

Student Handbook

John Ruskin College

2011 - 2012



INTRODUCTION

We are delighted to welcome you to John Ruskin College. We are committed to your success and provide extensive support to help you achieve. We pride ourselves on our professional and friendly approach. We are committed to ensuring you gain the necessary skills, knowledge and experience that will help you to fulfil your career and personal ambitions.

We hope this handbook will give you all the essential information you need while you are with us. If you should require any further help, advice or guidance then do not hesitate to ask a member of staff who will be pleased to help you.

Please remember to wear your College ID card at all times when you are on the College premises.

Best wishes for your success from all the College staff

TERM DATES 2011-12

Autumn Term	Mon 5th September 2011 – Friday 16 th December 2011
Student Half Term	Mon 24 th – Friday 28 th October 2011
Christmas Holidays	Monday 19 th December 2011

Spring Term	Tuesday 3 rd January 2012 – Friday 30 th March 2012
Student Half Term	Monday 13 th February – Friday 17 th February 2012
Easter Holidays	Monday 2 nd April 2012

Summer Term	Monday 16 th April 2012 – Friday 22 nd June 2012
Bank Holiday	Monday 7 th May 2012
Bank Holiday	Monday 4 th and Tuesday 5 th June 2012

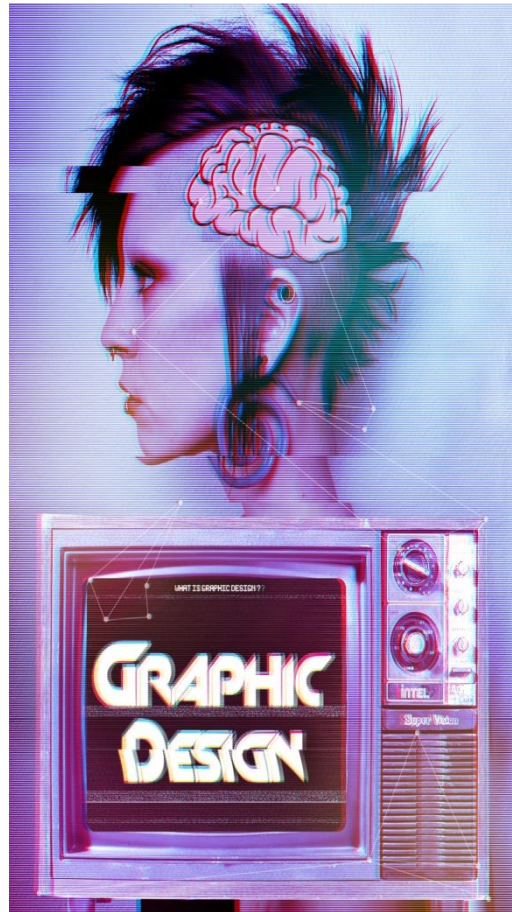


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ATTENDANCE AND ABSENCE

All students are expected to maintain excellent attendance in all classes. In the first instance any absence will be considered as 'unauthorised'. Absence will only be authorised provided the student has completed a 'Self-Certification form', and has provided supporting evidence, and the reason for absence conforms to the categories highlighted in the table overleaf

All learners are expected to maintain excellent attendance. In the first instance any absence will be considered 'unauthorised.' Absence will only be authorised provided the student has completed the 'Self-Certification form' and provided supporting evidence and the reason for absence conforms to our authorised absence categories.



It is the learner's responsibility to seek approval for absence from their personal tutor. In all circumstances the learner must complete this form either in advance or on the first day of returning to college.

All self certificated forms must be supported by a hand written letter from a parent/carer if under 19 or provide other evidence such as an appointment card.

Completed forms must be presented to the personal tutor before or on the day the learner returns to college. After this day the learner will be unable to self certify their absence

Self Certification Forms: These forms can be obtained from your Personal Tutor or Student Services or on Moodle Student Services

AUTHORISED ABSENCE

Only the following categories may be considered as authorised;



✓ Any student who is absent from college, but is taking part in a college residential, education visit organised by the College, attending a college examination, on work experience.
✓ Medical or dental appointments that cannot be arranged outside class time must be notified in advance. Evidence such as an appointment card or letter will be required to authorise this absence.
✓ Emergency medical/dental appointment. Evidence such as an appointment card or letter will be required to authorise this absence.
✓ Any student who is unwell and requires a period of time at home or in hospital to recover from illness or an operation will be required to provide evidence such as a hospital appointment card, hospital letter and for students under the age of 18, a letter from a parent or guardian to explain the nature of the illness. In the case of absence due to illness or hospital operation a student can only claim a maximum of 10 days in any one academic year. If a medical condition requires longer than this the College would need confirmation from the doctor.
✓ Care of a family member for whom the student has caring responsibilities if notified in advance.
✓ A religious holiday if notified in advance.
✓ Jury Service.
✓ Attendance at a family funeral if notified in advance.
✓ University visit or career /job interview if notified in advance.
✓ Representing the College or self at a regional/national level in a sporting event if notified in advance. Proof of selection will be required.
✓ Attendance at a probation meeting or court if notified in advance.
✓ Driving test if notified in advance (copy of the test letter will be required).
✓ Absence that is a consequence of disability as defined by the Disability Discrimination Act.

UNAUTHORISED ABSENCE

The following reasons are not considered valid for the purposes of attendance monitoring. This list is not exhaustive.

➤ Job commitments
➤ Leisure activities
➤ Family and other celebrations such as birthdays and weddings
➤ Babysitting
➤ Shopping
➤ Driving lessons
➤ Opticians appointments
➤ Holidays during term time

PUNCTUALITY

Students are expected to arrive promptly for all classes. If there is a valid reason for lateness then this will be considered by the subject teacher who will decide whether the student will be recorded as late.

Persistent lateness will be referred to the Personal Tutor who will deal with the issue through the College Disciplinary Procedures. If a student knows they will be late for a lesson in advance, they should notify their tutor.

Students must have a minimum attendance of 90% and have completed all their work to guarantee progression. Where students have not satisfied this requirement, in all cases the student will be required to attend a progress interview with the appropriate Head of Department and the Personal Tutor to discuss any attendance/commitment or study concerns.

The Head of Department will decide the most appropriate action to be taken.

To guarantee progression to a second year of study all students must successfully complete their learning programme. This will include the main vocational course together with any Functional Skills exams or GCSE re-sits. All first year students are also expected to complete a minimum of 10 hours enrichment in their first year.

Students achieving less than 90% attendance will have to pay for all their examination fees. Students will be deemed to have left the course if they have not attended classes for four consecutive weeks.

ADDITIONAL SUPPORT

The College offers additional support. To find out more, please contact the Additional Learning Support Team or Student Services

Support available to you

Support is available to all students at the College. Your Personal Tutor will meet you regularly to review your progress and ensure you are getting all the support you need to help you achieve your full potential.



Specialist staff

Within the College, we have staff with a range of skills. Currently we are able to offer assessment and support for students with:

- Specific learning difficulties e.g. Dyslexia/ Dyspraxia
- Functional and study skills – Literacy, number, IT etc
- Learning difficulties

Other support available within the College is as follows:

- A team of First Aiders
- Counsellors who provide a confidential service
- Student Advisers who can assist with welfare and financial issues
- A Health and Safety Manager
- A College Nursery
- A Student Voice
- Careers Advisers
- Student Liaison Officers
- Safeguarding champions

We also have links with a number of external agencies.

ASSESSMENT (INCLUDING EXAMINATIONS)

Plagiarism, Cheating and Copying

Plagiarism means copying from published sources (including the internet) without acknowledgement

Cheating includes copying work from others or getting someone else to do the work

Copying includes allowing your work to be copied by others



You must ensure that all the work produced in assignments is your own. Work must not be copied from other students or from any other person. You must not produce assignment work in collaboration with other students unless this is allowed as part of the assignment and clearly indicated by the teacher. Quotations from published sources (including books, newspapers, magazines or the internet) must be clearly indicated in the assignment.

All cases of suspected plagiarism, cheating or copying will be investigated and, if proven, the student will be subject to the College's Disciplinary Procedures. Awarding bodies may also impose their own sanctions and penalties, including disqualification.

CAREERS ADVICE

Career Guidance, Job Search and Higher Education Advice, can be found in the Careers section in Student Services.

There is a wide range of careers literature in the Careers Resource Area which includes resources for job searching and employment, Higher Education and student life, decision making and careers information. Careers software for Higher Education research or to develop your career ideas is available for you to use. You are welcome to use the resources at anytime during opening hours.

We have a Careers Adviser who will help you:

- ✓ Consider your career plans
- ✓ Decide on your further and higher education choices
- ✓ Plan and complete application forms,
- ✓ CVs and HE personal statements
- ✓ Prepare for employment

Additional resources can be accessed via Moodle

Times and drop-in advice sessions are available.





CHANGING A COURSE

Students are expected to continue with their course. However, if a course change is needed. Students should first talk to their personal tutor before Friday 3rd October 2011, as after this date it will not be possible to change course.

COMPLIMENTS

Compliments are always welcome. A formal compliment helps us know what we are doing well. If you have a compliment please complete a Compliment Form which is available from Student Services.

COMPLAINTS

Complaints should first be discussed with your Personal Tutor and/or the Head of Department in the area concerned. If you are not satisfied with the response and wish to make a formal complaint please complete a Complaint Form which is available from Student Services.



CAUSE FOR CONCERNS

These are forms that are used to raise staff concerns about attendance, punctuality, meeting deadlines and behaviour. We keep a record of them on the electronic Learner Progress File.

If a student gets more than 2 CFCs (*Cause for Concern*) a meeting between the Personal Tutor and the learner will take place and in the case of serious misconduct, discipline procedures will commence.



COMMON ROOM

There is a common room which is open to all learners to use during lunch and break times. The Common Room is an opportunity for you to chat with other learners or to relax watching television or playing pool or computer games. Opening times will be made available to you and can also be found on the door of Room C13. It is expected that all learners will respect each other and the environment so please make sure that you are fully aware of the Common Room Code of Conduct.

DATA PROTECTION

Whilst you are at college we will collect pieces of personal data about you which are necessary to meet funding requirements, to support you in your achievement and for health and safety reasons. The college abides by the Data Protection Act 1998.



DISCIPLINE PROCEDURES

Disciplinary action is occasionally necessary in cases of poor attendance at lessons, failure to complete and submit work, including meeting coursework deadlines, inappropriate behaviour etc. The Disciplinary Procedures apply to all students during their time in college, on work placements, college trips or residential. Depending on the circumstances, the disciplinary procedures may commence at any stage. Serious breaches of discipline may result in us asking you to leave the College immediately. Our policy and Learner Disciplinary Procedures will be fully explained by your Personal Tutor during induction.

EMERGENCY CLOSURE OF COLLEGE

If the College has to be closed for an unforeseen emergency, such as severe weather conditions, the College's Senior Management Team will as early as possible inform you of closures and put it on the College's switchboard system and the College website page.



E-PROGRESS

E-progress is our online tracking system that incorporates the Learner Progress File and the Individual Learning Plan. Learners use this to track and review their own progress and to set SMART targets.

ENRICHMENT PROGRAMME

You will have the opportunity through our enrichment activities to gain skills, pursue new interests, meet other students and have fun.

Once a year we host a Freshers' Fair where you can find out more about what is available and how to sign up for the activities. Previous enrichment activities have included singing in our choir, street dance, acting, talent shows, arts and crafts including kite flying and making. We offer a wide range of sporting enrichment programmes including basketball, football, cricket, table tennis, and Judo. We have an excellent on site gym which will test your fitness levels and design a personal fitness programme for you. Our female only Nike training sessions are also very popular.

Our enrichment programme reflects your interests and passions and we actively encourage you to set up your own enrichment activities through clubs and societies. You can also get involved by becoming one of our learner representatives or student ambassadors or join in with fundraising events, volunteering or community projects. We also organise trips and visits throughout the year.

Getting involved in our enrichment activities will make your time at the college much more enjoyable, increase your circle of friends and add another interesting dimension to your CV whether you are applying to University or going into employment

EVERY LEARNER MATTERS

As a student of John Ruskin College you can expect that EVERY LEARNER MATTERS

We will meet this commitment by:

STAY SAFE
<ul style="list-style-type: none"> • A learning environment which meets Health and Safety standards and staff trained in safeguarding young people legislation • A Personal Tutor who will help to plan, monitor and review your learning and progress at regular intervals • A robust approach to on-site security with a requirement for staff, students and visitors to wear an ID card/Visitor's pass. College staff will conduct identity spot checks • Appropriate risk assessments for visits and work placements
BE HEALTHY
<ul style="list-style-type: none"> • Access to confidential Counselling and referrals to outside specialist support agencies through Student Services • Healthy options in the canteen • Access to the College Gym and Sports Enrichment
ENJOY AND ACHIEVE
<ul style="list-style-type: none"> • Up-to-date course information and guidance on selecting the right course • Quality teaching and learning with well prepared materials • Additional support if you have particular learning needs e.g. study skills, handwriting, reading speed, dyslexia etc.
ECONOMIC WELL-BEING
<ul style="list-style-type: none"> • Advice on financial support, transport, childcare and general welfare issues • Access to a qualified careers adviser
POSITIVE CONTRIBUTION
<ul style="list-style-type: none"> • An opportunity to be an active member of the Student Council and to vote in elections • Access to the College Enrichment programme

Financial Support

The Education Maintenance Allowance (EMA) and the Adult Learning Grant (ALG) has ceased for all new students starting college in September 2011. However, all second year students returning to college to commence the second year of their course or who are progressing onto a higher level and are in receipt of EMA at £30 for this year, will still be able to receive EMA from September 2011 at a reduced rate of £20. Students in receipt of the £20 or £10 allowance will no longer be able to claim EMA.

The new 16 to 19 Bursary Fund is for new students

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starting college in September 2011 who require support to help them stay in education or training. You can apply through Student Services for the 16-19 Bursary Fund.



The bursary covers young people in care, care leavers, young people receiving income support and disabled young people receiving both Employment Support Allowance and Disability Living Allowance. Other students facing financial difficulties may also be able to claim a bursary to help with costs of transport, food, equipment or other course-related costs.

To find out more, apply to the Student Services, they decide on the amount you could receive, when it is paid, and what conditions they might attach.

FIRST AID

The College has a number of qualified First Aiders who can administer simple medical help

Should you require first aid assistance, contact a member of staff who will know who the First Aider in your department is.

If you require hospital treatment, transportation will be arranged and your next of kin informed. It will be their responsibility to arrange for your collection from hospital and transport home

FITNESS GYM

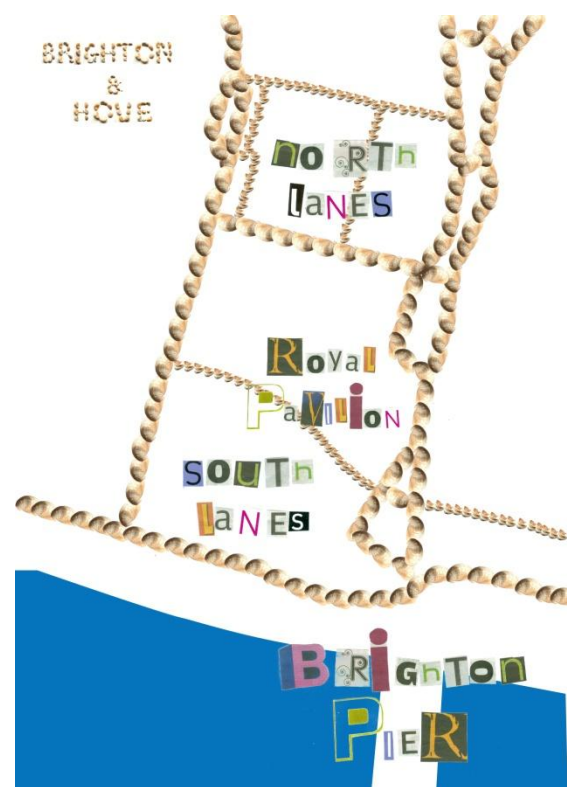
You can join our fitness gym. The Fitness Gym welcomes everyone no matter what size, shape or age. For more information and for opening times please see Student Services or apply during the Freshers' Fair.

FIRE DRILL

The fire alarm is given by a continuous ringing of the fire bell/siren. When the alarm sounds you should immediately evacuate the building. If you have difficulty in evacuating unaided, you will be given special instructions by your department's fire officer

- ✓ Assemble at the designated assembly point
- ✓ Keep well clear of the buildings and access route for emergency vehicles
- ✓ Do not re-enter the building until authorised to do so by the Duty Manager

Practice fire drills will be held throughout the year



GOOD PROGRESS REPORTS

We like to reward our learners by generating Good Progress reports. These can be generated by any member of staff and reward students for excellence. We keep track of these in the Electronic Learner Progress File.

HEALTH AND SAFETY

The health and safety of learners is of fundamental value to the College. We believe that learners are entitled to learning that takes place in a safe, healthy and supportive environment. In addition, we consider that safe learning is essential to maximise each learner's experience and achievement.

You are required to follow all safety rules particularly in laboratories and practical workshop areas.

Please help us by identifying and reporting any safety hazards immediately to a member of college staff.

HEALTH SERVICES

If you need advice on specific issues e.g. pregnancy, sexual health, sexuality and gender you can visit our Sexual Health Clinic on Mondays 12pm-2pm and Thursday 12pm -2pm in Student Services. Our tutorial programme also offers opportunities to discuss drugs and alcohol misuse and how to improve your physical and mental well being.

HOME ADDRESS

If you change your address whilst you are attending college, please notify your personal tutor so that we can update your personal record.

IDENTITY CARDS

You may be asked at any time by any member of staff to prove you are a student at the college, so you must wear your ID card at all times. If you forget your card you will not be allowed into college and will either have to pay £5 to replace it or go home and get your card. There is no exception to this rule. Students who persistently refuse to wear or show their cards will be subject to the Learner Disciplinary Procedures.

IT FACILITIES

The College has a wide range of computer facilities spread across the campus. As a student in college you may use any of the many machines. Your user account is valid across the College network. This allows you to save work on the network and the amount of space allocated depends on the nature of your course. However, do remember to use a USB to back up any important work or assignments.

The College currently uses Microsoft Windows XP and Office 2007 on all machines.

Using the College Computer Network

If you are a full-time student, your tutor will give you a user name and a password during induction. You will first be shown how to use your account, after you have confirmed acceptance of the Learner contract and the elearning agreement and the learner. All students have the same access rights and you will receive an e-mail account which matches your network logon.

Monitoring of Network Activity

You should be aware that all network activity is monitored by our technical staff. Under certain circumstances, for reasons of security, your network files, internet access, browsing and email may be intercepted or viewed. The College uses automated antivirus checking on all incoming web pages and emails. We also block certain sites.

LEARNER CONTRACT

All learners must sign the learner contract it identifies our commitment to you and highlights our expectations. Your personal tutor will go through the contract with you and it is important you understand it and agree to it. Failure to sign will mean that you will not be able to stay in the College. Breach of the contract will also lead to the commencement of discipline procedures.

The learner contract has two main purposes:

- 1. To explain what you can expect when you become a learner**
- 2. To guide you in what we expect of you as a learner**

We want you to enjoy your time here as a learner at John Ruskin College. We want to work in partnership with learners and parents/carers/key worker towards maintaining the values that form the basis for life at the college. The college believes that learners are the focus for the work of everyone in the institution. We want to help you realise your potential and succeed. All college members are expected to behave with mutual respect, act with integrity and honesty, and demonstrate hard work and commitment. They are also expected to share a passion for learning, have high aspirations and demand high standards of performance and achievement.

The college – our commitment

During your time here, you are entitled, wherever possible, to:

- Honest information about the college and its courses.
- Suitably qualified and experienced teachers and specialist support staff.
- Opportunities to take part in a range of social, cultural, recreational and sporting enrichment activities.
- Access to appropriate specialist resources, including up to date computers and software.
- Access to impartial careers guidance and confidential counselling.
- A pleasant learning environment that meets Health & Safety requirements and is free from discrimination in accordance with our Equality Scheme.
- Contact, by the college, with your parent/carer/key worker on significant issues affecting your progress

- Caring, respectful and supportive staff that will do their best to help and challenge you to realise your potential.

Subject teachers, who will:

- Provide high quality teaching & learning.
- Help you manage your learning, be well organised and punctual.
- Set work appropriate to the course, mark it promptly and give helpful feedback.

A personal tutor, who will:

- Provide pastoral support, including a concern for learner's health, well-being and security.
- Promote personal development and provide support in developing essential skills.
- Monitor attendance, behaviour and academic performance and help identify concerns.
- Reinforce the college's commitment to educational and social inclusion.

If additional assistance is required

We will deal with your problem courteously and efficiently. If you are unhappy with any aspect of college life, or our educational provision, we hope that you will raise the issue with us and give us the opportunity to put it right. We agree to abide by this Contract.

The Learner – your commitment

During your time here we would expect you to:

- Work hard to the best of your ability and accept responsibility for your own learning.
- Be organised and make good use of private study time.
- Ask for help when you need it.
- Be punctual for classes and meet all your work deadlines.
- Comply with college rules and regulations in relation to your studies and general behaviour.

The Learner your commitment

- Make sure that work you submit for assessment is your own.
- Ensure that mobile phones are switched off during teaching related activities and are not brought into exam rooms (even if they are turned off).
- Not take holidays in term time.
- Not do more than ten hours a week in a part-time job (and none at all during the college working day).
- Attend all your lessons (attendance below 100% may result in you being asked to pay for your examination body fees).
- Attend work experience, if required, and behave appropriately.
- Keep your parent(s), carer(s) or key worker(s) informed about important college matters and accept that we will contact your parent(s), carer(s) or key worker(s) directly if the need arises.
- No hats, caps or hoodies to be worn in college.

The College is a busy, multi-cultural and a safe community. It is therefore, also important that you:

- Treat everyone with respect and politeness.
- Behave in a calm, responsible and orderly manner at all times.
- Inform staff if outsiders are on the premises.
- Carry your ID card at all times, show it when requested.
- Look after your valuables (try not to bring anything that is not essential to college).
- Follow instructions from staff in regard to Health & Safety procedures and on issues of appropriate conduct.
- Treat college property with care and respect.

The College also tries hard to be a good neighbour, so please:

- Respect the local residents' right to privacy.
- Avoid litter, excessive noise or over exuberant behaviour in the neighbourhood.

LEARNING RESOURCE CENTRE

Your student ID card will allow you to use all library facilities such as books, DVDs and computers. Other services located within the LRC are:

- Careers information
- E-Learning
- Learning Services
- Additional learning support drop in sessions
- Photocopying/Printing
- Study facilities

You will be charged fines if resources are returned late. Your computer account will be suspended if you fail to respond to reminder letters.

Opening hours (Term time)

Mon – Fri 9.00am-4.30pm

To help you find what you want you will be offered a tour and an extensive tutorial on how to use the learning resources in the LRC as part of your induction programme. We look forward to meeting you.

Laptops

We have laptops (with specialized software) and notebooks which are available for short loans to support learners complete their assignments. All notebooks come with a carry case, power cable and adaptor. We need a recommendation from your tutor to set you up on the loan scheme. You will be asked to sign a loan agreement. Loss or damage to the notebooks and their accessories will result in charges for repair or replacement. You are responsible for the safety and security of the notebook and accessories. Fines will be charged for late return, at the rate of £3 per day, so make sure to leave enough time to return it. For more information, contact the LRC.



LEARNER VOICE

Students have the opportunity to provide feedback about the College in a variety of ways. All full-time courses elect a Learner Representative, from these a departmental representative is elected.



These representatives play a key role in gathering learner views and feeding back actions that have been taken in response. They meet regularly with Heads of Departments.

They department representatives also form the Student Council and Student Executive and are elected by all learners at the college. These representatives meet every half term with members of the Senior Management Team to provide feedback and discuss any concerns. In addition, surveys and student voice events occur throughout the year to enable you to tell us your opinion on various aspects of college life. The Student Council arranges college events and raises money for local and national charities.

LOST PROPERTY

If you find anything please hand it in to the receptionist at the front desk or to Student services. At no time should you leave your possessions unattended in unlocked classrooms or any areas of the college. You are advised not to bring valuables or large amounts of money to the college. Such articles are brought to the college at your own risk.

MIMAR

Salon

The College's state of the art Hair and Beauty salon offers male and female learners a 20% discount. The excellent MIMAR offers the type of treatments provided by high end West End salons. So go ahead and pamper yourself!

MOBILE PHONES

These must be switched off when you are in a classroom, workshop or LRC. No mobile phones should be taken into an examination room as this is against awarding body regulations. There are a number of designated areas where mobile phones can be used. These are the canteen and on the corridors during lunch time.

NURSERY SUPPORT AT COTELANDS

The centre provides on site nursery provision for the children of staff and learners. For information please call 020 3252 2020.

PARKING

There are no parking facilities for students on the college site. Students are not allowed to bring or invite anyone with a vehicle on site during college hours, otherwise disciplinary procedures may occur. Any unauthorised vehicles found on the premises will be wheel clamped and released only upon payment of a £25 fine in cash



PROGRESS REVIEW

Progress Review Weeks

The college holds three Progress Review Weeks throughout the year. This is an opportunity for you, your teachers and Personal Tutor to check your progress and to set SMART targets so that you can achieve your career and personal development goals. These are formal interviews where your attendance, punctuality, achievement and behaviour are discussed. Using your electronic Individual Learning Plan you will prepare for this interview and set goals during the interview for the next review week.

Parent/Carers Evenings

The College holds three parents' evenings throughout the year. Parents/Carers will be invited into college and will be able to discuss the progress learners' are making on their course with their teachers and Personal Tutors. A report that summarises the learners' Current Grade, Effort Grade and Attendance data will be also sent home.



SECURITY

Closed Circuit Television (CCTV) operates throughout the college and security staff are available to discuss any security issues you may have during the college day. CCTV images are the property of the college and viewing of images is not permitted.

SMOKING

The policy of the college is to prohibit smoking. Smoking is not allowed anywhere in the college buildings. The college has one designated smoking area which is located next to the cafeteria.



“We succeed together”

 Lloyds TSB

STUDENT SERVICES

The Student Services Centre is located in the heart of the college and offers a wide range of services and advice to help you through your learning journey.

Information and advice you might want could include:

- Financial or Welfare Advice on grants, travel schemes or other financial support available through the Discretionary Learner Support Fund
- Counselling and Wellbeing
- Careers and Higher Education

Who will help you?

All the team in Student Services are highly skilled specialists who are very happy to provide information, advice and guidance. We are proud of our track record in supporting learners and our open door policy means we welcome all enquiries and will work with you to find positive solutions so you can achieve your goals.

SUBSTANCE MISUSE

The College offers confidential help and support to any student concerned about a drug or alcohol related issue.

The learner disciplinary procedure will be used for:

- any drunkenness on college premises
- the use, possession or supply of any illegal drug or inappropriate use of any prescription drugs



TUTORIAL SUPPORT

Personal Tutoring plays a central role in supporting your personal, professional and academic development. Our aim is to ensure that you can successfully progress with confident skills into work or university.

On joining the College you will be given a named personal tutor. The role of this tutor is to help you achieve your full potential. The tutor will support you in many different ways. They will help you settle into college life, make arrangements for any additional support you may need and will work with you to create a learning plan that is tailored to your aspirations, skill development and well being. You will meet with your tutor regularly and this will give you the opportunity to recognise and celebrate your success and discuss how you can further develop.

You will also be a member of a tutor group made up of other learners from your course. Your personal tutor group will meet once a week and provide you with opportunities to share your experience in a friendly and supportive environment. It will also provide a wide range of activities to encourage and support your personal, social and academic development with your peers.



“We make it simple”

 Lloyds TSB

VISITORS

You should not invite your friends onto the college premises. Security staff have the right to refuse entry to any individuals who are not students at this college. If parents/guardians visit, they should first report to the reception desk.

IMPORTANT TELEPHONE NUMBERS

Student Liaison Officer	Alex Suddaby 020 8651 3884
Student Assistant	Michael Haines 020 8651 1131 x218
Careers Adviser	Melanie Jackson 020 8651 1131 x216
Student Engagement Officer	Adrian Greenland 020 8651 1131
Activities and Sports Coordinator	Aaron Hanson 020 8651 1131
Tutorial and Student Services Manager	Tracy Andrews 020 8651 1131 x217
Vice Principal for Safeguarding and Equalities	Mohammed Ramzan 020 8651 7628

The college has a counselling service and will do all it can to support you if you experience personal difficulty during your course. However, if you prefer to look externally for support, the following numbers may be useful.

Croydon “Drop In” Youth Information and Counselling Service

Free & confidential counselling, advice & information

020 8680 0404

Croydon Turnaround Centre

Offers a Drop in Zone for 14-21yr olds provides advice on housing; education; benefits; careers. Also includes youth offending service, 18+ after care team; family intervention project; gangs advisory; PAYP and challenging behaviour support

020 8760 5530

Hap 25

Housing advice for single, homeless young people aged 16-25yrs

020 8667 0500

Off The Record

Free & confidential counselling and advice

020 8251 0251

Young Carers Support Project

Help and information for any young person caring for a friend or relative

020 8649 9339

Samaritans

020 8681 6666

Childline

0800 1111

Frederick Clarke Young Fathers’ Worker

020 8274 6394

London Lesbian & Gay switchboard

020 7689 8501

The Brook Young People Help line (contraceptive services)

0800 802 1234