

2011

STUDENT GUIDE

North Warwickshire & Hinckley College

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North Warwickshire
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Important details

Information is correct at time of going to print. Every effort is made to ensure accuracy. The College reserves the right to withdraw or amend courses, entry requirements, fees and details included in this publication.



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GUIDE**
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Welcome

STUDENT
GUIDE

Welcome

On behalf of staff and governors I am delighted to welcome you to North Warwickshire & Hinckley College and thank you for choosing to learn with us.

As you would expect from an outstanding College, we are dedicated to giving you the support you need to reach your goals: to help you secure the very best chance of sustainable employment; to set up your own business; or to progress into further training. But above all else, we are here to help you achieve personal excellence, so be inspired and aim high for a successful and enjoyable future.

Within the College we are proud of our pledge to value and respect one another and we are all responsible for making sure that everyone feels safe and secure. Please play your part and do what you can to develop our caring and considerate community.

I wish you every success and happiness during your time with us.

Marion Plant OBE
Principal & Chief Executive



This guide provides information and key contacts to help you achieve your goals and make the most of College Life.

Our Contract

North Warwickshire & Hinckley College is committed to providing outstanding education through our shared responsibility. Our Contract outlines what you can expect from us and what we expect from you. This contract will be in place for the duration of your time at our college and strengthens the College Mission:

"To release potential and transform lives"



Respect

- We will treat everyone as we would wish to be treated ourselves
- We will respect each other as individuals by behaving in a positive and supportive manner. (A disciplinary policy and process is in place to address unacceptable behaviour)
- We will listen to your views and work alongside you to continually improve our services to you
- We expect all mobile phones to be off during class time
- We have zero tolerance to alcohol or substance misuse
- We have zero tolerance to bullying and harassment, including cyber bullying
- We have zero tolerance to bad language

Responsibility

- We will keep each other safe and fully supported
- We will keep the College a safe and pleasant place in which to study and work by only smoking in the smoking shelters; only consuming food and drink in the refectories; not leaving chewing gum on floors or furniture; not spitting; and disposing of litter in the appropriate places
- We will use College equipment responsibly and be proactive in reporting any breakages or faults
- We expect students and staff to wear their ID badges at all times
- We expect full attendance, punctuality and commitment to programmes of study
- We will protect your rights as set out in College policies

Resources

- We will offer you the very best information, advice and guidance
- We will provide you with the very best teaching and learning
- We will provide you with the very best learning and study support
- We will work with our many partners and specialist agencies to make sure you are supported
- We will provide you with outstanding facilities within available resources

Starting to Study and Staying Safe

We want your experience with us to be inspirational and life changing. Please take time to read this guide and if you have any questions talk to your personal tutor or any member of staff.

ID Badges

You will be issued with a College ID badge. Please remember you are required to wear your ID badge at all times on College premises.

You will need your ID Badge to access:

- Teaching areas
- Printing credits
- Buses – between College sites
- Enrichment activities
- Library resources
- Student centres
- College computers



Transport

Our Travel Guide for students provides you with key facts and contracts to help provide you with information on:

- Paying for your travel
- Bus services and routes
- Intersite services and timetables
- Financial support

Go to Moodle to access the full guide or contact Customer Service at any campus locations.

If you wish to use College inter site bus services please register at the Transport Helpdesk at enrolment or contact customer service.

Car Parking

The College has a large student and visitor car park at the Nuneaton Campus. Student parking is available at Atherstone, Bedworth, Bermuda Park Innovation Centre and Polesworth Campuses.

Hinckley and Harrowbrook Campuses

Other than limited disabled places (for blue badge holders) there is no car parking available at these campuses, therefore please access the Pay and Display car parks to the rear of the Hinckley Campus. Intersite transport is available for students between the Nuneaton and Hinckley Campuses and the Harrowbrook Centre. Student ID is required to access this service.

Bicycles

Cycle shelters are provided for students at Nuneaton and Hinckley Campuses.

Moped and Motorcycles

Limited spaces are available at Nuneaton and Hinckley Campuses.

Student Finance

Our Guide to Student Finance provides you with key facts and contacts to help you with financial support.

For information on:

- Educational Maintenance Allowance (EMA)
- Guaranteed Bursaries
- Discretionary Awards and Discretionary Funding
- Appeals
- Care to Learn
- Adult Learning Grant (ALG)
- Higher Education Funds including part time undergraduate funding

Go to Moodle to access the full Guide to Finance or contact Customer Service at any campus locations.

We may be able to help with the cost of:

- Travel
- Books
- Materials
- Equipment
- Uniform
- Childcare
- Examination and registration fees

There will be a high demand for financial support so apply as soon as possible. Contact Customer Service on 024 7624 3366 for further information.

Information Advice & Guidance

The College Guidance Team is part of our Customer Service Team and offers an impartial and confidential service for students and prospective students. Our College Guidance Team holds the Matrix Quality Standard for its information, advice and guidance service which is available free to students and members of the local community. We also hold the Career Mark Award for good practice and provision in Careers Education, Information, Advice and Guidance.

Job Shop

Information on paid employment and volunteering opportunities that may be available can be found at the Job Shop in the reception area at the Nuneaton Campus.

Your Programme of Learning

As well as your main qualification, your learning programme will include English, Maths and IT, relevant to your chosen area of study. You may also have an opportunity to undertake additional study such as employability skills.

Personal Tutors

You will be assigned a personal tutor who will support you to achieve your qualifications.



Lateness, Attendance & Reporting Absence

Lateness

Students are expected to arrive promptly for all classes. Students who arrive more than ten minutes after the start of a lesson will be marked with an unauthorised absence. If there is a valid reason for lateness then this will be considered by the subject tutor who will decide whether the student will be recorded as being unauthorised absent. Persistent lateness will be referred to the Personal Tutor who will deal with the issues through the college Disciplinary Process.

Attendance

We expect full attendance and punctuality at all classes and tutorials. If your attendance falls below 85% without good reason, you may be asked to repay costs of examinations. If you are unwell and unable to attend, you must let us know and on your return to college complete a 'Return to College' form and hand it to your tutor. These forms are available on Moodle, from your tutor or from Customer Service and must be handed to your tutor when completed.

Authorised Absence

Only the following categories may be counted as authorised absence:

- Any student who is absent from College but is taking part in College residential; an education visit organised by the College; attending a college examination; on work experience; or undertaking self study, will be marked as College trip, exam, work experience or self study
- Medical 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
- 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 interview, if notified in advance
- Representing the College or self at a regional/national level in a sporting event or competition, 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:

- Holidays during the term
- Job commitments
- Leisure activities
- Family and other celebrations, such as birthdays and weddings
- Babysitting
- Shopping
- Driving lessons
- Illness
- Optician's appointments

Students must have a minimum attendance of 85% and have completed all their work to be guaranteed progression. Where students have not satisfied this requirement, in all cases the student will be required to attend a progress interview to discuss any attendance/commitment to study concerns.

To guarantee progression to a second year of study all students must have successfully completed their learning programme and have a minimum attendance of 85% in all aspects of programmes, including English, Maths and ICT. For those that don't complete this requirement a process of interview/negotiation will take place with the appropriate Director of Curriculum to determine whether the student is able to continue.

Reporting Absence

To report absence you can:

Text: **ABSENT**, followed by your name, title of your course, name of your tutor to *88020

Or

Leave a voicemail message by calling **024 7624 3553**

(*Text messages will be charged at your providers normal rate)

Discipline and Behaviour

We hope you have an enjoyable and successful time at College, and most students will not need to refer to the following information.

A student can be suspended for alleged serious (gross) misconduct while an investigation is carried out.

Misconduct can include:

- Violence or a serious threat of violence
- Racial, sexual or other harassment
- Verbal abuse or language likely to cause offence
- Theft, dealing in illegal substances and any other illegal activity conducted on college premises
- Failure to disclose an unspent serious criminal conviction
- Intentional damage to College property

This list is not exhaustive, but gives an indication of the things the College regards as serious misconduct. If you are subject to disciplinary proceedings you will be able to state your views of what happened. You can be accompanied by a friend, parent or carer if you are under 18. If it is decided that serious (gross) misconduct has taken place, the student and the parents/carers and/or employers of students under 18 will be notified of the outcome. Students can be excluded from the College as a result of such a hearing.

Students can lodge an appeal against the outcomes of the hearing. This must be done in writing within 14 days. The decision of the appeal will be final. The disciplinary process is as follows:

1. Verbal warning
2. Verbal warning
3. Written warning
4. Suspension
5. Permanent exclusion



Behaviour Management Support

We have a team of qualified and supportive staff who can equip you with strategies to help you reach your full potential. We will put a Positive Behaviour Contract in place if you have been involved in behaviour which has caused staff and other student's anxiety or distress.

RAP (Retention, Achievement and Progression)

As part of our RAP programme we have a team of qualified and supportive staff who will help develop strategies to address behaviour issues that are having an impact on your life and studies. An allocated Link Worker will be on hand outside of class time to give you advice and further support to get back on track. If you have had emotional/behavioural support in the past, including stress and anxiety, please talk to your personal tutor, a member of the Student Experience Team or Customer Service. Anything you talk to our staff about will be treated in the strictest confidence; we are here to help.



College Computers – Student Conduct

As you log in you will be prompted to accept the College's IT Security, Software and Acceptable Use Policies and procedures. If you do not accept these rules you will be unable to log in. All user accounts are monitored regularly to comply with legislation.

All use of College computers must be related to your programme of study. Accessing material which might be considered offensive, or which is unlawful, illegal, or libellous is never acceptable, and may lead to disciplinary action.

- You must report any equipment faults to a member of staff and you must not take any action to correct the problem yourself
- Leave equipment as you find it; do not install software or make changes that will affect other users
- You are not permitted to copy any software or run any software not supplied by the college or written by you as part of your course
- Keep your username and password for the College computer system secret and do not, under any circumstances allow others to use your account
- Food and drink should only be consumed in designated areas and never in computer rooms or near IT equipment
- You should only use your network user area to store items related to your course of study
- Using College printers for multiple copies is not allowed; please use a photocopier when you require more than one copy of a document
- It is your responsibility to keep copies and backup copies of your work on appropriate or authorised media
- You may not use the internet for recreational activities; chat lines, game playing and downloading of music or movies are examples of such activities
- You must not try to access data in restricted areas of the network
- You will need your college ID badge to access a computer

Moodle

Moodle is our electronic classroom that gives you access to course information online. The Moodle system allows your tutor to share learning resources, course files and important dates with you electronically. Moodle can be accessed from any computer with an internet connection – including your computer at home.

Library

The College library is your first port of call for books, magazines, newspapers, videos and DVDs, both for study and entertainment. You can either use them in the library or take them home and all loans are free.

Our libraries offer free internet access, a large area for group and individual work and silent study rooms, inexpensive printing and photocopying facilities. We also deliver books, videos and DVDs to outreach centres where necessary.

We offer group and one-to-one information skills sessions to help students and staff use the library and electronic resources with confidence. Experienced, supportive and friendly staff are always on hand to give advice and help our users find information.

You will need your college ID badge to access the library.

Find out more at www.nwhc.ac.uk/library

Opening Times

Nuneaton Campus

024 7624 3263

Term Time

8.30am – 8.00pm Monday to Thursday

8.30am – 4.00pm Friday

Non-Term Time

9.00am – 4.30pm Monday to Thursday

9.00am – 4.00pm Friday

Hinckley Campus

024 7624 3068

Term Time

8.30am – 8.00pm Monday to Thursday

8.30am – 4.00pm Friday

Non-Term Time

9.00am – 4.30pm Monday to Thursday

9.00am – 4.00pm Friday

Photocopying and Printing

The college provides printing and photocopying facilities at all campuses for students.

Printing and photocopying is chargeable but most students will be provided with free print credits at the beginning of their course.

Students can top up their print credit account by using the coin operated top up machines that are located by the Login Points across the College.

See Moodle for the most up to date information on free credits and prices.

Please note, print credits are valid until the end of the academic year, so when topping up please bear in mind that any remaining credits will not be carried over to the next academic year, nor will they be refundable.

Reprographics

We also offer a more comprehensive print service through our Reprographics Department. Services available include:

- Large volume printing/photocopying
- Binding
- Booklet making
- Colour printing
- Coloured paper printing

To find out more, including prices, visit our Reprographics Department which is situated in Room 508a in the former Art Block at the Nuneaton Campus.

You will need your College ID badge to access this service.

Staying Safe

We want all members of our College Community to feel safe. We are committed to creating and maintaining a safe and positive environment for everyone; safeguarding the welfare of students and protecting them from harm.

Health and Safety

We have a responsibility to one another to always be aware of Health and Safety and behave appropriately. This responsibility is both legal and normal.

Accidents

Report any accidents and/or injury to a member of staff or Customer Service at any campus, immediately.

Fire and Emergency Evacuation Procedures

When you hear a continuous alarm, you should switch off all machinery and equipment and move quickly and quietly (walk not run) to your nearest exit and assemble at the appropriate assembly point, well away from the building. Do not return to the building until you are told to do so by a member of staff and do not leave the site. Full details of emergency evacuation procedures will be given to you separately and are visible in all areas of the College. Students in wheelchairs or with other serious mobility difficulties, who are on the upper floors when the alarm rings, should proceed to the main stairwell, which forms a 'refuge area'. The Fire Wardens will inform the Fire Officer/Duty Officer of your location. At the Nuneaton Campus, if the way to the main stair well is blocked, go to the staircase at the other end of the wing.

What to do if you discover a fire

If you discover a fire, raise the alarm by pressing a red break glass alarm point, these are located throughout the College, and report it to a member of staff as soon as possible. Close all doors to help contain the fire.

You should not normally attempt to put out the fire yourself. If you do, please use your judgement to deal with a small fire within your capability, at no personal risk. Never do this before you have raised the alarm and reported it.

Medical Support

If you feel unwell or need first aid assistance inform your tutor or Customer Service on any campus, who will contact a First Aider if necessary. Please note staff are not allowed to administer medicines, including painkillers.

Sexual Health Services

Fully trained and qualified staff offer a comprehensive information and referrals service, the service includes:

- Condoms
- Emergency/long term contraception referrals
- Pregnancy testing
- Chlamydia/STI testing
- Family planning nurse available every Wednesday and Friday on Nuneaton (Student Centre)
- Bookable appointments, Monday to Friday on Nuneaton and Hinckley Campuses. To book an appointment see Moodle for more details
- Drop-in sessions

You will need your College ID Badge to access this service



Bullying and Harassment (including Cyber Bullying)

One of the more common types of bullying that we come across is Cyber Bullying. This type of bullying uses e-technology as a way of victimising others – this could be via the use of internet chat rooms, social networking sites (Facebook, MySpace and Bebo etc), instant messaging, email or via mobile phone calls and texting. We have zero tolerance to any form of bullying or harassment. If you are being subjected to any unacceptable behaviour like this or see any bullying or harassment taking place, please report it to your personal tutor or a member of the Safeguarding Team immediately, and we will act on it.

If you feel concerned or threatened whilst online, contact a member of the College Safeguarding Team via email, telephone or by speaking to a member of Customer Service. Alternatively log on to your Moodle learning page and press the CEOP Report button. This button will direct you to an advice centre where you can report instances of Cyber Bullying. Speak to your tutor or log onto Moodle to access tutorials available.



Safeguarding

The College's Safeguarding Team works to ensure that all students feel safe. The team is trained to deal with any issues of child or vulnerable adult protection.

If you are worried about anything or anyone please talk to the team, we are here to help you.

Contact the Team:

Annette Guerrini	Tel. 024 7624 3225
Jane Kimberley	Tel. 024 7624 3301
Andy Howarth	Tel. 024 7624 3377
Gail Lomas	Tel. 024 7624 3308
Lesley Lees	Tel. 024 7624 3272

Call **024 7624 3000** and ask to speak to a member of the team or text [nwhcsafe](tel:02476243000) to **88020** or email safe@nwhc.ac.uk. Alternatively speak to your personal tutor or to the Customer Service Team.

Confidentiality

Students can generally expect that information revealed in confidence to a member of staff is not divulged to a third party.

There are however, expectations if a member of staff believes that:

- The student or others are at risk of 'significant harm'
- The student or others are implicated in criminal activity
- There is a concern that a 'child or vulnerable adult needs protection'



A College Culture of Health and Wellbeing

North Warwickshire & Hinckley College is committed to providing a Healthy College environment to improve the health and wellbeing of students and staff. The College actively engages its staff and students in the promotion of health and well-being to enhance your physical, psychological and spiritual well-being, leading to increased performance and achievement.

How will you benefit from being part of a Healthy College?

As a College we implement a wide variety of Healthy College initiatives such as water dispensers, healthy eating initiatives, counselling services, sexual health services and additional sports and enrichment activities to enhance your health and well being.

So what does being part of a Healthy College mean for you?

You will have the opportunity to access the appropriate advice and guidance about well-being so you can make informed choices about your health. Studies have shown there is a clear link between Healthy College initiatives and bringing about a positive change in emotional and physical wellbeing. We are fully committed to creating an environment to improve the health and wellbeing of all students in the College.



Facilities for wellbeing currently include:

- Free Sport and Fitness Centre for students
- Sexual Health Service
- Counselling Service
 - Our Counselling Service provides confidential help to any student of the college who needs help and support. The service is available to both full and part-time students at Nuneaton and Hinckley Campuses. We work with specialist external agencies to provide you with the most comprehensive professional support available.
 - For further information contact the Counselling Team on 024 7624 3160 or email counsellors@nwhc.ac.uk or speak to Customer Service
- Drugs and Alcohol
 - Illegal drugs and alcohol are prohibited on college premises. Anyone found in possession or supplying will be immediately suspended and the Police will be notified. Students who have problems related to drugs are encouraged to discuss them in confidence with a member of staff.
- Knives and other weapons
 - The College has a strict policy on the carrying of knives or offensive weapons, it will be deemed as gross misconduct and disciplinary action will be taken. In most circumstances the police will be informed. If you suspect any students of carrying knives or other weapons you should inform a member of staff immediately.
- Enrichment programme
- Free water stations throughout the College
- Smoking
 - The college operates a no smoking policy. Smoking is only permitted in designated areas. If you need help to stop smoking speak to your tutor or a member of staff

Equality and Diversity

The College is committed to equality and diversity of opportunity for all staff, students, members of the public and community groups.

Our commitment to equal opportunities means that the college will take action to ensure that everyone is entitled to equality of opportunity regardless of age, disability, gender, race, religion, religious beliefs, sexual orientation, class, marital status or employment.



Supporting Your Success and Making the Most of College Life

Support for your learning

We are committed to ensuring that all students are successful and achieve. We will provide you with high quality accessible and flexible support to help you achieve to the best of your ability. The team is highly qualified with a wealth of experience and will ensure you get the most from College life. We offer a range of support which includes:

- Help and support with your studies including underpinning skills in English and Maths; this is in small groups or on a one-to-one basis – see study support below
- Help and support with mobility or visual impairments including communicators for the hearing impaired
- Help and support with medical issues and personal care ie epilepsy
- Help and support with other learning difficulties and/or disabilities ie dyslexia, Asperger's and autism
- Support outside of class to address emotional and behavioural issues which can affect your studies and attendance. We will allocate a Vocational Link Worker for students who are having difficulties staying on task



Study Support

Academic support outside of class time is available. You can book or drop in to our study support centres at Nuneaton and Hinckley Campuses. We can help with:

- Essay planning, writing, handwriting and note-taking
- Exam techniques and assistance with examinations
- Effective reading
- Specialised equipment
- Research skills, referencing and bibliographies

Specialist Assessment Services

If you think you have Irlen Syndrome/dyslexia for example, we will arrange an assessment with one of our team. We can also do assessments to give you special exam arrangements. At the end of the assessment process and with your help, we will be able to provide the most appropriate support for your learning.

Physical Support

All reasonable adjustments will be made to ensure that disabled students are not substantially disadvantaged. To help us do this we have a range of specialist equipment including wheelchairs, screens/keyboards and a loop hearing system.

Think you might need help or support with your learning? You can access our service in a number of ways at any time during your studies.

Tick the relevant box on the admissions or enrolment form which will identify you for support. Once you have done this we will contact you.

Call in to the Learning Support Office on the ground floor at the Nuneaton Campus or talk to the Customer Service Team at reception points across all campuses.

If you have been unable to come to college because of serious illness, an accident, or personal circumstances please come and talk to us, we can put extra support in place to ensure you catch up.

Anything that you talk to our staff about will be treated in the strictest confidence, we are here to help.

What can I do if I can't read information?

Students who are unable to read this information can have it produced in large print, Braille, signed using BSL, on cassette or CD, or as an MP3 audio file. It can also be produced in another language. If you are assisting a student who cannot access this document, please contact the Learning Support Team who can arrange for a suitable format to be made available.

Looked after Children and Care Leavers

The College is highly committed to continually improve its support for young people who are looked after or who have recently left the care system. Your success is really important to us and to ensure you achieve and progress, we have a range of pastoral, financial and other support to ensure you get the very best out of your time with us at College. We will allocate you a Vocational Link Worker from the very first day you start at College – this support is for you outside of class time (and optional) and of course confidential, but we do recognise that life is a challenge for young people in the care system so please talk to us, we are here to help. If you would like to meet other young people in a similar situation to chill and chat supported by the Student Experience Team please, talk to us.

Carers

The College recognises that for some of our students their commitments as a young carer can be demanding. Your success is really important to us and to ensure you achieve and progress, we have a range of support including financial and pastoral to ensure you get the very best out of your time with us at College. We will allocate you a Vocational Link Worker from the very first day you start at college – this support is for you outside of class time (and optional) and of course confidential but we do recognise that life is a challenge for young people who are carers so please talk to us, we are here to help. We have a carers group that meet on a regular basis to chill and chat supported by the Student Experience Team.

If you are looked after, a care leaver or a carer and would like further information about the support available to you please contact your personal tutor, the Learning Support Team or the Customer Service Team at any reception point across all College campuses.



Student Voice Your Voice - Use It!

By working in partnership with our students we aim to respect the student voice and promise to listen to, reflect on and champion the views of the Student Community. Participation in the Student Voice happens in lots of ways and we do need you to get involved and participate in shaping your academic and overall student experience.

How Do We Do That?

Student Ambassadors

We are looking for a wide range of views from all curriculum areas to tell us how we are doing. Three times a year we invite our Student Ambassadors to get involved in our Student Parliament, to talk to our Principal and tell us how things are going – good and bad! Speak to your Personal Tutor if you would like to represent your programme area.

Student Parliament

Chaired by the College Principal, Marion Plant, Student Parliament meets three times per year to discuss a range of subjects around academic and other issues. A lively forum for debate which your elected ambassadors will attend and make sure all issues raised are addressed by academic and support staff.

Student Union

The Student Union is an elected group of students and volunteers from across College who work voluntarily to:

- Attend Student Parliament as well as working alongside student governors to ensure that your views are heard as part of the Student Voice
- Organise social and charity fundraising events
- Raise funds for activities, trips and clubs
- Sign you up for NUS Extra Cards membership
- Produce and publish The Voice - a termly publication for students by students

Visit the refectory at Nuneaton or Hinckley Campus or go to Moodle for more information about how to get involved.

Comments? Compliments? Complaints?

Let us know how we are doing!

Email: feedback@nwhc.ac.uk

Text: FEEDBACK to 88020

Tel: 024 7624 3000

Forms available across the college at reception points

Surveys

You can expect to participate in a range of surveys across the year. It's really critical that you tell us how we are doing. Your progression and achievement is very important to us



Student Experience

It is essential to us that you get the most from College Life; we offer a wide range of exciting and fun activities which include the Enrichment Programme, competitions, events, fundraising and lots of other opportunities to get involved in giving students a strong voice in the College. The Student Experience Team includes a range of skilled and highly qualified youth workers and student mentors working across College as part of Student Liaison and the Chaplaincy. You can talk to them about anything – look out for them in all social areas and Student Centres in the blue t-shirts

Student Centres

We have student centres located in Nuneaton and Hinckley campuses. Activities include table tennis and pool - a place just for you where you can chill out and relax with friends. Each centre has access to sexual health, counselling and behaviour management support services.

Student Liaison Team

The role of the College's Student Liaison Team is to make your stay at College a first-class experience; learn skills, try new experiences, accept new challenges, develop a whole range of personal and social skills and more importantly meet new friends and have fun! You will see the team around the campuses including the social areas and student centres throughout the day

Student Mentors

Our mentors are here to enhance the student experience and they do this by delivering enrichment activities and projects, being a supportive friend and by working alongside students to give them a strong voice to enable the college to respond proactively to students wishes and concerns.

If you are interested in getting active in student life you can meet the staff in social areas, Student Centres or Room 30 at the Nuneaton Campus. We would love to have you on board!

Chaplaincy Team

The role of the College's Chaplaincy Team is to care for students and staff of all faiths and none. You will have access to the Prayer and Contemplation Room at the Nuneaton and Hinckley campuses where individuals or groups can worship.

You can learn more about faiths and cultures different to your own by joining in with the numerous celebrations around all festivals of faith throughout the year. If there is a festival especially important to you, let the team know and they'll do something to celebrate it. Why not become a chaplaincy volunteer - you will be given the chance to run events and in return you'll receive a Volunteering certificate and the eternal gratitude of the team!

The Chaplaincy can be contacted from Monday to Friday on 024 7624 3355 or you can drop into Room 30 at the Nuneaton campus where the team offers a listening ear to students and staff whether they profess faith or not.

Prayer Room and Multi Faith Contemplation Space

The prayer and contemplation room is an adapted area for quiet prayer and worship for individuals and group meetings. It is located in Room 6 at the Nuneaton Campus, which is near the Finance office; and at the Hinckley Campus, Room S63. Washing facilities and prayer mats are available for Muslim students.



Enrichment Experience

The College provides a range of activities across the week, across all campuses.

The Enrichment Experience programme is accessible via Moodle. For some activities you can just turn up and take part for others you need to book a place online. Here are some examples of the activities:

- Sports
- Arts
- College Magazine
- Competitions
 - The College encourages students to get involved in competitions as a valuable learning experience; it is also a great opportunity to showcase your skills
 - Competitors receive help and support through all stages of the competition
 - Look out for more information or speak to your tutors
 - Induction to college to support you through your 'Learner Journey'
- Staying safe
- Equality and diversity
- Sexual health
- Health and wellbeing
- Drugs and alcohol awareness
- Community involvement
- Faith
- Rights and responsibilities
- Next steps
 - Information, advice and guidance
- Progression activities

Talk to your personal tutor or go to Moodle for more information.

Achievement and Progression

Making sure you succeed, achieve and progress is at the heart of College Life. We work hard to provide quality teaching and learning in a supportive environment to help you succeed.

Examinations

When you enrol on a course you will gain a qualification(s) upon completion. Check with your tutor as early as possible to see whether you have to pay for your examination – it can be a substantial sum of money. Examinations occur throughout the year, so check with your tutors about when and how you entered for examinations.

Make sure you check dates, times and rooms for exams. Timetables are publicised outside the Finance Office at Nuneaton Campus well in advance. If you are late or miss an exam, there is nothing we can do – you will be disqualified and charged a fee so be aware.

Your ID card is essential, please have it available during this time and throughout your time at college.

Assessment

Appeals

The College assessment appeals procedure is intended to help students who feel that an assessment decision awarded to them is unfair. The procedure applies to assessment awarded by assessors and teachers employed at North Warwickshire and Hinckley College. If you feel your College work has been wrongly marked or assessed:

1. You should discuss your concerns with your Tutor or Personal Tutor within seven days of receiving your mark/grade; most concerns can be resolved in this way.
2. If you feel dissatisfied after talking to them you will need to obtain an Assessment Appeals form available from Customer Service
3. This must be completed and returned to the Vice Principal (Curriculum and Quality) no later than 21 days after you received the original mark/grade.

Plagiarism, Cheating or Copying

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

Cheating includes copying the work of others, or getting someone else to do the work for you.

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 Tutor. 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 procedure. Awarding bodies may also impose their own sanctions and penalties, including disqualification.

Tutorial Support

Your Personal Tutor (usually course tutor) will discuss your progress with you and help you renew your academic and personal target plans. Your personal tutor will

- Discuss your progress with you
- Help you review your academic and personal targets/plans
- Guide you to people who can help if you have any personal, family or money problems
- Help you plan your future
- Meet with you in a timetabled group session to explore a career and personal development topic and relevant issues.

Parents and Carers Evenings

For full time students aged 16-19

Parents and Carers will be invited to meet college tutors at least twice during the year, they are welcome to contact tutors at any time during the year.

Higher Education

At North Warwickshire and Hinckley College we aim to broaden the horizons of all our students and as such we are proud to offer a diverse and expanding range of Higher Education courses, managed by ourselves or with one of our six partner universities. We are dedicated to helping students to improve their career prospects in a welcoming and friendly environment and welcome students from all walks of life, whether just leaving school or college, or returning to education later in life.

We provide students with the opportunity to study at a local HE centre, for a professional qualification at a higher level, providing a clear and comprehensive progression route for all. By studying Higher Education programmes at the college you may be able to fit study around existing commitments and significantly reduce costs incurred.

If you are considering a Higher Education programme such as a Foundation Degree or an HND, but are unsure what to apply for or how to research your options, then speak to your Personal Tutor or a Guidance Specialist from the Customer Service Team.

Progression Pathways

Look out for talks from visiting speakers to inform you about Higher Education courses, applications and student funding. The Guidance Team can help you with your UCAS application, student finance applications and provide general help you may require when applying for university. The careers library includes prospectuses, information about open days and graduate career opportunities.



Useful Information

Bad Weather

If you are uncertain whether the College will be open due to bad weather, you can obtain information in the following ways:

- A message on the College website
- A message on the College switchboard
- Broadcasts on local radio station such as Mercia FM or Oak FM

Lost Property

Please report lost or found items to the Customer Service Team on any College campus.

College Facilities

The College has a wide range of excellent facilities available for you to access, these include:

Food and Drink

Glebegate Restaurant – Nuneaton Campus

The Glebegate Restaurant offers a range of lunch time and evening dining experiences. Open to the public, we serve light or hearty lunch time meals and provide fine dining experiences in the evenings. All meals are produced and served by our award winning students and staff at very affordable prices. We use only fresh and locally sourced produce where possible.

Lunch – Wednesday, Thursday and Friday
12.15pm – 2.00pm

Dinner – Tuesday, Wednesday and Thursday
6.45pm – 9.30pm

To book a table please call **024 7624 3184** or speak to Customer Service on **024 7624 3366**.

Refresh – Nuneaton Campus

Refresh is the college's lunch time eatery, where all food is freshly prepared to order and served by our students.

You have the choice to eat in or take away. We have fresh bread and cakes available for you to purchase.

Lunch – Tuesday, Wednesday and Friday
9.30am – 1.00pm (last orders 12.45pm)

For more information call **024 7624 3186**

Refectories

The Refectories at Nuneaton, Hinckley, Atherstone, Harrowbrook and Bermuda Park Innovation Centre offer good food and value for money, providing a wide range of tasty meals in very pleasant surroundings.

You will find the Refectories a great place to meet up with friends.

As well as meals the Refectories offers a wide range of hot and cold drinks, snacks, salads, sandwiches and fresh fruit.

Opening Times:

Opening times vary on each campus

The Coffee Shop at the Nuneaton Campus

The Coffee Shop offers a relaxing atmosphere with a range of specialist ground coffee, light meals, including jacket potatoes, pasta dishes, pizzas, snacks and cold drinks

Opening times

Monday to Thursday 10.00am – 2.30pm

Friday 10.00am – 1.30pm

Sports and Fitness Centre

Get your own fitness results at the College's Sport and Fitness Centre at Nuneaton Campus. The facility is free to both full and part-time students. Facilities available include:

- The latest range of equipment
- Fitness and aerobic classes for all levels
- Sports Hall for hire
- One-to-one training and advice
- Personal training sessions

To find out more or to book an induction call **024 7624 3162**, email exercise@nwhc.ac.uk or drop in and speak to a member of the campus staff.

Opening Times:

Monday, Wednesday and Friday
8.00am – 9.00pm

Tuesday and Thursday
7.00am – 9.00pm

Saturday
9.00am – 4.00pm

Sunday
9.00am – 4.00pm

Hair and Beauty Salons

Pamper yourself with a treatment at our Hair and beauty salons. Our salons are open to the public and our students and team of highly-trained therapists and stylists warmly welcome new and existing clients.

A wide variety of treatments are available, including:

Hairdressing

- Styling
- Perms
- Hair colouring
- Hair treatments

Beauty Therapy and Complementary Therapies

- Aromatherapy
- Indian Head Massage
- Reflexology
- Skin care
- Nail treatments
- Eye treatments
- Epilation treatments
- Electrotherapy treatments
- Massage

Students can receive a 20% discount on selected treatments. To find out more or to book an appointment call **024 7624 3164**.

Childcare

We provide excellent childcare facilities for children of students at our Nuneaton Campus.

Wise Owls nursery is open all year round from 8.00am – 6.00pm Monday to Friday, and caters for children aged up to five. We also provide holiday care for school age children up to the age of eight.

The 49 place day care nursery, which is registered and inspected by Ofsted, has a separate baby unit catering for children aged up to two years old; Tweenie room for children aged two to three and a pre-school room for children aged three to five years old. The nursery is able to accept children supported by the Nursery Education Grant, Care to Learn and Discretionary Funds.

For more information and details of costs, please contact the Wise Owls Nursery on **024 7624 3232** or Customer Service.

College Shops

The college shop at Nuneaton provides a range of stationery, cards, confectionery and gifts. At Hinckley the College shop stocks a wide range of art materials and equipment.

Campus Addresses and Contact Details:

Atherstone Campus

North Warwickshire and Hinckley College
Atherstone Campus
Ratcliffe Road
Atherstone
CV9 1LF

T: 01827 718356
F: 01827 711328
E: atherstone.reception@whc.ac.uk

Please note that Atherstone campus is closed on Mondays, Fridays and during non-term time.

Bermuda Park Innovation Centre

North Warwickshire and Hinckley College
Bermuda Park Innovation Centre
St David's Way
Bermuda Park
Nuneaton
CV10 7SD

T: 024 7632 2910
F: 024 7632 2923
E: bermuda@nwhc.ac.uk

Bedworth Campus

North Warwickshire and Hinckley College
Bedworth Campus
Newtown Road
Bedworth
CV12 8QB

T: 024 7649 0714
F: 024 7664 3143
E: bedworth@nwhc.ac.uk

Harrowbrook Centre
Harrowbrook Industrial Estate
Nuffield Road
Hinckley
LE10 3DT

T: 024 7624 3000
E: the.college@nwhc.ac.uk

Hinckley Campus

North Warwickshire and
Hinckley College
Hinckley Campus
Lower Bond Street
Hinckley

T: 024 7624 3000
F: 01455 633 930
E: reception.hinckley@nwhc.ac.uk

Nuneaton Campus

North Warwickshire and
Hinckley College
Nuneaton Campus
Hinckley Road
Nuneaton
CV11 6BH

T: 024 7624 3000
F: 024 7632 9056
E: the.college@nwhc.ac.uk

Polesworth Campus

North Warwickshire and
Hinckley College
Polesworth Campus
High Street
Polesworth
B78 1DU

T: 01827 897110
F: 01827 897110
E: polesworth.reception@nwhc.ac.uk

Useful College Contacts

Customer Service
024 7624 3366

**Glebegate Restaurant –
Nuneaton Campus**
024 7624 3184

Refresh – Nuneaton Campus
024 7624 3186

College Salons
024 7624 3164

Sports Centre/Gym
024 7624 3162
exercise@nwhc.ac.uk

Safeguarding Team
Annette Guerrini
024 7624 3225

Jane Kimberley
024 76243301

Andy Howarth
024 7624 3377

Gail Lomas
024 7624 3308

Lesley Lees
024 7624 3272

College Counsellors
024 7624 3160
counsellors@nwhc.ac.uk

Absence
Text: **ABSENT**, followed by your name, title of your course, name of your tutor to ***88020** Or
Leave a voicemail message by calling **024 7624 3553**
(*text messages will be charged at your providers normal rate)



Useful Contacts:

Warwickshire County Council
www.warwickshire.gov.uk
01926 410410

Leicestershire County Council
www.leics.gov.uk
01162 323232

Legal and Financial problems
DIAL (Disability Information and Advice Line)
http://nbdial.wordpress.com
02476 349954

DIAL UK
www.dialuk.info
01302 310123

Get Connected
Free confidential help for young people –
whatever the problem
www.getconnected.org.uk
0808 808 4994

National Debt line
www.nationaldebtline.co.uk
0808 808 4000

Samaritans
www.samaritans.org
08457 90 90 90

Health, Counselling and Housing
www.talktofrank.com
Talk to Frank (Drug Advice 24 hour helpline)
0800 776 600

Drinkline (Alcohol Advice)
www.drinkware.co.uk
0800 917 8282

Alcoholics Anonymous
www.alcoholics-anonymous.org.uk
084571180019

**Gay, Lesbian, Bisexual or
Transgender Helpline**
www.cwfriend.co.uk
02476 714199

Respect Yourself
www.respectyourself.info

Childline
www.childline.org.uk
0800 1111

**British Pregnancy Advisory
Service**
www.bpas.org
08457 304030

Shelter and Emergencies
Nuneaton and Bedworth
Doorway
20 High Street, Bedworth
www.doorway.org.uk
024 7674 0400

Hinckley Homeless Group
www.illeicestershire.com/
profile/252470/Hinckley/
Hinckley-Homeless-Group
Lawrence House, Wood
Street,
Hinckley
LE10 1HQ
01455 890 688

Shelter, 24 hour helpline
www.shelter.org.uk
0808 800 4444

Eating Disorders Helpline
www.eatingdisorderssupport.
co.uk
01494 793 223

Cruse Bereavement Care
www.crusebereavementcare.
org.uk
0844 4779400

**National Domestic Violence
Helpline**
www.nationaldomestic
violencehelpline.org.uk
0808 2000 247

NSPCC
www.nspcc.org.uk
0808 800 5000

Forced Marriage Unit
www.fco.gov.uk/en/
travel-and-living-abroad/
when-things-go-wrong/
forced-marriage/information-
for-victims
0207 0080151

**Aids & Sexually transmitted
Diseases Counselling and
GU Clinics**
Leicester Royal Infirmary
Leicester
www.uhl-tr.nhs.uk/patients/
about-our-hospitals/leicester-
royal-infirmary
0116 254 3899

**George Eliot Hospital
Nuneaton**
www.geh.nhs.uk
024 7686 5162

**Personal/Crisis
Relate**
www.relate.org.uk
0845 130 4010

SEPTEMBER		OCTOBER		NOVEMBER	
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