

stanmore  
college



PART-TIME STUDENT HANDBOOK



# WELCOME

A warm welcome to Stanmore College where we aim to provide you with the highest quality service in our sector of education.

The student handbook & charter reflects the partnership between the college, students and employers. It will introduce you to our key policies and procedures and in it you will find clear statements of the standards we have set ourselves.

Please read the handbook & charter carefully. It will evolve over time to reflect the changing needs and aspirations of our students and any views you share with us will receive carefully attention.

We sincerely trust that your time here will be both enjoyable and stimulating. Good luck in all aspects of your studies at Stanmore College.

Jacqui Mace  
Principal

The College will strive to perform in accordance with the Charter. However, the commitments set out in it are expressions of intent and are not legally binding.



## COLLEGE MISSION STATEMENT

Our mission is to inspire and support you to achieve academic, professional and personal success within our friendly college.

## STUDENT SERVICES

Specialist staff assist students in a wide range of guidance and counselling activities including careers, Higher Education and additional support.

### ADDITIONAL SUPPORT

Specialist learning support is available for students with a specific learning difficulty (e.g. dyslexia). Support can also be provided for students with a sensory loss or with a physical disability. This support is co-ordinated by Student Services. An outline of facilities/support is given in the College's Disability Statement and Students Service leaflet.

### FINANCIAL SUPPORT

Students over 19 and on means-tested benefits may apply for assistance from the College Learner Support Fund in cases of hardship. Details of the rules and procedures governing applications to the fund, and application forms, are available at Reception.

### GUIDANCE & COUNSELLING

The College provides a high degree of pastoral support to enable you to maximise your potential. Full guidance is available to ensure that students enrol onto the most suitable course taking into account existing knowledge, skills and experience. Careers and progression advice is available to all students.

All courses have an induction programme to help you settle into the College.

Confidential counselling is available in the daytime through Student Services.

Student Services is open on Monday, Tuesday and Wednesday evenings until 7.30pm by appointment only. Tel: 020 8420 7727.





## HIGHER EDUCATION APPLICATIONS

All applications to High Education (HE) are co-ordinated through Student Services.

# CURRICULUM SUPPORT

## LEARNING CENTRE

Our Learning Centre provides students with a modern and dynamic environment to maximise potential. During your course you will find that you may need to use the Library and IT facilities available in the Learning Centre to support your learning, and expert staff will be keen to assist you with any queries you may have.

All students are entitled to use the facility and will be asked to fill in a registration form.

Remember that users of the Learning Centre are responsible for books issued on their tickets and will be asked to pay for any lost or damaged books. Fines will be charged on overdue books.

Finally, there are a few simple guidelines when using the centre:

- Bring your ID card or receipt
- Return all books promptly
- Follow the Acceptable User Policy when using a computer
- No loud discussion in group work areas
- No talking in individual study areas
- No eating or drinking
- Remember to switch off your mobile phones and music players
- Behave courteously at all time.



# FACILITIES

## REFECTORY

The refectory is open to all students at the following times:

Mon- Fri      8.30am – 4.00 pm  
Sat              10.30am – 1.30pm

Vending machines with a selection of confectionery and hot and cold drinks are available outside these times.

Students should remember that the Refectory is the only indoor location where food may be eaten. When finished, students should clear their rubbish from the table.

## TELEPHONES

There are two public telephones on the site. A pay phone is located in the foyer of Larch Building while a card phone can be found on the ground floor of Elm Building.

## PHOTOCOPYING

Student photocopying facilities can be found in the Learning Centre.

# HEALTH, SAFETY & SECURITY

Students are responsible for their own health and safety while on college premises, and should comply with the relevant health, safety and welfare regulations laid out by the College.





## **FIRE**

Fire instructions can be found in every room on site. Upon hearing the fire alarm, students should leave by the nearest fire exit and assemble at the point indicated on the instructions. Lifts should not be used.

## **FIRST AID**

If there is an incident that requires one of the College's qualified First Aiders, it should be reported to Reception from where staff can be contacted.



## **SMOKING**

Smoking is discouraged and is only permitted in one designated area which is to the rear of Willow Building.

# **STUDENT MONITORING**

## **ATTENDANCE AND PUNCTUALITY**

Regular, punctual attendance is required. Following four consecutive absences, students will automatically be withdrawn from the course. It is advisable to contact the College as soon as possible in the event of absence by telephoning 020 8420 7700.



## **EXAMINATIONS**

Not all course fees include the cost of examinations. Students may therefore have to pay an examination fee and will be advised of the cost nearer the time of examination entry. Details of exam fees can be found in the course information sheets. Please note: Examination Fees are not redeemable from Examination Boards. Students who have not met the 80% attendance requirement will not be entered for exams.

# **OUR NEIGHBOURS**

To ensure that the College maintains a good relationship with its neighbours, it would be appreciated if all litter could be placed in the bins provided, that students leave quietly after classes, drive carefully and park considerately.



# **TRANSPORT**

## **BUS**

The College is situated in Stanmore Village – a short walk down Elm Park. The 209, 340 and H12 buses stop opposite Elm Park thus facilitating easy access to the College. The 142 and 251 stop in Stanmore Broadway which is also only a short walk from College. Other students use the 186 or 79, alighting at Whitchurch Playing Fields and walking to College via Abercorn Road or March Lane.



## **TRAIN**

Stanmore Underground Station on the Jubilee line is less than 15 minutes' walk from College.

## **CARS/MOTORCYCLES/CYCLES**

Motor vehicles brought onto college premises are subject to the College regulations relating to property. Unfortunately there are no car parking spaces available for students on site before 5pm. Wherever possible, students are encouraged to make car-sharing arrangements in order to ease congestion in the surrounding streets. Students are





forewarned that cars illegally parked will be clamped or removed by the police. Parking spaces are reserved for disabled students – please do not use these if you are not a blue badge holder.

## STUDENT RESPONSIBILITIES

Stanmore College is committed to providing a safe and welcoming environment in which our staff and students can work and study. To ensure this continues students should always be aware of the rules of the College and of their own behaviour.

### STANMORE COLLEGE CHARTER

Our mission is to inspire and support you to achieve academic, professional and personal success within our friendly college.

### ADMISSIONS & ENROLMENT

The College will make available all the information required by potential applicants to enable them to make the choice of course which best suits their needs. This includes entry requirements, course outlines, admissions policy and procedures, information on resources, information on fees, enrolment dates and other guidance.

The College will publish and make available college examination results, destination data on past students, inspection reports and information for applicants with learning difficulties and/or disabilities.

The College will acknowledge all applications for admission to full time courses within 5 working days and issue an invitation to attend an interview within a further 15 working days. The College will confirm in writing the outcome of any interview within 15 working days. There is no application process for part time courses. Enrolment takes place at the College or in the workplace for some employed learners.

### FEES AND CHARGES

Different fees and charges apply depending on the course and the status of the applicant. Details are available from the College Reception or in the course guides.

### FINANCIAL ASSISTANCE FOR STUDENTS

Full time students may apply for assistance in cases of hardship from the College Learner Support Fund. Details of the rules and procedures governing applications to the Fund are available from Reception. Applications should be made to the Registration Department and the College will respond to all applications within one month.

An education maintenance allowance is available to all eligible students aged 16-18 studying on a full time course. Adult learning grants are available to adult students studying on a full time course.

### TEACHING AND LEARNING

Students will receive an outline of course requirements, including details of examination, assessment and work experience arrangements, where appropriate, at the beginning of their course.

All qualifications will be accredited by a recognised external validating body.

All full time and most part time students are initially assessed for literacy and numeracy skills and additional support is provided where appropriate.

All students have access to IT facilities and a wide range of learning resources in the Learning Centre.





Every student will have a learning programme designed to meet individual requirements, that care is being taken to ensure that it is appropriate to the individual's needs and ambitions and that it is a programme in which the student is likely to succeed.

The learning programme forms the basis of the learning agreement between the College and the student. The programme provided is agreed by the student and college staff to be appropriate to individual needs. In return for admission to the College all students will be required to conform to the College's rules and to attend on a regular, punctual basis.

## **STUDENT INVOLVEMENT**

Students' views will be gathered through:

- Representation on College committees.
- Annual surveys of student opinions.
- Student focus groups.

All students will be entitled to join the Student Association.



## **FEEDBACK ON PROGRESS**

Regular progress reports will be produced for students, parents and employers as appropriate.

A Parents' Consultation Evening will be held once each academic year for parents of students aged 16-18.



## **GUIDANCE AND COUNSELLING**

In order for students to maximise their academic potential, a high level of support is provided. All students will have access to guidance onto the most suitable programme, private study facilities and learning resources, careers, employment and higher education advice, a confidential counselling service, and welfare and benefits advice. In addition, full time students will have a personal tutor with whom each student will meet regularly throughout the duration of their programme of study and a tutorial programme.



## **EQUALITY AND DIVERSITY**

The College is committed to an equality and diversity policy and code of practice which, in all circumstances, seeks to avoid discrimination on the grounds of race, gender, age, sexual orientation, religion or disability. The College has published its race equality, disability equality and gender equality schemes on its website and equality of opportunity is promoted throughout the College. The College's Disability Statement is available on application to Reception or on the website: [www.stanmore.ac.uk](http://www.stanmore.ac.uk)

## **COMMITMENT TO PARENTS AND CARERS**

The College is committed to a partnership with parents and believes in the right of parents to be involved in the education of their children.



## **COMMITMENT TO EMPLOYERS AND THE LOCAL COMMUNITY**

The College seeks to play an active role within the local community and to engage responsively to the needs of employers. The College will foster constructive working relationships with local residents, community organisations, local educational institutions, employers and other stakeholders.

# **COLLEGE POLICIES**

The following Stanmore College Policy statements are available to all students at the College. Copies are available on the Student Intranet or from Reception.

- Equality & Diversity Policy
- Health & Safety Policy





- College Code of Behaviour
- College Disciplinary Procedure
- Work Experience Policy
- Statement of Admissions Policy
- Careers Education & Guidance Policy
- Disability Statement
- Anti-bullying Policy
- Networks – Acceptable Use Policy
- Interfaith Policy
- Learning Support Policy



## MAINTAINING A HIGH QUALITY SERVICE

The College welcomes any comments from its students that will help us improve the quality of our services.



College departments each have their own set of service standards. A copy of these standards is displayed in the individual department. College-wide standards are displayed in prominent areas (e.g: main foyer of Oak Building).

### HOW DO I MAKE A COMPLAINT ABOUT STANMORE COLLEGE?

If you have a concern or suggestion about a particular service, you should speak to a member of staff or the manager of the appropriate department. If there has been a problem we will try and sort it out straight away. Details of how to contact the appropriate member of staff can be found on our website: [www.stanmore.ac.uk](http://www.stanmore.ac.uk) and in Reception.

If this approach does not resolve your complaint then you need to make a formal complaint



### HOW DO I MAKE A FORMAL COMPLAINT?

#### STEP ONE

We want to know when our services have gone wrong. We want to put things right and learn from our mistakes.

To make things easier for you there are several ways to make a formal complaint:

**Complete a complaint form:** available on line or in hard copy from Reception

**Write a letter:** to the Complaints Co-ordinator, Stanmore College, Elm Park, Stanmore, Middlesex, HA7 4BQ

**Send an email:** to [complaints-co-ordinator@stanmore.ac.uk](mailto:complaints-co-ordinator@stanmore.ac.uk)



#### STEP TWO

Once we have received your complaint we expect to confirm receipt within three working days. Each complaint will be fully and fairly investigated. If this takes longer than 10 working days you will be informed of the progress that has been made so far.

#### STEP THREE

If you are not satisfied with the outcome of the investigation, you can make a written appeal to the Principal, Stanmore College.



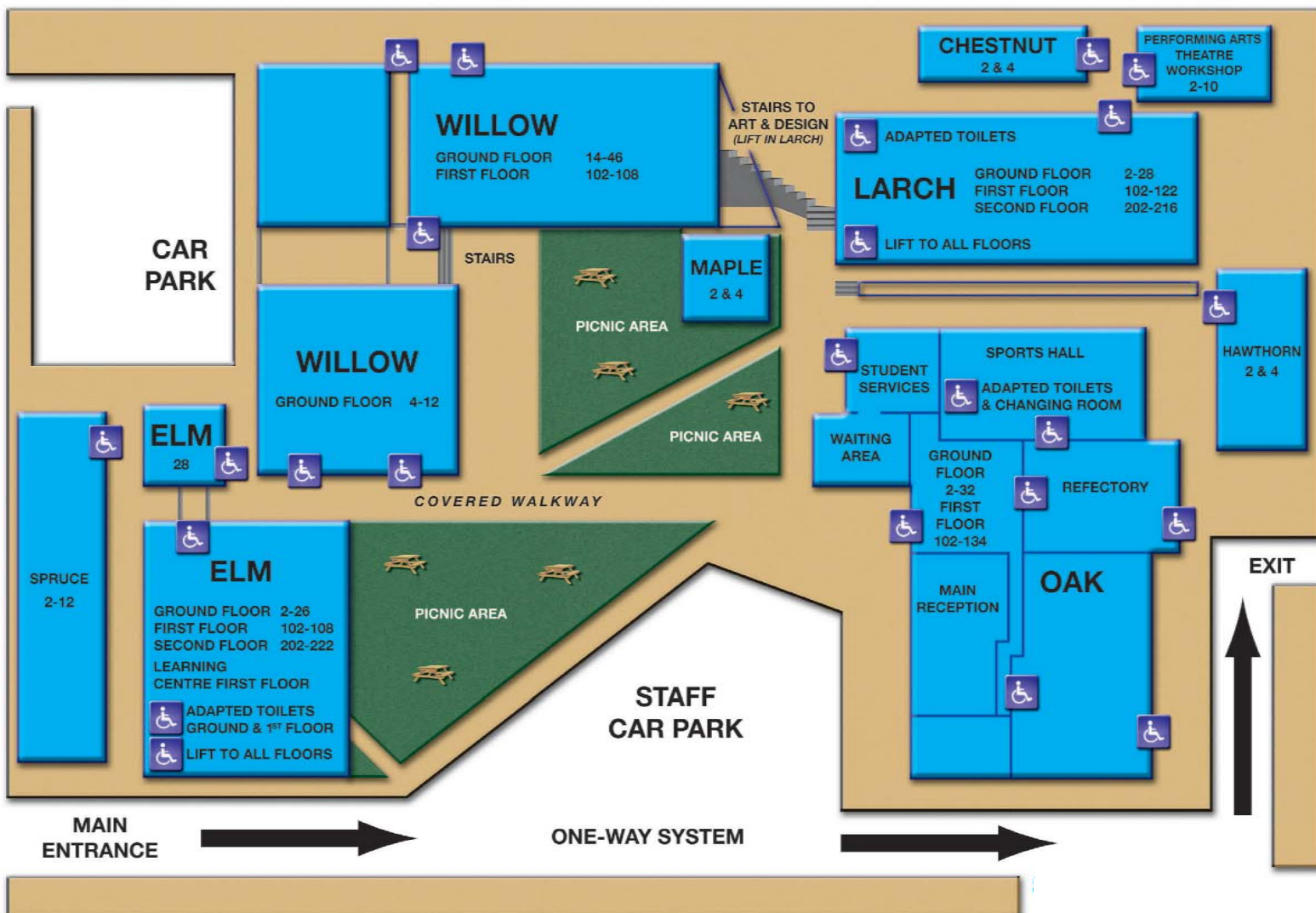


## STEP FOUR

If you are not happy with this response then you will be informed of the options that are available to you, external to Stanmore College.

### In dealing with your complaint we will:

- Ensure that you are not treated adversely for having made a complaint.
- Respect confidentiality when requested and only involve those staff directly involved with the complaint.
- Log complaints and hold paperwork relevant to a complaint securely at a central location.



Stanmore College, Elm Park, Stanmore, Middlesex HA7 4BQ / Tel: 020 8420 7700 / Minicom: 020 8420 7803 / Email: [enquiry@stanmore.ac.uk](mailto:enquiry@stanmore.ac.uk) / Website: [www.stanmore.ac.uk](http://www.stanmore.ac.uk)