



**SUPPORT
FOR HIGHER
EDUCATION
STUDENTS**

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Reviewed: May 2022

Date of next review: May 2024

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 HE Manager or HE Co-ordinator.

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 decide to proceed with your decision to change or suspend your course of study, please see the HE Manager or HE Co-ordinator to complete any necessary paperwork. You will also need to discuss any financial implications with the Student Support Manager.

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 HE Manager, 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 form;
- 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 and online resources, you should contact the Learning Resource Centre on lrc@psc.ac.uk. For any issues logging onto computers, you should contact IT Services on ithelpdesk@psc.ac.uk. You can reset your password via AHED Reception or by visiting password.psc.ac.uk. Any queries regarding Moodle should be directed to the HE Co-ordinator on apetty@psc.ac.uk.

There are a range of online learning resources available via Moodle through the Learning Resources link on the homepage. If you would like any further help in finding useful information for your studies, you can email our Learning Resource Centre at lrc@psc.ac.uk.

ADVICE AND WELFARE

Every student is allocated a Personal Tutor. Students may also discuss any matters with their Programme Leader or the HE Manager. There is also a Student Support Manager, who can be contacted via AHED Reception or the Head of Adult Study Support.

CAREERS AND EMPLOYMENT

Students are encouraged to use the online National Careers service (nationalcareers.service.gov.uk). This 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, complete skills assessments and find courses. Trained Careers advisors can be contacted via web chat or by phone on 0800 100 900. There is also a Higher Education Specific careers section on Moodle.

FINANCIAL ADVICE

If you need to discuss your finances you should contact the Student Support Manager or the Student Loan Company. Additional financial support may be available to students with children or dependent adults, students on a low income, or students with a disability (Disabled Student Allowance). Further information about additional financial support can be accessed on the gov.uk website: www.gov.uk/student-finance/extra-help.

SAFETY AND 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 AND 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 & Higher 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 any way 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. There is a designated smoking area at the back of the carpark by the fence.

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 contacting 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, Twitter or Instagram, 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 via their online services, by calling 101 (non-urgent) or by visiting your local police station. If you believe you or someone else is in immediate danger, call 999.
- Rape Crisis: advice, information and counselling for men and women who have been raped or sexually abused at any time in their lives. Call 0808 802 9999 or www.rapecrisis.org.uk
- Saneline: national out of hours mental health helpline for anyone affected by mental illness, including families and carers: www.sane.org.uk or 0300 304 7000.
- Samaritans – 24 hour helpline – 116 123
- Winchester Rape & Sexual Abuse Counselling: www.rasac.org.uk or 01962 868688/01962 864 433.

Further support services are signposted on noticeboards around the AHED campus.

