

STUDENT SERVICES

01274 327281
studentservices@shipleys.ac.uk

Student Services are based in the Salt Building.

Our Student Services team can help you with confidential one-to-one pastoral support, careers advice and guidance, support and applications for the 16-18 bursary, Free College Meals and the 19+ Learner Support Fund, as well as general advice and guidance.

Opening Times:
Monday - Thursday: 9am - 5pm
Friday: 9am - 4.30pm

KEEPING US UP TO DATE

Please make sure you notify Student Services (for full-time students & apprentices) or the Enrolments Team (for part-time students) of any changes. This includes changes to contact numbers or home addresses.

THE LEARNING RESOURCE CENTRE (LRC) & STUDY CENTRE

01274 327226
resource@shipleys.ac.uk

The LRC & Study Centre are based in the Exhibition Building.

Learning Resource Centre:
With a valid student ID card you can:

- Borrow books, DVDs, magazines, laptops, cameras & other mobile learning technology
- Use quiet study areas, computers & photocopiers
- Buy stationery & revision guides
- Get help with using PCs, printers & finding information
- Access online electronic resources

Learning Resource Centre Opening Times:
Monday - Thursday: 8.30am - 6.30pm
Friday: 8.30am - 4.30pm
(Term-time only)

Study Centre
The Study Centre is part of the Learning Resources Centre and is a supportive environment with access to computers and other facilities. An IT Facilitator is always on hand to offer guidance and support.

Study Centre Opening Times:
Monday - Friday: 9am - 12.15pm & 1pm - 4.15pm
(Term-time only)

LEARNING SUPPORT FOR STUDENTS WITH A SPECIAL EDUCATIONAL NEED &/OR A DISABILITY (SEND)

We are committed to supporting the learning of students who have a Special Educational Need and/or a Disability (SEND). The Additional Learning Support Team offers extra assistance, help and advice to students whose particular needs affect their ability to study, make progress or access the College.

Talk to us about your disability/learning needs and we will explore options to help you. We understand that disclosing your educational needs/disability may not be the easiest thing for you to do, but please be assured that it will not affect your chances of being offered a place or

continuing on a course. The Head of Learning Support is based in the Salt Building and can be contacted on 01274 327260 or at send@shipleys.ac.uk

Emergency Evacuation:
If you need additional help in the event of an emergency, we can prepare a Personal Emergency Evacuation Plan (PEEP) which will include a practice evacuation. Please ask your Tutor, Learning Support Assistant, Learning Coach or Student Services.

COMPLIMENTS & COMPLAINTS PROCEDURE

We are always delighted to receive positive feedback to share with College staff, students and Governors. If, however, we are not providing a great experience then we would also like to know and have the opportunity to resolve the issue.

For all compliments & complaints, please contact:
The Principal's PA on 01274 327207 or put the compliment or complaint in writing and address it to: Principal's PA, Shipleys College, Victoria Road, Saltaire, Shipleys, BD18 3LQ or email to reception@shipleys.ac.uk

All formal complaints will be dealt with in accordance with the College's procedure.

EQUALITY & DIVERSITY POLICY

Shipleys College is committed to equality of opportunity and respects the diversity of all students and staff. The College will ensure that everyone is treated justly. The College considers all forms of prejudice and discrimination to be unacceptable.

The Prevent Duty and Safeguarding:
'PREVENT' is about keeping students safe from radicalisation and extremism. The Government has defined extremism as: *'Vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs'*. Please raise any concerns you have with your Tutor or Learning Coach or speak to a member of Student Services.

Personal Harassment:
If you are being bullied, harassed or discriminated against by anyone, you do not have to deal with it alone. The College will not tolerate any form of bullying or harassment. You can approach your Tutor and talk to them about the problem or you can call into Student Services where staff are experienced in dealing with sensitive matters and will offer support to students who need help.

Student Positive Behaviour:
The College expects students to behave in a positive and responsible manner at all times, within College and around the campus. It is important that all students abide by the College regulations. Students are representatives of Shipleys College and must behave with respect for other students, staff, residents, visitors and workers in Saltaire village at all times. Failure to follow the rules may result in disciplinary action.

ATTENDANCE & PUNCTUALITY

We want all of our students to succeed and achieve their very best. Please keep your tutor informed of any problems early on so we can provide the right support for you.

Full-time students, Trainees & Apprentices:
The key to success is regular attendance and getting your work in on time. To ensure that you get the most out of College it is important that you:

- Attend all timetabled lessons, tutorials & workshops on time
- Notify the College of all absences
- Submit all coursework on the time & date set
- Attend extra workshops as requested by your Course Coordinator or Class Tutor to make up for any missed work

- Ensure that all non-emergency appointments are made outside of timetabled hours
- Ensure that any part-time employment does not interfere with College work
- Do not take holidays during term time

REPORTING AN ABSENCE

Full-time students, Trainees & Apprentices:
You must let us know if you are unable to attend College by 8.30am on the day of your absence.

Phone the absence line on 01274 327293 or text 07860 031287. You can also phone or text your Learning Coach on the mobile number they have

provided you with or go to the Shipleys College website and click on the 'Contact' tab at the top of the page.

Part-time students:
Contact your tutor if you are unable to attend or leave a message with Reception on 01274 327222.

When leaving a message please provide:
1. Your Student ID number (this is on your ID card)
2. Your first & last name
3. The reason why you will not be in College

If you are absent from work/placement, you should also inform the employer, following their procedures.

HEALTH & SAFETY

Health & Safety at College:

We are committed to providing you with a healthy and safe environment during your time with us.

The College complies with the requirements of all relevant legislation and proactively pursues best practice in all areas of health and safety management.

Remember, it is your responsibility to behave in a safe manner whilst you are on College premises.

 **Emergency Evacuation Procedure:**

On hearing a constant alarm you must IMMEDIATELY leave the building: Get Going - Get Out - Stay Out For the nearest fire exit follow the green and white signs.

 **First Aid Procedure:**

Core Working Hours: Mon-Fri: 9am-5pm: Contact a member of staff, Student Services or Reception where a First Aider will be on hand to help you.

At all other times: Go to the main entrance of the building where you will find out-of-hours instructions.

 **Smoking:**

Shipleys College has a no smoking policy except in the designated outdoor smoking areas. This includes all forms of cigarettes, tobacco products, e-cigarettes and "vaping" products. Cigarettes **must be** disposed of in the bins provided and not dropped on the ground.

 **Lockdown Procedure:**

On hearing 3 short blasts of the alarm you must IMMEDIATELY:

Stay or move in to a classroom and then follow instructions given by a member of staff.

FINANCIAL SUPPORT & FREE COLLEGE MEALS FOR STUDENTS AGED 16-18

The 16-18 Vulnerable Student Bursary:
You may be eligible for a Vulnerable Student Bursary of £33.50 a week, or up to £1,200 for the academic year, if you are on a Full-time course or Traineeship, aged 16-18 and:
• in care/ a care leaver
• on Income Support/ Universal Credit
• Receiving Employment Support Allowance & Personal Independence Payments (or Disability Living Allowance).
To apply, collect an application form from Student Services.

The 16-18 Discretionary Bursary:
If you do not qualify for the Vulnerable Student Bursary but your household income is less than £21,000, you are likely to receive the 16-18 Discretionary Bursary.

To be eligible for the Bursary, full-time students have to be:
• under 19 at the start of the academic year
• 19+ with an Education, Health and Care Plan (EHCP)
and provide appropriate proof. Weekly bursary payments will be based on full attendance, punctuality, behaviour and completion of work. Collect an application form from Student Services to apply.

Free College Meals:
If you qualify for the 16-18 Discretionary or Vulnerable Student Bursary, you may be entitled to free College meals. By completing the bursary application form you will also be applying for free College meals. For further information, please call Student Services on 01274 327281.

FINANCIAL SUPPORT FOR STUDENTS AGED 19+

Learner Support Fund:
If you are a student aged 19+, you may be eligible to get help with the cost of your course, equipment, travel and childcare through the Learner Support Fund (LSF). For more information on eligibility or to make an application, please contact Student Services on 01274 327281.

Childcare Support:
If you are parent or carer, help with the cost of childcare is available dependent on your financial circumstances. For information, contact Student Services. The Care to Learn Scheme can help with childcare costs while you study. You must be aged under 20 at the start of your course.

You can apply online at www.gov.uk/care-to-learn

UCAS APPLICATIONS

In order to apply for Higher Education (HE), you will need to contact Student Services to receive the required 'Buzzword' which you will need to register. From September until December there will be UCAS workshops running. These will be advertised on the Student Portal, on Student Services display boards throughout the College and communicated via your College account.

For any help required with the application process, please contact Student Services on 01274 327281.

PARENTAL CONTACT

It is normal practice for the College to invite parents or carers of students on Full-time courses, Traineeships or Apprenticeships to open evenings and other events. We may also contact them if there is any concern about attendance, progress or behaviour.

If you are living in your parent's/carer's home and do not wish the College to contact your parent(s) or carer, talk to your Course Coordinator who will consult the Head of Student Services, to consider your request for exemption from this code of practice.



MESSAGE FROM THE PRINCIPAL

'Whether you are on a Full-time or Part-time course, Apprenticeship or Traineeship, you are a valued member of the College community and we are pleased to welcome you to Shipley College.

To help you get the best possible start, we have created this bitesize guide about our facilities, policies, procedures and activities, plus who to contact and where to go if you have questions or concerns.

More detailed information is available on the online Student Portal.

Good luck with your studies and have a fantastic year!



Nav Chohan, Principal

YOUR SHIPLEY COLLEGE - GET INVOLVED

Learner Voice: Each class will nominate a student representative who can attend meetings throughout the year to put forward suggestions and raise issues for the group.

Student Union: The Students Union (SU) is run by students for students. Student Union Officers organise and run events and get involved in fundraising and charity work. As a member of the College you are entitled to become a SU Officer.

Make sure you vote in the SU elections and have a say on what the SU does.

You can also purchase an NUS extra Card which gives you discounts on fashion, electronics, food, everyday essentials and more!

ENRICHMENT & SPORT

There are a wide range of social events, trips, volunteering opportunities and sporting

activities, both inside and outside of College, to enjoy alongside your studies.

For more details contact the Student Liaison Officer on 07187 511331 or slo@shipley.ac.uk

All students can access the free onsite gym to use the equipment to build muscle, tone up or just get fitter.

SOCIAL MEDIA - STAY CONNECTED

We like sharing, so stay connected via our social media channels:

- @Shipley_College
- shipleycoll
- shipley_college
- shipleycollege
- ShipleyCollege1
- shipley_college

STUDENT PERSPECTIVE

'I am enjoying the experience of learning, particularly when the course is helping my hobby of photography. I have found the course interesting and easy to follow, owing to the professionalism of the tutor.'

Paul, DSLR Photography student



'I really enjoy learning about the Travel & Tourism industry. The different units we cover have a lot of variety and the tourism industry is very interesting. I looked into doing the course in a few colleges, but after seeing Shipley College I knew this was the one for me.'

Jodie, Travel & Tourism student



'My apprenticeship with Redfern is interesting as I get to see the different operations which go in to the business. I have enjoyed adapting to the working lifestyle and have learned a lot about myself and my options for the future.'

Nofil, Customer Service Advanced Apprentice

GETTING HERE

Shipley College is easy to get to by train or bus from Bradford, Keighley, Bingley, Leeds, Ilkley and Skipton. Saltaire is our nearest train station.

For the most up-to-date bus and rail travel, please see www.wymetro.com Alternatively, please see up-to-date information via Student Services, on the Student Portal.

Travel Discounts: There are various discounts available to help with travel to and from the College. However, as eligibility sometimes depends on age, speak to Student Services who can advise the best options for you.

What's available to you? If you are aged 18 and under and living within West Yorkshire, you will

be eligible for a Scholar's PhotoCard which entitles you to half fare travel anywhere within West Yorkshire by bus or train. For anyone aged 25 and under, living in West Yorkshire and in full time education, you may be able to get the Student Plus MetroCard which entitles you to reduced cost travel.

Bad weather alerts: In the event of bad weather, the College may have to close. Please check the College website - www.shipley.ac.uk or our Social Media platforms.

COLLEGE BUILDINGS IN SALTAIRE: Five buildings make up the Saltaire campus:
- Salt Building (1)
- Victoria Hall (2)
- Exhibition Building (3)
- Jonathan Silver Building (4)
- Mill Building (5)

Student Services, Reception and the Enrolments Office are all located in our Salt Building.

TERM DATES

Find all of our term dates at www.shipley.ac.uk/term-dates

CAREERS INFORMATION ADVICE & GUIDANCE

If you want to discuss your career options, please come and talk to Student Services who will ensure you get the right help to make appropriate career choices and to develop your future career plans.

We also have a Connexions Personal Advisor specialising in careers advice and guidance for students on Full-time courses, Traineeships and Apprenticeships providing help with:
- Planning your career
- Deciding what to do after your course, including applying to college for Apprenticeships or to university

- Preparing for job interviews, completing job applications & writing CVs
- Finding volunteering opportunities

Connexions, Bradford - For ages 13-18 www.virtualconnexionsbradford.co.uk 01274 377800

ADULT CAREERS ADVICE & GUIDANCE National Careers Service - (no restriction on age) www.nationalcareersservice.direct.gov.uk 0800 100 900

OTHER USEFUL WEBSITES

Student Portal www.shipley.ac.uk/portal/student

Shipley College Apprenticeship Vacancies www.shipley.ac.uk/apprentices/jobs-board

National Apprenticeship Service (NAS) You can apply for Apprenticeship vacancies at www.apprenticeships.org.uk

A list of other useful websites is included in the Student Handbook available on the Student Portal.

The Education and Skills Funding Agency funds many of your courses, including Apprenticeships. It may also use some funds from the European Union.



GETTING TO LESSONS

The College has five buildings across Saltaire. To find out where your lessons are, you can use the guide to help you. If you get lost, ask a member of staff to point you in the right direction.

All room numbers start with 2 letters. The first is for the building: E = Exhibition, S = Salt, V = Victoria, M = Mill, J = Jonathan Silver

The second is for the floor: B = Basement, G = Ground, F = First, S = Second, M = Mezzanine
Please note: The first floor in the Mill Building is referred to as the Mezzanine.

These are followed by the room number: ES12 = Exhibition Building, Second Floor, Room 12

Some Examples: SG01 = Salt Building, Ground Floor, Room 1
MM01 = Mill Building, Mezzanine, Room 1
EG03 = Exhibition Building, Ground Floor, Room 3

GETTING STARTED

You must visibly wear your Student ID card when in College. Wearing your ID card ensures only authorised people (students, staff and designated visitors) are on the premises.

Failure to wear your Student ID card could lead to disciplinary action. Your Student ID card will have your 5 or 6 digit ID number on it and is also needed to print your work. If you lose your ID card, please inform your course coordinator.

Logging on to the College's computer network: When you enrol at Shipley College, you get a student login. Your username will be your

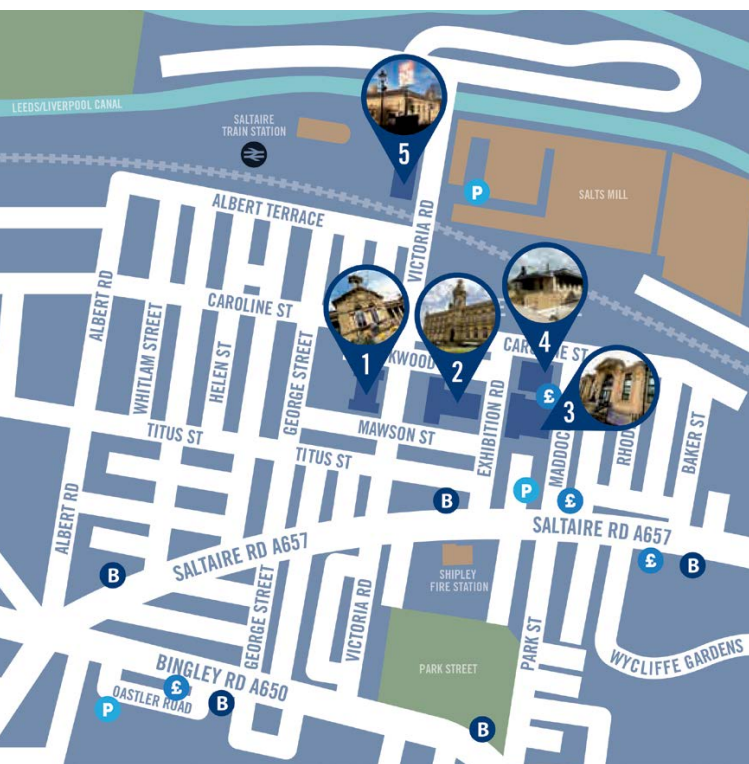
student ID number (on your card) e.g. 12345. Your password will be your date of birth in the following format: SDDMmmYY e.g S01Jan90.

Note that both the first character of your password 'S' and the first letter of the month are capitalised.

You will be prompted to change the password. Your chosen password will then also apply to your College email account. You will need to change your password every 90 days. You will be prompted at the login screen when this date is approaching.

Your College email account: All students will be issued with a Shipley College email account through Google Mail. Your email address will be: studentIDnumber@shipley.ac.uk Your password will be the same one you use to log in to the College computer system.

Once term starts, you will be able to access online learning including Google Classroom via your Google Mail account or the Student Portal.



BITE-SIZE STUDENT GUIDE 18/19

www.shipley.ac.uk



Great People. Great Place

**Whatever you are
aiming for, we will help
you on your journey**



**If you need this guide in an
alternative format, please
contact Student Services**

**Salt Building, Victoria Road, Saltaire, BD18 3LQ
t: 01274 327222**

e: enquiries@shipley.ac.uk