

## PETER SYMONDS COLLEGE PROCEDURE



### Peter Symonds Support for HE Students

#### Our Core Commitment

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 safe, supportive environment where individuals can grow in confidence and fulfil their potential. Each learner is an exception, an individual with his or her needs and aspirations and within this context we will provide academic and welfare support which aids, encourages all students to fulfil their academic potential and which best meets each student's individual circumstances, allowing them to benefit from study at HE level.

#### Specific Objectives

To provide all learners with effective information, advice, guidance and support, to safeguard welfare, to promote personal development and to help them achieve their goals within and beyond college;

- Academic guidance to enable students to make well-informed choices.
- Access to a personal tutor for initial general advice.
- Access to a range of specialist advisors as needed.
- Support for personal and professional development.
- Financial advice as needed.

#### Implementation

All new students are given a HE Student Generic Handbook which contains a description of the support available and how to access it.

Specific advice on academic matters is contained within the student course handbook.

#### Academic Support

Your first port of call for questions about your modules, degree scheme or dissertation should be your curriculum area. Your tutor, programme leader, curriculum head or personal tutor will be able to answer most of these questions. They can also advise you on your academic progress.

Each tutor and personal tutor will offer each student at least one tutorial each term. In addition appropriate academic support will be provided by email and telephone. The responsibility for booking tutorials and requesting support via email etc is your responsibility.

**Registration:** For questions about exam and course registration that can't be dealt with by your personal tutor or Curriculum Head, please contact the student support manager at reception.

**Changing course:** If you are thinking of changing modules or degree scheme or if you are thinking of suspending your studies you should first discuss this with your personal tutor or Curriculum Head. If you decided to proceed with your decision to change or suspend your course of study please see the Student Support Manager at Reception to issue complete any necessary paperwork.

**Complaints:** 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 in five 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 College Complaints Panel whose decision or recommendation will be final. Complaints procedures are fully outlined in the Key Information for Students Section on Moodle.

**Study Skills:** The College has a commitment to support learners 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 via the Head of Adult Study Support. You can ask for study support at any stage of your course.

You can let us know if you require assistance in the following ways:

- Self-referral by indicating your need for additional study support on your enrolment card;
- Self-referral by completing a Student Support and Health Declaration form completed at interview;
- Referral during the course by the tutor; and
- Self-referral at any time during the course.

You will be contacted by the Head of Adult Study Support 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 the Head of Adult Study Support to ensure that we can adequately meet your needs and that you have information about the support available. These discussions will be strictly confidential.

If on submission of formative or summative assessments it is evident you would benefit from additional academic support then your tutor or personal will refer you to an academic support tutor, If you would like help form an academic support tutor you may refer yourself through contacting the Head of Adult Study Support.

**Library and Computing Questions:** For issues regarding accessing the library, on line resources and issues with logging onto computers you can utilise the PSC password portal a link to which is posted on the Moodle home page or [ahed-moodle@ideas4learning.co.uk](mailto:ahed-moodle@ideas4learning.co.uk).

There is are a range of online learning resources available via Moodle through the learning Resources link on the front page and 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](mailto:lrc@psc.ac.uk).

## **Advice and Welfare**

Every student is allocated a personal tutor. Students may also discuss any matters with their Curriculum Head. There is also a student support manager who can be contacted via AHED Reception.

## **Careers and Employment**

Students are encouraged to use the online national careers advice <https://nationalcareersservice.direct.gov.uk/Pages/Home.aspx>. Which can give you up to date information about a range of careers and earning potential. There is also a facility to help you construct your CV and create a lifelong learning account. In addition there is a Higher Education Specific careers section on moodle and our website under our WIS information.

## **Learn direct Advice**

Guidance for adults on courses, careers, funding and childcare Tel: 0800 100 900 (8am – 10pm) seven days a week [www.learndirect-advice.co.uk](http://www.learndirect-advice.co.uk)

### **Financial Advice**

If you need to discuss your finances you should contact the student support manager for advice regarding student funding and also the student loan company.

### **Safety & Well-Being**

#### **Prevention of Bullying and Harassment**

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.

#### **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.

#### **Health and 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 are 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 the Reception or the Duty Manager.

### **Smoking**

The college operates a no smoking policy in all areas. It is also not permitted to smoke around College entrance areas where people can be affected by the smoke.

### **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, MySpace or Bebo 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](http://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](http://www.rasac.org.uk)
- Peter