

# Student HANDBOOK

## (Adults)

FURTHER EDUCATION {FE}

# 2018-19



Peter Symonds, Winchester  
Adult & Higher Education

☎ 01962 886166  
e [ahed@psc.ac.uk](mailto:ahed@psc.ac.uk)  
w [www.psc.ac.uk/ahed](http://www.psc.ac.uk/ahed)  
f [Facebook.com/petersymondsAHed](https://www.facebook.com/petersymondsAHed)

## ABOUT THE FE STUDENT HANDBOOK



The FE Student Handbook contains essential information about the college's services and facilities and the regulations under which your course will operate. It includes useful information about the College, as well as where to locate numerous useful policies and documents, which govern your programme of study in accordance with the principles of confidentiality, impartiality and equality of opportunity. Wider information about Higher Education {HE} is available via the website or moodle. This is a working document so please

keep it on you at all times.

Please read this alongside your online enrolment details, Enrolment Receipt Letter (if enrolled in person or over the phone).

### STUDENTS WITH DISABILITIES: INFORMATION IN ALTERNATIVE FORMATS

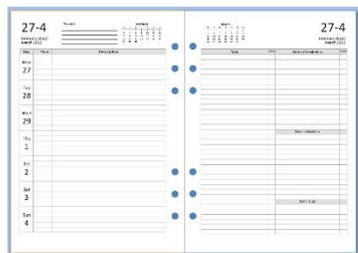
If you have a disability, which makes navigating our website difficult and you would like to receive information in an alternative format please contact the Head of Study Support on [ahed-studysupport@psc.ac.uk](mailto:ahed-studysupport@psc.ac.uk) Please state your disability and details of the specific information you need.

We can supply sections from this publication as:

- A Word document with enlarged type which can be sent by email or supplied on disc or CD; or
- A printed copy on non-white paper; or
- A printed copy with enlarged type.

Other formats may be possible. We will do our best to respond promptly. To help us please be as specific as you can and include full details of your disability.

## COLLEGE DATES FOR 2018-19



(For a more comprehensive list, see page 30)

**Term begins:**  
**Half term w/c:**  
**Term ends:**

<b>Autumn Term 2018</b>	<b>Spring Term 2019</b>	<b>Summer Term 2019</b>
Monday 3 September	Monday 7 January	Monday 23 April
Monday 22 October	Monday 18 February	Monday 27 May
Friday 21 December	Friday 5 April	Friday 17 July

**Please Note: Adult & Higher Education is closed on Public Holidays**

## ADULT & HIGHER EDUCATION DIVISION (AHEd), STONEY LANE – RECEPTION HOURS

**Monday – Thursday:** 09:00 – 16:45  
**Friday:** 09:00 – 16:15

***In addition (term time only)***

**Monday – Thursday:** 17:00 – 21:00  
**Some Saturdays:** 09:00 – 16:00  
**Some Sundays:** 09:00 – 16:00

## BROCHURE & APPLICATION FORM ENQUIRIES:

AHEd Reception 01962 886166 ahed@psc.ac.uk

## ENROLMENT:

Registry – 09:15 – 16:00 term-time only 01962 889547 ahed.registry@psc.ac.uk  
(may be reduced hours during holidays)

## SUPPORT:

Study Support 01962 886166 ahed-studysupport@psc.ac.uk  
Student Support 01962 886166 ahed@psc.ac.uk  
Examination Enquiries 01962 886166

## SALONS:

Hair & Beauty Training Academy 01962 889545 hairandbeauty@psc.ac.uk

**DISCLAIMER** The information contained in College publications is correct as far as can be ascertained at the time of publication, but the College reserves the right to alter course details, fees, etc without notice. Courses may be cancelled if insufficient students enrol, or due to unforeseen circumstances. Students will be notified as soon as possible and course fees will be refunded. Acceptance of fees does not mean a course will run. Responsibility is not accepted for clothing, property or vehicles lost, stolen or damaged.

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## WELCOME TO YOUR 2018-19 HANDBOOK



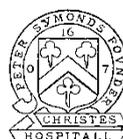
### Adult & Higher Education Division

Stoney Lane, Weeke, Winchester, Hampshire SO22 6DR

Tel 01962 886166

Email [ahed@psc.ac.uk](mailto:ahed@psc.ac.uk)

[www.psc.ac.uk/ahed](http://www.psc.ac.uk/ahed)



### Peter Symonds College

Owens Road, Winchester, Hampshire SO22 6RX

Tel 01962 857500

Email [psc@psc.ac.uk](mailto:psc@psc.ac.uk)

[www.psc.ac.uk](http://www.psc.ac.uk)

### Peter Symonds College:

*“values individuals, responds to learning needs, seeks quality”*

# THE COLLEGE CHARTER 2018-2019

This charter gives information to students, parents, and the local community about the services the College offers and the standards it expects from both itself and from all its members. There is a separate Charter for Higher Education students. Both are available via the College website.

## CHOOSING AND APPLYING TO THE COLLEGE

If you are a prospective student, you are entitled to free, objective and detailed information about:

- the courses and qualifications we offer
- entry requirements for each of our courses
- our exam results and student destinations
- our facilities for teaching, learning and private study
- any fees or charges we might make
- how courses are taught and assessed
- additional learning support
- the accessibility of our campus for students with mobility and sensory impairments
- the financial or practical help we can offer to enable you to take up your studies

You will be given the opportunity to:

- visit the College on our open evenings and other events

When you apply to the College, you are entitled to:

- have your application handled fairly and efficiently in accordance with the College's admissions policy
- have a prompt acknowledgement of your application
- have an individual interview to discuss your application, provided you are a 16-18 student living within the local area with your immediate family or legal guardian(s)
- attend a pre-enrolment taster day in July (August for AHEd students) to help you to make course and College choices if you are a full-time 16-18 student, or to attend an induction event if you are 19+, if applicable
- information about the support available in College for students with disabilities and learning difficulties, with transition meetings, if required, based on individual student need
- a transition plan if you have an Education, Health and Care Plan (EHCP)

## WHEN YOU ENROL

If you are a student, you can expect:

- advice about your course and learning needs
- an individual interview to finalise your course choice if you are on a full-time course
- help and advice if you have problems finalising your course choice
- the opportunity to change courses during the first three weeks of term, numbers permitting, if you are a full-time 16-18 student
- a learner's agreement which sets out your own learning goals and forms the **basis of a contract** between you and the College
- a student handbook for 16-18 and full-time 19+ students (via our website or contact AHEd Reception to request a Handbook in a different format).

## DURING YOUR COLLEGE COURSE

All students are entitled to high quality teaching, learning and private study facilities. Details will be available from each programme or course area, but all students are entitled to:

- appropriately qualified teaching staff
- the support of a Personal Tutor if you are on a full-time course
- access to a varied enrichment programme (for full-time 16-18 students)
- lessons, material and homework assignments which are thoroughly prepared and appropriate to your needs
- clear course plans, reasonable homework deadlines
- coursework requirements published at the beginning of the course
- an introductory period which assists you to make the transition from one level of work to the next
- assignments and coursework marked or feedback given in accordance with Awarding Body regulations and, where appropriate, returned within a reasonable period of time
- access to a well-resourced Learning Resource Centre for full-time 16-18 students; 19+ students will have access to the Learning Resource Centre as appropriate for the course being followed
- lessons which begin promptly
- advance warning of any changes to schedules, wherever possible
- regular one to one reviews of work and progress with your Personal Tutor if you are on a full-time course
- support in developing study skills and independent learning
- regular subject progress reports
- the opportunity to make your views known on the quality of teaching and learning
- additional support if you need it, in order to achieve your learning goal
- appropriate arrangements for access to the curriculum if you have a disability, in addition to your active involvement in developing policies and procedures which affect students with disabilities
- clean, safe and appropriately equipped social and working conditions
- learn in an environment where your safety and welfare is promoted and protected in accordance with our Health and Safety and Safeguarding policies
- information about the College's equal opportunities policy
- information about the College's policy on bullying and harassment
- transparent and accessible complaints and appeals procedure
- access to professional and impartial careers information, advice and guidance (for full-time 16-18 students, Access and HE students); this includes support with making applications for further and higher education and for employment, and information about HE finance
- access to confidential counselling services if you are 16-18 or on a full-time course
- an efficient student information and advice service from the Student Services department if you are 16-18 or on a full-time course
- a high standard of site maintenance
- be treated with respect by all members of staff who should all wear ID badges
- a student representative body working for and with you to establish your needs and improve your time at Peter Symonds

## AS YOU LEAVE OR COMPLETE YOUR COURSE

You are entitled to:

- information and advice about progression (for full-time 16-18 students, Access and HE students)
- a post-examination service including advice about the UCAS Clearing System (for fulltime 16-18 year old students and Access students)
- a College reference on request from an employer or HE/FE establishment provided there are no outstanding debts to the College; this can be shown to students but not taken away (for full-time 16-18 students, Access and HE students).

## YOUR RESPONSIBILITY

We will make every attempt to meet the commitments set out in our charter but we cannot accept responsibility if something happens which is beyond our control. The more you share the responsibility with us, the greater the chance of your own success and satisfaction.

We expect all our full-time students:

- to aim for a 100% attendance record at College ie: to attend all timetabled lessons and workshops, Tutorial sessions, 1:1 interviews and activities
- to arrive on time for lessons, be ready and prepared to learn, thereby taking responsibility for your own learning
- to follow the correct procedures to notify the College of absence
- to meet all assignment and coursework deadlines and to hand in work on time and to a satisfactory standard to discuss any problems in these areas with teachers before they become serious
- to respect the learning environment and College as a whole
- to enrol on and attend promptly the required number of enrichment and lecture programme sessions (if you are 16-18)
- to attend any designated study support lessons, workshops and appointments
- to make good use of your private study time and support workshops
- not to take holidays of any kind during term time
- to attend work experience placements as allocated, comply with work experience procedures and ensure every effort is made to make it a successful placement
- to conduct themselves appropriately when on College organised trips, visits and work experience
- not to undertake any paid employment during term time which will impact on your study if you are a 16-18 student on a fulltime course; we recommend no more than 10 hours each week
- to make good use of all the services and facilities we provide including student services, careers guidance, private study and IT facilities
- to undertake fully any responsibilities gained as a result of being elected to the student representative body; for example, attendance at all relevant meetings

We expect all our students:

- to show courtesy and consideration to all members of the College community (staff and fellow students) and its neighbours
- to respect the welfare and safety of all members of the College community (staff and fellow students)
- to dress appropriately and not cause any offence or embarrassment to others by logos on T-shirts etc
- to respect the College's buildings and surroundings and to keep the environment free from litter, both on campus and in the surrounding streets
- to abide by all our routines and regulations as set out in the student diary, Adult Learners' Handbook and College Contract, including our health and safety policy and rules on smoking, drugs and alcohol
- to return all books and equipment belonging to the College at the end of each course or to pay for any which are lost
- to carry their College ID card with them at all times on the Owens Road campus and to show it and give their name when requested by a member of the College staff. This applies to adult students visiting Careers and the Ashurst Resource Centre during the day, as well as sixth form students.

**The College Student Policies and Procedures and “Wider Information about HE” are available via our website at <https://ahed.psc.ac.uk/website/psapps/information.aspx?page=policiesandprocedures.aspx> along with updates during the academic year.**

# PETER SYMONDS COLLEGE “Counting In Ones”

## FURTHER INFORMATION

### Director of Adult & Higher Education

Responsible for the Stoney Lane Campus Alex Day

### Principal of Peter Symonds College

Stephen Carville until August 2018/Sara Russell from August 2018

### Chair of Governors

Sean Kelly

### Prospectus and Application Form Enquiries

Full-time 16-18 Students	Admissions Office	01962 857555
19+ students	Adult & Higher Education Reception	01962 886166

### Admission Enquiries

Full-time 16-18 Students	Kim Ottridge, Head of Admissions	01962 857524
19+ students	Adult & Higher Education Reception	01962 886166

### Student Information

Full-time 16-18 Students	Liz Crouch, Head of Student Welfare	01962 857547
19+ students (AHed)	Marianne Geach	01962 886166

Head of Study Support  
(16-18 Students)

Sarah Gibson 01962 857556

Head of Learning Support (AHed)

Melinda Cripps 01962 886166

Careers advice and guidance  
(full-time 16-18 students and Access students)

Debbie Mahoney, Head of Careers 01962 857552

### Examination Enquiries

Full-time 16-18 Students	Claire Willis	01962 857549
19 + students	Caroline Brereton	01962 886166

## COLLEGE GOVERNORS

Mr C Scott (Chairman)  
Mr T Rogerson (Vice Chairman)  
Mrs R Brockman (Trustee)  
Mr C Edwards  
Mr S Carville (Principal)  
Miss A Palmer  
Dr R Sykes

Mr B Neaves  
Mrs A Storey  
Mrs T Thorne  
Miss L Evans  
Ms N Graham  
Mr N Measham (Trustee)  
Rt Rev D Williams

Mrs D Kennedy (Parent Governor)  
Mr G Hooper (Staff Governor)  
Mr G Rockett (Staff Governor)  
Mrs H Walsh (Clerk to the Governors)  
Sofaya Looker (Student Governor)  
James Penny (Student Governor)

Please note that there is a separate Charter for students following Foundation Degree/Degree courses, which is available from the Adult and Higher Education Division (AHed).

*We are committed to Equal Opportunities and affirm that all members of the College community are of equal value and are entitled to be treated fairly and without prejudice in every aspect of College life. We therefore actively promote Equal Opportunities and work to foster good relations between people.*

**Peter Symonds College**  
Owens Road, Winchester  
Hampshire SO22 6RX  
Tel 01962 857500  
Fax 01962 857501  
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Website [www.psc.ac.uk/ahed](http://www.psc.ac.uk/ahed)

# THE ADULT LEARNER ENTITLEMENT

(Complements the College Charter)

**BEFORE THE COURSE STARTS, ADULT STUDENTS WILL RECEIVE THE FOLLOWING INFORMATION:**

*If you are enrolling online, you will need to download your Course Outline and information from the website*

- Start date, day, times, number of weeks, fees and costs, location
- Who the course is aimed at e.g. beginners
- The aims of the course
- The objectives of the course (what students will be able to do by the end of the course)
- Activities/tasks which will be covered
- Any previous knowledge required
- Useful preparation prior to the start of the course
- Amount of work expected outside of the course
- Material required
- Help with study support needs
- Learner Support and Childcare Support as appropriate if you are on an accredited course

**AT THE FIRST SESSION STUDENTS WILL RECEIVE INFORMATION ON:**

- Qualifications/experience of tutor
- The learning and teaching methods that will be used
- How progress will be monitored
- Health and Safety matters
- Compliments/complaints procedures
- What the course could lead to
- Learning Agreement (for ESFA funded courses)
- During the course students will receive
  - Regular progress reviews
  - Additional study support if appropriate
  - The opportunity for feedback on the course structure
  - Fair and equal treatment (Equal Opportunities)

**EVALUATION AT THE END OF THE COURSE WILL ASK FOR INFORMATION ON:**

- Whether the course met expectations
- Whether the teaching was of good quality and appropriate
- Whether the student's objectives were achieved
- Whether the accommodation was suitable and health and safety issues were dealt with appropriately
- Whether the feedback on progress was helpful
- Final Review to identify "where to from here?"

**THROUGHOUT YOUR COURSE, WE OFFER:**

- Information and Advice on all aspects of your learning route and progression

**Please inform your tutor of any planned absences or any problems you encounter.**

**IMPORTANT (For ALL Students)**

*You may be required to attend extra-curricular activity in connection with your course to achieve your qualification on different days/times to normal class times/days, for example, preparation for student Hair Show, Beauty Events, trips, etc.*

We are committed to Equal Opportunities and affirm that all members of the College community are of equal value and are entitled to be treated fairly and without prejudice in every aspect of college life.

## ACCIDENTS - REPORTING

Accidents involving students should be formally reported using the accident forms held in Business Manager's Office. The member of staff dealing with the accident will deal with this. Details of accidents involving a member of staff or to any visitor who is not a student should be recorded on form B1510 in the yellow accident book, which is kept by the Business Manager.

Major injuries, dangerous occurrences, some prescribed diseases must be reported to the Health and Safety Executive by the College Safety Officer.

All incidents are reported to the College Fire, Upkeep, Safety and Security (FUSS) Committee with follow up actions taken. An annual report is prepared for the first board meeting of the Governors each academic year.

## ANTI BULLYING

The college considers bullying and harassment in any form to be a serious offence which will not be tolerated. A zero tolerance approach is adopted. Initially informal procedures will be used with the aim of resolving the issue. Formal procedures which may involve the disciplinary procedure will be used where appropriate. For further information see the prevention of bullying and harassment (students) policy & procedure.

## ASSOCIATIVE DISCRIMINATION

This is when you are treated less favourably because of your connection with a person with a protected characteristic. Under the 2012 Equality Act, the protected characteristics include disability, age, sexual orientation, gender reassignment, pregnancy & maternity, race, religion & belief and gender. More information regarding this can be found on our website [www.psc.ac.uk/ahed](http://www.psc.ac.uk/ahed)

## ATTENDANCE

As per the College Charter, we expect you to aim for 100% attendance. Attendance is recorded for every timetabled session. Many awarding bodies will fail students who do not have at least an 80% attendance record. We place considerable emphasis on excellent attendance and punctuality and we ask you to respect and adhere to these values to ensure success both at College and to prepare those who have yet to experience full time employment for the expectations of the workplace.

### ATTENDANCE BELOW 80% - HIGHER EDUCATION STUDY (with no medical evidence)

If your attendance falls below 80%, you may need to arrange a 'catch up' tutorial and pay £50 for the session. This will be a requirement to the continuation of your studies.

### WHAT SHOULD I DO IF I AM UNABLE TO ATTEND COLLEGE?

If you are genuinely ill or unable to attend college, send an email to [ahed@psc.ac.uk](mailto:ahed@psc.ac.uk) with "Attendance" in the Subject or telephone AHed Reception on the first day of your absence. Your absence will be noted on the register. If your attendance falls below 80%, you may be called in to meet with your tutor to discuss. Consistent non-attendance may jeopardise your place on the course and **you will be withdrawn if you do not attend for 3 consecutive weeks.**

**NB: The College does not condone absences as they may impact on your final grades.**

*For under 19 year olds, if your parent or guardian does not contact the College as per the above, when you return you will need to see your tutor and bring a letter from parents/guardians or other evidence to authorise your absence.*

Students in receipt of a student loan should note that the College is required to report to the Student Loan Company regarding their attendance in order to receive tuition fees. Consistent non-attendance may impact on your loan payments. Any queries regarding your loan should be discussed with the Student Support Manager via AHed Reception.

### ATTENDANCE AT COLLEGE WHEN NOT ATTENDING A CLASS

Please ensure you sign in at Reception when attending the College but not a class. If there is a fire or health & safety incident, we will be unaware unless you sign in, as you will not appear on a register.

### WHAT DO I DO IF I CANNOT ATTEND EVERY WEEK, CAN I PAY FOR PART OF THE COURSE?

Unfortunately, we are unable to offer any reduced rates on our courses. Courses are only viable on the basis of everyone paying the full fee.

*Please note that attendance will be taken in to account when applications for financial assistance are considered. As our payment records are audited, evidence will be required to support any absence authorisation.*

## **WHAT IF I WANT TO SUSPEND MY STUDIES, TRANSFER OR WITHDRAW FROM MY COURSE?**

Any student considering suspending their studies, transferring or withdrawing from their course should first discuss this with their tutor or Curriculum Head. If they decided to proceed with the decision to suspend, transfer or withdraw, they **MUST** complete the 'Transfer, Suspension or Withdrawal of Studies' form (see page 17 – Financial Implications of Course Fees). It is important that students read the information on this form carefully and discuss the implications fully with their tutor, Curriculum Head and the Student Support Manager before making a decision.

## **BAD WEATHER**

In bad weather - anything more than a light dusting of snow, for example - there will be notifications on our website [www.psc.ac.uk/ahed](http://www.psc.ac.uk/ahed) and/or on BBC Radio Solent. If a class is cancelled due to bad weather, we will endeavour to offer an alternative session to make up the lost class. The tutor will confirm to the class when the lost class will be made up. If a learner is unable to attend the alternative session, we regret we are unable to offer a refund. A refund will be made only if we are unable to offer an alternative session.

## **CAR PARKING/TRAVEL TO COLLEGE**

Limited parking is available onsite and we encourage visitors to use public transport wherever possible. Parking spaces are available on a first-come, first-served basis. The car park is for staff and students only. When parking onsite, please park in the designated parking bays. Parking in non-designated areas obstructs delivery vans and prevents access for emergency vehicles. By obstructing others your car is also at a greater risk of accidental damage. As spaces are limited, please be considerate of other users and only park for the duration of your lesson. There are alternative places to park in the nearby streets, although some restrictions do apply. Please ensure you check local signs and park with consideration to our neighbours.

Please take note of the following restrictions that apply to parking at AHed and in the surrounding areas:

- THERE IS A **£25 FINE FOR PARKING ONSITE** if you are not a student attending a course on that day or a student who has signed in at Reception.
- **DO NOT DOUBLE PARK** on Campus!
- **DO NOT PARK ON THE GRASS**
- **Please drive carefully onsite and park considerately as a courtesy to pedestrians and other drivers**
- **Please be considerate to people with a registered disability and do not park in bays marked exclusively for their use. Cars parked in disabled bays without displaying the correct badge may be clamped**

**DO NOT PARK IN ACORN CLOSE** to avoid Traffic Wardens and prosecution from parking on PRIVATE PROPERTY!

### **PARKING PERMITS – Initially for Higher Education Students only**

There will be a limited amount available for a small contribution, allowing on-street parking in specific zones near to AHed where parking restrictions apply. Please ask at Reception of how to apply for one.

### **Peter Symonds College accepts no responsibility for your parking choice**

#### **PUBLIC TRANSPORT LINKS**

Winchester is well served by rail and there are good public transport links to AHed, with Stagecoach buses having a regular service from the surrounding areas and the city. The No. 3 bus from the City Centre to Harestock runs every 10 mins during the day. It travels up Stockbridge Road, via the railway station. Students should alight at Dean Lane Corner. Please check the current timetable for more details.

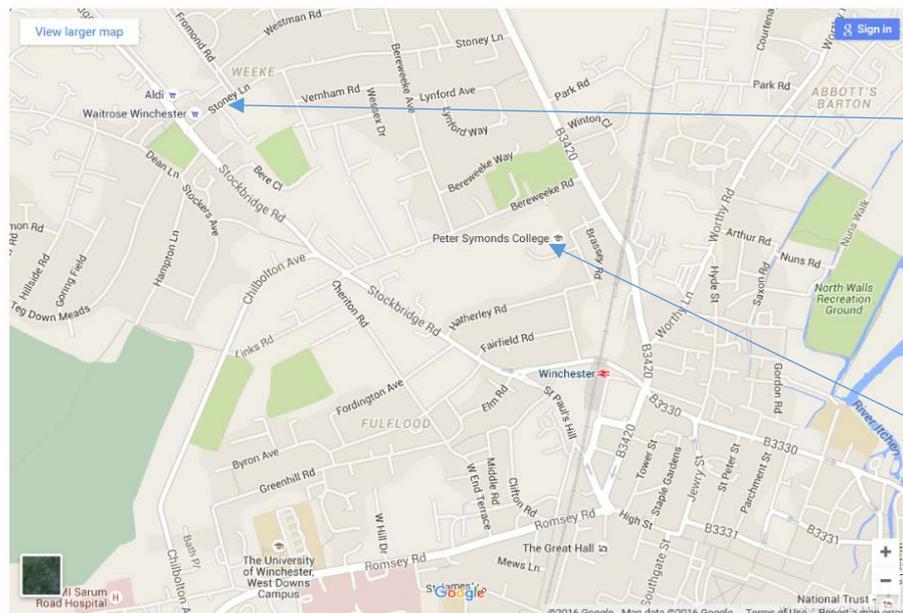
There are a number of different ticket types available including a "unirider" for students. If students are not at College full time, it may be cheaper to buy a "megarider" or "dayrider". There is good information on the stagecoach website.

For under 19 year olds, please see the 6<sup>th</sup> form campus link <https://www.psc.ac.uk/student-services> for additional information on possible discounted travel. Please be aware that any buses specifically travelling to Peter Symonds College will only stop at the 6<sup>th</sup> form campus, not AHed.

#### **PARK & RIDE**

If you use the "Park & Ride", you will need to get off in the City Centre and get a No 3 bus to Harestock (Dean Lane Corner). For more information, please visit <http://www.winchesterparkandride.co.uk>

## LOCATION OF AHED



AHED Campus  
Stoney Lane

Peters Symonds AHED is located on the northern side of the City of Winchester and is easily accessed by all means of transport.

Peter Symonds College  
Owens Road

## DO TRY

On street parking

Stoney Lane (between St Matthew's Road and Andover Road)

Orchard Walk (parking bays behind the Church)

Other roads in the area around AHED (where parking restrictions do not apply)

**BUSES** – There is a good service to and from the city. But check timetable!

**Peter Symonds College accepts no responsibility for your parking choice.**

## CATERING

Hot drinks and vending machines are available at both the Stoney Lane and the 6<sup>th</sup> form campuses. Please note that food and drink **MUST NOT** be consumed in classrooms.

## CCTV

For your safety and security, there are CCTV cameras in key areas around the College. Images may be passed on to the Police if there is suspicion of criminal activity on the part of trespassers, visitors or members of the College Community.

## CHARGING OF 16-19 YEAR OLD STUDENTS

If appropriate, a student between 16 and 19 years of age may be accepted in the Adult & Higher Education Division of the College. The College is legally unable to charge tuition fees for 16-19 year old students undertaking accredited courses. Provision for this age group is usually made on the Owens Road campus. The College does not normally charge for public examinations. However, where a student at the College fails, without good reason, to complete the examination requirements or has a very poor record of attendance, the College reserves the right to charge full fees for all examinations taken.

If you are 19 or over on 31 August, of the academic year the enrolment takes place, you are deemed an adult.

## LEISURE ENROLMENTS

There are no subsidies for leisure courses. A voluntary contribution will, therefore, be required from 16-19 year old students, not enrolled on our 6<sup>th</sup> form campus, to cover the leisure course tuition costs.

## COMMENT OR COMPLAINT

The Adult & Higher Education Division welcomes feedback. We also recognise that, from time to time, students may wish to voice a concern about some aspect of our services or facilities.

Whether you have a compliment, a complaint or a comment, please feel free to use a Comments or Complaints form to express your thoughts. We are always keen to make improvements and regularly evaluate our service. We monitor the comments received (which can be anonymous) and refer to them when making improvements when planning our courses and in the information and advice offered. If you need to speak to a member of staff, the receptionist will either connect you directly or leave a message for the appropriate person who will contact you within 5 working days, except in exceptional circumstances when the situation will be made clear to you.

### COMPLAINTS

The College Charter sets out students' responsibilities and entitlements. Always try to resolve complaints with your tutor, personal tutor or curriculum head. If complaints are not resolved informally then the complainant has the right to make a formal complaint in writing to the Director of Adult & Higher Education who will investigate the complaint and seek a resolution. The college aims to deal with all complaints within in five working days of the complaint being received and will inform the complainant in writing regarding the results of the investigation. In the case of a complainant not being satisfied with the outcome of their formal complaint then the matter will be referred to the College Complaints Panel whose decision or recommendation will be final.

A Comments or Complaints Form setting out the appropriate steps can be obtained from the AHed Division Cafe archway area or can be found on our website [www.psc.ac.uk/ahed](http://www.psc.ac.uk/ahed)

## COMPUTER ACCESS

Students attending accredited courses leading to a qualification will be issued, at one of their first classes, with a username and login to gain access to the College and personal computers, iPads and iPhones, etc. See page 21 for more information on moodle. Visit the Student Policies & Procedures on our website <https://ahed.psc.ac.uk/website/psapps/information.aspx?page=policiesandprocedures.aspx> for the "College IT Users policy" & "New Student Guide to the Network" on the Student Intranet via [https://intranet.psc.ac.uk/itservices/view\\_page.php?PageID=132645](https://intranet.psc.ac.uk/itservices/view_page.php?PageID=132645)). Please check your College emails regularly for notifications from staff/tutors.

## CONDUCT OUTSIDE THE COLLEGE CAMPUS

Students must show respect, consideration and politeness towards neighbours. The College will treat as a serious matter any student identified as being rude and uncooperative towards any of our neighbours. Students must also show respect and consideration for others when on College trips and on work experience.

## CONFIDENTIALITY AND DATA PROTECTION/PRIVACY NOTICE

Certain data is classified as 'sensitive'. This is data concerning, ethnic or racial origin, political opinion, criminal offences, religious beliefs, trade union membership, physical and mental health and medical history and criminal offences. The Act requires that the subject's express consent be gained prior to the recording or processing of such data and the college will uphold this requirement.

All interviews for information, advice and guidance, study support and financial hardship are strictly confidential and no information will be passed on to anyone else, not directly dealing with this, without your expressed permission.

### **Privacy Notice from the Education & Skills Funding Agency and Peter Symonds College:**

#### **How we use your Personal Information**

The personal information you provide when applying and enrolling at College will go on to our computer system. This information will be maintained in computerised and manual systems for administrative purposes including analysis for management requirements and statutory returns, subject to the General Data Protection Regulation (GDPR) 2018. The College takes great care as to how it collects, stores and uses your personal data. Please refer to the staff/student privacy notice on the intranet for further information. This will also be available on our webpage via [www.psc.ac.uk/ahed](http://www.psc.ac.uk/ahed)

Your personal information is used by the DfE to exercise its functions and to meet its statutory responsibilities, including under the Apprenticeships, Skills, Children and Learning Act 2009 and to create and maintain a unique learner number (ULN) and a personal learning record (PLR).

Your course may be co-financed by the European Social Fund (ESF). The ESF aims to improve employment opportunities in the European Union (EU). It supports Member States' employment and skills policies and contributes to the Europe 2020 strategy for jobs and growth. The English European Social Fund (ESF) Managing Authority (or agents acting on its behalf) may contact you in order for them to carry out research and evaluation to inform the effectiveness of training.

You may opt out of being contacted by ticking the relevant boxes in the applicable section "Marketing/Contact" on the Application or Enrolment form or by contacting our Registry via [ahed\\_registry@psc.ac.uk](mailto:ahed_registry@psc.ac.uk) or 01962 889547.

Further information about use of and access to your personal data, and details of organisations with whom we regularly share data are available at: <https://www.gov.uk/government/publications/esfa-privacy-notice>

Those in receipt of a student loan should note that the College is required to report to the Student Loan Company regularly regarding your attendance. This is necessary in order for us to continue to receive payment of your tuition fees.

**Students are responsible for ensuring that all personal details provided are accurate. You should ensure that we are kept up to date of your contact details to ensure that all important communication reaches you. To update your contact details please speak with your personal tutor and complete a student change of details form or contact / visit our Registry department directly (01962 889547)**

From time to time, the College may take photographs or produce film of student activity and these digital images may be used for course evidence or promotional purposes. If you do not wish your image to be included for promotional purposes, it is your responsibility to let the photographer / filmmaker know at the time.

## COPYRIGHT

Students are advised that:

- All photocopying, reprographics and scanning is subject to national copyright law
- What you can and cannot copy is printed on notices near to every photocopier on the campus
- The onus on observance of the copyright law is on the individual doing or ordering the copying. If in doubt, ask a member of staff

**We do not provide a photocopying service;** however, students wishing to photocopy items relating to their courses should speak to their tutor who can make the necessary arrangements.

## COURSEWORK (including Plagiarism)

Students are required to provide hard copies of their coursework unless it is an e-portfolio.

### THE COLLEGE IS COMMITTED TO:

- Providing information about all coursework deadlines
- Providing clear and detailed information for students about all aspects of coursework in each academic subject
- Abiding by coursework rules and regulations as set out in each specification
- Ensuring that coursework deadlines are strictly adhered to except in exceptional circumstances
- Supporting students to fulfil their potential within the specific guidelines set out in each individual subject specification

### THE STUDENT MUST COMMIT TO:

- Reading and acting on all the information provided by the college and by individual subjects about coursework requirements
- Starting coursework when it is set and meeting interim deadlines
- Meeting college deadlines except in exceptional circumstances
- **Students who default on assignment or coursework deadlines risk having their college place withdrawn.**
- Producing coursework which is not plagiarised\* in any way. Students who are found guilty of any form of plagiarism before signing the official exam board declaration of unaided work, will be referred to the Director of Adult & Higher Education and may have their coursework disallowed by the college

- Students found guilty of any form of plagiarism after they have signed the exam board declaration will be subject to the relevant exam board sanctions which may include:
  - Disqualification from the whole subject and from any other subjects taken in the same examination series
  - Where the student fails to submit coursework they may be charged for the module exam entry or withdrawn from the subject
  - The right to bar the student from future examinations and tests with the relevant awarding body for any period
  - The right to report this debarment to other awarding bodies

**Higher Education students should refer to the Higher Education Policies and Procedures available on moodle (see moodle section on page 21).**

## **PLAGIARISM**

\*Plagiarism is cheating. It includes copying sections or all of a piece of work verbatim without acknowledgement from other sources including textbooks, the internet, and the work of other students. All sources used must be acknowledged. Students who lend their work to others for the purpose of plagiarism are as culpable of cheating as the person to whom the work is lent. Accepting significant help from another person including a fellow student, teacher, parent or other adult is also deemed to be cheating. Receiving guidance from another person is acceptable but you must report the nature of the guidance to your teacher.

## **CRIMINAL CONVICTIONS**

The College has a policy with regard to students with a criminal conviction. Students are asked to disclose a criminal conviction on their application form, following which further enquiries may be made before any offer of a place is made. If a student acquires a criminal conviction during their time at College, they should inform their Tutor who may make any enquiries deemed necessary. While the College is committed to ensuring equal opportunities for all students, there may be times when we have to assess whether or not it is appropriate for a student to enrol or continue with their programme of study, in line with our 'duty of care' to all students and staff.

## **DRUGS & ALCOHOL**

The college recognises the risks posed to students and staff by the misuse of drugs and alcohol and our responsibilities under relevant legislation. We are committed to the education of staff and students about the consequences of drug and alcohol use and misuse.

Furthermore, the College is committed to providing a safe and secure environment for all of its staff, students and visitors, and in order to maintain this environment the use and supply of controlled drugs is prohibited and the use and supply of alcohol is strictly regulated. For further information please see the drugs policy and procedures for dealing with a drugs or alcohol related incident.

## **ELECTRICAL SAFETY**

Always carry out a brief visual check of electrical items before use. If you spot anything unusual or damaged, do NOT use it and tell a member of staff immediately. If you bring electrical items into College, ie laptops or chargers, you do so at your own risk and must carry out the same visual checks. All equipment must be switched off after use.

## **EQUAL OPPORTUNITIES**

Peter Symonds College is committed to Equal Opportunities and recognises that all individuals are different and have different needs. It recognises that all individuals are of equal value irrespective of gender, ethnic origin, age, sexual orientation, gender reassignment, disability, religion or belief, pregnancy & maternity, or any other perceived difference, and are entitled to be treated fairly and without prejudice in every aspect of College life.

The College works to ensure it is inclusive and fosters good relationships between all members of the College community. Therefore, we will not tolerate any form of bullying or any form of discriminatory harassment on College premises or during any College activities.

**This means that we do not tolerate:**

- Physical assault – i.e. kicking, biting, hitting, etc.
- Verbal assault – insults, swearing, disrespectful language
- Threats
- Pornographic or other offensive material displayed publicly, including social media
- Racist, sexist or homophobic comments, jokes, looks or gestures
- Racist, sexist or homophobic graffiti
- Comments relating to physical impairment
- Intimidation and bullying
- Racist clothing i.e. swastikas on jackets or caps
- Inappropriate text messages and emails and inappropriate use of any other social media
- Religious hostility, for example, Islamophobia and anti-Muslim hostility
- Extremism in any form

**Who to go to if you experience any incident of discrimination, racism, bullying or harassment:**

- Tutor
- Any tutor you feel comfortable with
- Reception

All will treat the matter in strict confidence.

## EXAMINATIONS

### YOUR RESPONSIBILITIES

As a student on a course with written tests or examinations, you are responsible for:

- Preparing yourself, in line with the knowledge requirements set out in the syllabus or scheme
- Arriving for the examination at least 20 minutes before the start time of the examination or test, on the required date
- Conducting yourself during the examination, in line with the regulations of the awarding body
- Making sure you do not plan major commitments (e.g. holidays, weddings) during examination periods until the final timetable has been confirmed
- Making appropriate arrangements for any dependants on the examination days
- Being familiar with the complaints and appeals procedures
- Mobile phones should not be taken into the exam room. If they are, by mistake, then they must be switched off, including any alarms and put in bags at the back of the room. Failure to do so may result in disqualification
- **Ensuring** your address is up to date with Registry (01962 889547) for sending your certificate out

As GCSE exams are undertaken at the Owens Road campus, your photo will be captured on our Student ID system for identification purposes when sitting an exam.

### EXAMINATION ARRANGEMENTS

Arrangements may be granted to those candidates who need extra support to sit their exams, such as those who have a physical impairment or a learning disability provided these are identified to the awarding body within their specified time scale.

As arrangements take time to organise, please contact the Head of Learning Support (AHed) as soon as possible if you think you may need help. Please see the Study Support section on page 28.

Special consideration may be requested for candidates who are unable to perform to the best of their ability at the time of the exam due to accident, illness or family bereavement.

**If you are unable to attend an examination, a doctor's certificate needs to be given to the AHed Examinations Officer within 7 days.**

## EXCLUSION

Please see the policy on discipline and exclusion which can be found on our website [www.psc.ac.uk/ahed](http://www.psc.ac.uk/ahed) (if you require this in a different format, please ask at the AHed Division Reception).

## FINANCIAL HELP

For information on fee remission and financial entitlement while studying at Peter Symonds College, please refer to our website <https://ahed.psc.ac.uk/website/psapps/information.aspx?page=feescosts.aspx> or contact Reception on 01962 886166. Please also see the Charging Policies & Procedures on our website [www.psc.ac.uk/ahed](http://www.psc.ac.uk/ahed)

## FINANCIAL IMPLICATIONS OF COURSE FEES

Please refer to the Terms & Conditions of enrolment as there may be financial implications related to transferring, completing early, suspending or withdrawing from your studies. If you are considering any of these actions, please discuss this fully with your course tutor and/or the Student Support Manger and/or Registry. You will need to complete a "Transfer, Early Completion, Suspension or Withdrawal of Studies Form 2018-2019", pay any outstanding fees and notify Student Finance England, if applicable. Loans will only cover your tuition fees whilst you are in attendance, so please be aware that your actions may leave you to pay outstanding fees.

**All fee information is believed to be accurate at the time of publishing but please be aware that Government support and fees may be subject to change without notice.**

## FIRE AND EMERGENCY EVACUATION

Students have a duty to learn and understand the Fire and Emergency Evacuation procedures. These are displayed in all rooms and will be explained to you by your tutor.

### IF YOU DISCOVER A FIRE, YOU SHOULD:

- Raise the alarm by dialling 999
- Take the nearest exit to the designated assembly point
- Tell the first member of staff you see the LOCATION, NATURE and EXTENT of the fire
- During examinations – listen to and follow the Invigilator's instructions

### IF YOU HEAR THE ALARM:

- In class – follow the routes and assemble at the assembly points set out on the fire notice in the room where you are working
- During private study – take the nearest exit and go to the nearest assembly point
- During examinations – listen to and follow the Invigilator's instructions

At assembly points, you should assemble in your class and wait for your tutor who will call the roll. **If you are not attending a class but in the College, please sign in at Reception.**

### EMERGENCY SAFETY:

The College has established procedures in case of an armed intruder or similar threat, encompassing police advice, which is:

- **RUN** (leave the area immediately)
- **HIDE** (if you can't run then find somewhere to hide, ie lockdown)
- **TELL** (call the police)

In the event of a lockdown, hide in the best place you can find. Turn your phone to silent and keep quiet. Await instructions and do not move unless instructed to do so by the police or a member of College staff. If you are advised to leave the campus, our emergency assembly point off campus is Dean Lane Park (opposite Waitrose).

### PEEPs (Personal Emergency Evacuation Plans)

If you have temporarily restricted mobility either, after an incident in College or if you come into College with this issue, you need a temporary personal evacuation plan to be put in place immediately. Please discuss with your tutor in order for this to be put in place.

## FIRST AID AND ILLNESS

### FIRST AID

The College has a number of trained first aiders on its staff. The First Aider on duty can be contacted via Reception.

### FIRST AID EQUIPMENT

Green First Aid Boxes marked with a white cross are situated at strategic points around both campuses.

### ILLNESS

Minor injuries will be treated by any member of staff or responsible person. Please note that we are not allowed to dispense medicines of any kind, even aspirin or paracetamol. If you are likely to need an occasional painkiller, please bring your own supply. If you are ill but able to make your own way home, you should ensure you let your tutor know.

## FUNDAMENTAL BRITISH VALUES (FBV)

The College expects all students to show consideration and respect for others, in keeping with fundamental British values:

“Fundamental British values are about democracy, the rule of law, individual liberty and mutual respect, and tolerance of those with different faiths and beliefs”

<b>Democracy:</b> Willing to listen to others with different views; know how to influence decision-making; be concerned about the welfare of others	<b>Rule of law:</b> Understand that laws protect everyone; no one is above the law. All are aware of rights and responsibilities
<b>Mutual respect and tolerance:</b> Understand and tackle prejudice, so that all are treated with dignity and respect	<b>Individual liberty:</b> Freedom; for example, the right to act, believe and express oneself in a manner of one's own choosing

These are also values shared by many throughout the world.

## HEALTH AND SAFETY GUIDANCE

Colleges are open to a wide range of people from different backgrounds and ages, in particular, at Peter Symonds Adult Education division where you may be studying. There may be students aged between 16 years and 90 years. We therefore ask all students to tell their tutor/reception if they are made to feel unsafe in anyway whilst at college or if they notice strangers frequenting the site.

If you are ill but able to make your own way home you should let your tutor know. The College takes great care to provide a safe and secure institution for your education however because of physical limitations there are some hazards which we are unable to remove and the following information serves as a warning to you to exercise caution:

- Take particular care when there is snow and ice;
- Pedestrians and vehicles have to move on the car park. Vehicles should give way to pedestrians but pedestrians must be ready to avoid vehicles, particularly delivery vehicles; and
- Cycling, skating, skateboarding and roller blading are banned on campus because of the danger to pedestrians.

Subject areas have their own safety rules for curriculum based matters. As a student you are required to observe the safety instructions given to you, to act responsibly, to remain aware of factors affecting your safety and the safety of others and to report any safety concerns to either your tutor, Reception staff or the Health & Safety Officer. Security is the responsibility of everyone. Students must not leave valuables in a position where they may be stolen. If you have any concerns about security issues or see anything which you believe may constitute a risk to the centre, its users or staff, please do not hesitate to make these known to the Reception or the Duty Manager.

1. To ensure the safety of all people using the building we ask you to obey a few safety rules:
  - Please do not litter the premises, use the bins provided
  - Please drive carefully in the car parks and neighbouring streets and when the car park is full please be considerate to residents when parking locally
  - Report all accidents or near misses to a member of staff
  - Treat all alarms as the real thing. Evacuate quickly and assemble in the designated area. Know where all the fire exits are
  - No smoking is permitted within the building
  - No running within the building
  - No food or drink is permitted in classrooms
  - Please report any hazards to a member of staff
  - Items likely to cause injury and/or a nuisance to others will be confiscated
  - Always use your ID Card to access the 6<sup>th</sup> form campus buildings when applicable and do not “tailgate”
2. To ensure your safety whilst working independently please ensure you sign in and sign out at Reception
3. Students are not normally permitted into the building before 8.30am
4. Students are asked to book in at Reception if they wish to use a college computer (subject to availability). Wi-Fi is available – please see separate section for more information on page 30.

## ID CARDS

It is intended that all “full time” (approximately 12 hours or more a week including Foundation Degree/Degree) students will be issued with a College identity card, which will act as proof of identity. To be admitted to the Owens Road campus, you must be DBS checked and/or issued with a College identity card. Students must carry their card at all times and be prepared to show it to any member of staff on request. This will help us to deter unwanted visitors. If you lose your ID card you should contact the AHED Reception who can organise another card for you (A £2 charge per re-issue is applicable).

## INFORMATION, ADVICE AND GUIDANCE

### INFORMATION

Course information is provided on our website [www.psc.ac.uk/ahed](http://www.psc.ac.uk/ahed) or in the AHED brochure and leaflets available at the AHED Division, Stoney Lane and local shops, businesses and the Discovery Centre. Information includes the full range of courses offered, days, times, prices and locations.

The following information is available from the Adult & Higher Education Reception:

- Individual course outlines and information containing details of the name of the tutor, who the course is for, the aims of the course, what students will be able to do by the end of the course, activities/tasks which will be covered during the course, previous knowledge required, any useful preparation before the course starts, the amount of study expected outside the course, any materials required and other costs and what the course can lead to
- Business training opportunities including Certificates and Diplomas available through the AHED Division
- Maps giving directions to the different college campuses
- Useful local telephone numbers to seek further information
- Hair and Beauty Salon information

Full copies of the following are available on our website (if you require any of these in a different format, please ask at the AHED Reception):

- Child Protection & Abuse Disclosure Guidelines
- Equality and Diversity Policy Statement for Students
- Drugs Policy (including Alcohol)
- Information, Advice and Guidance
- Policy for the Safeguarding of Children, Young People and Vulnerable Adults
- Prevention of Bullying and Harassment
- Student Financial Support Policy & Information for Courses receiving Government Funding 2018-19

On enrolment by phone or in person, you will be sent your receipt on payment of your fee, confirming your place on your chosen course/s and course outline/s for the course/s you are enrolled on. If you enrol online, you **need to print out the Course Outline, note the venue of the course and timings**. Nothing will be sent out to you. You should receive email confirmation of your payment.

### ADVICE

If students require more help to decide which college course is appropriate for them, the Adult & Higher Education Division of the College offers an advice service from:

#### Heads of Curriculum:

Access to HE/GCSEs	Nicky Morris
Adult Study Support	Melinda Cripps
Childcare & HE Recruitment Admin	Paula Baker
Counselling	Karen Hough
Complementary Therapies/Beauty	Nicola Glasspool
Hairdressing	Sharron Radford
Leisure Courses including Languages	Demelsa Healey
Teacher Training/ESOL	Siggi Narang
Director of Adult & Higher Education	Alex Day

#### Additional Assistance

Literacy	Jill Therkelsen
Numeracy	Mary Townend
ESOL	Janet Quantick
Student Finance	Marianne Geach
(course fee remission, student loans, course support funds, childcare support)	

The appropriate Advisor will contact students within 5 working days. If appropriate, an appointment will be made to speak confidentially with one of them. All records of such interviews are confidential. Staff offering information and advice are all competent to the level at which they are working.

## GUIDANCE

For helpful advice on planning your career, getting a job, improving your career through learning, advice and funding, go to <https://nationalcareersservice.direct.gov.uk> or phone 0800 100 900. The National Careers Service is a publicly funded service, helping you get the advice you need for future skills, careers, work and life choices.

## INSTALMENTS

If you were intending to pay for your fees, by Student Loan, but were not eligible, there is an option to pay for your course by instalments, subject to there not being any amount owing from previous enrolments. Any fees outstanding **MUST** be paid off in full before any new enrolment can be considered.

Further Education courses costing over £100 and lasting for more than 12 weeks can be paid for by instalments, providing there are no outstanding fees from previous enrolments. Any fees outstanding **MUST** be paid off in full before any new enrolment can be considered

If you would like to pay by instalments, you will need to sign an agreement with our Registry office:

- First payment due on enrolment - 1/3<sup>rd</sup> course fee + exam/accreditation fee + materials costs + £25 admin fee
- Second payment: due on 5<sup>th</sup> of the 2<sup>nd</sup> month after the course start date - 1/3<sup>rd</sup> course fee
- Third payment: due on 5<sup>th</sup> of the following month after the second payment - 1/3<sup>rd</sup> course fee

For example, if you enrol in July for a course that starts in September, the 2<sup>nd</sup> payment will be due 5 November and the 3<sup>rd</sup> on 5 December or if the course starts in November, the 2<sup>nd</sup> payment will be due 5 January and the 3<sup>rd</sup> on 5 February.

The second and third payments can either be taken on a credit or debit card that is still in date on the third instalment payment date or two post-dated cheques.

## HIGHER EDUCATION PROGRAMMES

Instalment plans for higher education programmes are arranged over three terms. The first instalment of one third tuition fee plus any University registration cost plus £25 admin fee is due on enrolment followed by two subsequent payments of one third tuition fee each on 5 February 2019 and 5 April 2019.

**Please Note (for all courses): If you withdraw or are withdrawn from your course, you will become personally liable for any amount outstanding for the remainder of the course.** You will need to pay the outstanding balance within 7 days of your withdrawal. If this is not possible, please speak to the Business Manager on 01962 889542 to make alternative arrangements.

## LABORATORY SAFETY

All students working in laboratories and other workshops must follow the code of conduct set out for them by the relevant specialist teaching staff. If students choose subjects where it is necessary to wear protective clothing, eg a lab coat and goggles, they will only be able to participate fully if they wear these. In practical subjects, students must not wear clothing which could present a health and safety risk e.g. loose and flowing.

## LEVELS

**Entry Level** is for beginners/those just starting out

**Level 1** is a foundation level to develop and broaden skills

**Level 2** is an intermediate level and is at a standard equivalent to GCSE. A 'full level 2' equates to 5 GCSEs grades A\*-C/9-4

**Level 3** is advanced and is at a standard equivalent to A Level

**Level 4/5** is more advanced and at a standard equivalent to Foundation Degrees & the first two years of an honours degree

**Level 6** is at a standard equivalent to the final year of an honours degree

## LITTER/CHEWING GUM

Students are expected to put litter and chewing gum in the waste bins and the recycling bins provided. Chewing gum should not be stuck to furniture or dropped on the ground but disposed of in waste bins. Not only is litter unpleasant for everyone but cans and plastic on the grass may be cut up by mowers. Litter on the paths and car park can be dangerous. Please also avoid dropping litter in the streets as you walk to and from College.

## LOCKERS

Lockers are only available to Complementary Therapy, Beauty & Hairdressing students during class times. Access to lockers is available through course tutors.

## LOST PROPERTY/THEFT

Any belongings, which you bring on to campus, you bring at your own risk and it is your responsibility to keep your belongings safe. If you do lose something then you should report it to Reception who will let you know if it is found. All unclaimed items at the end of every term will be disposed of.

If you think an item has been stolen, you should report this to Reception. You may want to make a report to the police and/or your Insurance Company if the item is valuable.

## MOBILE PHONES

These must be turned off and placed out of sight during lessons, unless your tutor has given permission for them to be used for educational purposes. They are an easy target for theft and should not be left unattended.

Mobile phones must not be taken into the exam room. If they are taken in by mistake, they must be switched off, including any alarms, and put in bags at the back of the room. **Mobile phones which ring and disturb other exam candidates can result in the owner being disqualified from an examination.**

## moodle



### for AHed students with a Peter Symonds network ID

Peter Symonds AHed Virtual Learning Environment (VLE) provides access to online materials, which support your course here at the College. In addition to materials which accompany most courses, the VLE also includes more general resources to aid you in your studies. **You should log in with your PSC Username and Password.** If you have not received your username or password, please email [ahed@psc.ac.uk](mailto:ahed@psc.ac.uk). If you have logged in before, but forgotten your password, please talk to AHed Reception, who can reset it for you, either email [ahed@psc.ac.uk](mailto:ahed@psc.ac.uk) or phone 01962 886166. Alternatively use the PSC [Password Management Portal](#).

moodle contains information about the following:

- Your Course
- Learning Resources
- Study support
- Additional support
- Student Handbook
- Policies and Procedures

**Go to:** <http://moodle.psc.ac.uk/>

You should set up your moodle profile with your Peter Symonds College e-mail address and check the account regularly. Change your password to something that you will remember.

**Password:** You can change your PSC password (PSC Network, PSC e-mail and moodle) by logging in on a college computer, pressing **Ctrl+Alt+Del**, and then selecting **“Change password”**.

The advantage of doing it this way is that your college ID and moodle login will remain the same, which is imperative if you want to use any of the on-line resources from the LRC.

**moodle Profile:** Log in on moodle, from the **administration** block select ► **My profile settings** **Edit Profile**  
You can now change your e-mail and update your profile

If you decide to change your password in moodle then your new moodle password has to fulfil the moodle criteria: “*The password must have at least 8 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 non-alphanumeric character(s)*” e.g. Pa\$\$w0rd

When you first log in on moodle, “**My courses**” will be empty.

On the right, if you scroll down, you will find **Course categories**, where you can select your course.

The first time may need an “**enrolment key**”, which you will be issued by your tutor. You will only need this enrolment key once.

Next time just click on the magnifying glass under **My courses** and your course should appear



Once you are in moodle, you can find your way back by using the links in the navigation bar:

**Home ► My courses ► Your area of study ► Your course ► Activities within the course**

### **moodle SITE POLICY**

The following terms of use apply to all areas of the Virtual Learning Environment (moodle) and connected services. This code is *in addition to* all other College policies.

**Learning Resources via moodle** - There is are a range of online learning resources available via Moodle through the learning Resources link on the front page and if you would like any further help in finding useful information for your study you can email our Learning resource centre at [lrc@psc.ac.uk](mailto:lrc@psc.ac.uk) **ACCESS TO moodle**

Learners attending Peter Symonds AHed are permitted access to moodle and connecting services in accordance with these terms. Each user (tutor, learner or guest) is responsible for ensuring that their use of moodle complies with this document.

Access may be restricted or removed due to misuse.

By using our moodle services, you agree to be bound by these terms, which shall take effect immediately on your first use.

### **moodle TERMS OF USE**

- Access to course information and resources on moodle are controlled by user permissions. You should log into moodle with your own network user account and never allow another user to access moodle under your network account. You should also ensure that you logout at the end of each session.
- Activities on moodle are fully audited. Records are kept of when users access courses and resources along with a log of all communications such as forum posts, assignment submissions, etc. These records are available to tutors for course evidence, but may also be used as a point of reference for any matters arising, such as accounts of harassment, bullying or the transmitting of inappropriate material.
- Users should not post personal or sensitive information to any part of moodle including to their profile, blogs, or any course activities. Information sent through moodle may be read by third parties.
- Users should respect the rights of others whilst using moodle. Harassment, bullying or the transmitting of inappropriate material is not permitted.
- The College cannot accept any responsibility for the contents of external sites, which are linked on moodle to assist with learning.
- Users should comply with current and future legislation.
- Access to moodle will be withdrawn when a user is no longer employed by/studying at the college.

The following are not permitted at any time:

- Violating copyright laws, data protection laws and computer misuse laws
- The creation, display, production, storage, circulation or transmission of:
  - Pornographic or other offensive material in any form or medium
  - Defamatory or libellous material
  - Material that infringes copyright
  - Unsolicited commercial or advertising material
- Using other log-in identities
- Intentionally providing or submitting false information (i.e. on ILPs etc)
- Flooding forums and other services unnecessarily or with inappropriate content/material
- Editing or modifying any element of moodle without permission
- Deliberately introducing any virus, worm, Trojan horse or other harmful or nuisance programme or file, or deliberately circumventing any precautions taken by the College to prevent this from happening
- Using any service for commercial purposes or profit
- Using any service for political purposes
- Providing access to non-Peter Symonds AHED members without permission

### **DISCIPLINARY ACTION**

Should a user contravene this Code of Conduct or any other College Policy related to the use of moodle, the offence will be logged and action will be taken.

### **ONLINE SAFETY**

Contact can be made via the internet easily and it can mean that people have access to groups they would not normally have access to. Whilst studying at AHED, be aware of making contact with people you do not know online. If you feel like you do need to make contact please take sensible precautions and beware of inappropriate contact such as online grooming, physical assault, racial hatred or assault.

If you feel unsure about contact that has been made via the Internet please report the person either to the Police, a member of staff or someone who can help you. If the contact is made via a social networking site such as Facebook or Twitter you can report the user via the website. For further information regarding online safety please look at our webpage on safeguarding in the Study Support section of our intranet.

### **Additional Help**

- Harassment: if you believe you are being harassed this should be reported to the police by calling 0845 045 4545 If you are unsure who to speak to you can contact the Community Safety Service for advice on 0845 600 1747
- Rape Crisis: Advice, information and counselling for men and women who have been raped or sexually abused at anytime in their lives 02380 636313 [www.rapecrisis.org.uk](http://www.rapecrisis.org.uk)
- Saneline: help and advice for people with a mental illness. 0845 767 8000
- Winchester Rape & Sexual Abuse Counselling: Women's Helpline 01962 848024 Men's helpline 01962 848027 [www.rasac.org.uk](http://www.rasac.org.uk)

### **PERSONAL PROPERTY**

Responsibility is not accepted for clothing, property or vehicles lost, stolen or damaged on our premises. In the event of lost property, please speak to the tutor or Reception.

### **PHOTOGRAPHS AND RECORDING OF OTHERS**

Students need to be aware that it is an invasion of privacy to photograph or record someone else around the College without their permission. It is also illegal to publish an image of another person without his or her permission. Indeed, recording an image or conversation without permission could be seen as a form of bullying and harassment, which would be subject to disciplinary procedures. Any recording during a lesson that occurs without the permission of the tutor is strictly prohibited.

## PORTFOLIOS

Students will be notified when they are able to collect their completed portfolio and certificate. Advance notice of collection will enable us to get the portfolio out ready. These should be collected within a month of notification otherwise they may be destroyed. If a student wishes someone else to collect the portfolio on his or her behalf, we require written notification from the student naming who will collect the portfolio.

## POLICIES AND PROCEDURES

The full list of our general Student Policies and Procedures can be found on our website [www.psc.ac.uk/ahed](http://www.psc.ac.uk/ahed) via the Student Zone at the bottom of the home page (if you require any of these in a different format, please ask at the Adult & Higher Education Reception). These include:

- Admissions Policy for Students
- Appeals Against Assessment
- Charging Policies And Procedures
- Complaints Procedure
- Equality and Diversity Policy for Students
- Student Conditions Of Use Of Peter Symonds College Network
- Student Disciplinary And Exclusion Policy & Procedure

Specific Higher Education Policies and Procedures are available through moodle. Guidelines on Recognition of Prior Learning for Higher Education applicants are available on our website via Higher Education – Wider Information about HE.

## PRINTING (top up)

For full time students with printing rights at the College, you are able to arrange top up on the credit available by visiting AHED Reception (cash only).

## PROGRESS REVIEWS

Progress Reviews are an opportunity for the student to sit down with their tutor and discuss their progress. An important part of the process is their own reflection on their progress. An action plan will then be drawn up. Progress Reviews occur in the Autumn and Spring terms and in the case of students under the age of 19, information regarding progress, effort and the number of completed homeworks is sent home to parents. Parents of students who are considered to need additional help and support are specifically invited in to discuss the progress.

Students have a key role to play in the progress review. The person who has the best insight into how well they are doing, how hard they are working, and what they might do to improve is themselves!

## REFUNDS

Most providers do not offer refunds because it affects the viability of their programmes. Each course depends on the number of fees collected to cover the costs of the course and decisions based on whether the course will run are taken at the commencement of the course or programme.

In the event of the student being unable to commence the course, the following notice periods will apply:

- 28+ days prior to start of course - Full refund
- 27-8 days prior to start of course - 75% refund
- 7 days or less prior to start of course - No refund

For more detailed information on the Refund Policy, please contact the AHED Division Reception or refer to our website.

## CIRCUMSTANCES BEYOND OUR CONTROL

If a class is cancelled due to circumstances beyond our control, we will, in the first instance, contact you by email and/or text and then, if time, follow up with a phone call. We will endeavour to offer an alternative session to make up the lost class. If a learner is unable to attend the alternative session, we regret we are unable to offer a refund. A refund will be made only if we are unable to offer an alternative session. Please ensure that we have your most up to date contact details.

(see College policy for the safe guarding of children, young people and vulnerable adults for further information)

The College holds as one of its highest priorities the health, safety and welfare of children, young people and vulnerable adults studying on programmes which are under its responsibility.

### **Child Protection**

Child Protection is part of safeguarding and promoting student welfare. This includes:

- Protecting young people from harm and maltreatment
- Preventing radicalisation

### **What do we mean by child?**

Young people up to the age of 18 are covered under safeguarding legislation, along with vulnerable young adults (under 25).

Students should, however, be aware that **at any time in their life an adult can become vulnerable**. For example, you may come across a student who is vulnerable for some other reason, such as mental illhealth, self harm, an eating disorder, or disrupted home life.

Abuse and neglect are forms of maltreatment of a young person. Somebody may abuse or neglect a young person by inflicting harm, or by failing to act to prevent harm.

### **Abuse can take the following forms:**

- Physical
- Sexual (including sexual exploitation)
- Emotional
- Neglect

There are many different signs of abuse, some of which might be:

- Unexplained bruises or injuries
- Sudden changes in behaviour
- Something the young person has said
- A change observed over a period of time (e.g. losing weight; becoming increasingly dirty; appearing distant disengaged).
- Abuse can also be peer on peer. If this is the case, follow the same procedures as for any form of abuse.

**If you are worried** about any student or your own situation, please talk to a member of staff. All staff have been trained in safeguarding and the Prevent duty. If you do disclose something to a member of staff they will not be able to promise you confidentiality as they will need to report it to one of our Designated Safeguarding / Prevent Leads. In the Adult & Higher Education Division the Director, Alex Day is a designated Lead and you can talk directly to her.

As with any other safeguarding matter, the situation will be explored further, which may include talking with the student and advice being sought from an external agency. A formal a referral may then be made to an external agency like the children's or Adult Services.

## **PREVENT DUTY – Advice to Students**

### **Background information**

The Prevent Duty came in to effect from 1 July 2015. The Counter-Terrorism and Security Act 2015 requires the college to have due regard to the need to prevent people from being drawn into terrorism. The Prevent agenda aims to stop people from becoming terrorists or supporting terrorism by working with individuals and communities to address issues before they become a criminal matter, to stop people from moving from extremism to terrorist-related activity.

'**Radicalisation**' refers to the process by which a person comes to support terrorism and extremist ideologies associated with terrorist groups. Factors behind radicalisation can include:

- Lack of integration and/or polarisation
- Identity crises and/or isolation
- Discrimination
- Political and/or democratic disenfranchisement
- Ideologies and/or faiths
- Foreign policy and/or international crises or disputes

### **Under the Prevent Duty, we need to be able to respond to:**

- Inappropriate material and behaviours
- Disclosures by learners about their exposure to extremist actions, views or materials
- The accessing of extremist material on-line
- Parental or peer concerns
- Intolerance of difference
- Anti-Western or Anti-British views

### **Who are we safeguarding?**

There is no stereotype for people who hold extremist views. People can become vulnerable for many reasons, including: low self-esteem; guilt; loss; isolation; fear; anger; family breakdown; peer pressure. These factors will not necessarily drive someone to terrorism, but a sense of injustice (be that on a personal or more far reaching scale) can be exploited by people who have their own agenda. Signs of radicalisation are difficult to define, but will look a lot like troubling behaviour:

- Emotional – angry, mood swings, new found arrogance
- Verbal – expressing opinions that are at odds with generally shared values
- Physical – changes in appearance; changes in routine

### **What should you do if you believe someone to be at risk of radicalisation?**

You should express any concerns you might have to the AHED Prevent Officer (Alex Day, Director of Adult & Higher Education).

### **Notice; Check; Share:**

- **Notice** any changes in behaviour or appearance
- **Check** out your concerns with someone else who knows the student, but trust your instinct if you are still concerned
- **Share** your concerns with the Director or Adult & Higher Education or another member of the Senior Management Team.

### **What will then happen next?**

As with any other safeguarding matter, the situation will be explored further, which may include talking with the student and advice being sought from an external agency. A formal a referral may then be made to an external agency like the police.

### **Concerns about a member of staff:**

If your concern is about a member of staff, please speak with a member of the Director of Adult & Higher Education or the Senior Management Team. The appropriate personnel procedures will then be followed.

### **Protocol for visiting speakers**

Staff at AHED will follow the relevant guidelines and procedures for all visiting speakers visiting the site and will oversee the visit.

Speakers invited by students need to be organised via a member of staff. Please speak to your Curriculum Head, Programme Leader, or the HE Administration Assistant.

### **Student Conditions of Use of Peter Symonds College IT Network**

At no time may the College computing or telecommunications facilities be used for the storage, display or transmission of material, in any format, that is abusive, racist, pornographic, or terrorist in nature.

Any defamatory text, images or other content about any member of the College (staff or student), or that brings the College name into disrepute, posted on any Internet site is not permitted and may lead to disciplinary procedures. This also applies to anything posted from either inside or outside the college.

The College Internet access is filtered to block undesirable sites, but if users do come across unsavoury material they must quit from that area at once. The downloading, viewing, storing or transmission of any racist, pornographic, terrorist or abusive material will be treated as gross misconduct and dealt with appropriately.

Users must never use email to encourage others to break the law or contravene College policies and procedures.

Users must never use email to engage in commercial or political activity unrelated to the business of the College.

**NB: Prevent Duty requires that colleges “must have clear policies in place for students and staff using IT equipment to research terrorism and counter terrorism in the course of their learning”.**

## SMOKING (incl. electronic cigarettes)

The college operates a **no smoking** policy in all areas. It is illegal to smoke in any of the College's buildings. It is also not permitted to smoke around College entrance areas or near windows where people can be affected by the smoke. It is EXPECTED you will only smoke in the DESIGNATED area. Non-compliance could lead to disciplinary procedures and withdrawal from your course.

## STUDENT DRESS CODE

The student contract states that clothes appropriate to the working environment must be worn and offensive logos on T-shirts are not acceptable; smart casual wear is the accepted norm. Clothes that are too revealing, such as loose jeans with no belt, or low necklines, may also be found to be offensive by others, including staff and fellow students.

If students choose subjects where it is necessary to wear protective clothing e.g. a lab coat and goggles, they will only be able to participate fully if they wear these. In practical subjects, students must not wear clothing which could present a health and safety risk e.g. loose and flowing. Students should not wear clothing, which restricts the ability of others to identify them whilst on campus or in examinations, eg hoods or crash helmets. Therefore, unless there is medical evidence (i.e. a Doctor's letter) or religious grounds, hats and hoods will not be permitted in classes and examinations. The face must not be covered.

This code is not intended to restrict unnecessarily students who may wish to wear particular clothing associated with their religious beliefs, but nonetheless the issues of health and safety, and of the need for students to be readily identifiable, are considered essential.

## STUDENT LOANS



There are two types of loans available for courses offered at AHed:

1. Full time Higher Education loan for Foundation degrees, full degrees and top-up degree courses only;
2. Advanced Learner Loan for eligible level 3, 4, 5 & 6 courses that are **NOT university degree courses.**

If you choose to pay for your course fees by loan, **please choose the correct category of loan from the above** when you first apply!

### HIGHER EDUCATION

The foundation degrees and degrees offered are classed as **full-time** for student finance purposes. You may be eligible to apply for a tuition fee loan and/or a maintenance loan. You should apply for a loan as soon as possible so that it will be in place at the start of your course. The code for Peter Symonds College is ADOA. Your course will be confirmed in your offer letter and is usually the UCAS course code (available at [ucas.com](https://ucas.com)). Further information on Student Finance can be found on the following website: <https://www.gov.uk/student-finance>. You can also use the Student Finance Calculator to look at the finance you may be able to get <https://www.gov.uk/student-finance-calculator>. If you do not have access to a computer, please contact the Student Support team on 01962 886166 or via the AHed Reception, who will be able to provide you with a hard copy of the form. Once processed, please ensure you pass on the "University or College Payment Advice" to the Student Support Manager via the AHed Division Reception as soon as you receive it so that the loan can be processed as smoothly as possible.

### ADVANCED LEARNER LOANS (FURTHER EDUCATION)

If you are aged 19 or over at the start of your course and enrolling on an eligible Level 3 or Level 4 course, you may opt to apply for an Advanced Learner Loan to pay for your course fees <https://www.gov.uk/advanced-learner-loan/overview>. At interview, you will be given a 'Learning and Funding Information' letter, which will provide you with all the information required to apply online for the loan. If you do not have access to a computer, please contact the Student Support team via the AHed Reception, who will either be able to arrange for you to use a computer or provide you with a hard copy form. Once processed, please ensure you provide written confirmation of your loan to the Student Support Manager via the Division Reception as soon as it is received.

## **FOR ALL LOANS - Please Note:**

- If your loan is not approved before the end of November 2018, we will ask you to start paying your fees by instalments. Then once the loan is approved and we are in receipt of the first payment, we will arrange to refund any payments made;
- If your loan application is unsuccessful, you will need to arrange to pay your course fees including any exam/registration fee as soon as possible either in full or by instalments (see instalments section).

**If you subsequently withdraw or are withdrawn from your course, you will become personally liable for any amount outstanding for the remainder of the course. You will need to pay the outstanding balance within 7 days of your withdrawal. If this is not possible, please speak to the AHed Business Manager on 01962 889542 to make alternative arrangements.**

## **STUDENT UNION**

If you would like to belong to the College Student Union, please contact Student Services on 01962 857547. There are also opportunities to become a Student Governor by contacting Hilary Walsh, Clerk to the Governors on 01962 857526.

## **STUDY SUPPORT**

The College has a commitment to support students who need additional study support. If you feel you may need additional help to progress towards, and successfully achieve, your learning goal, this can be arranged through the Head of Learning Support (AHed) at the Division. You can ask for study support at any stage of your course. All students on accredited courses will be provided with an initial assessment.

### **HOW DO I INFORM THE COLLEGE THAT I MAY NEED ADDITIONAL STUDY SUPPORT?**

You can let us know in the following ways:

- Self-referral by indicating your need for additional study support on your enrolment card/when enrolling by phone/when enrolling face to face
- Referral during the course by the tutor
- Self-referral at any time during the course
- Complete an "Additional Support" screener on moodle, once you have been issued with your general IT username and password

### **WHAT HAPPENS NEXT?**

You will be contacted by the Head of Learning Support (AHed) to discuss your additional support needs. All discussions and requests are treated confidentially. Some people may have reservations about declaring a difficulty or disability. They might feel they are able to cope, or they might fear discrimination. Even if you believe you will be able to cope, we recommend that you discuss the implications of any disability with the Head of Learning Support (AHed) to ensure that we can adequately meet your needs and that you have information about the support available. These discussions will be strictly confidential.

### **SERVICES**

There is a small team of staff at the Adult & Higher Education Division, who have experience in supporting students with additional support needs. This team can work with students on a 1:1 or a group basis. We offer a range of support to anyone who has a disability that may affect their learning. This could cover:

- Learning difficulties
- Specific learning difficulties such as dyslexia
- Sensory impairment (eg visual, hearing)
- Physical disabilities
- Difficulties in learning associated with mental health problems

The type of study support you may require will depend on your individual needs, however, the support available can include:

- Special equipment and aids (eg hearing loop, large print)
- Special arrangements for external examinations (eg extra time, reader, scribe, word processor)
- Individual support from a Learning Support Assistant
- Note Takers
- Study Skills
- Specialist Teacher

There is also Academic & Study Support available for Higher Education students on a wide range of topics including:

- Planning and writing essays
- Writing reports and dissertations
- Citing and referencing
- Reading for comprehension and note-taking
- Studying for exams
- Managing time effectively

If you think you may need special examination arrangements, we must know **AT LEAST 6 WEEKS PRIOR** to your examination so we can prepare a report and submit this to the awarding body for their approval.

For further information please contact the Head of Learning Support (AHed) on 01962 886166 or [ahed-studysupport@psc.ac.uk](mailto:ahed-studysupport@psc.ac.uk)

## TRANSFERS

There is no administrative charge for transfers between similar Adult & Higher Education Division courses. Requests should be made **in writing** to the Registry **before, or within 7 days of the commencement of the course**.

The transfer of fees or substitutions between students is not permitted. No credit can be given in respect of payments made to other colleges.

### ONE DAY WORKSHOPS

We require 7 days written notice prior to the commencement of your one day course for a transfer.

This is because one day workshops often run with lower numbers and we need to make a decision to employ the tutor 7 days before the workshop takes place.

## UCAS Deadlines

### 2018 ENTRY

You can apply via UCAS up until 20 September 2018 and applications must arrive at UCAS by 18:00 (UK time) but instead of choosing courses, you'll be entered into "Clearing". **You may still apply DIRECTLY to the College, for a place on a Higher Education course, up until the October half term (excluding Counselling) subject to availability.**

Please visit <https://www.ucas.com/advisers/getting-started/application-deadlines> for specific dates/details.

### 2019 ENTRY

The dates vary between courses and course providers:

#### **15 October 2018**

Applications for Oxford, Cambridge or most courses in medicine, dentistry and veterinary medicine/science should arrive at UCAS by 18:00 (UK time). **The reference needs to be completed before the application can be sent to us – College deadline is Tuesday 25 September 2018.**

### **15 January 2019**

Applications for the majority of undergraduate courses should arrive at UCAS by 18:00 (UK time) on this day (check course details in our search tool for the correct deadline). The reference needs to be completed before the application can be sent to us. College deadline is Tuesday 13 November 2019. The College will still process applications and send them to UCAS after this date, but cannot guarantee that they will reach UCAS by the deadline in January 2019.

UCAS will process applications up until 30 June 2019, for entry in 2019, but any received after 15 January 2019 will be marked 'Late Applicant' and universities will consider them after the first cohort. Any applications that reach UCAS after 30 June 2019 will go straight into clearing.

### **March 2019**

Some art and design courses may have a March deadline; applications should arrive at UCAS by 18:00 (UK time). (Others have a 15 January deadline – check course details in the UCAS search tool to confirm the correct deadline.)

### **28 August 2019**

Final deadline for 'late' 2019 applications. Applications must arrive at UCAS by 18:00 (UK time).

See the UCAS Tariff information on the UCAS website: <https://www.ucas.com/ucas/tariff-calculator> As not all universities and colleges use the Tariff, it is really important to check the entry requirements for the course(s) you are interested in. If you have any questions, talk to the university or college you are applying to.

### **Wi-Fi**

You can access PSC Wireless by using your Peter Symonds College username and password. If you are a visitor to the Division, please use the details placed on the noticeboard daily in the Café area.

### **WITHDRAWAL FROM YOUR COURSE**

If you are considering withdrawing from your course, it is important to speak to your tutor or Head of Curriculum before committing to this course of action. You may, dependent upon the circumstances, be able to suspend your studies. In either case, you will need to complete a 'Transfer, Suspension or Withdrawal of Studies' form.

If you withdraw or are withdrawn from your course, you will become personally liable for any amount outstanding for the remainder of the course. You will need to pay the outstanding balance within 7 days of your withdrawal. If this is not possible, please speak to the Business Manager on 01962 889542 to make alternative arrangements.



### **What do I do if I join a class that does not recruit enough students?**

Most courses need a minimum number to start and to continue, and some may need to be closed or merged. We reserve the right to reduce the length of a course if there are insufficient numbers in order to make the course viable and enable it to run.

To minimise disappointment and enable students' courses to start confidently, the Division aims where possible to withdraw undersubscribed courses from its programme before their commencement. Enrolled students thus affected will be informed and, when possible, offered alternatives on a priority basis. If such alternatives are not acceptable, a full refund of fees paid will be actioned.

Every reasonable effort is made to ensure that courses continue once properly underway. In the case of modular courses, no guarantee is given that a minimum number of modules will be run within any one year, although the Division will continue to make every reasonable effort to ensure that candidates are able to meet the overall requirements for certification within a reasonable period.

### **What do I do if I really don't want to enrol in advance?**

The previous paragraph explains why we have to withdraw courses that appear to have insufficient interest shown in them. In previous years some people have been surprised and disappointed to find that courses they had every intention of joining had been withdrawn. Courses with insufficient numbers are cancelled 48 hours before they are due to start.

### ***Under no circumstances can places be held without FULL payment.***

The other reason for enrolling in advance is to ensure you have a place. Places are given on a **first come first served basis** on payment of the course fee. The full choice of courses will only be available to those who act quickly. Therefore, students are urged to enrol in advance to avoid disappointment.

### **Can I join a class that has already started?**

If there are spaces available on a class that has already started, you are able to join it but will need to pay the full fee. If it is a course leading to a qualification, the decision will depend on whether the Head of Curriculum deems that you will be able to catch up any work already undertaken.

For a leisure course, the Head of Curriculum will also advise whether it is suitable to join a course midway through. Depending on the number of weeks remaining, a reduced fee may be charged, however, this is at the discretion of the Director of Adult & Higher Education.

### **What do I do if anything goes wrong?**

If you have any concerns about your course, the information you have received, your tuition, any aspect of the College environment, eg toilet facilities, broken or defective equipment or if you feel you have been unfairly treated in any way please let us know. In the case of an academic matter, please discuss this with your tutor or Head of Curriculum. For other matters, please contact Reception.

### **What do I do if I have to take the accreditation process or examination for my course?**

If your course leads to accreditation, it has been subsidised by 50% by the Education & Skills Funding Agency and it is a condition of the subsidy you receive that you agree to take part in any accreditation or examination procedure as agreed by you and your tutor on the Learning Agreement.

### **What should I do if I am finding my subjects too hard?**

- Ask your tutor for help – talk to them at the end of a lesson and arrange a mutually convenient time to go through whatever it is you don't understand
- Seek assistance from the Head of Learning Support (AHED) (see Study Support Section on page 28)

### **What should I do if I am not sure what course to do next?**

Contact the receptionist who will refer your enquiry to the appropriate person. They will contact you within 5 working days. An appointment can be made for you to speak with one of the Heads of Curriculum. All records of such interviews are confidential. Staff offering information and advice are all competent to the level at which they are working.

## WHO TO CONTACT

YOUR TUTOR	STUDENT SUPPORT MANAGER (Stoney Lane campus)	RECEPTION (Student Support Team)	REGISTRY
<ul style="list-style-type: none"> <li>• The first person to check with if you are unsure about anything</li> <li>• Personal problems if they could affect your studies</li> <li>• Study related problems</li> <li>• Reference writing</li> <li>• Review of your progress</li> <li>• UCAS applications</li> </ul>	<ul style="list-style-type: none"> <li>• Course fee funding information and advice</li> <li>• Hardship Funds</li> <li>• Childcare Support Schemes</li> <li>• Student Loans</li> <li>• Higher Education Concession process</li> </ul>	<ul style="list-style-type: none"> <li>• Arrange for a call back from a Head of Curriculum or tutor</li> <li>• Complaints</li> <li>• Course assignment/portfolio hand-in or collection</li> <li>• Course information</li> <li>• Lost property</li> <li>• Parking</li> <li>• Sign in and out of the building</li> <li>• Telephone or email to inform of any absence</li> </ul>	<ul style="list-style-type: none"> <li>• Enrolment</li> <li>• Instalment Plans</li> </ul>

## HELPFUL EXTERNAL CONTACTS

### National Careers Service

For information, advice and guidance to help you make decisions on learning, training and work

0800 100 900

<https://nationalcareersservice.direct.gov.uk>

### Department for Work & Pensions

For information on Finding a Job, Your Benefits or contact JobCentre Plus

03456 043719 / 01962 745200

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

### The Money Advice Service

Free and impartial money advice on Debt & borrowing, Work & Benefits, etc

<https://www.moneyadviceservice.org.uk>

### Citizens Advice Bureau

For help with Debt and money, Benefits, Work, etc

0344 411 1306

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

### Gov.uk

For information on Education and learning, Working, jobs and Pensions

<https://www.gov.uk>

### Samaritans

Offer a safe place for you to talk any time you like

116 123

[www.samaritans.org.uk](http://www.samaritans.org.uk)

### Royal Hampshire County Hospital

Nearest hospital to Peter Symonds College

01962 863535

[www.hampshirehospitals.nhs.uk](http://www.hampshirehospitals.nhs.uk)

## DATES FOR THE YEAR 2018-2019 (AHed)

Remember that no trips/visits will be approved during examination periods

Monday	27	August	Bank Holiday
Thursday	30	August	Hair & Beauty Inductions (Under 19s 10:00-12:00 / 19 + Older 13:00-15:00)
Saturday	01	September	09:30-16:30 AHED Counselling degree inductions
<b>TERM STARTS – Monday 3 September 2018</b>			
Tuesday	04	September	14:00-19:00 AHED Open Event
Wednesday	05	September	6 <sup>th</sup> Form (Owens Road): Start of U6 Term
Wednesday	05	September	14:00-19:00 AHED Open Event
Monday	10	September	6 <sup>th</sup> Form (Owens Road): Start of L6 Term (U6 on Study Leave)
Tuesday	11	September	14:00-19:00 AHED Open Event
Wednesday	12	September	6 <sup>th</sup> Form (Owens Road): Information Evenings for parents of new students
Thursday	13	September	
Monday	17	September	13:00-16:00 AHED – Degree Induction: Education Year 1
Tuesday	18	September	08:30-16:30 AHED – Degree Refresher: Insurance Year 2 13:00-16:00 AHED – Degree Induction: Education BA 13:30-16:30 AHED – Degree Induction/Refresher: Sports Years 1 & 3
Wednesday	19	September	08:30-17:00 AHED – Degree Induction: Insurance Year 1 13:00-16:00 AHED – Degree Refresher: Education Year 2 13:30-16:30 AHED – Degree Refresher: Sports Year 2
Thursday	20	September	08:30-17:00 AHED – Degree Refresher: Insurance Year 3 13:30-16:30 AHED – Degree Induction: Management Year 1
Friday	21	September	AHED 2018 Graduation Ceremony, Hospital of St Cross: 12:30 Early Years and Teaching & Learning programmes 15:00 Counselling, Business and Sport programmes
Mon – Fri	02-06	October	AHED HE Student Rep Elections
Monday	01	October	6 <sup>th</sup> Form (Owens Road): U6 Parents' Evening
Saturday	13	October	10:00 AHED Student Rep Committee Meeting
Wednesday	17	October	6 <sup>th</sup> Form (Owens Road): } <b>NO CLASSES AT OWENS ROAD</b> Open Evening } AHed evening classes continue at Stoney Lane
Thursday	18	October	
Friday	19	October	6 <sup>th</sup> Form (Owens Road): Staff Training Day / Professional Development Day
<b>HALF TERM – Monday 22 to Friday 26 October 2018</b>			
Mon - Fri	05-09	November	AHED 16-18 Progress Review 1:1s
Monday	05	November	17:00 AHED Student Rep Committee Meeting
Friday	09	November	AHED 16-18 Progress Grade & Review deadline
Mon – Fri	12-16	November	AHED Lesson Walkthroughs Curriculum Heads book AHED 16-18 parents evening appointments & send progress grades/appointments to parents
Tuesday	13	November	AHED – Sport Board of Study time TBC
Wednesday	14	November	AHED – Education Board of Study time TBC
Thursday	15	November	AHED – Business & Insurance Board of Study time TBC
Friday	16	November	AHED – Counselling Board of Study time TBC
Monday	19	November	6 <sup>th</sup> Form (Owens Road): L6 Parents' Evening
Monday	10	December	Carol Service, Winchester Cathedral – 7.30pm
Friday	14	December	AHED deadline for referrals to Study Support for assessment for exam arrangements 2019
Thursday	20	December	End of Term

<b>CHRISTMAS HOLIDAY – Friday 21 December to 4 January 2019 (inclusive)</b>			
Monday	07	January	Start of the Spring Term
Monday	07-21	January	AHED 16-18 Progress Review 1:1s
Monday	04	February	6 <sup>th</sup> Form (Owens Road): U6 Parents Evening
Tuesday	05	February	AHED 16-18s Progress Grades email sent to parents / Parents' Evening emails and Letters Sent
Wednesday	06	February	AHED Student Rep Committee Meeting 17.00
<b>HALF TERM – Monday 18 February to Friday 22 February</b>			
Tuesday	26	February	AHED 16-18 Parents' Evening
Tuesday	05	March	Peter Symonds College Progression Fair 10:00-15:00
Monday	11	March	AHED Education Board of Study time TBC
Wednesday	13	March	AHED Sport Board of Study time TBC
Thursday	14	March	AHED Business & Insurance Board of Study time TBC
Friday	15	March	AHED Counselling Board of Study time TBC
Monday	18	March	6 <sup>th</sup> Form (Owens Road): L6 Parents Evening
		March	Founder's Day Evensong, Winchester Cathedral
Wednesday	27	March	16:30-19:00 AHED Open Event
Friday	05	April	End of Term
<b>EASTER HOLIDAY – Monday 8 April to Monday 22 April (inclusive)</b>			
Tuesday	23	April	Start of the Summer Term
Monday	06	May	Bank Holiday
Thursday	16	May	17:00 AHED Student Rep Committee Meeting
Friday	17	May	6 <sup>th</sup> Form (Owens Road): End of Teaching for U6
Monday 20 to Friday 24 May			6 <sup>th</sup> Form (Owens Road): L6 End of Year Exams
<b>HALF TERM – Monday 27 May to Friday 31 May 2019</b>			
Monday	10	June	6 <sup>th</sup> Form (Owens Road): L6 Return to Timetable
Wednesday	12	June	16:30-19:00 AHED Open Event
Monday	01	July	16:30-19:00 AHED Open Event
Monday	15	July	6 <sup>th</sup> Form (Owens Road): Open Evening } NO CLASSES AT OWENS ROAD Year 10 students }
Tuesday	16	July	
<b>END OF TERM - Friday 14 July 2019</b>			
Tues-Thurs	27-29	August	6 <sup>th</sup> Form (Owens Road): Enrolment for 2019 Entry
Tuesday	03	September	AHED Awards Board 2019
Tuesday	03	September	14:00-19:00 AHED Open Event
Wednesday	04	September	14:00-19:00 AHED Open Event
Tuesday	10	September	14:00-19:00 AHED Open Event

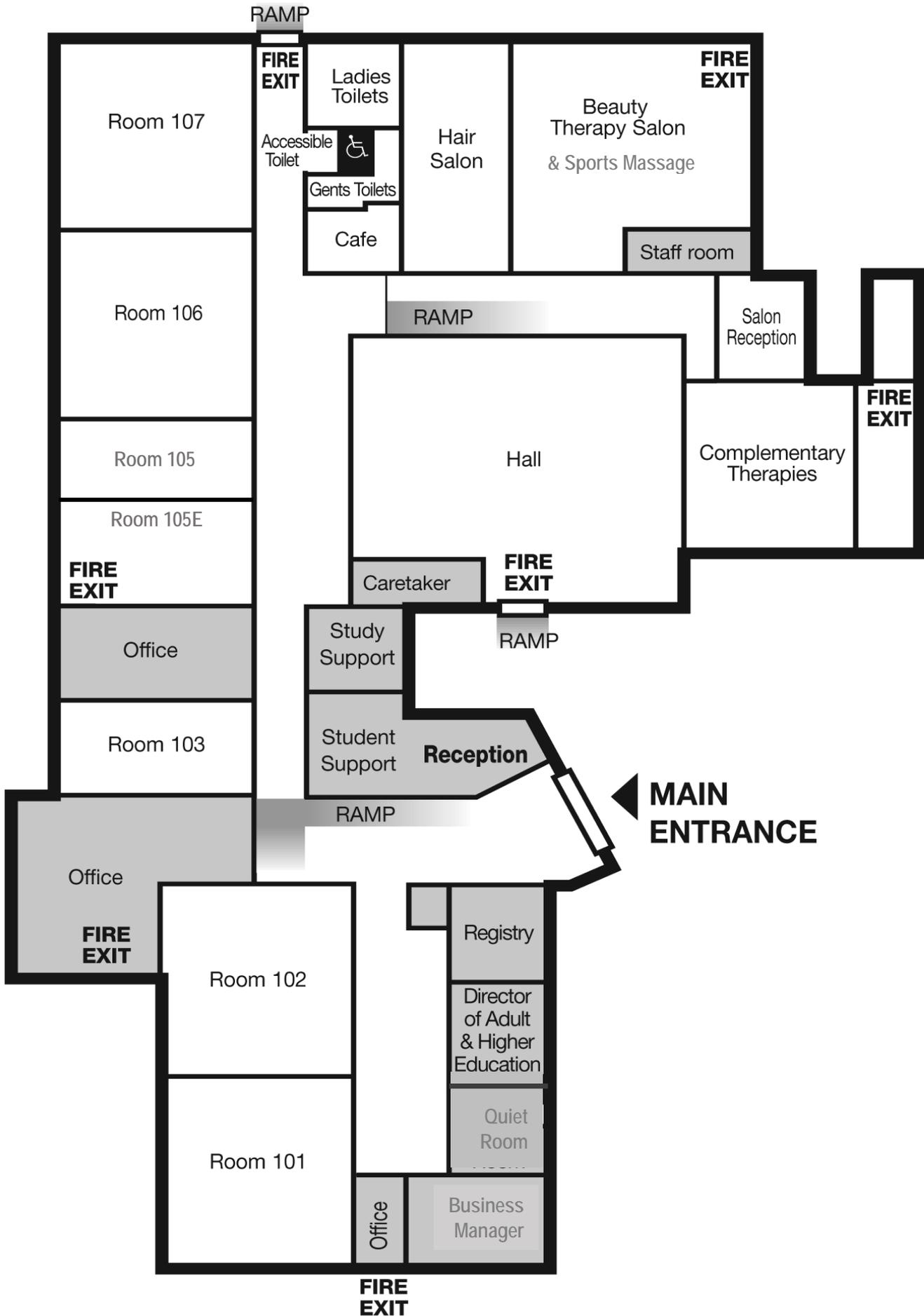
*Italics = provisional or to be confirmed*

**NB These dates are correct at the time of publication but may change**

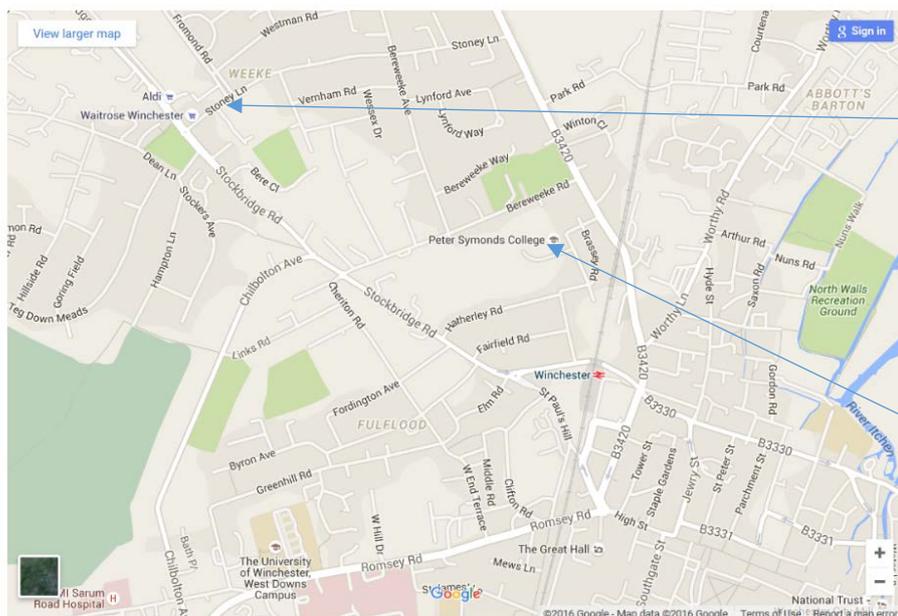
CAMPUS MAP FOR OWENS ROAD (Evening & some weekend courses)



**CAMPUS MAP FOR STONEY LANE (Daytime, evening and some weekend courses)**



## HOW TO FIND US



AHEd Campus  
Stoney Lane

Peters Symonds AHED is located on the northern side of the City of Winchester and is easily accessed by all means of transport.

Peter Symonds College  
Owens Road

### Directions to the AHED Division, Stoney Lane from the M3

Coming from the M3, take exit No. 11 and follow the signs to Winchester to the second roundabout. Take second exit into Badger Farm Road. Follow this road across the third roundabout and on to the fourth roundabout. Take second exit onto the Romsey Road going into Winchester.

Stay on this road (you will pass two sets of traffic lights) until the roundabout at the junction with Chilbolton Avenue. Turn left into Chilbolton Avenue and continue to the end of this road, then turn left at the mini roundabout at Stockbridge Road. After a short distance, at another mini roundabout by the shops, turn right into Stoney Lane.

Acorn Close is the first on the right after the parade of shops, where you will find the Adult & Higher Education Division car park. Bus numbers 3, 4 or 68 run approximately every 10 minutes from the City to Dean Lane corner - we are then a short walk along Stoney Lane.

For more information regarding travel to the AHED Division, please visit:

<https://ahed.psc.ac.uk/website/psapps/information.aspx?page=directions.aspx>