

# SGS COLLEGE



# STUDENT HANDBOOK

# CONTENTS PAGE

Welcome from the Principal	page 3
Total Support Guarantee	page 4
SGS Learning Excellence Framework	page 5
Induction	page 6
SGS Codes of Conduct	page 7
Academic Support	page 8
Probation Period	page 9
English and Maths	page 10
English and Maths Extra	page 11
Exams and Personal Details	page 12
College Text Service and Work Experience	page 13
SGS Online	page 14-15
Student Voice	page 15
Learning Resource Centre	page 16-17
Learning Support	page 18
Learner Services	page 19
Learning Mentors	page 20
Student Finance and Accommodation	page 21-22
Careers, Counselling and Chaplaincy	page 23
Relationships, Sexual Health and Safeguarding	page 24
Bullying, Harassment and Student Union	page 25
Sport and Fitness Facilities	page 26
Smoking Policy	page 27
Food and Transport	page 28
Health and Safety	page 29
Accidents and Incidents	page 30
Health and Hygiene	page 31
Useful Contacts	page 32-33
SGS Learner Charter	page 34-35
Learner Code of Conduct	page 36-37
Social Media Code of Conduct	page 38

# Welcome from the Principal



South Gloucestershire and Stroud (SGS) College is one of the newest in the country and was formed by the merger of Filton and Stroud Colleges in February 2012.

The College had its first OFSTED inspection in November 2014, which judged that SGS had an overall 'Good' status with 'Outstanding' Leadership and Management, Learner Support Services, and Employability Programmes. There were further 'Outstanding' grades in Sport, Business, Performing Arts and Visual Arts.

We want to change people's lives positively and add value to the social and economic wellbeing of our communities. We do this by providing high quality, innovative, accessible education and training in a friendly culture of mutual respect and support.

We operate over five main sites as detailed below, with an additional site due to open at Berkeley in September 2017:

- SGS Filton Campus supports our A Levels and much of our vocational and skills provision is based here
- SGS WISE Campus is a purpose built site accommodating our sport, public services and performing and creative arts provision
- SGS Bristol (Queen's Road) is our specialist art facility based in the nationally renowned Royal West of England Academy
- SGS Clifton at Bristol Zoo Gardens accommodates our specialist animal care courses amongst this world-class facility
- SGS Stroud Campus is a vocational college offering a wide range of courses for communities in the south of Gloucestershire

We offer a thriving enrichment programme across all campuses, including extra classes, trips, events and activities. Our Student Union organises many of the exciting enrichment activities and is run by students for students, whose contribution helps shape day-to-day life at the College.

We aim to provide you with a successful and enjoyable experience at all of our sites and I look forward to greeting you all in the new academic year. I hope to meet as many of you as possible over the College induction period and I also welcome the opportunity to speak with you throughout your studies. I have an 'open door' policy and welcome any learner in to talk with me about any of their concerns or just to update me on how things are going.

Finally, the highlight of the College calendar are our end of year Prize Day Celebrations where the achievements of every learner are recognised. Please look out for further information about these events throughout the year.

*Sara-Jane Watkins*  
*College Principal*

# TOTAL SUPPORT GUARANTEE

At SGS College the **TOTAL SUPPORT GUARANTEE** means you can access a wide range of staff and services to help you to achieve your best.

## **ACADEMIC SUPPORT:**

- Your Tutor
- English and Maths Extra
- Learning Resource Centre Study Skills Team
- The Work Experience Team

## **LEARNING SUPPORT:**

- Additional Learning Support
- In-class support
- Support for learners with Special Educational Needs and Disabilities

## **LEARNER SERVICES:**

- Learning Mentors
- Finance & Accommodation
- Careers Service
- Multi-faith Chaplaincy
- Counselling Service
- Safeguarding Team

## **LEARNING EXCELLENCE FRAMEWORK:**

This sets out how you will develop your skills to help you become a successful learner at SGS College.

# SGS Learning Excellence Framework



Our Successful Learners will...

- 1. PREPARE**  
BE PERSISTENT, BE CURIOUS, BE ORGANISED
- 2. AIM HIGH**  
SET CHALLENGES, HAVE HIGH IDEAS,  
STAY FOCUSED
- 3. BE SAFE & RESPECTFUL**  
LISTEN & LEARN, RESPECT  
POLITY & FAITH, WORK SAFELY
- 4. LEARN & REFLECT**  
ACQUIRE AN INDEPENDENT  
LEARNING, TAKE RESPONSIBILITY,  
KNOW YOURSELF
- 5. PERSEVERE**  
SOLVE PROBLEMS, SHOW  
RESILIENCE, BE ADAPTABLE



# INDUCTION

Within your Induction Period at SGS College you will take part in team building activities, complete your Initial and Diagnostic Assessments, begin work on your Long-Term Development Plan with your Tutor and familiarise yourself with life at College.

You can also expect to receive Induction talks from the following:

- The College Principal
- Learner Services Department
- English and Maths Department
- Work Experience Team
- Enrichment Team
- The Quality Department
- Your Head of Department and Head of Sector
- LRC

# COLLEGE CODES OF CONDUCT

Your Tutor will take you through the College Codes of Conduct and explain our Enabling Positive Behaviour and Disciplinary Policy to you.

Please take some time to read these carefully as failure to adhere to them will invoke disciplinary action.

At the back of this booklet you can find:

- The Learner Charter
- Learner Code of Conduct
- Social Media Learner Code of Conduct

Further Codes of Conduct regarding Educational Visits and use of IT will be discussed with you by your Tutor.

For Learners who are enrolled at the Sports Academy, the Sports Academy Code of Conduct will be discussed with you by your Coach.

## **ACADEMIC SUPPORT**

Full-time learners will be assigned a Personal Tutor, and/or Personal Learning Coach.

### **YOUR PERSONAL TUTOR WILL:**

- Help you to achieve your best
- Keep you informed and focused
- Explain the Assessment Process
- Organise extra study/revision sessions
- Discuss progression
- Ensure you have a long-term development plan
- Explain the work experience requirements of your course

## **ATTENDANCE**

You need to attend **100%** of your lessons.

Can't attend college for any reason?

### **YOU MUST CONTACT US:**

- Email [absence@sgscol.ac.uk](mailto:absence@sgscol.ac.uk)
- Phone 0800 470 1516 before 10:30am and leave a voice message
- Online at [www.bookings.sgscol.ac.uk/absence](http://www.bookings.sgscol.ac.uk/absence)
- Leave your name/student number/date of birth

**IF YOU DON'T REPORT YOUR ABSENCE AND YOUR ATTENDANCE FALLS BELOW 90% IT CAN EFFECT YOUR BURSARY PAYMENTS AND WHETHER YOU PASS YOUR 6-WEEK PROBATION PERIOD.**



## **6 WEEK PROBATIONARY PERIOD**

For the first 6 weeks of your course you will be on probation.

To pass your probationary period you will need to:

- Attend all of your classes
- Inform the absence line if you can't attend
- Have a positive attitude
- Be on time to lessons
- Complete your work to a good standard
- Hand your work in on time

**IF YOU WITHDRAW WITHIN THE 6-WEEK  
PROBATIONARY PERIOD YOU WILL STILL BE  
LIABLE TO PAY COLLEGE FEES.**



# ENGLISH AND MATHS

The government and employers now expect learners to achieve a certain standard of English and Maths.

## **IF YOU ARE 16-19 YEARS OLD:**

- With a GCSE grade D in Maths or English, you will be required to re-take your GCSE to get a C grade
- If you achieved a GCSE grade E or below in GCSE Maths or English, you will be required to study Functional Skills as a stepping stone to GCSE
- If you have a GCSE grade C or above in Maths and English you will continue to upskill in these subject areas, but will not be required to sit further qualifications

## **19+ PRIOR TO 1ST SEPTEMBER:**

If you are aged 19 or over on 1st September it is not compulsory for you to study Maths and English; however we would highly recommend you do because not having these qualifications could hold you back in the future both in education and employment.

# ENGLISH AND MATHS EXTRA

We can:

- Support you with your English and Maths
- Offer one to one study skill sessions with specialist tutors
- Organise exam concessions, e.g. extra time
- Assess your learning needs
- Help if you have a Specific Learning Difficulty such as Dyslexia or Dyspraxia

**TO ACCESS ENGLISH AND MATHS EXTRA ASK  
YOUR TUTOR OR LEARNING MENTOR  
TO REFER YOU.  
YOU CAN ALSO SELF REFER  
BY VISITING THE TEAM IN PERSON.**

You can find the English and Maths Extra team in the following rooms at each campus.

**FILTON:** Room E106

**WISE:** Room F9

**STROUD:** Room 229

Or you can email [alli.cook@sgscol.ac.uk](mailto:alli.cook@sgscol.ac.uk)

You can also telephone 0117 909 2293 or speak to your Tutor for more information.

## **EXAMS**

You will need to arrive at least 15 minutes before any exam and be prepared.

- Bring pens, pencils and any other equipment you need
- Your college ID or another form of photo ID

If you are not sure when your exam is or have an exam clash contact:

**BRISTOL:** Kelly MacBryde

0117 909 2357 / kelly.macbryde@sgscol.ac.uk

**STROUD:** Julie Jones

01453 761263 / julie.jones@sgscol.ac.uk

Please note: Exam results cannot be given out over the phone. All certificates will be sent via post to your home address.

## **PERSONAL DETAILS**

Please see your course administrator if your address or phone number changes because:

- Your exam certificates will be sent to this address. You will need to show these to employers as evidence of your qualifications.
- Your Tutor, Learning Mentor or other staff members may need to contact you.

**KEEPING YOUR MOBILE NUMBER UP TO DATE  
ALLOWS STAFF AT THE COLLEGE TO CONTACT  
YOU VIA THE COLLEGE'S TEXT FACILITY.**



**YOU CAN THEN REPLY  
TO THE COLLEGE  
TEXT FOR FREE!!**

## **WORK EXPERIENCE**

Completing a work experience placement can:

- Help you develop new skills
- Build your skills and self confidence
- Help you to gain paid employment
- Help with a successful UCAS application

All full-time students will complete a 36 hour work experience placement. You will be supported through this by a Work Placement Coach.

For more information contact:

Steve Hall – Work Placements Manager

0117 909 2204 / [steve.hall@sgscol.ac.uk](mailto:steve.hall@sgscol.ac.uk)

## **SGS ONLINE**

Go to [www.sgscol.ac.uk/staff-student-services](http://www.sgscol.ac.uk/staff-student-services) to access:

- Student emails
- Student e-campus
- The Student Union
- Moodle
- Online Learning Resource Centre
- Pro-portal
- Student Absence reporting service

If you require help with anything IT related, or can't remember your log in details, staff at the Learning Resource Centre will help you.

## **MOODLE**

Is an online learning platform that can be accessed 24/7 from any computer via the internet. You can:

- Access course notes and information
- Join discussion forums & interactive activities
- Submit assignments
- Check feedback and grades

## **COLLEGE WIFI**

The College has an open Wi-Fi network that you can access from your personal device:

Network: SGS\_Open

Password: OutstandingByStandingOut

Please note when using the College WIFI you must follow the College IT Code of Conduct.

Your tutor will discuss the IT Code of Conduct with you during induction.

## **STUDENT VOICE**

Your ideas and opinions are important to us.

You can give us your feedback in the following ways:

- Through Voice of the Learner meetings
- Via your class representative
- Conversations with staff members
- By leaving suggestions in the box at campus receptions
- Email [talktous@sgscol.ac.uk](mailto:talktous@sgscol.ac.uk)
- Via social media
- Completing online surveys

# LEARNING RESOURCE CENTRES

At each community & Learning Resource Centre, we offer a range of services and resources that will support your learning and personal development. Our staff also welcome you to the services available at the central website and support our website pages at [www.rdg.gov.uk](http://www.rdg.gov.uk)



Phone numbers and addresses for all our Learning Resource Centres



Our e-learning services, including our online Learning Resource Centre, e-learning tools, e-learning guides, e-learning packs, e-learning books

Our e-learning services, including our online Learning Resource Centre, e-learning tools, e-learning guides, e-learning packs, e-learning books

Our e-learning services, including our online Learning Resource Centre, e-learning tools, e-learning guides, e-learning packs, e-learning books

Our e-learning services, including our online Learning Resource Centre, e-learning tools, e-learning guides, e-learning packs, e-learning books

**JUST ASK US!**

## OPENING TIMES

Widdowson	9.00 - 4.00
Widdowson	9.00 - 4.00
Widdowson	9.00 - 4.00
Widdowson	9.00 - 4.00
Widdowson	9.00 - 4.00

Widdowson	9.00 - 4.00
Widdowson	9.00 - 4.00
Widdowson	9.00 - 4.00
Widdowson	9.00 - 4.00
Widdowson	9.00 - 4.00

Widdowson	9.00 - 4.00
Widdowson	9.00 - 4.00
Widdowson	9.00 - 4.00
Widdowson	9.00 - 4.00
Widdowson	9.00 - 4.00

Widdowson	9.00 - 4.00
Widdowson	9.00 - 4.00
Widdowson	9.00 - 4.00
Widdowson	9.00 - 4.00
Widdowson	9.00 - 4.00

**MORE THAN JUST BOOKS**



## WHAT'S ON THE LRC WEBSITE?



What's new in our website

For more information on our website

For more information on our website

For more information on our website

For more information on the LRC, visit our website at:

<http://lrc.sagepub.com>



### 2015-2016 LRC Website Updates

**Updated Content**

Updated content on the LRC website, including new research reports and articles.

**Updated Navigation**

Updated navigation on the LRC website, including new menu items and links.

**Updated Design**

Updated design on the LRC website, including new colors and fonts.

**Updated Images**

Updated images on the LRC website, including new photos and graphics.

**Updated Videos**

Updated videos on the LRC website, including new research reports and articles.

**Updated Newsletters**

Updated newsletters on the LRC website, including new research reports and articles.

## A FEW REMINDERS



Books in the LRC collection are available for loan to all LRC members. Please contact the LRC at [lrc@sagepub.com](mailto:lrc@sagepub.com) for more information on the LRC collection.



Please do not bring your research materials to the LRC. We are responsible for the loss of these items.



Publicizing your work in the LRC collection is a great way to reach a wider audience. Please contact the LRC at [lrc@sagepub.com](mailto:lrc@sagepub.com) for more information.

### Journal Reviews

Quality, Content & Design of Journal Books. Please contact the LRC at [lrc@sagepub.com](mailto:lrc@sagepub.com) for more information.



Please contact the LRC at [lrc@sagepub.com](mailto:lrc@sagepub.com) for more information.



A reminder about the LRC collection. Please contact the LRC at [lrc@sagepub.com](mailto:lrc@sagepub.com) for more information.

Visit the LRC website at [lrc.sagepub.com](http://lrc.sagepub.com) for more information on the LRC collection.



# LEARNING SUPPORT

- A team of dedicated support workers
- Help students with Special Educational Needs and Disabilities
- Provide individual or in-class support
- Assess your learning support needs
- Sign post and refer you to other services

For more information contact:

**BRISTOL:** 0117 909 2365  
learningsupport@sgscol.ac.uk

**STROUD:** 01453 761110 / 01453 761273  
learningsupport@sgscol.ac.uk  
or ask your Tutor to refer you.

Please note: Support for students is taken on a case by case basis and is subject to funding and supporting evidence, such as an EHCP.



# LEARNER SERVICES

## WHO WE ARE

Learner Services are a team of specialist individuals who can help support you to achieve your potential.

This team includes:

- Learning Mentors
- Student Finance Officers
- Careers Advisors
- Counsellors
- Safeguarding Officers

## WHERE WE ARE

- **FILTON:** Room CG24
- **WISE:** Room G32
- **STROUD:** The Hub

Phone: 0117 909 2297 - Bristol Campuses  
01453 761185 - Stroud Campus

## OPENING TIMES

- Monday to Thursday – 8:30am – 5pm
- Friday – 8:30am – 4:30pm

# LEARNING MENTORS

Each curriculum department at the College has its own Learning Mentor who can offer you:

- Confidential, objective information, advice and guidance
- Strategies and support to help you manage practically and emotionally
- Mediation and advocacy, helping you to communicate and resolve any conflicts
- Refer or sign post you to other services

**IF YOU ARE WORRIED ABOUT SOMETHING AND YOU WANT TO SPEAK TO SOMEONE ABOUT A PERSONAL CONCERN YOU CAN SPEAK TO YOUR LEARNING MENTOR.**

To speak to your Learning Mentor drop in to Learner Services:

**FILTON:** Room CG24

**WISE:** Room G32

**STROUD:** Room 228

# **STUDENT FINANCE AND ACCOMMODATION**

The Student Finance team can give you advice about money and help you to apply for funding for your course and a bursary to help towards other costs, such as transport and equipment. They can also help with accommodation enquiries.

## **AVAILABLE FUNDING**

- 16-18 Bursary: For 16-18-year-old students with parental/guardian income below £22,000
- Free college meals available to learners whose parent(s)/guardian(s) are in receipt of certain benefits
- VYP Bursary: For young people aged 16-18 who are in Care or are Care Leavers
- 19+ Bursary: For low income learners on Level 1 or 2 and over 19
- Welsh EMA: If you live in Wales
- Care to Learn: Funding towards childcare costs if you are between 16-19 years of age
- Childcare funding available for learners over the age of 20 with low income

For information about the above funding and accommodation please drop in to Learner Services or email: [studentfinance@sgscol.ac.uk](mailto:studentfinance@sgscol.ac.uk)  
[accommodation@sgscol.ac.uk](mailto:accommodation@sgscol.ac.uk)

**DON'T FORGET IF YOUR ATTENDANCE  
DROPS BELOW 90% YOU MAY LOSE YOUR  
BURSARY PAYMENTS  
ALWAYS REPORT YOUR ABSENCE  
TO THE COLLEGE**

**PLEASE NOTE:** Funding is limited, we therefore recommend you apply for financial help as soon as you have been accepted onto your course. Bursary forms are available in Learner Services from the beginning of June.

## **ADVANCED LEARNING FUNDING**

- 19+ Advanced Learning Loan: To cover the cost of course fees for students over 19 studying a Level 3 to Level 6 course.

For further information please contact:

[learningloans@sgscol.ac.uk](mailto:learningloans@sgscol.ac.uk) / 0800 0567 235

Or visit [www.sgscol.ac.uk/learning-loans](http://www.sgscol.ac.uk/learning-loans)

## **HIGHER EDUCATION FUNDING**

- Disabled Student Allowance
- Tuition Fee Loans
- Maintenance Grants

For further information please contact:

Bev Lewry – [bev.lewry@sgscol.ac.uk](mailto:bev.lewry@sgscol.ac.uk)

Or visit [www.gov.uk/education/studentfinance](http://www.gov.uk/education/studentfinance)

## **CAREERS SERVICE**

- Information, advice and guidance on finding and applying for jobs, pre-apprenticeships & apprenticeships
- Discuss options for further or higher education.

You can book an appointment with the careers team via the Learner Services team, on e-campus or by contacting the team directly.

Email: [careers@sgscol.ac.uk](mailto:careers@sgscol.ac.uk)

**IF YOU ARE AGED OVER 19 YOU CAN ALSO ACCESS FREE INFORMATION, ADVICE AND GUIDANCE FROM THE NATIONAL CAREERS SERVICE.**

Phone: 0800 100 900

Go online: [www.nationalcareersservice.direct.gov.uk](http://www.nationalcareersservice.direct.gov.uk)

## **COUNSELLING SERVICE**

The College offers a free confidential counselling service. Refer yourself by speaking to your Learning Mentor, by scanning this QR Code or by email.

Email: [counsellor@sgscol.ac.uk](mailto:counsellor@sgscol.ac.uk)



## **MULTI-FAITH CHAPLAINCY**

Our Chaplain offers non-judgemental, impartial advice and guidance to both learners and staff. Everyone is welcome, from all faiths and none.

For more information contact: Javinder Singh  
0117 909 2278 / [javinder.singh@sgscol.ac.uk](mailto:javinder.singh@sgscol.ac.uk)

## **RELATIONSHIPS AND SEXUAL HEALTH**

The College operates a free, confidential sexual health & relationships service, which includes:

**FILTON AND WISE:** Please see your Learning Mentor

- C-Card registration and free condoms
- Information, advice and guidance
- Chlamydia Screening

**STROUD:** A Sexual Health Nurse is based at the campus every Tuesday, 10am - 2pm:

- C-Card registration and free condoms
- STI and Chlamydia Screening
- Emergency Contraception
- Pregnancy Testing
- Contraception – Pill / Injection / Implant
- Information, advice and guidance

## **SAFEGUARDING AND PREVENT**

The law states that as a college we have a duty of care to protect you from harm or danger, both inside and outside the College.

**IF YOU OR SOMEONE YOU KNOW IS AT RISK OF HARM OR COMMITTING HARM TO OTHERS PLEASE TALK TO YOUR LEARNING MENTOR, TUTOR OR ONE OF OUR SAFEGUARDING OFFICERS.**



## **BULLYING AND HARASSMENT**

At college you should feel safe at all times and be able to get on with your studies without being bullied or harassed by anyone.

**IF YOU OR SOMEONE YOU KNOW IS BEING  
BULLIED OR HARASSED  
PLEASE REPORT THIS TO YOUR TUTOR,  
LEARNING MENTOR,  
A SAFEGUARDING OFFICER,  
OR ANY OTHER TRUSTED MEMBER OF STAFF.**

You can also email: [anti-bullying@sgscol.ac.uk](mailto:anti-bullying@sgscol.ac.uk)

## **STUDENT UNION**

All students are automatically members of the Student Union:

- Be part of the student community
- Run by students for students
- Get involved in clubs, societies and events
- Organise your own club, society or event
- Help to run SU learner elections
- Receive discounts on a wide range of products and services including clothes, music and leisure using your NUS card

For more info contact: [su@sgscol.ac.uk](mailto:su@sgscol.ac.uk)

# KEEP FIT AT OUR CAMPUS GYMS

Both WISE and STROUD campuses have gyms with a range of training equipment. These gyms are open to all students at certain times of the day.

To find out more contact:

Ricky Massiah – ricky.massiah@sgscol.ac.uk

## SGS ACTIVE

Recreational sport and physical activity programme open to all students.

- Wide range of sports and activities
- For all abilities
- Across all campuses



From September 2016, SGS Active and Sports Academy will be opening a new multi-use space at Filton Campus; providing drop-in activities and fitness classes including Boxing, Zumba, Yoga and Circuit Training throughout the college week. For more information contact the SGS Active staff through Learner Services.

## **SMOKING**



**PLEASE NOTE SMOKING IS ONLY  
PERMITTED IN THE  
DESIGNATED AREAS,  
THIS INCLUDES E-CIGARETTES.**

## **FOOD**

There are food outlets at all our campuses.

**FREE BREAKFAST** is served at the main canteen on all campuses between 7:30 and 8:30am, Monday to Friday. You must show your lanyard to access this service.

## **TRANSPORT**

### **BUS ROUTES AND TIMES:**

[www.travelline.org.uk](http://www.travelline.org.uk) / 0800 2002233

[www.gloucestershire.gov.uk/schoolbustimes](http://www.gloucestershire.gov.uk/schoolbustimes)

[www.bristol.gov.uk/page/transport-and-streets/buses](http://www.bristol.gov.uk/page/transport-and-streets/buses)

### **FREE BUS:**

- From post code area BS15 & BS16, for details visit [www.sgscol.ac.uk/freebus](http://www.sgscol.ac.uk/freebus)
- Between WISE and FILTON campus, see Reception/Learner Services for a timetable

### **BIKE STORAGE:**

- High-security bike storage is provided at all campuses
- You will need your own D-lock to use the provided bike storage securely

# HEALTH AND SAFETY

It is important that you are safe while at college.

## FIRE AND EMERGENCY

If you discover a fire, activate the nearest fire alarm.

If you hear a fire alarm, please:

- Leave the building by the nearest exit, follow the green running man signs
- Do not stop to collect personal belongings
- Do not run
- Follow instructions given by your Tutor and any other member of staff
- Do not use the lift, unless specified in a PEEP
- Go to the Fire Assembly Point
- Do not enter the building until you are told
- Listen closely to the fire evacuation instructions in your induction, as they will be different at each campus

## PERSONAL EMERGENCY EGRESS PLAN - PEEP

- For people with a medical condition or disability that effects their ability to evacuate during an emergency
- For those that need a PEEP, they will be written during your induction period by your Tutor
- Temporary medical conditions, e.g. broken leg, please contact Learning Support to organise a temporary PEEP

## **ACCIDENTS**

- All accidents and 'near misses', however minor, must be reported to your Teacher/Tutor immediately
- A college First Aider will attend if required
- An accident report form will be completed
- Accident procedure will be explained further during your induction
- First Aid can also be obtained at reception

## **INCIDENTS**

- The College accepts no responsibility for the loss or damage of personal belongings whilst on the premises. Please ensure you have insurance in place to cover your personal belongings
- If something you own is damaged or stolen whilst you are in college, please report this to your Tutor immediately
- An incident report will be completed and staff will advise on how to proceed

# HEALTH AND HYGIENE

- Always wash your hands after you go to the toilet, if you've been working with any chemicals or substances & before eating food
- Always wear appropriate protective equipment when required
- Read/follow instructions carefully
- If in doubt, ask!!



# USEFUL CONTACTS

## GENERAL ENQUIRIES

FILTON switchboard: 0117 931 2121

WISE switchboard: 0117 919 2601

STROUD switchboard: 01453 763424

## MONEY

- Citizens Advice Bureau: 0870 121 2019  
[www.adviceguide.org](http://www.adviceguide.org)
- National Debt Helpline – 0800 808 4000

## HOUSING

- Shelterline emergency – 0800 808 4444
- 16-25 Independent People, Housing Advice  
0117 317 8800, select option 2  
Online [www.1625ip.co.uk](http://www.1625ip.co.uk)

## BENEFITS

- [www.gov.uk](http://www.gov.uk)

## POLICE

- Emergency Services: 999
- Local Police Enquiry: 101



## **MENTAL HEALTH AND WELLBEING**

- Childline: 0800 1111
- Samaritans: 0845 790 9090  
TEXT 07725909090
- Youngminds: [www.youngminds.org.uk](http://www.youngminds.org.uk)
- Mindfull: [www.mindfull.org](http://www.mindfull.org)
- Gloucestershire Self Harm Helpline  
(5pm to 10pm daily): 0808 801 0606  
[www.rethink.org/glosselfharm](http://www.rethink.org/glosselfharm)  
TEXT 07537 410022

## **TRAVEL**

- National Express: 08717 818181
- National Rail Enquiries: 0845 748 4950
- Stagecoach South West: 01452 418630
- Traveline: 0871 200 2233

## **CHILDCARE AND OTHER INFO**

- South Gloucestershire Children and Young People's Information Service: 01454 868008
- Bristol Children & Young People's Information Service: 01452 426565

## East Gloucestershire and Stroud College Level 2 (2014 – 2017)

The **College Charter** sets out the College's commitment to provide a learning environment where professional and vocational students can develop their skills and experience. The mission is to ensure that students receive the best value for the money and services, making it our commitment and our aim to be providing high quality, innovative, accessible education and training to a wide cross-section of local employment sectors. The **College Charter of Objectives** defines the College's strategic objectives for an outstanding learning experience.

**Academic Objectives** – Students are treated as individuals and are engaged in an educational programme that is age of 16.

### **Business, Innovation, Research and Innovation Objectives**

We are committed to providing world-class and awarding quality of experience for providing high quality products and support to help our students and clients. We are committed to following best practice.

### **We will**

- provide our staff with the opportunity to develop their professional skills, to ensure that professional practice skills continue to develop a high level and encourage students to participate where and whenever
- employ a high number of staff, high quality staff
- implement the innovation and research approaches to ensure that we provide the support, you need to successfully complete your programme of study
- ensure our staff, including staff and clients, are able to support our progression to further study or work
- ensure you have a long term development plan to help you with your career or to work with
- ensure that all our students are well

### **We will ensure:**

- a range of services to your education with it working together
- accurate information about the College, its courses, its training, facilities and staff costs
- a commitment to you, your achievement and your progression
- a range of services to ensure that you are successful in learning, your staff, staff and your progress
- support you to the College for an excellent experience. This would include and include staff, ensuring that progress, ensuring that you can continue your study and progress on the way you receive the support you need to ensure your development plan. If you are a student here, you will be supported and will bring back the

- a student learning programme will include a high quality learning, learning environment and support opportunities appropriate to the course and your needs
- provide a safe working through regular water-cooled and personal monitoring of you at work (1)
- opportunities to develop your knowledge and English and other skills (writing, writing, listening and information technology) if you are a full-time learner
- a range of assessments which allow clearly show you what you are doing and what you need to do when you are working from experience from requirements
- assessment which are based on evidence of your skills and knowledge and progress. Assessment of the course will be written (written tests)
- ongoing feedback on your progress to help you improve the quality of your work and support you with it
- regular progress and support with your assignments
- provide support and encouragement to help you through the course
- allow you to discuss your assignments and provide you with the support you need to help you with your work
- provide opportunities of your work to inform and guide the college the way the quality of your work through regular written and verbal feedback and the student's progress

#### What are the roles of staff?

- 1. provide a range of assessment that measure an assessment certificate
- 2. provide a certificate on course just
- 3. provide you with the best way to help improve your work and support you with it

If you have a question, suggestion or comment about your course, please email it to your tutor, subject teacher or learning leader. If you have a question, we should email it to the Head of Department. If the matter is not resolved, we should email it to the Head of School. You can also contact the Head of Department via email (head@school.ac.uk).

- 1. Writing a good course certificate
- 2. Writing a certificate on
- 3. Writing a good course certificate

From students, comments or suggestions can be made through submission of an assignment form. Submit it at different students at a time to

[head@school.ac.uk](mailto:head@school.ac.uk). For more information about our quality and standards, visit our 'Single Quality' page, made by Kelly, from Department, Supporting it. Comments from our students, feedback and suggestions are made from all students and the Quality Practice Review. To learn more about Quality Practice, visit the Quality Practice page on the college website [www.school.ac.uk](http://www.school.ac.uk).





**South Gloucestershire and Bristol College**  
**Group Media Partner Code of Conduct 2014 - 2017**

The **Group Media Partner Code of Conduct** sets out the College's national standard requirements in respect of our social media channels. These include Facebook, Twitter, LinkedIn and any other social media sites.

We welcome all staff who may be contacted by College partners that are:

- responsible for the safety and well-being of our staff
- of the interests and protection of all staff, including in retirement

**The College expects that our Partner:**

- understands its legal obligations to the public
- acts honestly about issues of financial affairs
- does not attempt to circumvent any contracts that are considered effective in relation to the College
- will not disclose the use of any of its or its partner's financial affairs or financial position or assets to anyone other than those authorised in writing or in accordance with financial contracts or agreed orders
- will ensure that it does not disclose confidential information or other information that is not in the public interest
- will ensure that it does not disclose any information of the College or that affects the College's Community

**Integrity:**

- always represent other people's interests as well as themselves as fully as the College allows
- will not be involved in any activities that are likely to conflict with the College
- will disclose any potential or existing conflicts of interest to the College's Group Media Partner Relations and Compliance Team and Finance and HR
- will ensure that any other partner or the College will be fully aware of any financial interest. This will include any other financial interests of yourself or other people that you might have or have in the future. The people will ensure that all such other interests are properly disclosed and approved.

I understand and agree to the Social Media Partner Code of Conduct outlined above. I guarantee that I will be honest and that, with my consent, my partner the Group Media Partner Relations and Compliance Team will be honest.

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

# NOTES



**sgs**

South Gloucestershire  
and Stroud College

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

Outstanding by standing out