



## CARDINAL NEWMAN COLLEGE PROCEDURE

### CARDINAL NEWMAN COLLEGE SUPPORT FOR HE STUDENTS

#### **Our Core Commitment**

Cardinal Newman College values individuals, responds to learning needs and seeks the highest quality in all it does. We aim to raise achievement and provide a safe, supportive environment where individuals can grow in confidence and fulfil their potential. Each learner is an exception, an individual with his or her needs and aspirations and within this context we will provide academic and welfare support which aids, encourages all students to fulfil their academic potential and which best meets each student's individual circumstances, allowing them to benefit from study at HE level.

#### **Specific Objectives**

To provide all learners with effective information, advice, guidance and support, to safeguard welfare, to promote personal development and to help achieve their goals within and beyond college;

- Academic guidance to enable students to make well-informed choices.
- Access to a personal tutor for initial general advice.
- Access to a range of specialist advisors as needed.
- Support for personal and professional development.
- Financial advice as needed.

#### **Implementation**

All new students are given a HE Student Generic Handbook which contains a description of the support available and how to access it.

Specific advice on academic matters is contained within the student course handbook.

#### **Academic Support**

Your first port of call for questions about your modules, degree scheme or dissertation should be your curriculum area. Your HE Programme Lead and subject tutors will be able to answer most of these questions. They can also advise you on your academic progress.

Each tutor will offer each student at least one tutorial each term. In addition appropriate academic support will be provided by email and telephone. The responsibility for booking tutorials and requesting support via email etc is your responsibility.

**Registration:** For questions about exam and course registration that can't be dealt with by your HE Programme Lead, please contact the HE Student Support Officer, Jane Browell at reception or via e-mail [JBrowell@cardinalnewman.ac.uk](mailto:JBrowell@cardinalnewman.ac.uk)

**Suspending Studies:** If you are thinking of suspending your studies you should first discuss this with your HE Programme Lead. If you decided to proceed with your decision to suspend your course of study please see the HE Student Support Officer Jane Browell at Reception to complete any necessary paperwork.

**Complaints:** Always try to resolve complaints with your tutor, or HE Programme Lead, see the HE Student Complaints and Grievance Procedure document on key Information for HE students on Moodle. If complaints are not resolved informally then the complainant has the right to make a formal complaint in writing to the Vice Principal Curriculum & Quality who will investigate the complaint and seek a resolution. The college aims to deal with all complaints within 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. Complaints procedures are fully outlined in the Key Information for HE Students Section on Moodle.

**Study Skills:** The College has a commitment to support learners who need additional study support.

You can let us know if you require assistance in the following ways:

- Self-referral by indicating your need for additional study support on your enrolment card;
- Self-referral by completing a Student Support and Health Declaration form completed at interview;
- Referral during the course by the tutor; and
- Self-referral at any time during the course

If you have a disability you may be entitled to Disabled Student Allowance (DSA). If you require advice and guidance to apply for this you can contact the Head of Learning Support 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 to ensure that we can adequately meet your needs and that you have information about the support available. These discussions will be strictly confidential.

If on submission of formative or summative assessments it is evident you would benefit from additional academic support then your tutor or personal tutor will refer you to an academic support tutor.

**Library and Computing Questions:** For issues regarding accessing the library, online resources and issues with logging onto computers you can utilise the Cardinal Newman College password portal a link to which is posted on the Moodle home page.

There 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 [library@cardinalnewmancollege.ac.uk](mailto:library@cardinalnewmancollege.ac.uk).

### **Advice and Welfare**

Every student is allocated a personal tutor. Students may also discuss any matters with their Programme Leader. There is also a Head of Learning Support who can be contacted via CNC Reception.

### **Careers and Employment**

Students are encouraged to use the online national careers advice <https://nationalcareersservice.direct.gov.uk/Pages/Home.aspx>. Which can give you up to date information about a range of careers and earning potential. There is also a facility to help you construct your CV and create a lifelong learning account. In addition there is a Higher Education Specific careers section on Moodle.

### **Financial Advice**

If you need to discuss your finances you should contact the HE Student Support Officer C Snape, for advice regarding student funding and also the student loan company.

### **Safety & Well-Being**

#### **Prevention of Bullying and Harassment**

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.

#### **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 College drugs policy and procedures for dealing with a drugs or alcohol related incident.

#### **Health and Safety Guidance**

Colleges are open to a wide range of people from different backgrounds and ages where you are studying. 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.

### **Smoking**

The college operates a no smoking policy in all areas. It is also not permitted to smoke around College entrance areas where people can be affected by the smoke.

### **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 CNC, 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, MySpace or Bebo 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**

#### **Useful Contact Numbers:**

Police

101 or 999 in an emergency

Social Services 01772 255300 / 0300 123 6720

Schools Safeguarding Advice (Mary Aurens) 01772 531196

Police Deter Team (CSE) 01772 209122

Young Peoples Service 01772 537444

Bereavement Cruse 01772 686668

Forced Marriage / Diversity 01772 209711

Forced Marriage Unit 0207 008 0151

Early Intervention Duty phone 01772 645761

*LADO:*

Tim Booth - LADO  
Lancashire County Council  
Safeguarding Unit  
Room B16  
County Hall  
Preston, PR1 8RJ  
[tim.booth@lancashire.gov.uk](mailto:tim.booth@lancashire.gov.uk)  
Tel - 01772 536694

Whistleblowing:

Public Concern at Work  
Ofsted

0207 404 6609  
0300 123 3155  
[whistleblowing@ofsted.gov.uk](mailto:whistleblowing@ofsted.gov.uk)

MIND 0300 123 3393 or text 86463

Rape Crisis Centre 01257 267776  
Trust House 01772 200187

Samaritans 01772 822022

If you have concerns about a child's safety or welfare please call Lancashire County Council Customer Service Centre on **0845 053 0009** or **0845 602 1043** for out of hours calls.

Central reference for advice available from LSCB:

<http://www.lancshiresafeguarding.org.uk/>