



**CLEVELAND COLLEGE OF  
ART & DESIGN**  
[www.ccad.ac.uk](http://www.ccad.ac.uk)

# **HE Student Handbook**

**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 programme handbook for your particular programme.

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

Kassim Ali – FdA TV & Film Production, Green Lane

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:

|                 |  |              |
|-----------------|--|--------------|
| Christine Goult | HE Curriculum Manager                                    | 01642 298711 |
| Melanie Shee    | Business Development Manager for the Creative Industries | 01429 424817 |

## Calendar

Term dates:

Autumn: 14<sup>th</sup> September 2009 – 11<sup>th</sup> December 2009

Spring: 4<sup>th</sup> January 2010 – 2<sup>nd</sup> April 2010

Summer: 19<sup>th</sup> April 2009 – 11<sup>th</sup> June 2009

## 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, the Special Educational Needs and Disability Act 2001 and the Disability Equality Duty 2006, 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.

### ***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 is 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 Agreement – Your Responsibilities

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

- Take your studies seriously, attend all required lectures and classes, hand in assignments by set deadlines and complete all work within the specified time allocated.
- Be punctual for all classes and lectures. Keep appointments as required with staff and fellow students.
- Follow the absence reporting procedure in all cases where you cannot attend any agreed session.
- Seek advice from staff, where appropriate, and notify your tutors if you are experiencing any difficulties.
- Participate actively in reviews of your progress and discuss your needs with appropriate staff.
- Keep all assessment feedback, record forms, assignments and programme handbooks in your Progress File. This will inform your own personal record of achievement and you will need to refer to it throughout your studies.
- Read carefully and be familiar with the contents of the Programme, Module and Student Handbooks.
- Abide by all college policies, procedures and codes of conduct that apply to you.
- Give staff accurate information at all times.
- Be familiar with the safety rules and regulations within the department (see Health & Safety section of this Handbook; copies also in each studio/workshop).
- Keep studios and workstations clean and tidy at all times. Display your work in a professional manner at all times.
- Pay all fees and charges for which you are liable on time, ie curriculum support fees, visits.
- Respect others, regardless of differences in culture, ability, race, gender, age or sexual orientation.
- Behave in an appropriate manner (as will staff) at all times, and display a courteous attitude to fellow students and staff.
- Not disrupt or prevent the learning activities of other learners.
- Return all books, equipment or other materials loaned to you, and return them in good condition.
- Ensure that you inform the college of any change to your home or term-time address.

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 programme late and miss your programme'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 (VLE) where you can access important documents and programme 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.

You can access the VLE, your college documents or emails from the web page: <http://vle.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 for 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 corridor near ND Interactive Media
- 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 Boxes at Green Lane and Hartlepool sites sell a range of materials to students at lower than normal retail prices.

Green Lane site 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)

Hartlepool site opening times are (Monday – Friday):

10.45 am - 11.15 am

1.45 pm – 2.15 pm (not Fridays)

These times may vary each semester – opening times will be displayed near each relevant Art Box

## **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 and Hartlepool sites 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:

### Green Lane site

Monday to Thursday: 8.30am – 5.00pm

Friday: 8.30am – 3.30pm

### Hartlepool site

Monday to Friday: 8.30am – 3.00pm

Vending machines are available on all sites.

## **Visits and Work Experience**

Your programme may include external visits or periods of work experience at places off college premises. 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 programme, assignments, assessment grades etc. you should see your Programme 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.

Student Support Advisers are based above the refectory at Green Lane site, or off the main foyer at Hartlepool site, next to the General office. Their contact details are:

|                  |                               |  |
|------------------|-------------------------------|--|
| Joey McGurk      | Student Support Adviser       | 01642 298753 (mbro) or<br>01429 424822 (hpool) |
| Christine Nussey | Student Support Manager       | 01642 298806 (mbro) or<br>01429 424822 (hpool) |
| Avril Vickers    | Student Support Administrator | 01642 298821                                   |

Staff are based across 3 sites and are expected to be at the following sites on the following days of the week, although this is subject to change as the need arises:

|           | <b>Joey</b> | <b>Christine</b> |
|-----------|-------------|------------------|
| Monday    | Hartlepool  | Green Lane       |
| Tuesday   | Burlam Road | Hartlepool       |
| Wednesday | Green Lane  | Hartlepool       |
| Thursday  | Hartlepool  | Green Lane       |
| Friday    | Green Lane  | Green Lane       |

### ***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 Programme 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, or in Hartlepool LRC. You can attend the drop in session, or see a Student Support Adviser or phone 01642 298752 or 01429 424853 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.

**All support for students with a disability is funded through the Disabled Student Allowance. You must make sure you apply as soon as possible for any support you may need through this mechanism.**

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, or in the LRC at Hartlepool.

### **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 programme.

Even if you are not offered further assessment after the screening process, if you later struggle with your coursework 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
- Provision of equipment such as dictionary, Dictaphone, IT facilities and software etc.

**All support for students with a learning difficulty is funded through the Disabled Student Allowance. You must apply for this, and will be provided with support (but not equipment) by the college pending receipt of the DSA funding for it.**

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.

In addition the Learning Resource Centres (LRCs) can provide individual support with reading, writing, and support with study skills, research, essays and dissertations. In particular the LRC provides a proof reading service for dissertations.

### **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**

### **Student Loans**

If you have not yet applied for your Student Loan please do so as soon as possible to avoid unnecessary delays in the payment of your tuition fees and support with your living costs. If you have applied but your payment has been delayed you may be able to apply for a loan from the College until your first payment arrives. For information or advice please contact one of the Student Support Advisers.

### **Hardship**

In common with other HE providers, the College is annually allocated money to help students in hardship. The funds are intended to help all funded HE students who would not be able to pursue their education because of financial difficulties. The fund is available to all full and part time students (studying at least the equivalent of 0.5 of a full time programme)

#### Standard (ALF) Awards

Standard Awards are those made to help with the general costs of being a student where a standardised level of expected expenditure exceeds the income available to the individual concerned, creating an 'additional need'. This involves the collation of a lot of evidence to verify income and expenditure. The College will annually determine how much or what percentage of this 'additional need' they will meet for all students in the light of the anticipated needs of students and the ALF budget they have at their disposal.

#### Non Standard (ALF) Awards

Non Standard Awards are used for students who have to meet exceptional costs due to unforeseen or emergency situations. Additional essential expenditure not fully met through statutory grants may also be considered. Students will need to provide evidence of such items of expenditure.

The college aims to assess 'Access to Learning Fund' applications within 4 weeks of receiving the application. Where an application is in the nature of an emergency, the College will seek to assess such applications within five working days of receiving the application.

For details of how to apply for the 'Access to Learning Fund' and general information on support for HE students please contact the **HE Student Support Adviser** on **01642 298753** or [joey.mcgurk@ccad.ac.uk](mailto:joey.mcgurk@ccad.ac.uk)

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 one of the Student Support Advisers.

## **Travel Arrangements**

### **Car Parking**

With the exception of disabled parking bays, there are no parking facilities for students at any college site.

At Green Lane site you may park in nearby residential streets, but must do so with respect for residents. You must ensure you do not block driveways or park illegally. The college values its good relationship with its neighbours and will deal with any complaints seriously. If you park in disabled parking bays you must display a disabled badge at all times.

At Hartlepool site you must ensure you observe parking restrictions in place in surrounding streets. Parking is extremely limited; you are recommended to use public transport wherever possible.

### **Bicycle Storage**

Storage racks for bicycles are available at Green Lane and Hartlepool Sites. 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. Please refer to the traveline website at <http://www.travelinenortheast.info>.

### **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 is provided mainly by teaching staff on programmes. In addition there is a careers section in each Learning Resources Centre.

## 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 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 programme and provide an opportunity for you to feed back your thoughts on programme specific issues such as the way it is structured and delivered.

### **Programme Boards**

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

### **Student Council**

All Programme 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 programme 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 Programme Leader or Student Support Adviser.

## **Mitigating Circumstances**

If you are unable to meet a formal assessment deadline due to either of the following reasons you may apply for Mitigating Circumstance in order to receive an extension deadline.

- medical or other factors may have adversely affected your performance (your request must be supported by medical certificate or other documentary evidence);
- there may be evidence of sufficient material or administrative disadvantage to have affected your performance;

Mitigating Circumstances should only be applied for where the extension is for more than 7 days beyond the assessment deadline. Extensions of up to 7 days can be agreed by the Programme Leader. Application forms for mitigation are available from your Programme Leader.

## **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 programme concerned.

For further information on this procedure please see your Student Support Adviser or Programme Leader.

All students retain a final right of appeal to the University of Teesside, if you believe that your case has not been dealt with in a satisfactory manner you should contact the Ombuds Office on 01642 342322 at the University of Teesside for further information.



## **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 Programme Leader.

Your Programme Leader will be monitoring your attendance closely and will set targets for improvement if your attendance or punctuality becomes a concern.

### ***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 programme 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 Programme Leader or Lecturer.

### **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 Student Support Adviser and your Programme Leader in advance.

If you are absent and not sick and have not sought prior approval you must speak with your Student Support Adviser and Programme Leader on your return so that the reason can be documented and support put in place where required.

### **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. Persistent non-attendance could result in disciplinary action.

### **Please Note**

You should be aware that the College has a responsibility to report unauthorised absences to your Local Authority or Student Finance Direct and that students with a significant number of unexplained absences may be reassessed for their entitlement to student loans and grants.

College bursaries and scholarship payments may also be affected.

### ***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.

## **Tuition Fees**

### **Full-time Higher Education Fees**

Most Full-time Higher Education students can now access a tuition fee loan from the student loans company to pay their fees. If you haven't and you need advice, please phone **(01642) 298821** and ask to speak to a **HE Student Support Adviser**.

### **Part-time Fees**

Part-time students who are studying on a HE Programme of at least annually 0.5 of a full-time programme can apply for a Fee Grant and a support grant. These grants are income related.

For further details on both full and part-time student financial support and loans please contact your Local Authority or the government web site:

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

## **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 publish the results of assessed work;
- to refuse to allow the student to proceed to the next stage of their programme or to enrol on any other programme at the College;
- to refuse to provide the student with any certificate or transcript of achievement;
- to refuse to permit the student to participate in any Academic Awards Ceremony;
- 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 Clare Moore, 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 Programmes 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 a 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