



# **FE Student Handbook**

Including your Learner Entitlement

**Academic year 2009-2010**

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## **Principal's Welcome**

Welcome to Cleveland College of Art and Design.

This handbook is intended to provide you with an introduction to your rights and responsibilities as well as setting out an overview of the services provided by the College. Further information may be obtained from the contacts listed in individual sections. In a number of cases individual handbooks or further advice and guidance information may be available. In addition you should receive a course handbook for your particular course.

I hope that you enjoy your time at the College. It's a vibrant and sociable community. Please get involved and have your say in order to make the most of your time here.

Martin Raby  
Principal



## College information

### **College Mission Statement**

'To provide specialist further and higher education programmes in art and design and related areas as a centre for creative excellence'.

### **College Sites**

Main Site	Annexe	HE Site
Green Lane	Burlam Road	Church Square
Linthorpe	Linthorpe	Hartlepool
Middlesbrough	Middlesbrough	TS24 7EX
TS5 7RJ	TS5 5AF	
Tel: 01642 288000	Tel: 01642 806626	Tel: 01429 422000
Fax: 01642 288828	Fax: 01642 806633	Fax: 01429 422122

Opening times during term time:  
Monday – Wednesday 8.30am – 9.00pm  
Thursday 8.30am – 7.00pm  
Friday 8.30am – 4.30pm

### **Who's who**

#### **Governors**

Governors are members of the 'Corporation Board' and oversee the direction of the college. The main functions of the Corporation Board are to:-

- determine and review the educational character and mission of the college and to oversee its activities.
- approve the quality strategy of the college.
- ensure the effective and efficient use of college resources, the solvency of the college and to safeguard the colleges assets.
- approve the annual estimates of income and expenditure.
- make suitable arrangements for the appointment, grading, suspension, dismissal and determination of pay and conditions for staff in the college.

There are two Student Governors positions. These are currently held by:

Henny Clark – BA hon's Textiles (part time), Hartlepool site  
Kassim Ali – FdA TV & Film Production, Green Lane site

For a full list of Governors, for more information, or to express an interest in standing for election at the next round please contact John Cooke, Clerk to the Corporation, on 01642 298714, or ask at Green Lane site Reception.

## Senior Managers

The Senior Management Team is responsible for the day to day management of the college. The team members are:

Martin Raby	Principal	01642 298714
Barbara Jones	Assistant Principal: Director of Curriculum	01642 292284
Gisela Metcalfe	Assistant Principal: Director of Finance and Administration	01642 298705
David Lawton	Director of Estates and Facilities	01642 298746
Catherine Clennett	Director of Personnel and Student Support	01642 298821
Vicky Petrie	Director of Marketing and Recruitment	01642 298775

Other Senior Managers directly relevant to your experience at the college include:

Margaret Mineham	14 – 19 Curriculum Manager	01642 298787
Bryan Robinson	Quality Manager	01642 298760

## Calendar

Term dates:

Autumn: 2<sup>nd</sup> September 2009 – 18<sup>th</sup> December 2009  
(half term 26<sup>th</sup> October 2009 – 30<sup>st</sup> October 2009)

Spring: 4<sup>th</sup> January 2010 – 2<sup>nd</sup> April 2010  
(there is no half term break)

Summer: 19<sup>th</sup> April 2010 – 11<sup>th</sup> June 2010  
(there is no half term break)

## Equality and Diversity Statement – Opportunity for all

The College is committed to achieving equality of opportunity for all students and employees.

This will be achieved in three ways

1. The College will develop procedures and working practices to tackle discrimination, recognising the fact that individuals may suffer various forms of disadvantage. The College will work to continuously ensure the environment for staff and students is harmonious and safe.
2. Equal opportunities will be applied consistently across all aspects of service delivery, including admissions, student services, learning support, curriculum development, teaching, learning and marketing.
3. As an employer, the College will ensure that equal opportunities will be applied to the principles of recruitment, redeployment, staff

development and promotion, to ensure all individuals are encouraged to achieve their full potential.

The College aims to ensure that all actual or potential students and employees are treated equally regardless of: disability; responsibility for dependents; marital status; race; colour; ethnicity; nationality; religion; gender; sexual orientation; trade union activity; unrelated criminal convictions; age(subject to contractual retirement age); other irrelevant criteria.

The College believes that all forms of prejudice and discrimination are unacceptable, and seeks to challenge inequality, prejudice and discrimination whenever it occurs.

For more information ask a member of staff for a copy of the Equality and Diversity Policies.

### ***Disability Statement***

Cleveland College of Art and Design is committed to the principles of equality and diversity and welcomes applications from learners with a disability or learning difficulty. The college aims to support all learners individual needs wherever possible to enable all learners to achieve to their full potential.

In accordance to the duties laid out in the Disability Discrimination Acts 1995 and 2005 and the Special Educational Needs and Disability Act 2001, Cleveland College of Art & Design will not discriminate against a disabled person:

- In the arrangements it makes for determining admissions to the College
- In the terms on which it offers to admit him or her to the College
- By refusing or deliberately omitting to accept an application for his or her admission to the institution
- By providing any learner service it provides, or offers to provide in a manner or form that might disadvantage a disabled learner
- By excluding them from the College, whether permanently or temporarily due to their disability

In accordance with the above Acts the College will endeavour to make all reasonable adjustments for a disabled person to access any service provided by the College. By doing so, the College will not treat a disabled person less favourably (for a reason related to his/her disability) than it treats other learners.

Learners should note however that the college can not be expected to take action or make reasonable adjustments if it is not aware of the learner's disability. It is therefore vital that learners declare their disability to the college at the earliest opportunity through the mechanisms provided.

### ***Communicating with Parents/Guardians***

The college considers that parental support for learners is important. To provide this support, the college reserves the right to keep parents or

guardians informed of your progress and needs. Additionally the College reserves the right to inform parents or guardians of circumstances that might place you in danger of failing your course, or worse, causing you physical or psychological harm.

*Important: If you do not want your parents / guardian to be contacted you must inform the Director of Student Support in writing.*

## **Data Protection Statement**

Data Protection Act 1998 – The information you provide to the college will be passed to the Learning and Skills Council (the LSC). The LSC is responsible for funding, planning and encouraging education and training for young people and adults in England, and is registered under the Data Protection Act 1998. The information you provide will be shared with other organisations for the purpose of administration, careers and other guidance, and statistical and research purposes. Other organisations with which we will share information include: the Department for Children Schools and Families, the Department for Innovation Universities and Skills, Connexions, Higher Education Statistics Agency, Higher Education Funding Council for England, educational institutions and organisations performing research and statistical work on behalf of the LSC or its partners. The LSC also administers the learner registration service (LRS) which will use your information to create and maintain a unique learner number (ULN). The LSC is also a co-financing organisation and uses European Social Funds from the European Union to directly or indirectly part-finance learning activities, helping develop employment by promoting employability, business spirit and equal opportunities, and investing in human resources. Further information about partner organisations and the ULN and what they do, may be found at [www.lsc.gov.uk/providers/Data/help/](http://www.lsc.gov.uk/providers/Data/help/) and by following the links to data protection. Individuals can opt-out of sharing participation and achievement data with those organisations listed in section 537A of the education act. Details of opting-out of data sharing can be found at [www.miap.gov.uk](http://www.miap.gov.uk) or by telephoning the MIAP helpdesk on 0845 6022589.

At no time will your personal information be passed to organisations for marketing or sales purposes. From time to time students are approached to take part in surveys by mail and phone, which are aimed at enabling the LSC and its partners to monitor performance, improve quality and plan future provision.

## **Students attending counselling**

If you attend counselling sessions with the Student Counsellor, the Counsellor will not divulge any information relating to you without your permission. The content of counselling sessions is confidential to you and the Counsellor and will not be divulged to any third party. The only exception to this would be where there a legal obligation to do so, such as if a child (any person under age 18) is at risk of harm, regardless of whether they are a student at this college.

## **Learner Entitlement Statement – Your Rights**

As a learner at Cleveland College of Art and Design you are entitled to:

- Be safe
- Be healthy
- Enjoy and achieve
- Achieve economic well being
- Make a positive contribution

All activities at the college will be underpinned by these values, which are the outcome of the Government's Every Child Matters Agenda, covering young people up to age 18.

Some examples of these activities are as follows:

### **Be Safe**

The college has relevant procedures in place, such as health and safety (and risk assessment procedures), bullying and harassment, and child protection (including trained nominated officers).

### **Be Healthy**

The college has a Sports Co-ordinator who will encourage your participation in sporting activities.

The college has policies regarding smoking, drug taking and alcohol misuse and provides support for you if you want to avoid or stop such activities. You will be given support if you are concerned about any aspect of your health or welfare via Student Support Advisers.

### **Enjoy and Achieve**

Good attendance is encouraged to enable you to achieve. You are more likely to achieve your learning aims if you attend college.

You will be given an individual learning plan (ILP) which will be reviewed regularly and includes agreed targets to help you achieve your goals.

You will be offered screening, and if required, further assessment and support if you have a disability or learning difficulty that may hinder your achievement.

The college will seek your views on your experience at the college through surveys, course assemblies, student council, tutorials and one to one discussion.

### **Achieve Economic Well Being**

You will be offered impartial careers advice both on course and via Connexions.

You can access a job vacancies file or budgeting advice via Student Support Centre.

You will be invited to a presentation on student finance in Higher Education.

## **Make a Positive Contribution**

The college will make reasonable attempts to make you aware of your rights and responsibilities, through this handbook, induction and discussion.

The college will support you if you want to initiate and manage activities at college and in the community, e.g. running the Students Union, becoming a student Governor, undertaking voluntary work, organising charity fund-raising activities etc.

## **Learner Agreement – Your Responsibilities**

As a learner at Cleveland College of Art and Design you agree to:

- Do everything you can to achieve your agreed learning goal, including completing set assignments on time.
- Take responsibility for your own learning through seeking support from staff if you need it.
- Attend, be punctual and participate fully in all activities on your timetable, including any Skills for Life sessions, tutorials and agreed support sessions. You should aim for 100% attendance.
- Follow the absence reporting procedure in all cases where you cannot attend any agreed session.
- Complete your Individual Learning Plan (ILP) with your tutors.
- Participate actively in reviews of your progress and discuss your needs with appropriate staff.
- Abide by all college policies, procedures and codes of conduct that apply to you.
- Maintain an acceptable standard of behaviour when participating in any activity associated with the college, including travelling to and from college.
- Respect others, regardless of differences in culture, ability, race, gender, age or sexual orientation.
- Not disrupt or prevent the learning activities of other learners.
- Take reasonable care for the health and safety of yourself and others who may be affected by your actions. This includes using equipment appropriately and in line with given safety procedures / protective equipment.
- Return all books, equipment or other materials loaned to you, and return them in good condition.
- Provide all information requested for administrative purposes.
- Allow your parents or legal guardian to be contacted and informed of your progress if you are under age 19.

And you understand that if you fail to adhere to the above this could result in disciplinary action under the Student Disciplinary Code.

## **College Services available to you:**

### **Learning Resources**

The College has learning resources centres (LRCs) at Green Lane site, and Hartlepool. Details of the services and facilities available and how to access them are contained in the Learning Resources Centre Handbook. This is issued to you at your LRC induction or can be obtained from LRCs, or by contacting the Learning Resources Manager at Green Lane site on 01642 298732.

Opening times are:

Monday - Thursday            9.00am - 7.00pm

Friday                            9.00am - 4.30pm

There is a limited service during vacations.

If you start your course late and miss your course's allocated LRC Induction please contact the LRC to arrange to attend on an alternative date. Attending the induction will ensure you are able to make the most of the available resources to support your learning and achieve your goals.

### **Student Card**

After you have enrolled you will be issued with a student ID Card. This displays your student reference number and is used as your LRC card and photocopying / print account card. If you ever lose your student ID card, it can be suspended and a replacement can be issued for £2.00 from IT.

For further information contact a member of IT staff at your site, call the helpline on 01642 298754 or email [IT@ccad.ac.uk](mailto:IT@ccad.ac.uk).

### **IT**

The college has computers for student use in LRCs and in studios. To use the computers you must do so via a network user account. This account is automatically generated for you after you have enrolled and signed a Computer Usage Agreement. You will normally be asked to sign the Computer Usage Agreement during your LRC Induction.

The college also offers a Virtual Learning Environment (Blackboard) where you can access important documents and course materials.

You will also be allocated a student email account. Please make sure you check the VLE and your email account regularly or you may miss some important information. Your email address will be:

[yourstudentrefno@student.ccad.ac.uk](mailto:yourstudentrefno@student.ccad.ac.uk).

You can access the Blackboard VLE, your college documents or emails from the web page: <http://portal.ccad.ac.uk>.

## Printing/Photocopying

All prints and photocopies must be paid for. You will be given a print account with an initial credit of £5.00 (£2.50 if you are part time) for printing or photocopying. Once this has been used up, you will need to add money to your account using the money loaders. These are located at:

- Green Lane Campus - In the rear corridor near ND Interactive Media
- Burlam Road Campus - In the corridor just past reception
- Church Square Campus – In the main foyer near the stairs

Please note that you are responsible for all pages printed from your account, even if you are not happy with the print produced. You must make sure you select and set your printer preferences correctly each time you print. A member of the IT staff will gladly check the settings for you before printing.

### Printing Costs

Below is a table showing the cost of prints and photocopies. Some departments may have their own payment arrangements.

Type of Printer	A4	A3
Black and White Laser	£0.01	£0.02
Black and White Photocopier	£0.01	£0.02
Colour Photocopier	£0.20	£0.40
Colour Inkjet	£0.50	£1.00

For further information on IT services, or to report a fault with some equipment please contact IT staff at Green Lane or Hartlepool site:

Green Lane – internal telephone dial 8754

Hartlepool – internal telephone dial 4842

Burlam Road – contact Green Lane or use the fault logging form.

Email: [IT@ccad.ac.uk](mailto:IT@ccad.ac.uk)

## Shop

The Art Box at Green Lane site sells a range of materials to students at lower than normal retail prices.

Opening times are (Monday – Friday):

8.45 am - 10.15 am

10.30 am - 11.45 am

12.45 pm - 3.00 pm

3.15 pm - 4.30 pm (closes 4.00pm on Fridays)

Materials can also be purchased at Burlam Road Site from Reception staff on request.

## Students' Union

The college has a Students' Union that is affiliated to the National Union of Students (NUS).

There are now two types of NUS card available – a free affiliation card and the NUS Extra Card which provides discounts at shops and on the internet. Student Support will advise when and where the free affiliation cards are available. The NUS Extra Card costs £10.00 and can be purchased on line via <http://www.nusextra.co.uk/buy/>

If you wish to be involved in the student union please contact Christine Nussey – Student Support Manager

### **Catering**

A refectory service is available on Green Lane site to provide hot and cold meals at breakfast and lunch times, and snacks at other times. The refectory aims to provide a vegetarian option and a healthy option each day.

Prices are kept as low as possible.

Opening times are:

Monday to Thursday: 8.30am – 5.00pm

Friday: 8.30am – 3.30pm

Vending machines are available on all sites.

### **Visits and Work Experience**

Your course may include external visits or periods of work experience at places off college premises. If you are under age 18 you must make sure your parents/guardians complete the consent form and hand this in prior to the visit or you will not be able to go. Some visits are not free and must be paid for by you. If this is the case, you will be informed of this in advance and attendance will not be compulsory. Where there is a charge you must pay in full by the given deadline or you will not be able to go.

### **Student Support Advisers**

If you have any queries about an academic issue i.e. things to do with your course, assignments, assessment grades etc. you should see your Course Leader or one of your tutors.

You will also be allocated a named Student Support Adviser who will try to support you through any non-academic issue that may occur while you are a learner at the college. Some of the issues dealt with by Student Support Advisers include: accommodation, finances, concerns about the welfare of another student, relationship issues, health. Student Support Advisers can also refer you to an external agency for specialist help and support where required. The most common agency learners are referred to is Connexions. The college's nominated Connexions Adviser, Stephen Tighe, will attend college to see students referred to him by a Student Support Adviser.

Student Support Advisers will also co-ordinate a programme of activities to support some of the aims within your Learner Entitlement. This can include poster campaigns on giving up smoking, provision of guest speakers on a range of topics from sexual health to first aid, promotional stands for external advisory organisations.

Student Support Advisers are based above the refectory at Green Lane site. Their contact details are:

Jess Solan,	Student Support Adviser	01642 298741
Catherine Wilkinson	Student Support Adviser	01642 298741
Joey McGurk	Senior Student Support Adviser	01642 298753
Christine Nussey	Student Support Manager	01642 298806
Avril Vickers	Student Support Administrator	01642 298821

### ***Student Counselling***

CCAD provides an in-house counselling service to enable you to talk about particular areas of concern in your life in a confidential safe setting. The aim of the counselling service is to help you make appropriate decisions in your life and improve your confidence and self esteem.

You can refer yourself to the counsellor or be referred by a Student Support Adviser or Course Leader.

The service is headed by Anne Russell, Student Counsellor, who is available at Green Lane site on the Ground floor of the Student Support Centre. You can attend the drop in session, or see a Student Support Adviser or phone 01642 298752 for an appointment.

### ***Support for Students with Disabilities***

If you have a disability you should already have disclosed this to the college during application, interview or enrolment, and your needs should have been assessed.

If you have a disability but have not yet told anyone at the college about it please contact the student support centre at Green Lane site above the refectory, tel: 01642 298821.

You will be asked to complete a disclosure form so we are authorised by you to share information about your disability with all staff who will need to know. Any support needs will be discussed and agreed with you before being put into place.

For further information please contact Christine Nussey, Student Support Manager, who acts as the College's Disability Adviser. She is located in the Student Support Centre, above the refectory at Green Lane site, tel: 01642 298806.

### ***Support for Students with Learning Difficulties***

If it has already been identified that you have a learning difficulty you should have already disclosed this to the college during application, interview or enrolment and provided a copy of any previous assessments you have had. If you have not yet done this please contact the student support centre at Green Lane site above the refectory, tel: 01642 298821.

You will be asked to complete a disclosure form so we are authorised by you to share information about your disability with all staff who will need to know. Any support needs will be discussed and agreed with you before being put into place.

Even if it has never been identified that you have a learning difficulty you will be offered screening during induction to identify whether you may need an assessment for a learning difficulty such as dyslexia. This screening will also identify your preferred learning style.

If you are identified via the screening you will be offered further assessment and if needed a programme of one to one support to help you achieve on your chosen course.

Even if you are not offered further assessment after the screening process, if you later struggle with your course work you should discuss with your tutor whether you should be referred to Additional Support for assessment.

If you need support you may be offered one or more of the following:

- Access to a drop in tuition service where your need for support is low
- A programme of one to one support with an Additional Support Tutor
- Loan of equipment such as dictionary or Dictaphone
- Access to software on IT facilities

For further information on additional support for learning difficulties please contact the student support centre above the refectory at Green Lane site, tel: 01642 298821.

### **Student Accommodation**

The College does not have any residential accommodation of its own but does maintain a list of privately rented properties available to students. All registered properties on the list are periodically viewed by the college to ensure they meet certain standards. However the College does not allocate or recommend rented properties and all tenancy contracts are between the student and the landlord. You are therefore urged to thoroughly check properties and ensure that all health and safety requirements such as gas certificates are up to date before signing a lease.

Should disputes arise between you and the landlord your Student Support Adviser will advise you of what courses of action are available to you. For a list of the properties and local housing agencies please contact Joey McGurk, Student Support Adviser in the Student Support Centre above the refectory at Green Lane site, tel: 01642 298753.

### **Financial Support**

#### **Educational Maintenance Allowance (EMA)**

EMA is a weekly **attendance payment** you can receive for up to 3 years whilst studying in further education. The payments are intended to help cover the cost of your studies whilst at school / college. To ensure that you receive all your weekly payments and bonuses, you must adhere to the rules and regulations in your EMA agreement.

The scheme is means tested and awards range from £10.00 to £30.00 per week depending on the family income.

All year 11 students should have received application packs from their school. For more information visit [www.direct.gov.uk/ema](http://www.direct.gov.uk/ema)

## Adult Learning Grants (ALG)

ALG is a scheme providing a grant of up to £30 a week (subject to a financial assessment) for full time students aged 19 and over who are studying for a first full level 2 or 3 qualification. The ALG has been designed to allow learners to combine full time study with full time or part time employment where they wish to do so.

Students who receive 'low pay' benefits such as, Housing Benefit, Council Tax Benefit, and Tax Credits **can** receive ALG, as can those in receipt of Child Benefit.

Students in receipt of 'out of work' benefits such as Jobseekers Allowance, Income Support or 'inactive benefits' such as Incapacity Benefit **cannot** claim ALG and remain in receipt of those benefits.

### Eligibility at level 2

If you are 19+ and do not have 5 GCSEs at grade C and above or an NVQ2 or its equivalent, and are about to start a level 2 Programme (First Diploma in this College) then depending on your income you may be eligible for the Adult Learning Grant.

### Eligibility at level 3

If you are 19 – 30 and do not have the equivalent of 2 A levels (any grade) or an NVQ3 or its equivalent, and are about to start a level 3 Programme (a national Diploma in this College) then depending on your income you may be eligible for Adult Learning Grant.

For more information visit [www.direct.gov.uk/alg](http://www.direct.gov.uk/alg)

## Hardship Funds

The College is annually allocated money to help students who would not be able to pursue their education because of financial difficulties. These funds are known as Learner Support Funds.

These funds are limited so you must complete an application clearly stating your financial difficulty. Your application will be 'means tested' and all income will be taken into account. The amount that will be awarded may vary from year to year, in line with the funds available and the number of applications received. You should be aware that if you are on a two year course there is no guarantee that you will be awarded the same support in your second year as in your first year.

The College also has a small Hardship Fund for students who need to **borrow** small amounts of money to meet an immediate financial need, e.g. forgotten lunch money, lost bus pass. This will be provided in the form of a voucher

wherever possible, and **must be repaid as soon as possible** to enable other students in hardship to access the fund. All such loans must be repaid otherwise the penalties described under the 'college fees' section of this handbook could apply.

For further details please contact a Student Support Adviser at the student support centre above the refectory at Green Lane site, tel: 01642 298821.

### **Residential Bursaries**

As a specialist Art and Design College our courses often attract interest from prospective students from outside of reasonable daily travelling distance. In order to help such students to attend, the College is currently able to offer Residential Bursaries.

The Residential Bursaries can help to cover the cost of accommodation, gas, electricity and food. The amount awarded will depend on the number of applications received and the financial circumstances of each student. Please note that this award is means tested.

If you are under age 19 and apply for help with accommodation costs your parents will need to sign an agreement accepting responsibility for your conduct and welfare.

For further details please contact a Student Support Adviser at the student support centre above the refectory at Green Lane site, tel: 01642 298821.

### **Child Care Costs**

Most parents are unsure about leaving a young child to attend college. **Care to Learn (C2L)** supports young parents in learning by providing them with access to guidance and support through Connexions and other advisory services such as Sure Start. It also offers financial support for their childcare and associated transport costs.

Care to learn is administered by Manchester City Council on behalf of the Learning & Skills Council (LSC). If you want to learn and you are under 20 the scheme can offer financial support for your childcare.

For more information visit [www.direct.gov.uk/childcare](http://www.direct.gov.uk/childcare)

Students aged 20+ can apply for support with child care costs via the hardship funds if they cannot access financial support from any other source.

### **Transport Awards**

All students **under** the age of 19 can apply to their local authority (LA) for support with travel. Student aged 19 and over or those whose application to the LA is rejected can apply for help with travel costs from the College Hardship Funds.

For further details please contact a Student Support Adviser at the student support centre above the refectory at Green Lane site, tel: 01642 298821.

## **Travel Arrangements**

See the paragraph above about local authority schemes providing support for travel.

## **Car Parking**

With the exception of disabled parking bays, there are no parking facilities for students at any college site. Students may park in nearby residential streets, but must do so with respect for residents. Students must ensure they do not block driveways or park illegally. The college values its good relationship with its neighbours and will deal with any complaints seriously.

Students parking in the disabled parking bays must display a disabled badge at all times.

## **Bicycle Storage**

Storage racks for bicycles are available at Green Lane Site. Please do not lock your bike in a place where it may block emergency exits.

## **Public Transport**

College sites are well served by public transport. You should have received a leaflet on travelling to college before you started. If not, please call contact the Student Support Centre above the refectory at Green Lane site, tel: 01642 298821.

## **College Bus**

The college provides a low cost bus service to both Middlesbrough sites. Bus 19 - Leaves Hartlepool site at 8.40am each morning and collects students from Billingham on the way to Middlesbrough.

Bus 20 – Leaves Darlington at 8.45am each morning and collects students from Stockton on the way to Middlesbrough.

The return buses leave the Middlesbrough site around 4.45pm and drop of at the same pick up points.

To use the service you must contact Student Support Centre to make sure there is a seat available, and you must show your student card when boarding the bus. If you miss the bus it is your own responsibility to get to your destination. If there are any issues with the bus service please contact Student Support Centre at Green Lane site on 01642 298821.

## **Careers Advice**

Information on art and design career opportunities and advice on higher education courses is provided mainly by teaching staff on courses. In addition, advice on applying for HE finance and loans is provided by Student Support Advisers.

If you want more general careers advice or help with preparation for interviews or preparing CV's, the College provides support through local Connexions Personal Advisers (under age 19 only).

For information on the Connexions service please contact your Student Support Adviser.

There is also a general careers section in each Learning Resources Centre, providing advice and guidance on a range of issues. This is available to all students.

### **Progressing onto the College's own HE provision**

The college has a 'Compact' scheme which gives you the opportunity to find out about the HE programmes available at CCAD, prior to submitting an UCAS application. Details will be provided to you via your Course Leader.

For further details on the scheme, or clarification of any points contact:  
Ian Sanderson, tel: 01642 288888, email [ian.sanderson@ccad.ac.uk](mailto:ian.sanderson@ccad.ac.uk) or  
Anne McCulloch, tel: 01642 288888, email [anne.mcculloch@ccad.ac.uk](mailto:anne.mcculloch@ccad.ac.uk)  
Both are based at Green Lane Site.

## Quality

### **Teaching Observation**

At some point every year Lecturers are observed whilst teaching. The observers can be other College Lecturers, or an external person such as an Ofsted Inspector. You may be in a session where this happens. If so, please behave as if the Observer is not present. Although they may ask you questions or ask you to complete a questionnaire they are not assessing you, but are checking whether appropriate learning and teaching is taking place.

### **Your Comments**

The college welcomes and encourages your feedback on any aspect of your experience at this college:

### **Questionnaires**

You will be asked to complete a questionnaire at various points during your time at the college. Please make sure you complete them as honestly and accurately as possible and hand them in on time.

### **Student Assemblies**

These take place within each course and provide an opportunity for you to feed back your thoughts on course specific issues such as the way it is structured and delivered.

### **Course Boards**

Course representatives will be elected for each year group of your course. Course reps are invited to Course Boards twice per year to feed back the student point of view of the course. You can either pass your comments to your Course rep or volunteer for election to be Course rep yourself.

### **Student Council**

All Course representatives are also invited to attend Student Council, usually twice per year. This is an opportunity to feed back directly to the Principal on issues other than course specific issues. The Student Council also serves as the Students' Union Parliament, directing the activities of the elected officers.

### **Governor**

Please see the section on governors under 'college information' and 'who's who' in this handbook.

### **Equality and Diversity Committee**

This committee aims to look at any issue of equality to ensure the college aims for best practice in this area. Student representatives on this Committee are currently:

Pauline Easby – part time BA honours Textiles & Surface Design  
Zoe Stafford – BA honours Photography

## **Disability Steering Group**

This group serves to set and review the annual Disability Action Plan, ensuring the college aims for best practice in this specific area of equality. There are four student positions on this group. Currently there is only one student on the group:

Christina Humphries – FdA Commercial Photography

If you wish to fill one of the three remaining vacant positions please contact Catherine Clennett, Director of Personnel and Student Support, in Student Support Centre above the refectory at Green Lane site, tel: 01642 298821.

## **Complaints**

If you wish to make an individual complaint about any issue that you feel cannot be dealt with through any of the above processes, or if you are unsatisfied with the way your comments have been dealt with please complete a complaint form. These are located in Reception areas. Please ask at your site general office if you cannot find them.

## **Grievances**

If you have evidence that you are being discriminated against or otherwise unfairly treated by a member of staff or student please refer to the College Harassment or Grievance Procedure which is available from your Course Leader or Student Support Adviser.

## **Academic Appeals Procedure**

You may appeal against an assessment decision where:

- There may be evidence of sufficient material or administrative disadvantage to have affected your performance; or
- Assessment was not in accordance with the procedures, content or structures established for the course/programme concerned.

For further information on this procedure please see your Student Support Adviser, Course Leader or contact the Examinations unit on 01642 298758.

## **College Rules & Procedures**

### ***Attendance & Punctuality***

College timetables are designed to deliver teaching and learning to you in the number of hours and sessions needed by you to succeed on your Programme of Study. If you do not attend then you limit your ability to succeed, therefore the College expects you to aim for 100% attendance and to be punctual. The College has evidence that students who do not attend regularly and are not on time generally do not achieve as well as those that do.

Students who are not punctual not only reduce their time for study but also delay and interrupt the teaching and learning of other students. It is therefore important that you arrive on time for the beginning of all classes. If you know that you will be late for a class, the College expects you to warn the member of staff in advance. If you know that transport arrangements prevent you from arriving on time on a regular basis then you must discuss this with your Course Leader. Your Student Support Adviser may be able to suggest alternative arrangements to ensure that you get into College on time.

Your Course Leader and Student Support Adviser will be monitoring your attendance closely and will set targets for improvement if your attendance or punctuality becomes a concern. Continued poor attendance and punctuality can also mean that any financial support you are getting may be withdrawn and/ or disciplinary action may occur.

### ***Notifying the College of your absence***

#### **First day of Sickness / Absence**

The following guidance applies to all full and part-time students.

If you are sick or unable to attend for any other reason you must notify the College as soon as possible on the first day of absence, by calling the relevant number.

The General Office at Hartlepool	01429 422000
The General Office at Burlam Rd	01642 806626
The Reception at Green Lane	01642 288000

Please try to call before 9.30am or before the start of your first lesson. If you have attended lessons and are going home ill you must also notify the above. A relative or friend can call on your behalf. You or the caller must state the following:

- Your name
- The course you are attending
- How long the absence is likely to last
- Whether medical treatment is being sought

Your absence will then be recorded, and registers will reflect that you are sick and not on unauthorised absence.

### **Sickness of more than 7 calendar days**

A self certification is required for any sickness lasting longer than 1 week (7 calendar days). Self-certification forms are available from dispensers in the reception areas on all sites. Completed forms must be handed in to your Student Support Adviser.

### **Sickness of more than 14 Calendar Days**

Any student who cannot attend due to sickness for more than 14 calendar days must provide proof that they have sought professional medical advice. Where possible a sick note or other signed confirmation of their illness should be provided. If the illness continues beyond the period of the first sick note, further sick notes (or other signed confirmation) should be submitted so that the whole period after the first 2 weeks is covered.

### **Absence other than sickness**

All other absence **must have prior approval**. It is important that you discuss all such intended absences with your Course Leader in advance. Students who receive attendance payments or support from the College must supply evidence such as an appointment card or letter from parents where appropriate.

If you are absent and not sick and have not sought prior approval you must speak with your Course Leader on your return so that the reason can be documented.

### **Failure to follow college procedure**

If you do not follow the above procedure and do not attend college you will receive an unauthorised absence mark in the registers. Any student support payments (bursaries / EMA / ALG etc) may then be affected, and persistent non attendance could result in disciplinary action.

## ***Student Disciplinary***

The college operates a Student Disciplinary Code, which sets out the procedures to be followed in cases where a student's conduct or behaviour is deemed to be unacceptable. For further information on this please contact your Student Support Adviser.

### **Disruption to the Work of the College**

The College reserves the right to exclude any person whose presence or behaviour might affect the normal operation of the College.

## ***College Fees***

Any fees or loans, including equipment loans (books, CDs, Dictaphones etc.) must be paid or returned at least 10 working days before the end of the academic year.

If you know you are going to have problems in paying your fees or repaying a loan, make sure you discuss this with the appropriate person. Unless the College has agreed to defer payments, students with unpaid debts will be taken to court, and academic penalties will apply (see below).

### **Full-time, Further Education Tuition and Examination Fees**

If you are aged 16 – 18 and ordinarily resident in the European Community you are entitled to free education.

However, examination fees may be charged if:

- Your attendance is below 80% and shows no improvement after being warned of this; or
- You fail to turn up for an exam without an appropriate explanation such as proven illness.

If you are 19 or older but under the age of 25 on 31st August 2009, you are exempt from tuition fees if you are attempting a level 2 or level 3 qualification for the first time. This excludes those studying on Foundation Studies in Art and Design.

If you are over the age of 25 you are exempt from tuition fees if you are attempting a level 2 qualification for the first time.

If you do not meet any of the above criteria you will be charged full tuition and examination fees unless you are in receipt of an income based benefit.

For more information contact Alison Smith-Paul, Student Administration Manager, at Green Lane site, tel: 01642 292299.

### **Part-time Further Education Tuition and Examination Fees**

If you, your parents, your spouse or partner are on a means tested benefit, fees may be waived. For more information contact Alison Smith-Paul, Student Administration Manager, at Green Lane site, tel: 01642 292299.

### **Academic penalties for non-payment of debts**

In cases of non-payment of fees or non-repayment of loans or equipment the College affirms its right to impose any or all of the following penalties:

- the College may withdraw the right of access to teaching/learning, accommodation or other facilities;
- to refuse to report grades to the validating body.
- to refuse to allow the student to proceed to the next stage of their course or to enrol on any other programme at the College.
- to refuse to provide the student with a College reference.

### **Safety and Security**

If you have any queries related to safety and security issues please contact David Giles, Health and Safety Adviser at Green Lane site, tel: 01642 298718.

## **CCTV**

The college takes very seriously the safety and security of its students and staff. CCTV is therefore used at various points around most sites.

## **Accidents and injuries**

You should report all injuries and accidents to a member of staff as soon as possible. All accidents must be recorded in an Accident Book, a copy of which is kept at each site. Please contact the General Office / Reception at the College site where the accident occurs.

## **First Aid**

The names of First Aiders are prominently displayed on notice boards in the College reception areas. If in doubt, check with the General Office at each site. If you require further details please contact the Health and Safety Adviser on 01642 298718.

## **Safety in Workshops**

Certain, machinery and apparatus must not be used by students, except under staff supervision. If in doubt, check with your tutor.

For certain practical Courses you may be required to purchase approved protective clothing in the interests of Health and Safety. Some protective clothing may be supplied.

You will be informed of safe working procedures and must comply with these instructions.

The College cannot accept liability for accidents caused by any disregard of instructions and / or personal negligence.

## **Emergency Evacuation**

You must familiarise yourself with FIRE PROCEDURES, which are prominently displayed in all buildings. Fire Drills are held at regular intervals. On hearing an alarm, or in the event of a fire, you must immediately leave the building in an orderly manner at the nearest prescribed safe exit and wait at one of the emergency refuge areas for further instructions.

## **Lost Property**

Please make sure you do not bring valuable property onto college sites such as iPods, cameras, expensive phones or large amounts of money unless you really need to. If you do bring money or valuables into college please keep them with you at all times. Whilst the college aims to provide a safe and secure environment thefts and losses can occur. The college can not be held liable for lost or stolen items.

If you find an item that may be someone's lost property please hand it in to the general office at the site it was found. Likewise if you lose an item please check with the general office in case it has been handed in.

## **Smoking**

Smoking is not allowed on college premises, either within or outside buildings. The only exception to this is the allocated smoking area at Green Lane site, which was created to avoid risk of physical harm to students who were smoking immediately beyond the college boundaries near a busy road. Should it be determined that the risk of physical harm is sufficiently reduced the college reserves the right to remove the smoking area at short notice. Please remember that smoking can damage your health. The college will provide you with appropriate advice and referral should you wish to stop smoking. Please see your Student Support Adviser for details.

## **Alcohol, Drugs or Solvent Abuse**

Any student on College premises or who is off-site, but still under the supervision of College staff and is under the influence of alcohol, drugs or solvents will be dealt with under the College's Disciplinary Procedure.

Any student found with unauthorised drugs or solvents on their person will similarly be dealt with under the College's Disciplinary Procedure and the incident will be reported to the Police.

Any student, if caught selling drugs or other illegal substances on College premises, or while under the supervision of College staff will automatically be suspended under the gross misconduct clause of the College's Disciplinary Procedure and the incident will be reported to the police.

## **Use of IPODs / MP3 players and Mobile Telephones**

In order not to interrupt teaching or the learning of fellow students, personal radios, stereos or mobile phones must not be used in the following situations or locations:

- In time-tabled sessions;
- Where students attend College Committee Meetings;
- Learning Resource Centres (Libraries);
- Open Access Centres (Workshops/Computer Rooms);
- Any time where the use of mobile phones may affect the concentration of others.

Students should be aware that the use of mobile phones / IPODs and MP3 players in some areas of the college may contravene health and safety rules.

## **Use of Equipment / Books**

Apparatus, equipment and books must not be removed from the premises without authorisation.

Students may be held responsible for any damage they might cause to College equipment or property. Charges for damage caused will be assessed by the Principal.

All equipment / book loans must be returned before the end of each academic year. Failure to return items will be treated as a debt to the college and the actions under the relevant paragraphs on college fees will apply.

Thank you for taking the time to read the handbook.  
Enjoy your time being part of Cleveland College of Art and Design.