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# COLLEGE HANDBOOK

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2017-18

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# 1. WELCOME TO SUNDERLAND COLLEGE

Welcome to Sunderland College and thank you for choosing to study with us. Whether you have just left school or are returning to education as an adult, our aim is to help you achieve your goals and future aspirations.

In order to succeed in this, we both need to play our part. We will offer you the highest standard of teaching, learning and work readiness skills to equip you for the future and at times we may challenge you if we do not believe that you are giving 100%.

Our staff are exceptionally passionate about everything that they do and this was recently recognised in our Ofsted Report (July 2016) with the inspection team commending staff for 'sharing their love of, and enthusiasm for, their subjects to lead lively and interesting sessions'.

The College will also provide you with a wide range of learning support services including well equipped Learning Centres and free Wi-Fi across our campuses as well as a range of personal support services including Welfare and Matrix Accredited Information, Advice and Guidance officers.

In return, we need you to recognise that at Sunderland College we strive to create a culture where all students, staff and visitors feel respected and valued. Therefore it is important that everyone understands the need to behave in a professional manner, this means attending all of your classes and being prepared for study.

We strive to continuously improve our services and therefore welcome and encourage your involvement in improving the Sunderland College experience. This can be done through discussions with a member of staff or by using our formal procedures.

Finally, I hope you enjoy your time here at Sunderland College and that by working together we can ensure that you achieve your goals and aspirations.

**Ellen Thinnesen, Principal**

## 2. THE COLLEGE'S PROMISE TO YOU

**We agree these promises with you in mind. They set out how we will work with our students, employers and the wider community:**

1. As a student, you can expect clear information, advice and guidance about the course and services we offer
2. As a student, you can expect a high quality teaching and learning experience
3. As a student, you can expect help and support to meet your individual needs to help you succeed
4. As a student, you can expect access to opportunities to participate and be heard
5. As a student, you can expect us to work with you to put things right, in the unlikely event that things go wrong
6. As an employer, you can expect to be able to send your employees on our courses or commission training on your premises
7. As a member of the local community, you can expect us to work in partnership to service the needs of the community

The College's values are at the heart of what we do, we aim to be inspiring, operate with integrity, adaptability, be innovative and professional. We expect everyone to behave in a safe, healthy, tolerant and responsible manner.

### 3. COLLEGE CALENDAR 2017-2018

#### AUTUMN TERM 2017

**Monday 4th September:** Teaching begins for 16-19 year olds

**W/C Monday 18th September:** Teaching begins for adult and Higher Education courses

**Monday 23rd October:** Half term break (one week)

**Friday 22nd December:** Last day of autumn term

#### SPRING TERM 2018

**Monday 8th January:** Term begins

**Monday 12th February:** Half term break (one week)

**Thursday 29th March:** Last day of spring term

#### SUMMER TERM 2018

**Monday 16th April:** Term begins

**Monday 28th May:** Half term break (one week)

**Friday 6th July:** End of summer term

## 4. ACCESS AND SUPPORT FOR DISABLED STUDENTS AND THOSE WITH DIFFICULTIES

We welcome students who have a disability and/or learning difficulty and will ensure, in line with a commitment to our Equality Duty, and the Equality Act (2010) that there is suitable access and appropriate support for students where necessary. Bede, St Peter's and Washington campuses have car parking spaces for disabled students and main college campuses have lift access to most upper floor areas. If, however, you have any difficulties with access and accommodation whilst at college please let us know and we will provide alternatives or arrange for assistance. To discuss your access and support needs please call **0191 511 6000** and ask for a Learning Support Coordinator or email [ls@sunderlandcollege.ac.uk](mailto:ls@sunderlandcollege.ac.uk), who can advise on the most appropriate access arrangements for you. You can also contact a Learning Support Coordinator for advice and support at any point during your time at college.

At each main college campus there is a Specialist Support Lecturer and Learning Support Coordinator available for advice on access and support.

For further information please call **0191 511 6000** and ask for Alyson Simpson, Administration Officer, Learning Support or email [alyson.simpson@sunderlandcollege.ac.uk](mailto:alyson.simpson@sunderlandcollege.ac.uk).

**A wide range of specialist support is available for students who need help, including those with:**

- learning difficulties and/or disabilities
- physical disabilities or mobility problems
- medical conditions
- vision impairments or hearing impaired
- specific learning difficulties e.g. dyslexia, mental health, ASD/Asperger's Syndrome
- emotional and/or behavioural difficulties

If you have a disability, learning difficulty and/or support need and wish to be involved in, and contribute to, wider college disability matters please do not hesitate to call **0191 511 6000** and ask for a Learning Support Coordinator - [ls@sunderlandcollege.ac.uk](mailto:ls@sunderlandcollege.ac.uk) or Alyson Simpson - [alyson.simpson@sunderlandcollege.ac.uk](mailto:alyson.simpson@sunderlandcollege.ac.uk).

Support is also available for students on Higher Education courses to make an application for Disabled Students Allowance (DSA).

Students in receipt of DSA may also in some cases be provided with support during their studies.

## 5. LEARNING SUPPORT

Many students need additional help so they can succeed in their chosen course of study. Learning Support (LS) can be provided to enable students with identified needs to progress and achieve in their studies whilst at college. All full-time and part-time students are entitled to LS on the basis of identified or declared need. Please do not hesitate to talk to your tutor/lecturer, at any point, if you feel you are having difficulties with your college work and you need support.

**On the basis of identified need there is a wide range of specialist support which can be provided, including:**

- specialist tutorial
- academic mentor support
- educational psychologist assessment/meetings
- personal care
- learning mentor support
- portable loop systems
- teaching materials in alternative formats e.g. Braille; large print; audiotape; specialist software
- help from communicators/readers
- access arrangements for examinations
- help with access and mobility

There is also a wide range of technology, software and material conversion available to assist students and more information or support with this can be provided by the Assistive Technology Technician for Learning Support.

If you would like more information about learning support please call and ask for Michael Hall or Alyson Simpson on **0191 511 6000**. Alternatively email [michael.hall@sunderlandcollege.ac.uk](mailto:michael.hall@sunderlandcollege.ac.uk), or email [alyson.simpson@sunderlandcollege.ac.uk](mailto:alyson.simpson@sunderlandcollege.ac.uk). It is important to do this as soon as possible so that appropriate support can be arranged.

## 6. STUDENT SERVICES

### 1. COUNSELLING

We offer an impartial and confidential counselling service to all students. Counselling gives an opportunity to talk over any matters causing concern and aims to help explore coping mechanisms and strategies.

#### **Concerns may include:**

- personal problems
- stress/panic attacks
- loneliness
- course difficulties
- relationships or family difficulties
- depression/anxiety
- trauma and crisis
- bereavement
- eating distresses
- self harm

Whatever problems our students face, talking with a trained counsellor can help. The counselling team will also be offering various support groups through the year, further information will be available on Moodle. The counsellors have an appointment system, so students can sign up at a convenient time and place. Students can ask at Reception to make an appointment. Alternatively students can call **0191 511 6000** to make an appointment.

## 2. CAREERS ADVICE AND GUIDANCE

The guidance service offers all prospective and current students free access to informal and impartial information, advice and guidance. Our team of Guidance Officers are professionally qualified and experienced practitioners. We aim to ensure that you receive the information, advice and guidance required to make informed decisions that will best help you achieve your goals. Access to the service is open to all and does not depend upon existing or future attendance at the College.

All requests for advice and guidance will be treated in a supportive and confidential manner. The guidance team actively adhere to all the College's policies, including Equality and Diversity.

### **You can obtain information, advice and guidance on the following:**

- Career course choice and career change
- Professional qualifications and training routes
- Support with individual research on progression opportunities
- Advice and guidance on gaining appropriate qualifications and experience to enhance employment prospects
- Current developments within education
- Graduate destinations and prospects
- Labour market information
- Job seeking skills, researching employment opportunities, producing a CV and interview techniques
- Help and support in making applications for entry to higher level study - employment, training and apprenticeships
- Help and support for entry to Higher Education through both full and part-time study

If appropriate, and with your consent, referral can be made to other internal and external services.

## HOW TO ACCESS THE GUIDANCE SERVICE

### Face to face appointments

If you wish to make an appointment with a Guidance Officer you can do so by contacting Information Services on **0191 511 6000** or call into a main reception at any campus.

### Telephone

To contact a member of our guidance team, please call **0191 511 6000** and enter one of the following extension numbers:

**Michael Wildish, ext. 04960**

[michael.wildish@sunderlandcollege.ac.uk](mailto:michael.wildish@sunderlandcollege.ac.uk)

**Graham McClelland, ext. 04979**

[graham.mcclelland@sunderlandcollege.ac.uk](mailto:graham.mcclelland@sunderlandcollege.ac.uk)

**Viv McDonald, ext. 03387**

[vivien.mcdonald@sunderlandcollege.ac.uk](mailto:vivien.mcdonald@sunderlandcollege.ac.uk)

**Deborah McHale, ext. 02414**

[deborah.mchale@sunderlandcollege.ac.uk](mailto:deborah.mchale@sunderlandcollege.ac.uk)

**Mark Ratcliff, ext. 03970**

[mark.ratcliff@sunderlandcollege.ac.uk](mailto:mark.ratcliff@sunderlandcollege.ac.uk)

### Email

We have a dedicated email message service - [guidance@sunderlandcollege.ac.uk](mailto:guidance@sunderlandcollege.ac.uk)

### You can contact us on the web

We offer a Live Chat service on our website throughout the week.

### 3. WELFARE AND FINANCIAL SUPPORT

For information about any of the support outlined in this section, please call **0191 511 6000** or call into Reception at any campus. Financial support application forms are available at any main reception.

#### 16-18 Bursary and Free Meals

Young people studying on a full time programme will be eligible to receive financial support from Sunderland College as follows.

#### TRANSPORT & ESSENTIAL KIT COSTS

Any student where the household income is less than £25,000 who lives more than ½ mile away from their campus of study, will receive travel support. Most students will either receive a Go North East Key Card or £30 per month for a Stagecoach VIP Megarider pass. Essential kit costs will also be paid for students eligible in this category.

Any student where the household income is more than £25,000 who lives more than 5 miles away from their main campus of study, will receive travel support. For most students this will be a Go North East Key Card.

or

#### GUARANTEED BURSARY

**A bursary worth £1,200 a year will be available to assist with travel and other costs, in the following circumstances where the young person is:**

- Living in Care or a Care Leaver
- Claiming Income Support or Universal Credit in their own right
- Claiming Employment and Support Allowance together with Personal Independence Payment or Disability Living Allowance in their own right

and

**Free meals will be issued to eligible students worth £2.41 per day for any student whose parent(s)/guardian(s) or themselves are in receipt of any of the following benefits:**

- Income Support
- Jobseekers Allowance (Income Based)
- Employment and Support Allowance (Income Related)
- Pension Credit (Minimum Guarantee)
- Support under part VI of the Immigration & Asylum Act 1999
- Child Tax Credit only, provided they have an annual income, as assessed by the Inland Revenue that does not exceed £16,190. (Claimants in receipt of Working Tax Credit together with Child Tax Credit are not eligible for meal support)

In addition, students eligible for free meals can also access a free breakfast at main College campuses, up to a value of £1 a day.

### **Financial Support for 19+**

Support is available to adult students who are studying on a course of further education who are in receipt of a means tested benefit or with a household income of less than £16,190. If your course is funded through an Advanced Learner Loan then your application cannot be processed until your Tuition Fee Loan status is 'Approved'.

Support for Asylum Seekers will be made in the form of vouchers and students should be attending their nearest education institute for their study.

Support towards travel costs is available for those who live more than ½ mile from their campus of study. Students may also receive support towards any essential kit/books & equipment. Students aged 19-20 who are studying full time who are financially dependent on parents may also qualify for a grant.

## **Studying on a Higher Education Course**

Advice and support is available to Higher Education students relating to applying for Student Loans, Tuition Fee Support, Hardship Funds and part-time financial support arrangements. Students can also receive advice on money management and dealing with debts. For further information call **0191 511 6000**.

Students with disabilities may also be able to apply for a Disabled Students Allowance (DSA).

## **Higher Education Travel Bursary**

The Sunderland College Bursary provides free Term Time travel within Tyne and Wear. The voucher is valid for the academic year (excluding Christmas and Easter holiday periods) which is September 2017 to July 2018.

The voucher will be issued to you when you enrol to start your course, and it can then be exchanged for a travel ticket to be used on a wide range of public transport routes across the North East region. You can travel for free across the whole Nexus Metro system, most buses, the Shields Ferry, and on Northern rail services between Sunderland and Blaydon. You can also travel for free on Arriva and Go North East buses on other routes across the rest of the North East region.

## **Who is eligible?**

This bursary is available for all new and continuing 'home' students joining a Full Time Higher Education Course in 2017. 'Home' students are those who have been ordinarily resident in the UK for three years prior to the start of their course.

## 4. CHILDCARE

### Care to Learn

If you are under 20 years of age help is available to cover most childcare costs through the Care to Learn scheme. Please call the Care to Learn Helpline on **0800 121 8989** for further information or contact the Welfare Team on **0191 511 6000**.

### Childcare Support - Over 20s

Any further education student who is 20 or over and in receipt of a means tested benefit will receive financial support towards their childcare costs which is paid directly to the childcare provider based on a standard hourly rate.

For further information about childcare support please call **0191 511 6000** or call into Reception at any campus.

## DEDICATED UNIVERSITY OF SUNDERLAND SUPPORT DURING YOUR STUDIES

Students who are studying a University of Sunderland programme at the College will have support from a dedicated University of Sunderland Partnership Liaison Team.

Based at the College in a University of Sunderland branded Gateway Room, your Partnership Liaison Team will be your first point of contact for any University of Sunderland queries that you may have. The team can help with queries in relation to fees and financial support – including the University's Scholarship and Student Support Fund schemes. They can also highlight the wide range of University of Sunderland resources and opportunities that are available to you during your studies. Once you have finished your studies, your Partnership Liaison Team can also provide advice and guidance on progression opportunities at the University of Sunderland.

If you would like to speak to a member of the team, then please contact them on:

### **Caroline Finnon**

[unisupport.sundcoll@sunderland.ac.uk](mailto:unisupport.sundcoll@sunderland.ac.uk)

T: **0191 511 6000 ext. 04227**

M: **0774 833 4837**

### **Gillian Heslop**

[unisupport.sundcoll@sunderland.ac.uk](mailto:unisupport.sundcoll@sunderland.ac.uk)

T: **0191 511 6000 ext. 04666**

M: **0774 833 4752**

## Studying Whilst on Benefits

The College has trained and experienced staff who are available to advise about studying whilst unemployed. Advice is available about the College's Fee Policy, hours of study, clarification of the Jobseekers' Allowance regulations, and we can also give guidance on the possible effects of studying whilst on a disability benefit. For further information call **0191 511 6000**.

## Problems Living at Home (Estrangement)

Support is available for any students aged 16-18 who find themselves facing accommodation difficulties for personal reasons. Guidance is available on all aspects of welfare benefits and other entitlements. Students should talk to their tutor first to find out more information about support available within college.

## University of Sunderland Higher Education Scholarships

If you are studying a University of Sunderland programme at the College, you may be eligible for one of the University of Sunderland's generous scholarship packages.

For further information contact your University of Sunderland Partnership Liaison Team:

Caroline Finnon  
unisupport.sundcoll@sunderland.ac.uk  
Tel: **0191 511 6000 ext. 04227**  
M: **0774 833 4837**

Gillian Heslop  
unisupport.sundcoll@sunderland.ac.uk  
T: **0191 511 6000 ext. 04666**  
M: **0774 833 4752**

Or visit: [www.sunderland.ac.uk/ug/feesandfunding/sunderlandscholarships201617/](http://www.sunderland.ac.uk/ug/feesandfunding/sunderlandscholarships201617/)

## 5. COLLEGE HEALTH PROVISION

### College nursing provision

College nurses can offer information and advice:

- confidential services
- smoking brief intervention
- c-card registration
- weight management
- drugs and alcohol
- relationships and sexual health
- emotional health and wellbeing

Contact the nurses directly on **0191 511 6000**. Further information about their availability will be on display around college and also on Moodle.

### Other Health Related Information

Throughout the academic year the College will have various agencies within college to cover other aspects of health related information from Chlamydia screening sessions to drug and alcohol awareness.

## 7. SUPPORTING YOUR STUDIES

### YOUR LEARNING CENTRES

Our friendly, helpful team is here to help you make the most of your time at college. As a student you have full and automatic access to all the services provided at each of our four Learning Centres.

### WHO CAN HELP ME GET THE BEST OUT OF THE LEARNING CENTRES?

If you want to find a book, need help with computers and Wi-Fi access or advice on compiling a bibliography to study effectively - we're here to help! We provide places for you to study and assistance accessing online resources. All our staff are trained to help you - all you have to do is ask!

### WHAT DO WE OFFER?

- comfortable places for individual and group study
- resources for your assignments: books and ebooks, ejournals and other online resources
- computers (and Wi-Fi access if you have a mobile device)
- access to and help with your online learning environment (Moodle)
- printing, photocopying and scanning facilities
- help sheets and support for all aspects of study and research

### HOW DO I FIND WHAT I'M LOOKING FOR?

You can search for books, ebooks and other resources via our online library catalogue ([library.sunderlandcollege.ac.uk](http://library.sunderlandcollege.ac.uk)) available as a link on both the College's website and on Moodle; you can also renew and request books. Our team can help you find all the books, websites and articles you need for your programme of study.

## MOODLE - HELPING YOU STUDY, KEEPING YOU UP TO DATE!

As a student you have automatic access to Moodle - your online learning environment - right from the start of your course. Moodle contains your student intranet, giving you a wealth of information to help you while you're a student at college.

Moodle is also a tool to help you learn and to communicate with your lecturers and fellow students. Your course sites will typically contain lecture notes and presentations, discussion areas, online tests for you to check your learning and places for you to submit your assignments.

You can access Moodle from any internet-enabled computer or from a browser on your smartphone or tablet. Use it while studying in your Learning Centre and access it at home - it's always available to help you learn.

## CAN I GET HELP WITH INFORMATION TECHNOLOGY?

As part of your course you may have to use resources on Moodle, carry out research using ebooks, communicate your ideas in online forums or use voting systems in the classroom. Don't worry if you are new to any of these tools - there's plenty of help available - right here in your Learning Centre!

If you would like more information or support when using Moodle or IT in general, please contact one of our Learning Technologists on **0191 511 6000**, or email [tlc.lt@sunderlandcollege.ac.uk](mailto:tlc.lt@sunderlandcollege.ac.uk).

Alternatively, ask for Gerard Elder who will be happy to help you with your enquiries.

For any IT related queries, you can contact the ICT Service Desk, either by phone on **0191 511 6033** or by email at [service.desk@sunderlandcollege.ac.uk](mailto:service.desk@sunderlandcollege.ac.uk). You can also make contact through your lecturers, or in person in any of the College's Learning Centres, where the ICT Officers are based.

## WORRIED ABOUT COPYRIGHT OR PLAGIARISM?

Try our award-winning tutorial - How to Copy Right! You will also have access to software called Turnitin that can help you avoid plagiarism in your coursework and assignments.

## CAN I MAKE SUGGESTIONS FOR IMPROVEMENTS?

Yes, your views are very important to us. The Have Your Say section of the Moodle top menu contains links to all the different ways you can make suggestions on how we can improve the College.

In your Learning Centre you can fill in comments slips, complete a textbook recommendation slip, attend one of our termly focus groups or just come and talk to us at any time. We are delighted to hear about it when we get things right and we are always looking for ways to improve.

## WHAT DO YOU EXPECT FROM ME?

**We expect you to:**

- treat others with respect and consideration
- treat the facilities with respect
- ensure that you don't disrupt the work of other students
- always follow our Acceptable Use Policy when using computers (available on Moodle)

## HOW CAN I FIND OUT MORE?

- visit the Learning Centre pages on Moodle
- follow us on Twitter [www.twitter.com/SC\\_LRC](http://www.twitter.com/SC_LRC)
- come in to your Learning Centre and chat with the staff - we're happy to answer any questions you might have

## WHAT ARE THE OPENING TIMES AND CONTACT DETAILS FOR THE LEARNING CENTRES?

All our centres are open for the core hours of 8.30am - 5.00pm Monday to Friday during term-time. Individual centres are open beyond these hours according to the needs of the curriculum. You can check the library catalogue ([library.sunderlandcollege.ac.uk](http://library.sunderlandcollege.ac.uk)) for up-to-date opening times for each campus.

The Learning Centre at Bede Campus is open from 9.00am - 4.00pm Monday - Friday, if you wish to access resources or need a place to study during vacation time.

### CONTACT DETAILS:

To contact our Learning Centres please call **0191 511 6000**, alternatively send an email to the addresses below:

- Bede Campus Learning Centre, [belc@sunderlandcollege.ac.uk](mailto:belc@sunderlandcollege.ac.uk)
- City Campus Learning Centre, [hclc@sunderlandcollege.ac.uk](mailto:hclc@sunderlandcollege.ac.uk)
- St Peter's Campus Learning Centre, [spkc@sunderlandcollege.ac.uk](mailto:spkc@sunderlandcollege.ac.uk)
- Washington Campus Learning Centre, [uslc@sunderlandcollege.ac.uk](mailto:uslc@sunderlandcollege.ac.uk)

Our Learning Centres are committed to making our services accessible for all. Please let us know if there is anything we can do to make our services more accessible to you.

## 8. CAREERS, WORK EXPERIENCE AND UCAS APPLICATION

Careers advice is available to all students across the College. This is undertaken by Progression Tutors working with the College Guidance Team.

A careers library is available in each campus containing information on higher education, grants, sponsorships, employment, voluntary work, job hunting techniques and much more. A wide range of careers computer packages are available in each Learning Centre.

The College guidance team is actively involved in personal development sessions with students, to provide up-to-date information, so that realistic decisions can be made about employment, training and higher education.

In addition, Sunderland College have our own internal recruitment and employability service which is open to all students, in the form of Reed NCFE. The staff from Reed NCFE offer drop in sessions, and can assist students with CV writing, job searching, and interview techniques, whilst also offering some exclusive work placements and part-time job opportunities to our current students.

Work Experience will be an integral part of many students' study programmes at Sunderland College. Students will be able to develop employability skills which will support their successful progression to future employment. College staff will explain to you any arrangements for work experience and provide you with access to information about this requirement, especially regarding Health and Safety issues. Local employers also visit the College campuses to give talks to students.

Assistance with higher education research and applications is a key part of the College personal development programme system for full-time students, and can be accessed, through lecturers, by part-time students: Guidance staff also provide 'drop-in' sessions for advice on higher education issues and assistance with UCAS applications. Local universities also visit the college to support with this process.

## 9. PROGRESS REVIEWS AND TARGET SETTING FOR 16-18 YEAR OLDS

All 16-18 year old full-time students will be set targets for their academic performance at the beginning of their course. These targets are expressed as Target Grades (TGs) which are based on your previous academic results (usually at GCSE or equivalent). Your actual performance is reviewed against target, at least once a term, over the length of the course to ensure that you are achieving your full potential.

Progress review information is used to support you in maximising your achievement across all areas of your programme of study.

Parents may be contacted by text/telephone and/or email about your progress. The final Progress Review in the Summer Term is to help and support with your progression within College or next steps into, for example, Higher Education or employment. It is important that you work hard to meet and exceed your targets.

## 10. THE STUDENT CODE OF CONDUCT

As a student at the College, we believe that you are entitled to a quality service. You also have certain rights and responsibilities. You can also ask your Progression Tutor/Lecturer to give you this information. We expect you to share in the responsibility of creating an environment in which everyone can learn and enjoy their time here, staff as well as students, and that we can all work together in safety.

We must at all times show considerate behaviour to all members of the College, reflecting College Values, as outlined in the College's practices and procedures.

You are expected to notify the College without delay if you change your name or address. Forms are available from reception desks and should be countersigned by a member of staff. If you are a student aged 16-18 whose parents are separated or divorced, you should expect that the College will provide information to the parent/guardian at the address given on your enrolment form.

If you wish to discuss any other arrangement, please speak to your Progression Tutor.

If you misplace any of your belongings whilst you are on college premises, please speak to reception staff. All lost property is to be handed in at reception at your college campus and it will be kept there for a minimum of six weeks before it is disposed of.

### As a student of Sunderland College you agree to:

- be on time and prepared for all lessons and only use mobile phones for learning purposes and at the request of your teacher
- take ownership of your learning and review progress regularly with College staff
- behave and dress appropriately and show consideration for others
- access any support that is offered
- work to meet all agreed deadlines and targets set
- follow all health and safety instructions and only smoke where permitted
- treat others with respect; offensive behaviour or language is not acceptable
- wear your ID badge at all times and show staff when asked

All full-time students are asked to sign a Student Contract between themselves and the College, which lists the commitments of both parties.

### ABSENCES

For a student to reach their full potential, high levels of attendance and punctuality are essential. If you are absent for any reason you should contact the College on **0191 511 6000**. For full-time students, prolonged or repeated absences may require the production of written evidence e.g. doctor's certificate.

**Please note that students with attendance below 90% and poor punctuality will have their position on their student programme reviewed and may:**

- be issued with a formal, written warning
- leave their programme/college course
- repay any grants, loans or financial support received
- pay tuition/examination fees
- be responsible for repayment of concessionary travel

More information about disciplinary procedures will be supplied to all full-time students at induction and will be available on Moodle.

## SMOKING AND MOBILE PHONES

### Smoking

The College supports the legislation which bans smoking in public places and as such, no smoking is allowed inside any of the College buildings.

Smoking on all of our campuses is strictly restricted to the designated smoking areas. This includes electronic cigarettes.

Advice and support is available for those who wish to cease smoking, ask your Progression Tutor for details.

### Mobile phones

Mobile phones should only be used in class at the request of your teacher, for learning purposes.

## 11. SAFEGUARDING AND HEALTH AND SAFETY

### SAFEGUARDING

Sunderland College is a diverse environment. At most of the College campuses there are a large number of students under the age of 18 for whom the College has a duty of care. Adult students are asked to consider this when socially interacting with under 18s and ensure the appropriateness of their behaviour at all times.

Some students may experience personal difficulties of a safeguarding nature whilst on their course. The College has designated staff to deal with safeguarding issues - these staff can be contacted via Student Services or by contacting main reception.

Alternatively please call **0191 511 6000** and ask for Rachel Wiles for further information.

You can report a safeguarding concern to a member of staff or through the 'stay safe' icon on Moodle.

The College will take any reasonable action to ensure the safety of its students. In cases where the College has reason to be concerned that a young person may be subject to significant harm, ill-treatment neglect or other forms of abuse, designated staff have no alternative but to follow Sunderland Safeguarding Children Board Procedures and inform Children Services Social Care of their concern.

It is not appropriate for children/babies to be allowed within a classroom setting or to attend whilst students undertake academic assessments/studies within college. We have a duty of care to consider the health and safety implications of children on the premises, together with other potential safeguarding concerns.

The College prides itself on being a safe environment for all and with the support of staff and students alike we can continue to remain a safe and positive place to study.

## PREVENT STRATEGY

This government strategy is about preventing terrorism and individuals becoming terrorists. A key message from the police in 'if you suspect it, report it' If you have any concerns about something you may have observed or an individual, then please speak with a member of the safeguarding team. Alternatively you can report a prevent concern through the 'stay safe' icon on Moodle.

## HEALTH AND SAFETY

The College recognises its responsibilities for providing a safe and healthy working environment for all who use its facilities. Our full-time Health and Safety Manager, Eddie Cairns, is available to advise both staff and students on specific matters of health, safety and welfare.

## ENVIRONMENTAL AWARENESS

The College is committed to understanding and managing environmental, social and economic impacts and to the prevention of pollution associated with our activities.

The College has identified that it has a responsibility to its students, staff and suppliers around increasing awareness of their environmental impacts. The College is committed to improving this awareness.

### **We ask ALL students:**

- to take reasonable care for the health and safety of themselves and others
- to co-operate with the College by following health and safety procedures and instructions
- to respect, and not abuse, misuse, vandalise or deface, fire alarm points, fire extinguishers, first aid boxes and appropriate notices and signage
- in the event of the fire alarm sounding, to make their way directly to the designated assembly point for their area
- to report all accidents, however minor, to a member of staff immediately. Trained first aid staff and medical rooms are available
- to respect speed limitations and traffic systems when driving motor vehicles in college grounds and to park only in marked bays
- to inform their progression tutor (in confidence) of any medical needs, or any condition which might require special or emergency action
- to note that they are not permitted to smoke on college premises, except in designated smoking areas. This also applies to the use of electronic cigarettes

## SOCIAL NETWORKING

As more and more people use social networking sites such as Facebook, Instagram, Twitter and YouTube for educational, communication, personal use and other purposes, the lines between educational and personal networking are becoming blurred.

Social networking sites like Facebook and Instagram allow users to create personal websites and post personal information about themselves, their employer, marital status, friends, outside interests and hobbies as well as photographs and real time 'status' updates. The College does allow students to access social networking sites whilst on the premises but the times and locations from where a student can do so are limited.

While we support (and encourage) our students to develop their own voice and opinions, and to share them through social media platforms where appropriate, we remind them to do so responsibly. With every post on social media, students open themselves up to scrutiny, and may well see their posts shared by peers, meaning they can very quickly lose control of who their audience is. Students should therefore be considerate of the content they choose to post or share. Students are asked not to post or distribute content considered to be offensive, that may bring the college into disrepute, or that otherwise misuses social media, whether on college premises or not. Misuse of social media will be subject to college's usual disciplinary procedures.

College staff should not accept friend requests from students via social networking sites so please do not put them in a difficult position by asking as they would have to decline.

Cyber-bullying via social media is increasing among young people. The College will support any student who is being subjected to bullying and we would ask students to remember that they can block individuals who may be offensive or otherwise via social media.

You can report a safeguarding or bullying concern through the 'stay safe' icon on Moodle.

## 12. EQUALITY AND DIVERSITY

Sunderland College wishes to advance, celebrate and respect equality and diversity amongst its students, staff and those who access and use its facilities. The College, in actively seeking to promote social cohesion and harmony, will welcome and support individuals with a wide range of backgrounds, abilities, religions and cultures. All such individuals will be treated with respect and dignity and will be offered a positive working and learning environment, free from discrimination, victimisation and harassment. The College is implementing, evaluating and monitoring activity across all protected characteristics of the Equality Act 2010, and assessing the impact of its policies and procedures on minority groups. If you feel you are a victim of harassment, discrimination or victimisation from another person or persons tell a member of staff or a friend and report the matter to any teaching member of staff.

The College has published an Equality and Diversity Policy. The College also publishes an annual report to capture progress on its equality objectives and to illustrate the various ways in which it celebrates the progress of equality and diversity.

Delivering equality is the key feature of Sunderland College's overall commitment to equality objectives and a key aspect of the wider social responsibility the College accepts as a major public service institution for the city and its citizens. The College is concerned to work within the spirit of the framework of relevant legislation by seeking to create an environment in which members of the community have access to its courses and facilities. For further information contact Student Services, Learning Centre or Reception Desk.

Equality is about creating a fairer society, where everyone can participate and has the opportunity to fulfil their potential. It is about identifying patterns of experience based on group identity, and the challenging processes that limit individual's 'potential' health and life chances.

An equalities approach understands that our social identity - in terms of gender, race, disability, age, social class, sexuality and religion - will impact on our life experiences.

Diversity literally means difference. When it is used as a contrast or addition to equality, it is about recognising individual as well as group differences, treating people as individuals, and placing positive value on diversity in the community and in the College.

## WHY IS EQUALITY AND DIVERSITY IMPORTANT?

We live in an increasingly diverse society and need to be able to respond appropriately and sensitively to this diversity. Students in the College setting will reflect this diversity around gender, race and ethnicity, disability, religion, sexuality, class and age.

The College believes that successful implementation of equality and diversity in all aspects of college life ensures that staff and students are valued, motivated and treated fairly. We believe that all forms of discrimination are unacceptable.

## OUR PUBLICATIONS

We would encourage you to read the College's Equality and Diversity Policy. Simply by reading it (and recommending it to others) we are raising awareness of these issues that are vital to us all. Speak to your progression tutor to locate it and if you have any questions or difficulties.

## 13. ICT IN THE COLLEGE

Whatever your area of study, you will have access to the IT facilities at the College to support you in your learning. We have more than 3000 workstations across our four main campuses.

When you enrol, you will be given access to a number of College ICT resources. Use of the College IT facilities is subject to the Acceptable Use Policy and to UK law. Access may be withdrawn and/or disciplinary measures taken if misuse occurs. All of the College's official guidelines and procedures are available on Moodle.

### A COLLEGE NETWORK ACCOUNT

This will give you access to the computer systems where you can store your college work.

**Login:** Your Student ID number (printed on your ID card)

**Password:** Initially, your date of birth - ddmmyyyy (which you should reset to make it more secure).

This will give you access to your personal network storage (the G Drive - 1Gb), but depending on your course, you can have up to 8Gb of storage on the College network. You will also have access to file storage via your Office 365 email account (see below).

The use of portable storage devices is permitted, but it is advised that these are only ever used for transporting data and not as primary storage devices, as the College cannot be held responsible for loss or damage to these devices.

If your course requires access to specialist software this will be made available to you.

## ACCESS TO OUR MOODLE SYSTEM

Moodle is an easy to use web-based environment that gives you access to a range of online learning materials, user guides, information and links to resources, which will help you with your studies. Access to Moodle is available on and off campus. See section 7 for more information on Moodle, page 20.

## WI-FI ACCESS

Your college network login will also allow you to connect to our free Wi-Fi system; the “green” network, which is available throughout the College. Internet access within the College is filtered and monitored, meaning that some sites that are deemed unsuitable or unacceptable by the College may be blocked.

You will need to log in to the College network via your device’s internet browser to use the Wi-Fi.

*Please Note: You must have first activated your college network account by logging into a College computer at least once before you can use the Wi-Fi.*

The College’s Wi-Fi also allows you to use your own wireless device (e.g. laptop, tablet or mobile phone).

## A COLLEGE EMAIL ACCOUNT

You will be issued with a Microsoft Office 365 email account which will be the College's primary method of communication with you, so you need to monitor this account throughout your studies.

Private use of this email account is allowed and if you wish to do so, you may forward all your emails on to a personal email account. Instructions on how to do this can be found on Moodle.

You can access your email via Moodle, or from [www.outlook.com/my.sunderlandcollege.ac.uk](http://www.outlook.com/my.sunderlandcollege.ac.uk)

**Email Account:** "YourStudentNumber"@my.sunderlandcollege.ac.uk

**Password:** (your College network account password)

Your Office 365 account gives you access to a further of storage space on your own Microsoft OneDrive and access to Office365 online, where you can make use of online versions of Office applications, such as Word, Excel, etc. You can also take advantage of the College's agreements to run the latest version of Microsoft Office on your home computer whilst you are a student at the College - full details can be found on Moodle.

## ACCESS TO PRINTING

You have access to smart card multi-functional photocopiers that you can use to print, photocopy and scan to email in College; these are available in all Learning Centres, as well as accessible areas throughout each College campus. Each computer suite also has its own dedicated printer.

You are allocated £10 printing credit per term, any unused credit will be carried over between terms but is not carried over into subsequent academic years.

### Print and Copy Charges

All printing and copying is on a prepaid printer credit system and chargeable at the following rates;

	PRINTING	COPYING
Colour	10p per side	25p per side
Black and White	3p per side	3p per side

If you have any problems with printing and copying please talk to a member of our Learning Centre or IT Support staff who will be happy to help.

If you run out of credit you can pay to top-up your balance at any College Learning Centre or Reception (subject to a minimum top-up of £2.50) and if you are in receipt of a College bursary you may also apply to our Welfare Team for additional credit.

## 14. IT ACCEPTABLE USE POLICY (SHORT VERSION)

Acceptable use is defined as activities that are in line with the expectations of a user's role at the College. In relation to students this includes undertaking activities related to their programmes of study or associated activities.

### UNACCEPTABLE USE

**Unacceptable use is defined as any action that is in violation of the law, any part of this policy or any other College policy. Examples include (but are not limited to):**

- Engaging in activities that negatively reflect upon or discredit the reputation of the user and/or the College
- Engaging in activities for personal commercial purposes
- Engaging in online gambling
- Unauthorised distribution of commercially sensitive materials and/or any confidential information about the College, its staff or students
- Inappropriate or unauthorised access to College devices, systems, services and data
- Impersonating (or attempting to impersonate) another user for the purposes of accessing devices, systems, services and data or sending emails in another's name
- Sharing usernames and/or passwords with other staff, students or members of the public
- Bypassing (or attempting to bypass) security or filtering measures
- Incurring costs or charges not related to Acceptable Use

- Installing or running unapproved/unlicensed software or installation of unapproved hardware
- Violating agreed hardware or software licenses/terms and conditions
- Activities that negatively impact upon IT resources or have a detrimental effect on the performance of devices, systems and services
- Downloading or exchanging of software or any other non-college related files (including video or audio materials) for personal use
- Damage or loss caused by intentional, careless or reckless actions

**Unacceptable use also includes the creation, distribution, retrieval, access, printing or transmission of graphical and/or textual information relating to material which is:**

- An infringement of copyright or licensing laws
- Pornographic, obscene or indecent
- Supportive of terrorism or related activities
- Offensive or discriminatory as defined by Safeguarding and Equality and Diversity legislation and policies
- Likely to cause annoyance, inconvenience or unnecessary anxiety (including unsolicited mass mailing, chain letter messages etc)
- Otherwise prohibited by law, regulation or policy

## PERSONAL USE

**Personal use of internet, email and other systems is permitted, provided such personal use:**

- Does not interfere with your programme of study
- Does not commit the College to any marginal costs
- Is not in violation of the law; and
- Complies with all other College policies

The College may restrict or prevent access to certain internet sites if the College considers personal use to be excessive.

## USE OF THE INTERNET

Users should not access any web page or download any image, document or other file from the internet which could be regarded as illegal, offensive, in bad taste or immoral. Even web content legal in the UK may be in sufficient bad taste to fall within this prohibition.

## ACCESS TO YOUR DATA AND FILES

Where there is a suspected or proven breach of any part of this or any other College policy, devices, records and data related to users can be accessed and retrieved as part of pre-investigative or investigative processes.

## BREACH OF THE POLICY

If a student is suspected of breaching this policy or behaves in a manner which is deemed to be unacceptable in relation to their IT use, they will be subjected to the relevant disciplinary process.

## FULL VERSION OF THIS POLICY

A detailed version of this policy is available on the College Website and Moodle.

## 15. DATA PROTECTION

The College collects information about all its staff and students for various administrative, academic and health and safety reasons. We cannot operate effectively without processing information about you and we have asked for you to consent to this process via your signature on the Learning Agreement (Enrolment Form). It is your responsibility to inform the College if your personal data (i.e. name, address, etc.) changes from that shown on your original Learning Agreement.

More information about how the College ensures the safety of your personal data, how you can access your data, how long we keep it and how it is safely disposed of, can be found in the College Data Protection Policy at [sunderlandcollege.ac.uk](http://sunderlandcollege.ac.uk).

Enquiries about data protection should be directed to Margaret Ridge, Data Controller, Bede Campus, **0191 511 6000**, [margaret.ridge@sunderlandcollege.ac.uk](mailto:margaret.ridge@sunderlandcollege.ac.uk).

## 16. EXAMINATION DEPARTMENT

The Examination Department is based at both Bede and City Campuses. At each campus there is an Examinations Notice Board where we will post important information for you during the year. If we need to contact you individually, we will use your college email address. When taking your exams you will be expected to attend the session at the specified time and you also need to bring any necessary equipment with you e.g. black pen, ruler, calculator etc.

### EXAM FEES AND RESITS

In most cases, your initial exam fee is free or included in the course fee for each qualification you are taking.

- 16-18 students are entitled to one free re-sit and thereafter will be required to pay for any additional re-sits
- 19+ students are required to pay for all re-sits irrespective of employment status

Entries may not be processed until fees are received.

## EXAM ACCESS ARRANGEMENTS (EAAS)

The Examination and Learning Support Departments always ensure, when they are made aware of your needs that any Access Arrangements you may need, to prevent you from being disadvantaged in your exams, are put in place for you. Students with learning difficulties and/or disabilities may, following appropriate assessment by the College's Specialist Assessor, qualify for EAAs. These may take the form of extra time, reader or other arrangements as necessary. In some cases, e.g. requesting a separate room because of anxiety etc. medical evidence will need to be provided by you. It is important that you inform your tutor/ teacher as early as possible if you received exam arrangements at school as you will probably need to be reassessed in college. There will be up to date information about the Exam Access Arrangements process on the student Moodle site.

If you need to speak to someone in the exams department please contact Susan Thompson on **0191 511 6000 ext. 00654**.

## ACCESS TO EXTERNAL EXAMINER REPORTS FOR HIGHER EDUCATION STUDENTS

The College feels it is important that higher education students have access to external examiner reports for their programme of study. This access enables students to read annually produced awarding body reports that are written by external examiners which review college and university higher education programmes. To access an external examiner report, you will need to contact your departmental HE Student Ambassador who will explain the procedure for access and then arrange for the report to be made available to you to read.

## 17. ENRICHMENT

**Sunderland College isn't just about learning - it is about wider participation in enrichment opportunities.**

There are many enrichment activities you can do throughout your time with us - providing you with opportunities to develop your skills and interests as well as extra-curricular information to pack your C.V. and UCAS application with.

You may be off timetable at times to provide you with ample opportunity to take part in sports activities and representative sport. The most popular activities include Football, 5 'A' side leagues, Basketball and Netball. You will also get the opportunity to take part in other enrichment activities at various times such as enterprise and volunteering opportunities plus student councils.

There will be lots of fun activities to do from Christmas Crafts to Table Tennis tournaments. A full list of activities will be available in your common room.

A lot of the events and activities that students participate in are heavily subsidised by the College but we do expect students to contribute for some activities.

## 18. REFECTORIES AND CAFÉS

All campuses have food outlets which offer a range of hot and cold meals and snacks. The College supports and promotes healthy eating and our food offer reflects this.

A varied menu offer is available, some of which are suitable for vegetarians. If you have a special dietary need, have a food intolerance or allergy please speak to the campus chef who will, if possible, prepare food to match your requirements.

Details of outlet opening times and menu offer are published at each campus outlet.

Food outlets at Bede Campus are; a refectory, a coffee shop located in Headways building and a Starbucks coffee shop located in the Arts Academy. At Washington there is a refectory which has a Costa coffee outlet. At St Peter's Campus there is a refectory. City Campus has a coffee shop selling a range of hot and cold snacks.

The College operates a cashless catering system via the student ID card. The cashless system is a convenient and quick method of paying for refreshments, reducing queuing times and improving service. Revaluation machines are located at each campus to top up cards or payment can be made online via [sunderlandcollege.ac.uk/paynow](http://sunderlandcollege.ac.uk/paynow)

It is recommended students use the cashless system in order to maintain a flow through the refectories at busy times.

## 19. STUDENTS' UNION (SU) AND STUDENT REPRESENTATION

As a Sunderland College student you are automatically a Students' Union member. Membership entitles you to purchase a National Union of Students (NUS) Extra Card which gives you access to special rates and discounts for many high street stores, cinemas, entertainment venues and websites. You can purchase an NUS Extra card by going online at [www.nusextra.co.uk](http://www.nusextra.co.uk).

You can get involved in campus-based representation through your own Student Council. Elections are usually held within the first few weeks of term. Student Councils are democratic and member-led - they provide cultural and recreational support and representation for the student body at each campus. All student reps will receive training and support.

## 20. COMMENTS AND COMPLAINTS ABOUT THE COLLEGE

The College welcomes, and will respond to, any comments on the services it offers to students. We have many ways you can have your say: course representatives and committees, student councils, student surveys (including FE choices), and the formal complaints procedure.

We hope that you will have no need to complain, but, should you wish to do so, we ask you, in the first instance, to try to talk over the issue with an appropriate member of staff to find an informal way to resolve the problem. You could approach your Progression Tutor, Lecturer, Student Services Manager or Welfare Officer. They can be contacted through reception or by calling the switchboard.

**If this informal approach does not resolve the matter to your satisfaction, you may wish to make a formal written complaint. This complaint, which may be handed in to any reception or information desk, should be addressed to the Director of Quality, Teaching, Learning and Assessment, who will allocate an appropriate Senior Manager to investigate.**

Your complaint will be acknowledged in two working days and, within ten working days, you will be given an indication of how your complaint is being addressed and when you might expect to receive our detailed response. Any appeals should be addressed to the Assistant Principal, Student and Customer Experience.

Higher Education students on university franchised courses should also consult the relevant section of the university handbook.

If you are not satisfied with our response, you may wish to take your complaint to the Education Skills Funding Agency.

All students on higher education courses are able to bring a complaint that occurred on or after September 1st 2015 to the Office of Independent Adjudicator, contactable via the Director of Higher Education.



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# COLLEGE CHARTER

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2017-18

## THE COLLEGE VALUES

### INSPIRING

To motivate, encourage and support everyone to realise their potential and achieve their goals.

### INTEGRITY

To be trustworthy showing respect and acting with fairness, in the best interests of all.

### ADAPTABILITY

To be flexible, responsive and embrace opportunities to meet the ever changing needs and demands of all.

### INNOVATIVE

To be at the forefront of innovation in everything we do, to challenge and continuously find ways to improve.

### PROFESSIONAL

To act with professionalism at all times and consistently deliver high quality education.

# THE COLLEGE'S PROMISE TO YOU

## OVERVIEW

**We agree these promises with you in mind. They set out how we will work with our students, employers and the wider community:**

1. As a student, you can expect clear information, advice and guidance about the course and services we offer
2. As a student, you can expect a high quality teaching and learning experience
3. As a student, you can expect support and guidance to meet your individual needs to help you succeed
4. As a student, you can expect access to opportunities to participate and be heard
5. As a student, you can expect us to work with you to put things right, in the unlikely event that things go wrong
6. As an employer, you can expect the opportunity to send your employees on our courses or commission training on your premises
7. As a member of the local community, you can expect us to work in partnership to service the needs of the community

## AS A STUDENT, YOU CAN EXPECT CLEAR INFORMATION, ADVICE AND GUIDANCE ABOUT THE COURSE AND SERVICES WE OFFER

### You can expect:

1. a friendly, prompt and courteous response to all enquiries
2. reliable and impartial advice about a broad range of learning opportunities available to you
3. clear and accurate information about:
  - a. courses - entry requirements, how courses can be studied, fees, support facilities, qualifications and further progression
  - b. how courses will be taught and assessed, and how your learning will be managed
  - c. how your previous experience may help you
  - d. arrangements for students with learning difficulties or disabilities
  - e. support for learning, including assistance with maths and English
  - f. financial support arrangements, e.g. learner support funds, bursaries, travel assistance, fees and childcare
  - g. advice for non-English speakers
  - h. assistance with accommodation (if you are an overseas student)
  - i. examination entry, books and equipment
  - j. funding for higher education
  - k. support arranging

4. evidence of how well we are performing
5. to be shown where you will be taught and the facilities available to you
6. to have your application for a place handled fairly and efficiently in accordance with our Admission Policy
7. an assurance that personal information will remain confidential unless this conflicts with any legal requirement
8. information about your course(s) including a course fact sheet or higher education (HE) programme specification, which sets out our commitment to you

## AS A STUDENT, YOU CAN EXPECT A HIGH QUALITY TEACHING AND LEARNING EXPERIENCE

### **You can expect:**

- a programme of study suited to your needs, taking into account your previous experience and qualifications
- opportunities to progress at a pace suited to your needs
- teachers who set high professional standards and who are knowledgeable, competent and well qualified in their subject or vocational area
- well planned, high quality teaching and learning
- punctuality from teachers, and classes that may only be postponed, rescheduled or cancelled in exceptional circumstances
- access to the College's Learning and Assessment Policy which sets out in detail your entitlements and responsibilities as a student
- where appropriate, details of the internal quality assurance process and the name of the internal quality assurer
- information, as appropriate on the examination awarding organisation's appeals procedures
- where appropriate, the provision of personal protective equipment
- an induction process which will help you understand in detail the structure of your course, and how your learning will be supported and your progress assessed
- (as a 16-19 year old) opportunities to be involved in setting your targets for achievement and for your work to be monitored against these targets
- the opportunity to acquire skills, knowledge, understanding and competencies needed for work, further study and for family and community life, via courses which lead to nationally recognised qualifications
- if required by your course, or if helpful to you, support for the development of English, maths, information technology or work related skills

- additional learning support in the form of any necessary special facilities or arrangements if you have particular physical or learning difficulties or disabilities, OR advice about alternatives should we be unable to meet your needs
- details of expectations and required standards, disciplinary and other procedures, programme requirements and advice on safety and security
- well-equipped environments for your learning including Learning Centres, information technology areas, classrooms, laboratories and practical areas
- access to a range of learning resources and software to support learning
- courses which have been internally validated
- details of formal assessment requirements
- appropriate preparation for assessments
- appropriate methods of assessment and suitable feedback from staff; we will, in general, aim to return work to you within two working weeks
- regular feedback on how you are progressing
- the right to appeal, and help in appealing, against assessment
- decisions if you feel that the Learning and Assessment Policy has not been followed (ask your teacher for a Candidate Appeal Form)
- to have your achievements assessed and recorded during and at the end of your period of study. This may be done partly by means of an Individual Learning Plan (for 16-19 full-time students) or Personal Development Plan for higher education students
- if required by your course, an appropriate period of work experience, which is structured and evaluated

## AS A STUDENT, YOU CAN EXPECT GUIDANCE AND SUPPORT TO MEET YOUR INDIVIDUAL NEEDS TO HELP YOU SUCCEED AND PROGRESS

### You can expect:

- as a full-time student, or in some cases as a part-time student, personal development tutorials and other initiatives to give you guidance on such matters as:
  - a. your academic targets and progress
  - b. study skills and personal/social development
  - c. change of course
  - d. course progression opportunities
  - e. job/higher education applications, and careers
  - f. work experience and employability skills
  - g. for full-time 16-19 students, at least two written parent/guardian reports on your progress per year
  - h. for full-time 16-19 students, opportunities to discuss your progress
  - i. for full-time 16-19 students, termly progress reviews
- written references or testimonials on request
- access to educational guidance, particularly in relation to possible progression opportunities
- access to student counselling services, for support with any personal difficulties which may be affecting your studies
- access to Student Services, for support with financial issues, or other matters related to your welfare and safety which may be affecting your studies
- access to refreshment services as advertised campus by campus
- an initial assessment of the support you may need and advice on how this will be provided

- access to additional learning support, where appropriate, to help you with your studies
- where appropriate, an individual learning plan based on the outcomes of initial assessment
- support when leaving your programme, for whatever reason, in planning your next steps whether moving into employment or further study
- appropriate facilities and conditions when undertaking course examinations
- information relating to when, where and how to obtain your examination results
- access to Learning Centres
- access to ICT systems
- a commitment to eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited by the Equality Act (2010)
- for individuals sharing a protected characteristic, a commitment to minimise disadvantage and meet your needs
- a celebration of diversity and positive efforts to ensure equal opportunities
- a welcome for all people
- a healthy, safe environment, free from discrimination and bullying

## AS A STUDENT, YOU CAN EXPECT ACCESS TO OPPORTUNITIES TO PARTICIPATE AND BE HEARD

### **You can expect:**

- membership of the Student Union (there is a charge for students wishing to have an NUS Extra card which offers discounts)
- access to a range of social, recreational and sporting activities and events that will enhance your learning
- access to a comprehensive study programme (for 16-19 full-time students)
- an opportunity for your voice to be heard through Student Councils, Course Committees and sub groups

### **We will:**

- consult you as part of our student feedback system of monitoring, evaluation and review to contribute to the evaluation and improvement of learning
- provide support and encouragement to participate in the public life of the College

## AS AN EMPLOYER, YOU CAN EXPECT THE OPPORTUNITY TO SEND YOUR EMPLOYEES ON COURSES OR COMMISSION TRAINING AT YOUR PREMISES

### You can expect:

- the facility to send your employees on our courses, or commission training at your own premises, If you do this, you can expect to receive the same clear and accurate information as we give to our students, covering such areas as:
  - a. the courses we offer
  - b. the fees we charge
  - c. the structure and assessment of our courses and the qualifications to which they lead
  - d. your employees' progress
- the opportunity to recruit employees from us. We should be able to provide you with a clear and accurate picture of potential employees and their skills, qualifications and experience
- to be given, should you be kind enough to offer us work experience placements, clear information about what the placement is intended to achieve for the student and the opportunity to be involved in planning and the assessment of the student

## AS A MEMBER OF THE LOCAL COMMUNITY, YOU CAN EXPECT US TO WORK IN PARTNERSHIP TO SERVICE THE NEEDS OF THE COMMUNITY

### You can expect:

- that we will take your needs into account. If you feel there is a gap in our provision of courses, please contact our guidance team who will work quickly with other staff to find ways of helping you
- full information, available locally, about any educational, recreational or other facilities which we offer, including, for example, opening times and charges

## POLICIES

Your time studying here will be influenced by policies, statements and procedures designed to support you and preserve an atmosphere within which you can feel comfortable.

Policies can be obtained from Learning Centres and the College's Virtual Learning Environment.

### **Important policies include:**

- Anti-Bullying
- Child Protection and Safeguarding
- Data protection
- Equality and diversity
- Fitness to Study
- Health, Safety and Well-being
- ICT Acceptable Use
- IT Security
- Student Discipline (Positive Behaviour)
- Student Voice
- Teaching, Learning and Assessment







**0191 511 6000**  
**sunderlandcollege.ac.uk**

If you require this booklet in an alternative format e.g. Braille, large print or audio, please contact Marketing and Events on **0191 511 6000** or email **marketing@sunderlandcollege.ac.uk**