



Warrington Collegiate

# STUDENT DIARY

**2009/10**

# Welcome

to Warrington Collegiate!



**"All kinds of opportunities for all kinds of people"**

People of all ages, interests and backgrounds come to Warrington Collegiate. As a college we are committed to enabling each of our students to realise their full potential. We are proud of our extensive range of services, details of which you will find in this handbook.

We want you to make the most of your time with us, not just in the subject you are studying but also by joining fellow students from across the college to learn and have fun together. Students all agree that taking part in a range of activities not only adds variety to their learning experience but is also a great way of making new friends and it looks good on their CVs too. Some of the activities students take part in include charity fundraising, debates, events, parties, residentials, sports, trips and excursions.

I hope you will find this handbook both an interesting read and useful, however you will receive more detailed information at your induction.

All the facilities are available to all students of the college wherever you may study. May I wish you every enjoyment and success in your forthcoming studies.

**Paul Hafren MBA**  
Principal / Chief Executive



Warrington Collegiate

## Useful Information

Name: \_\_\_\_\_

Course: \_\_\_\_\_

Faculty: \_\_\_\_\_

Learning Coach/Tutor: \_\_\_\_\_

Contact telephone number: \_\_\_\_\_

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## Term Dates 2009/10

Monday 7th September	Timetables commence
Friday 23rd October	Classes finish
Monday 26th October	Half term (1 week)
Monday 2nd November	Classes resume
Friday 18th December	Classes finish
Monday 21st December	Christmas Holiday (2 weeks)

AUTUMN

Monday 4th January	Classes start
Friday 12th February	Classes finish
Monday 15th February	Half term (1 week)
Monday 22nd February	Classes resume
Friday 26th March	Classes finish
Monday 29th March	Easter Holiday (2 weeks)

SPRING

Monday 12th April	Classes start
Friday 28th May	Classes finish
Monday 31st May	Half term (1 week)
Monday 7th June	Classes resume
Friday 25th June	Classes finish

SUMMER

### Key Dates

#### Week commencing:

Monday 21st September	Right Choice Review
Monday 12th October	Learner Voice Week
Monday 16th November	Student Progress Review 1
Monday 11th January	Learner Voice Week
Monday 25th January	Student Progress Review 2
Monday 15th March	Learner Voice Week
Monday 12th April	Progression Week
Monday 26th April	Student Progress Review 3
Monday 3rd May	Learner Voice Week
Monday 17th May	Internal Progression Enrolment

## Useful Contacts

### Winwick Road Campus

Tel: 01925 494494

Fax: 01925 418328

### Museum Street Centre

Tel: 01925 494582

### Learner Services

Tel: 01925 494494

Email: learner.services@warrington.ac.uk

### Absence Hotline

01925 494498

### Additional Learning Support

01925 494508

### Careers/Higher Education

01925 494660

### Connexions

01925 494660

### Counselling/Welfare

01925 494464

### Exams

01925 494450

### Job Shop

01925 494486

### Learning Resource Centre

01925 494422

### Student Finance

01925 494501

### Study Skills

01925 494267

## College Charter

We are committed to providing high quality education and training to all our client groups. The College Charter tells you how we aim to achieve this goal and explains what you can do if our services do not meet your expectations.

You can obtain a copy of the College Charter at Learner Services.

### College Values

We are committed to the quality of our teaching and learning.

Our college Values are:

#### Excellent Teaching

We believe excellent teaching and learning is our first priority

#### Taking Action and Responsibility

We believe that everyone will take personal responsibility and be accountable for their college activities

#### Striving for Success

We always want success for our clients, learners and ourselves and therefore we will strive continually to make improvements

#### Acting with Integrity

We believe in acting with integrity and treating people fairly and with respect and we expect the same from our learners and clients

#### Working Co-operatively

We get the best results by working co-operatively in teams and collaborating with others

#### People, Businesses, Communities

We aim to serve as many local people, businesses and communities as possible

Coming to join us at Warrington Collegiate means you are also 'signing up' to these values.



## Our commitment to you

The college is committed to providing you with:

- Continuing advice and support for your college and future plans
- Good quality teaching and learning
- Regular reviews of your progress
- Opportunities to take part in enrichment, sports and a range of extra curricular activities
- Facilities and resources to encourage good study skills and habits
- A college climate that is stimulating and positive and encourages self-discipline and learning
- An environment that does not tolerate bullying and other types of anti-social behaviour

## Your commitment to us

What we ask of you to ensure your own development and success:

- Work hard and adhere to college values and safety rules
- Attend college on a regular basis and to be punctual
- Represent the college in a positive way when on work placement or participating in any other external activity
- Participate in college enrichment activities
- Comply with classroom rules developed by your group
- Be keen to do well and go to class prepared, with the relevant equipment and ready to work attitude
- Meet deadlines
- Be responsible for your own learning and seek help if you are struggling with work or other issues
- Use mechanisms like the Student Council or Course Representatives to comment on college life

- Be respectful and courteous, demonstrating care and consideration for others
- Support other students particularly those from different backgrounds or with disabilities

## Student and College Charter

- Learners to abide by the college Behaviour Code and Learning Contract
- Learners to attend all timetabled classes, arriving punctually, and to notify us of any absence immediately
- Learners to show respect to others regardless of their ethnic background, sexuality, gender, religion or personal circumstance
- Learners to show respect for other's property
- Learners to work hard to achieve their full potential
- Learners to take responsibility for meeting set deadlines for the submission of their work
- Learners to co-operate fully to ensure that the Health & Safety Policy is observed

## College Behaviour Code

(written by the Student Union)

We all want to enjoy our time here at college and learn in a safe, relaxed and friendly environment. So, let's all respect each other, our college and...

- Watch our language
- Use mobile phones and iPods only at appropriate times and in appropriate places
- Keep our food and drink out of learning areas (including the LRC)
- Bin our litter and keep The Crescent tidy
- Respect the college buildings and other people's property
- Treat each other as we would like to be treated and respect our differences
- Respect the college's zero tolerance Drugs Policy
- Be on time for all classes
- Work hard, but remember to relax and enjoy ourselves!

# Support for Success

## Tutors

All tutors at Warrington Collegiate are committed to ensuring you have all the necessary support for success with your learning programme. We are here to help you, so please ask for extra guidance or advice at any time.

All full time students have a Learning Coach who will be their first point of contact for advice and guidance. You will spend some time each week with your Learning Coach when you will be given the opportunity to review your progress and discuss issues that are of importance to you. You will also take part in tutorial activities that will help you to develop both personal and life skills.

Progress Reviews are conducted three times during the year for full time students. These are to monitor your progress on the course. For students aged under 19 years, copies of the reviews are sent to your parents.

Every part time student will receive informal tutorial support from their course tutor. This could be individually, in a group, via email or over the telephone. You are entitled to other tutorial services such as progression advice and references, which will be provided on request or by appointment.

Part time students are entitled to access the same support services as full time students (e.g. Learner Services, Additional Learning Support and the Learning Resource Centre).

## Learner Services

Learner Services offers information about the college and its courses, and can provide help and guidance in choosing the right path for you. They also offer advice on careers, health, transport, childcare, student employment and finance and welfare.

It is the central point for enquiries and operates as the central admissions venue for applications into the college.

It is also the place to go if you are experiencing financial hardship as a result of attending college.

If in doubt about any concern or query, please make Learner Services your first point of contact – call 01925 494494, e-mail [learner.services@warrington.ac.uk](mailto:learner.services@warrington.ac.uk) or pop in during the following times:

### Opening Hours at the Winwick Road Campus

	Term Time	Holidays
Monday	8.30am – 8.00pm	8.30am – 5.00pm
Tuesday	8.30am – 8.00pm	8.30am – 5.00pm
Wednesday	8.30am – 8.00pm	8.30am – 5.00pm
Thursday	8.30am – 8.00pm	8.30am – 5.00pm
Friday	8.30am – 4.30pm	8.30am – 4.00pm

After 5pm, Learner Services operates from the Learning Resource Centre.

Please check the Learner Services door for our timetable of advice and guidance evening sessions.

## Careers / Connexions

Careers are based in Learner Services, so if you are unsure of what to do next, come along and talk to our Careers and HE Adviser or Connexions Adviser.

Advisers can help you plan your future career, help you choose your next college or university course, advise on university personal statements, job search, CVs and applications.

## Counselling / Welfare

We recognise that any student can experience problems from time to time, not necessarily related to their academic studies. The Guidance and Welfare team discuss what may be troubling you in a safe, non-judgemental environment. There will then be an opportunity to access our counselling provision. This can be arranged quickly and in total confidence.

Welfare Advisers are available in Learner Services from 9.30am Monday – Friday.

## External Support Services

**The college has excellent links with external agencies to enable us to support you fully whilst you are at college. These services offer confidential support and advice for all learners and are available at college on the following days:**

### Monday:

- Youth Advice Shop – confidential sexual health service for 11-19 year olds providing a full range of contraception, including emergency contraception
- Person-centred counselling – referral via the Welfare Advisers in Learner Services

### Tuesday:

- PHAZE – confidential service for information, advice and support for drugs and alcohol related issues
- Smoking cessation – support and help to quit smoking

### Wednesday:

- Terrence Higgins Trust – confidential Chlamydia screening and treatment, condoms and information and advice about sexual health
- Teenage Pregnancy and Lone Parent Team – to support our Teens & Tots Group

- Person-centred counselling – referral via the Welfare Advisers in Learner Services

### Thursday:

- Gay & Lesbian Youth Support Service (GLYSS) – confidential drop-in service for advice and support
- Chaplaincy Youth Worker – confidential support on spiritual or other issues for any student, of any or no faith
- Support with mental health issues

### Friday:

- Person-centred counselling – referral via the Welfare Advisers in Learner Services

More services may become available throughout the year. Please check Learner Services notice boards or ask in Learner Services for further information.



## Higher Education (HE)

Our Careers & HE Adviser can help you with all aspects of your application to higher education, both in college and to university. Workshops are available and are aimed at giving advice on applying to HE.

Aimhigher – provides support and encouragement to enable you to complete your course and progress to HE. There are activities and events taking place throughout the year.

For students studying on HE or professional courses, support is offered on all aspects of student finance (loans, supplementary grants for students in particular circumstances and access funds), careers, graduate study and employment and support to access the Disabled Students Allowance (DSA).

Bespoke study skills support is available for HE learners. Please contact Study Skills on 01925 494267 for further information.

## Job Shop

We understand that many of you take up part time employment to help support your studies and that's why we have set up a central point within Learner Services for help with all aspects of part time work. We can help you to find a job that fits around your timetable, assess your strengths and abilities, as well as offer advice on interview techniques.

Our Student Employment Adviser advertises vacancies suitable for our students. Please contact 01925 494486 for further information.

## Student Finance

The Guidance & Welfare team can talk to you about benefits issues, bursaries, Educational Maintenance Allowance (EMA), Adult Learner Grant (ALG), Learner Support Fund (LSF) or any other financial concerns you are experiencing. Please do not wait until it becomes unmanageable. This service is confidential.

Examples of financial support available includes:

- ALG – financial help with the costs of learning to low income adults aged over 19 years.
- Army Bursary – funding is given to 16 - 32 year olds studying certain subjects in exchange for a commitment to join the army.
- EMA – primarily aimed at full time students under 19 years who are continuing in further education. However, there are certain cases where part time students will be entitled to the payment.

- Child Benefit – if you are in full time further education and studying over 12 hours per week, this will continue to be paid until your nineteenth birthday.
- Childcare support – this can be accessed via the College Learner Support Funds for students over 19 years, or government schemes such as Care to Learn for students under 19 years and Childcare to Work for couples.
- LSF – financial support for travel, hardship, uniforms, kit, equipment and residentials. There is also support for learners studying on ESOL courses.
- NHS Charges – if you are aged 16-19 years and attend college on a full time basis, you will be exempt from NHS charges.

Please pop in to Learner Services for further information about these and other financial support schemes.

Advice from Learner Services staff is available at all times, however we do encourage students to use the drop-in/ appointment times below:

### Learner Support Funds, EMA, ALG, travel and childcare

Monday	12.00pm – 2.00pm
Wednesday	12.00pm – 2.00pm (appointments only)
Friday	12.00pm – 2.00pm

### Benefits, housing, homelessness, childcare, HE Funding and debt

Tuesday	11.30am – 1.30pm (appointments only)
Thursday	11.30am – 1.30pm

A schedule of evening careers, finance and welfare advice sessions is published on the Learner Services door for each half term. Alternatively, please contact 01925 494404 for evening appointments.

### Travel for 16-19 year olds

Warrington Borough Transport (WBT) offers half price bus passes to students who live in the Warrington area and are aged 16 - 19 years. A Town Network or Town Saver Pass can be purchased for unlimited travel on WBT buses.

If you are eligible for an EMA award, the first £10 must be used for travel assistance.

Bus passes can be purchased from Learner Services. You will need to pay for your pass and collect a copy of your Learning Agreement from Registry, then bring the receipt along with a passport sized photograph to Learner Services where we will be able to issue you with your pass. Alternatively, you can purchase your pass from the bus station in Warrington town centre.

If you lose your pass there is a charge of £2 to purchase a replacement.

If you live outside the Warrington area and your travel costs exceed £10 per week, you may be able to receive assistance. Please call into Learner Services for further information.

### Travel 19+

Students who are over the age of 19 may be able to receive support from the college. Please call into Learner Services for further information.

If you are registered disabled and are resident in the Warrington area, you may be eligible for support. Contact WBT on 01925 442629 for further information.



## Additional Learning Support

**Students with disabilities or learning difficulties are welcome at the college.**

**If you think you may need extra help because of a disability or learning difficulty, please contact the Additional Learning Support Manager on 01925 494508.**

### Learning Facilitators

Learning Facilitators are available to all students to assist them with their studies. This may include:

- One-to-one or group support
- Help to access the buildings or car parks, or getting around college
- Support for exams
- Support for learning difficulties, physical disabilities and visual and sensory impairments
- Support from interpreters, readers and with personal care
- Help on work experience or residential
- Specialist equipment, including computers, dictaphones and wrist-rests

### Study Skills

Every year we find that students are twice as likely to stay on the course and achieve their aims if they take up the opportunity of extra help with maths or English.

If you need regular help, you will be referred for a weekly session in Study Skills where a Learning Adviser will work out a plan for study with you. This may include things like working on punctuation or spelling or planning essays or understanding basic algebra. However, your work in Study Skills will be based around your course needs, so bring your notes, books, and assignments etc with you.

The Study Skills team offer a free service to all college students, providing guidance and either individual or group teaching, to help you with your studies. You can get on the spot advice with any aspect of study: time management, essay writing, assignment planning, proof reading, exam preparation, maths and much more.

Study Skills are based in the Learning Resource Centre (LRC) on 01925 494267. You can call in once or twice, or you can make a regular appointment.



## Learning Resource Centre (LRC)

A comprehensive service for learners and staff within a welcoming atmosphere is provided in the Winwick Road Campus Learning Resource Centre (LRC).

- Quiet study and group work areas.
- Networked computing facilities - access to the Internet, Moodle Virtual Learning Environment (VLE), Groupwise email, Microsoft Office and specialist software.
- Laser and colour printing is available, as well as scanning equipment.
- A wide range of resources – books (including talking books and large print books), journals, magazines, newspapers, DVDs, and music CDs.
- E-books available so you can access key textbooks 24/7.
- Online resources and journal databases can be accessed on or off campus via Moodle – InfoTrac Onefile journal databases, InfoTrac Full Text Newspapers, Issues Online, Hairdressing Training Online, and Construction Information Service.
- Stationery shop selling a wide range of stationery.
- Binding and laminating equipment, as well as photocopying facilities.
- Inter-library loans, enquiry and reservations service.
- Computer support and assignment support – assistance is also available during college holidays and during the evenings through prior arrangement.
- LRC staff are on hand to help you find information for assignments and help to use the LRC resources effectively.



- Guidance in the form of LRC inductions, help sheets, guides, booklets, and workshops are provided. You can also access Study Skills support in the LRC.
- You will always find friendly, well-qualified staff who will help you find and make the best use of all our resources.

### LRC opening times

	Term Time	Holidays
Monday – Thursday	8:45am – 8:00pm	9.00am – 5:00pm
Friday	8:45am – 4:30pm	9.00am – 4:00pm

Contact the LRC on 01925 494422 for further information.

# Learner Involvement and Enrichment

## Student Feedback

We aim to provide a quality service in all that we do. In order to ensure that the services we offer remain at a high standard we:

- Regularly seek your views and opinions through surveys, questionnaires, focus groups and the Student Council
- Invite students on each course to appoint a Course Representative who will liaise with tutors
- Offer training to Course Representatives so that they can carry out their role to the best of their ability
- Invite you all to contribute to Learner Voice
- Seek your views by working with the Student Council and the Student Union

Please make sure your views are known to us – we are always ready to listen.

## Course Representatives/ Student Council

Every course has a Course Representative. They are students who are studying the particular course but are also the voice of their group, sharing suggestions with the college from the perspective of the learner. If you are interested in becoming a Course Representative, please speak to your Learning Coach / Tutor when you begin your course.

You can make a difference! Every year students get the chance to be nominated as a Course Representative. It is a great opportunity to get involved in matters that directly affect students' experience of college life, and it looks great on your CV too.

Two Course Representatives from each Faculty are nominated to join the Student Council. Together with the Student Union Executive, they form the governing body of the student community and represent your views to the Principal and college managers.

## Student Union

Help make our college, your college... Get involved and enrich your college life

This is an exciting way to get involved with the life and voice of the students at college. Watch out for details from your Learning Coach / Tutor

### Activities include:

Events & parties  
Sports & games  
Charity fundraising  
Trips & excursions

The Student Union is your chance to have your say and is accessible to all students within the college. Look out for information about your SU Executive and the SU President elections during October.

### Enrichment / Students Activities

To enhance your experience of college life, we encourage students to get involved in activities and enrichment, which are also a great way to meet new friends.

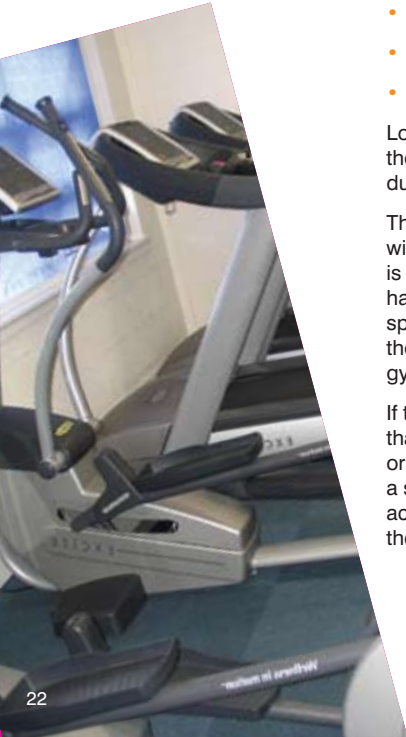
Enrichment is an important part of the college experience for full time students. We aim to offer activities that you will enjoy. Activities take place all year round and some are aimed to complement your studies. For example, some activities include entry to regional and national competitions, Duke of Edinburgh, First Aid qualifications, dance classes, music jamming sessions, etc.

Your Learning Coach/Tutor will book your group into the Enrichment / Fresher's Fayre during induction so you can see what's going on and join in.

There may also be the opportunity to go on residential or trips that form part of your course. Speak to your Learning Coach / Tutor for further details. Information about possible assistance with financing trips or residential is available from the Guidance & Welfare Team in Learner Services.

## Student Mentors

Student Mentors support other learners who may be struggling with adapting to college life, making friends or just need a member of their peer group to talk things through. Please ask your Learning Coach / Tutor for further information or call into Learner Services.



## Sports / Fitness

The college also runs a sports programme from which certain teams evolve.

The sports programme includes:

- Football
- Basketball
- Badminton
- Rugby
- Hockey
- Sports/ Fitness

Look out for information about the college's Sports Academies during induction.

The Fitness Studio is equipped with up to date equipment and is free to join. You will need to have a gym induction – please speak to a Gym Instructor or the Enrichment Officer in the gym for further information.

If there are any activities that you are interested in or you would like to make a suggestion for future activities, please speak to the Enrichment Officer.

## Keeping You Safe, Healthy and Happy

### College Policies

At the college we have a number of policies, which we believe communicates consistency and high standards of quality. They also help us to protect and show good duty of care towards all students.

Some student policies include:

- Admissions policy
- Confidentiality policy
- Complaints policy
- Equal opportunities and diversity policy
- Health and Safety policy
- Safeguarding policy
- Student appeals policy
- Student attendance policy
- Student disciplinary policy

Details of all college policies are available on Reception at Winwick Road Campus and Museum Street Campus.

### Data Protection

The information you provide will be used by Warrington Collegiate in pursuance of its aims as an educational and training organisation.

The college will collect and share this information with other organisations for the purpose of administration, careers and other guidance, statistical and research purposes. This will allow the college and its partners to monitor performance, improve quality and plan future provision. All data will be managed within the principles of the act. Further information about data processing and confidentiality is available from the College Data Protection Officer.

## Diversity and Equal Opportunities

The college has an Equal Opportunities Policy to ensure that individuals are not disadvantaged in realising their goals by factors such as race, religion, gender, sexual orientation, age, creed, disability, dress, or beliefs.

Every employee, student and visitor to Warrington Collegiate is required to support and uphold the policy.

We encourage the celebration of diversity in the college and every year we hold a celebratory event – Diversity Week, which promotes equality and diversity throughout the college.



A Chaplaincy Youth Worker who can talk to you about spiritual or other issues is available within Learner Services for any student, of any faith, or none. For details of the Quiet Room, please ask at Reception or Learner Services.

For further information about Equality and Diversity please contact the Equality and Diversity Co-ordinator on 01925 494326.

## Drugs & Substance Abuse

The college offers advice and guidance on issues concerned with substance misuse and abuse. Our Welfare Advisers will be pleased to talk to you in confidence. Our primary role is to ensure that everyone is alert to the dangers of substance abuse.

The college has a Substance Abuse Policy, which can be found in Learner Services. The college regards the presence of any illegal substances on its premises as totally unacceptable and such presence would automatically invoke the disciplinary procedure.

## Every Child Matters

We are committed to providing an environment and experience for all learners which underpins the government's legislation "Every Child Matters" (ECM), and seek to actively promote and improve the five outcomes of:

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

We are committed to improving the well being of our learners. Our commitment is demonstrated by the wide range of support available to our learners.

The 5 ECM outcomes are now law (Children Act 2004). The Children Act 2004 applies to people under the age of 18 years and to vulnerable adults. In accordance with the Children Act 2004, Warrington Borough Council has established a Local Safeguarding Children Board whose remit is to improve the protection offered to children and young people and to enhance the welfare provision available to them.

Warrington Collegiate supports the work of this Board through local forums and our activities.

Strategies and activities to support the ECM outcomes have been extended to encompass all of our learners resulting in our commitment to "Every Learner Matters".

## Harassment and Bullying

At the college we believe that you should not put up with harassment or bullying.

If you feel that you are being harassed or bullied, please speak to your tutor, a Welfare Adviser in Learner Services, or the Equality and Diversity Coordinator (telephone 01925 494326), who will help you to decide what to do next.

## Health & Safety

The college's Health and Safety Policy is approved by the Governors, Senior Management and the Health and Safety Committee.

The 1974 Health and Safety at Work Act states that everyone has a responsibility for safety and failure to comply can render individuals liable to criminal procedures. As a registered student you are expected to co-operate fully to ensure the policy is observed. Your tutors will make you aware of any special issues which relate to equipment you may be using, but care must also be taken in the general areas of the building.

All accidents and incidents must be reported. Accident books and incident forms can be completed at Reception.

The college's Health and Safety Manager, can be contacted on 01925 494449.

The college accepts no responsibility for any injury which students may receive on college premises nor any loss or damage to their property.

## Healthy College

The college is committed to ensuring that all of our students and staff have the opportunity and support to lead a healthy lifestyle. As well as giving access to healthy foods, offering a sports programme, funding a counselling service and ensuring that the college is smoke-free, we also facilitate access to external support services such as Youth Advice Shop, PHAZE, Terrence Higgins Trust, GLYSS, Teenage Pregnancy, Lone Parent Team, smoking cessation and weight management.

Free healthy breakfasts are available Monday - Friday in the Crescent in term time.

## Safeguarding

Warrington Collegiate has a Safeguarding Policy to ensure that all vulnerable adults, young people and children attending activities in the college do so in a safe and secure environment. It sets out the steps we take to protect vulnerable adults, children and young people and the procedures we would use to deal with any issues.

The Safeguarding Policy is approved by the Governors and Senior Management.

Any student concerned about their own safety or the safety of another student should speak to their Learning Coach / Tutor, a Welfare Adviser in Learner Services or the college's Safeguarding Officers.

The college's Safeguarding Officers are:

- Ellen Parry (Director of Learner & Learning Services) based in Learner Services – 01925 494568

- Neil Colquhoun (Deputy Director of Learner & Learning Services) based in the Learning Resource Centre – 01925 494541

## Smoking

Warrington Collegiate is a no smoking college, therefore smoking is NOT permitted in any of the college buildings or outside in college grounds.

Your help is much appreciated – thank you.



# Making the most of college life

Real life environments include:

- Plumbing, Brickwork, Carpentry, Electrical and Motor Vehicle workshops
- Mock-up aircraft cabin
- Hair, Beauty, Holistic and Sports Therapy Salons, open to the public offering discounted prices
- Hi-tech Computer Suites
- Training Restaurant (Buckley's), where the public can enjoy fine cuisine at low prices
- A Business School housing incubation units and conference facilities
- Dedicated Arts Centre, featuring 150-seat Theatre (Hub49), Graphic Design Studios, Dance and Drama facilities and a Visual Arts & Music Technology Suites
- State-of-the-art Fitness Studio



## The Academy - Hair, Beauty and Holistic Training Salons

Warrington Collegiate has its own Hair, Beauty and Holistic training salons which are open to students and the general public for a wide range of treatments. Students, under the supervision of staff, provide the service with all treatments available at very affordable prices. To book an appointment or to find out more about the treatments available, please contact Academy's Reception on 01925 494336.

## Art Exhibition

An end of year art exhibition showcases the work created by art and design students. The exhibitions are free to all public and will feature at the college's Winwick Road Campus in June every year.

## Buckley's

Buckley's is a training restaurant that enables students studying Hospitality and Catering to show off their talents and skills whilst providing a full restaurant service for members of the public. Call 01925 494378 to book a table or for more information.

## Inter-Collegiate Flowers

Our trainee florists can produce bouquets or arrangements to order.

## Theatre and Performances

Performing arts students have performed at arts centres, such as the Lowry and the Pyramid. Within college, students have a 150-seat Theatre, Hub49, to show off their talents. Hub49 also acts as a venue for band nights, fashion shows, concerts and Youth Theatre Workshops

# Warrington Collegiate A–Z

## Academic appeals

From time to time a student may feel unsure or unhappy about their assessment or examination results, whether these have been carried out internally or externally. Should this situation ever arise there are clear procedures to appeal. Ask your Learning Coach, or call into Learner Services for a copy of the Appeals Procedure.

## Accidents

If you have an accident / incident involving yourself, others or property, either in college, on placement, or on a trip, sports event or visit, please follow these steps:

- Accident books and first aid boxes are held at Reception at Winwick Road Campus and Museum Street Campus. All accidents / incidents must be reported no matter how trivial the incident.
- Staff will contact the emergency services should the incident be of a serious nature, thus requiring the injured person to leave the site for attention.

- For breakages or damage to property you must ensure you report the incident, whether or not you are a witness to the breakage or you caused the damage.

## Assignments

When writing assignments, you must not copy another person's work or sections from printed materials or the Internet, unless this is appropriately referenced. The college has a procedure for dealing with cheating and plagiarism (including cheating in exams) which may lead to disciplinary action.

All students have access to assignment support in the Learning Resource Centre (LRC). Study Skills Learning Advisers will give one-to-one support and advice to help you to structure your assignment and search for information.

## Attendance

All students are expected to attend college 100% of the time. We expect all students to have excellent punctuality, attendance and behaviour which are all essential for success at Warrington Collegiate.

If you are absent from college, you must contact the Absence Hotline on 01925 494498.

If you are absent and have not contacted the Absence Hotline, an Attendance Adviser will phone you to ascertain your reason for absence and offer any support you might need to return to college.

## Car parking

Students wishing to park their vehicle at Winwick Road Campus must declare their vehicle registration details on the enrolment form. Parking is free of charge.

Please note, unauthorised parking (i.e. on double yellow lines, hatched areas or in a disabled space without a 'blue badge') may result in wheel clamping, irrespective of registering your vehicle on the enrolment form. The release charge for clamped vehicles is £65. Any income from wheel clamping will be donated to charity.

## Catering

Within the Crescent there is:

- A shop where drinks and snacks are available.

- The Deli offers an extensive range of healthy salads, breads and delicious fillings made to order. You can choose any combination.
- The Grill bar provides breakfast, lunch and dinner. Continental coffee and freshly prepared roasts, combined with vegetarian and cosmopolitan dishes are also available.
- Free healthy breakfasts are available Monday - Friday in the Crescent in term-time. Choose from cereal, brown toast, fruit, fruit juice and water. Make the best start to the day with a healthy breakfast to help you stay focussed.

## Computer Access

We provide extensive computer access to industry standard software and the internet in the Learning Resource Centre (LRC). In the Crescent, you will also find computer terminals which can be used for work and for leisure. Classrooms are also equipped with the latest interactive whiteboard technology.

When you start your course, you will automatically be able to gain access to an area of the computer network that is dedicated to you. In this area, you can save your work to ensure your privacy. Your username is your student number, and your password is your date of birth. Please ensure that you do not let anyone else find out your username and password.

### Email

All students are automatically allocated a Groupwise email account. You must ensure that you access this at least once per week to keep up to date with what is happening on your course and in college. You can access your email via online services on the College website. Ask in the LRC for further information.

### Examinations

The Examinations team is based within Registry at Winwick Road Campus. Please see them without delay if you are unsure about anything regarding your examination. They can be contacted on 01925 494450.

Any examination resits must be paid for by the student.

For students with less than 90% attendance, the college reserves the right to withdraw their eligibility to benefit from free examination entry. If a student fails to attend an examination without satisfactory reason, the college also reserves the right to invoice the student with the cost of the examination.

Holidays should not be booked until exam dates are known.

If you need to resit an examination, it is your responsibility to submit the relevant examination entry resits form along with the fee. If your employer is paying for your resit fee, written evidence must be provided to support this.

You will not be allowed to enter examinations until all fees are paid.

Unfortunately there is no remission of fees for re-sits.

### Facilities

When not in class:

- Work in an attractive and inviting Learning Resource Centre at the heart of your learning experience
- The Crescent is our large communal eating area where you'll find nutritious food and a pleasant atmosphere
- Learner Services where you can access information about other courses, higher education and employment
- Student Union (SU) – get involved, organise events and represent your fellow students. Speak to the Student Liaison Officer based in the SU in the Crescent for further information.

### Gym

The Fitness Suite is equipped with up to date equipment and is free to join.

### ID Cards

It is compulsory for ALL students to have a College ID card and carry it around with them whilst in college. Replacement cards are purchased from the Learning Resource Centre (LRC) for £1.00.

Your card will be produced at enrolment, or your tutor will arrange for you to have the photograph taken in the LRC during Induction.

As well as being used for security reasons, the ID card gives you access to the computers and resources in the LRC.

### Induction

Induction is your introduction to the college and your course. The aim of the induction programme is to ensure that students are equipped with the essential tools, skills and information to ensure:

- A feeling of belonging in the college community
- A firm foundation to your course of study
- To establish a learning ethos

## Lost Property

In the unfortunate event you misplace a personal item, please report your loss to Reception. You can reclaim lost property from Reception.

## Mobile phones

Mobile phones are permitted in the college but should be switched off when students are attending classes and working in the LRC.

## Moodle

Moodle is the college's virtual learning environment where you'll find information about your course (e.g. assignments).

## NUS Card

As a student you are entitled to an NUS card, which will allow you to get great discounts on shops on the high street including Topshop/Topman and HMV. NUS cards are available at the Student Union.

## Online Services

Students can access their college work, e-mail, online resources, or access Moodle by clicking on the Online Services button on the college's main web site <http://www.warrington.ac.uk>

## Photocopying

Photocopy cards are on sale in the LRC at Winwick Road Campus.

They are £1.50 to purchase and contain 10 copy credits. Your card can then be topped-up at anytime at a charge of 50p for 10 copy credits. Keep your card safe so that you do not have to pay for a replacement.

There is also a reprographics service based at Winwick Road Campus where colour copying, artwork, laminating and binding services are available at competitive prices.

## Progression

Once you have reached the end of your programme of study, there may be options open to you for further study at the college, including Higher Education courses, such as HND/ HNC, Foundation

Degrees and Higher Professional qualifications.

If you are thinking of continuing your education with us or would like to move onto university or go into employment, make an appointment with the Careers & HE Adviser, based in Learner Services who will provide you with the impartial information you need to help you decide what to do next.

## Quiet Room

This room is available if you need time out, time for reflection or to honour your religious beliefs. Please ask at Reception or Learner Services for details.

## Registry

Registry at Winwick Road Campus is open until late to process enrolments, take examination fees, and take payment for trips.

## Right Choice Review

The first three weeks will be very important in terms of 'Checking your Choice' and making sure that you are on the right course for you. If you feel you are on the wrong course the first thing to do is to speak to your Learning Coach/ Tutor. They will be able to go through the options available and look into the possibility of transferring you to another course.

Learner Services are there to ensure the first few months are as enjoyable and as stress free for you as possible. During this settling-in period, please ask any questions that you may have and discuss any concerns or worries you may be experiencing.

### Registry opening times

	Term Time	Holidays
Monday – Thursday	8.30am – 7.30pm	8.30am – 4.45pm
Friday	8.30am – 4.15pm	8.30am – 4.15pm

## Stationery

Stationery is available to purchase from the Learning Resource Centre (LRC).

## Textbooks

Your tutor may give you a list of books and resources that you need to use to help you with your studies. This is called a recommended reading list. You will find these resources available for loan within the LRC.

## Vegetarians

Food outlets at Winwick Road Campus offer a variety of vegetarian meals. They also work closely with the Guidance & Welfare team to look at various ways we can suit most dietary needs and we also operate a healthy eating programme.

## Withdrawal

We understand that circumstances change and you may feel that you have no choice but to give up on your studies. Before you make the decision talk to your Learning Coach / Tutor or Learner Services as they may be able to advise and help you.

Please note that if you have not attended your course for 4 consecutive weeks without adequate explanation, you will be judged as having left your programme of study. Learner Services will contact you within the 4 weeks if you haven't attended college. You are strongly advised to speak to a Welfare Adviser in Learner Services as we may be able to provide support to help you stay in college. Whatever your problem, we can help you.

The college reserves the right to ask students to leave a course and in such circumstances fees may be non-refundable. Where a student feels the college should review a decision to either exclude them from a course or refuse to refund fees then they must use the relevant Appeals Procedure.

Refunds for Higher Education courses will be in accordance with the University of Chester's Fee Policy.

The Refunds Policy is available in Learner Services.

# DIARY 2009/10



# AUGUST 2009

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Monday 17

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Tuesday 18

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Wednesday 19

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Thursday 20

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Friday 21

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Saturday 22

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Sunday 23

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# AUGUST 2009

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Monday 24

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Tuesday 25

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Wednesday 26

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Thursday 27

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Friday 28

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Saturday 29

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Sunday 30

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# AUGUST/SEPTEMBER 2009

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Monday **31**

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Tuesday **1**

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Wednesday **2**

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Thursday **3**

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Friday **4**

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Saturday **5**

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Sunday **6**

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# SEPTEMBER 2009

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Monday **7**

Timetables commence

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Tuesday **8**

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Wednesday **9**

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Thursday **10**

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Friday **11**

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Saturday **12**

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Sunday **13**

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# SEPTEMBER**2009**

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Monday **14**

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Tuesday **15**

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Wednesday **16**

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Thursday **17**

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Friday **18**

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Saturday **19**

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Sunday **20**

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# SEPTEMBER**2009**

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Monday **21**

Right Choice Review

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Tuesday **22**

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Wednesday **23**

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Thursday **24**

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Friday **25**

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Saturday **26**

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Sunday **27**

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# SEPTEMBER/OCTOBER**2009**

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Monday **28**

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Tuesday **29**

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Wednesday **30**

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Thursday **1**

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Friday **2**

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Saturday **3**

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Sunday **4**

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# OCTOBER**2009**

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Monday **5**

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Tuesday **6**

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Wednesday **7**

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Thursday **8**

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Friday **9**

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Saturday **10**

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Sunday **11**

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# OCTOBER 2009

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Monday 12

Learner Voice Week

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Tuesday 13

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Wednesday 14

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Thursday 15

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Friday 16

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Saturday 17

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Sunday 18

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# OCTOBER 2009

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Monday 19

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Tuesday 20

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Wednesday 21

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Thursday 22

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Friday 23

Classes finish

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Saturday 24

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Sunday 25

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# OCTOBER/NOVEMBER 2009

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Monday **26**

Half term (1 week)

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Tuesday **27**

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Wednesday **28**

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Thursday **29**

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Friday **30**

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Saturday **31**

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Sunday **1**

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# NOVEMBER 2009

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Monday **2**

Classes resume

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Tuesday **3**

---

Wednesday **4**

---

Thursday **5**

---

Friday **6**

---

Saturday **7**

---

Sunday **8**

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# NOVEMBER**2009**

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Monday **9**

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Tuesday **10**

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Wednesday **11**

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Thursday **12**

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Friday **13**

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Saturday **14**

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Sunday **15**

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# NOVEMBER**2009**

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Monday **16**

Student Progress Review 1

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Tuesday **17**

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Wednesday **18**

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Thursday **19**

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Friday **20**

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Saturday **21**

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Sunday **22**

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# NOVEMBER**2009**

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Monday **23**

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Tuesday **24**

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Wednesday **25**

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Thursday **26**

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Friday **27**

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Saturday **28**

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Sunday **29**

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# NOVEMBER/DECEMBER**2009**

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Monday **30**

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Tuesday **1**

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Wednesday **2**

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Thursday **3**

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Friday **4**

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Saturday **5**

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Sunday **6**

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# DECEMBER**2009**

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Monday **7**

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Tuesday **8**

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Wednesday **9**

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Thursday **10**

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Friday **11**

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Saturday **12**

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Sunday **13**

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# DECEMBER**2009**

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Monday **14**

---

Tuesday **15**

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Wednesday **16**

---

Thursday **17**

---

Friday **18**

Classes finish

---

Saturday **19**

---

Sunday **20**

---

# DECEMBER**2009**

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Monday **21**

Christmas Holiday (2 weeks)

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Tuesday **22**

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Wednesday **23**

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Thursday **24**

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Friday **25**

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Saturday **26**

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Sunday **27**

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# DECEMBER**2009**/JANUARY**2010**

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Monday **28**

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Tuesday **29**

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Wednesday **30**

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Thursday **31**

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Friday **1**

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Saturday **2**

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Sunday **3**

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# JANUARY 2010

---

Monday **4**

Classes start

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Tuesday **5**

---

Wednesday **6**

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Thursday **7**

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Friday **8**

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Saturday **9**

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Sunday **10**

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# JANUARY 2010

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Monday **11**

Learner Voice Week

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Tuesday **12**

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Wednesday **13**

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Thursday **14**

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Friday **15**

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Saturday **16**

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Sunday **17**

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# JANUARY 2010

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Monday 18

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Tuesday 19

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Wednesday 20

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Thursday 21

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Friday 22

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Saturday 23

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Sunday 24

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# JANUARY 2010

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Monday 25

Student Progress Review 2

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Tuesday 26

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Wednesday 27

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Thursday 28

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Friday 29

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Saturday 30

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Sunday 31

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# FEBRUARY 2010

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Monday **1**

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Tuesday **2**

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Wednesday **3**

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Thursday **4**

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Friday **5**

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Saturday **6**

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Sunday **7**

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# FEBRUARY 2010

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Monday **8**

---

Tuesday **9**

---

Wednesday **10**

---

Thursday **11**

---

Friday **12**

Classes finish

---

Saturday **13**

---

Sunday **14**

---

# FEBRUARY 2010

---

Monday **15**

Half term (1 week)

---

Tuesday **16**

---

Wednesday **17**

---

Thursday **18**

---

Friday **19**

---

Saturday **20**

---

Sunday **21**

---

# FEBRUARY 2010

---

Monday **22**

Classes resume

---

Tuesday **23**

---

Wednesday **24**

---

Thursday **25**

---

Friday **26**

---

Saturday **27**

---

Sunday **28**

---

# MARCH 2010

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Monday **1**

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Tuesday **2**

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Wednesday **3**

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Thursday **4**

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Friday **5**

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Saturday **6**

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Sunday **7**

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# MARCH 2010

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Monday **8**

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Tuesday **9**

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Wednesday **10**

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Thursday **11**

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Friday **12**

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Saturday **13**

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Sunday **14**

---

# MARCH 2010

---

Monday **15**

Learner Voice Week

---

Tuesday **16**

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Wednesday **17**

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Thursday **18**

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Friday **19**

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Saturday **20**

---

Sunday **21**

---

# MARCH 2010

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Monday **22**

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Tuesday **23**

---

Wednesday **24**

---

Thursday **25**

---

Friday **26**

Classes finish

---

Saturday **27**

---

Sunday **28**

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# MARCH 2010

---

Monday **29**

Easter Holiday (2 weeks)

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Tuesday **30**

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Wednesday **31**

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Thursday **1**

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Friday **2**

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Saturday **3**

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Sunday **4**

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# MARCH/APRIL 2010

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Monday **5**

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Tuesday **6**

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Wednesday **7**

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Thursday **8**

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Friday **9**

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Saturday **10**

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Sunday **11**

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# APRIL 2010

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Monday **12**

Classes start  
Progression Week

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Tuesday **13**

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Wednesday **14**

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Thursday **15**

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Friday **16**

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Saturday **17**

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Sunday **18**

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# APRIL 2010

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Monday **19**

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Tuesday **20**

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Wednesday **21**

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Thursday **22**

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Friday **23**

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Saturday **24**

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Sunday **25**

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## APRIL/MAY 2010

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Monday **26**

Student Progress Review 3

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Tuesday **27**

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Wednesday **28**

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Thursday **29**

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Friday **30**

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Saturday **1**

---

Sunday **2**

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## MAY 2010

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Monday **3**

Learner Voice Week

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Tuesday **4**

---

Wednesday **5**

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Thursday **6**

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Friday **7**

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Saturday **8**

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Sunday **9**

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# MAY2010

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Monday 10

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Tuesday 11

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Wednesday 12

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Thursday 13

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Friday 14

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Saturday 15

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Sunday 16

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# MAY2010

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Monday 17

Internal Progression Enrolment

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Tuesday 18

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Wednesday 19

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Thursday 20

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Friday 21

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Saturday 22

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Sunday 23

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# MAY 2010

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Monday 24

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Tuesday 25

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Wednesday 26

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Thursday 27

**Student Summer Ball**

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Friday 28

Classes finish

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Saturday 29

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Sunday 30

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# MAY/JUNE 2010

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Monday 31

Half term (1 week)

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Tuesday 1

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Wednesday 2

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Thursday 3

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Friday 4

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Saturday 5

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Sunday 6

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# JUNE 2010

---

Monday **7**

Classes resume

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Tuesday **8**

---

Wednesday **9**

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Thursday **10**

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Friday **11**

---

Saturday **12**

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Sunday **13**

---

# JUNE 2010

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Monday **14**

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Tuesday **15**

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Wednesday **16**

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Thursday **17**

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Friday **18**

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Saturday **19**

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Sunday **20**

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# JUNE 2010

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Monday **21**

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Tuesday **22**

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Wednesday **23**

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Thursday **24**

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Friday **25**

Classes finish

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Saturday **26**

---

Sunday **27**

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# JUNE/JULY 2010

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Monday **28**

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Tuesday **29**

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Wednesday **30**

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Thursday **1**

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Friday **2**

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Saturday **3**

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Sunday **4**

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# JULY 2010

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Monday **5**

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Tuesday **6**

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Wednesday **7**

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Thursday **8**

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Friday **9**

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Saturday **10**

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Sunday **11**

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# JULY 2010

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Monday **12**

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Tuesday **13**

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Wednesday **14**

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Thursday **15**

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Friday **16**

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Saturday **17**

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Sunday **18**

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# JULY 2010

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Monday **19**

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Tuesday **20**

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Wednesday **21**

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Thursday **22**

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Friday **23**

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Saturday **24**

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Sunday **25**

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# JULY 2010

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Monday **26**

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Tuesday **27**

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Wednesday **28**

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Thursday **29**

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Friday **30**

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Saturday **31**

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Sunday **1**

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# AUGUST**2010**

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Monday **2**

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Tuesday **3**

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Wednesday **4**

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Thursday **5**

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Friday **6**

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Saturday **7**

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Sunday **8**

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# AUGUST**2010**

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Monday **9**

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Tuesday **10**

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Wednesday **11**

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Thursday **12**

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Friday **13**

---

Saturday **14**

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Sunday **15**

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# AUGUST**2010**

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Monday **16**

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Tuesday **17**

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Wednesday **18**

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Thursday **19**

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Friday **20**

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Saturday **21**

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Sunday **22**

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# AUGUST**2010**

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Monday **23**

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Tuesday **24**

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Wednesday **25**

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Thursday **26**

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Friday **27**

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Saturday **28**

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Sunday **29**

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# AUGUST/SEPTEMBER**2010**

---

Monday **30**

---

Tuesday **31**

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Wednesday **1**

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Thursday **2**

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Friday **3**

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Saturday **4**

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Sunday **5**

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# SEPTEMBER**2010**

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Monday **6**

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Tuesday **7**

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Wednesday **8**

---

Thursday **9**

---

Friday **10**

---

Saturday **11**

---

Sunday **12**

---

# SEPTEMBER**2010**

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Monday **13**

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Tuesday **14**

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Wednesday **15**

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Thursday **16**

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Friday **17**

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Saturday **18**

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Sunday **19**

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# SEPTEMBER**2010**

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Monday **20**

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Tuesday **21**

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Wednesday **22**

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Thursday **23**

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Friday **24**

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Saturday **25**

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Sunday **26**

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# Comments, Compliments and Complaints

We welcome your comments, suggestions, compliments and complaints.

## What is a complaint?

When you tell us you are not happy because of:

- the standard of service you get from Warrington Collegiate; or
- our failure to do something we agreed to do; or
- the way you were treated

## When should I fill the complaint form in?

After you have already spoken to a member of staff about it and you are not satisfied with the response you received. Complaints should be raised within one month of the incident that led to the complaint.

## What will happen to my complaint?

Your complaint will be acknowledged within five working days of its receipt. Your complaint will be investigated and you will normally receive a full response within 15 working days.

If your complaint cannot be satisfactorily resolved within 15 working days, we will write to you within this period, to let you know when you will receive a reply. We will make every effort to ensure that your complaint will remain confidential.

## Obtaining a comment, compliment or complaint form

You can obtain a comment, compliment or complaint form from Reception at the Winwick Road Campus.

### Disclaimer

The college reserves the right to vary, add, or to delete any information in regards to services, information, facilities, matters or information referred to in this booklet or any other literature, without prior notice.



Warrington Collegiate

Winwick Road Campus, Warrington, WA2 8QA

01925 494494

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