 365 days a year (9am-midnight during the week / 4pm-midnight at w/ends and bank holidays). Email and online chat support also available. 0808 801 0677
Hampshire Childrens Services	0300 555 1384 Out of hours: 0300 555 1373
Peter Symonds College Hub Mental Health and Wellbeing Support Service for 16-19yr old students	01962 857570 thehub@psc.ac.uk https://intranet.psc.ac.uk/hub
Job Centre Plus For information on Income Support, Universal Credit, JSA etc)	0800 169 0190 City Gate, 1-8 City Rd, Winchester, SO23 8GA
LGBT Foundation Offers a wide range of support services to lesbian, gay, bi and trans people	0345 330 3030 info@lgbt.foundation
The Money Advice Service Free and impartial money advice on debt and borrowing, work and benefits	0800 138 7777
NHS Stop Smoking Service	0845 602 4663 or 01252 335 120 quit4life@nhs.net
NHS Sexual Health Clinic For advice, the morning after pill, emergency contraception, condoms, pregnancy testing, sexual health screening and HIV testing. Free and Confidential Service	St Clements Surgery, Tanner Street, Winchester, SO23 8AD 01962 828372

In College Sexual Health Clinic (16-19 year olds)	Tuesdays 12.00-3.00pm. Contact Student Services for an appointment student.services@psc.ac.uk 01962 857547
No Limits Young People's Advice Service offering free and confidential information, advice, counselling, support and advocacy for children and young people under 26 who live in Southampton and Hampshire.	02380 224224 https://nolimitshelp.org.uk enquiries@nolimitshelp.org.uk
Papyrus UK Charity dedicated to the prevention of suicide and the promotion of positive mental health and emotional wellbeing in young people	0800 068 4141 Email: pat@papyrus-uk.org Text: 07860 039967 www.papyrus-uk.org
START (Sexual Trauma & Abuse Restorative Therapies) Confidential, specialist counselling and support for anyone (any age or gender) who has experienced sexual abuse and/ or assault	01962 868 688 https://start-org.uk
Samaritans Emotional support for anyone in distress, struggling to cope or at risk of suicide.	Call 116 123 (free) Email jo@samaritans.org (response time 24 hours) Also have a self-help app for advice on staying safe in a crisis
Student Services	student.services@psc.ac.uk 01962 857547
Study Support	Sixth Form: 01962 857556 / studysupport@psc.ac.uk AHED: 01962 866166 (ask for Study Support) / ahed-studysupport@psc.ac.uk
Victim Support offers support to victims of crime and traumatic incidents	0808 168 9111 www.victimsupport.org.uk
Winchester Youth Counselling Counselling, therapy and mental health support for young people in Winchester & local area	https://winchesteryouthcounselling.org 01962 820444
Young Carers Project Winchester Providing support for young carers locally	https://winchesteryoungcarers.org.uk 01962 808339

PETER SYMONDS COLLEGE – SIXTH FORM SITE MAP



PETER SYMONDS COLLEGE AHED, STONEY LANE SITE MAP

