

# Student Handbook



Inside this guide, you'll find everything you need to know about college life. If you have any questions, please ask your tutor or pop to Reception.

# Welcome

Firstly, can I say congratulations on securing a place on your chosen course, and thank you for choosing to study at Kendal College.

I am delighted that you have chosen to be with us from September and for entrusting us with the next part of your educational journey.

I hope that you have already gained a sense of the rich and diverse nature of Kendal College life and that you are looking forward to starting your new adventure with us.

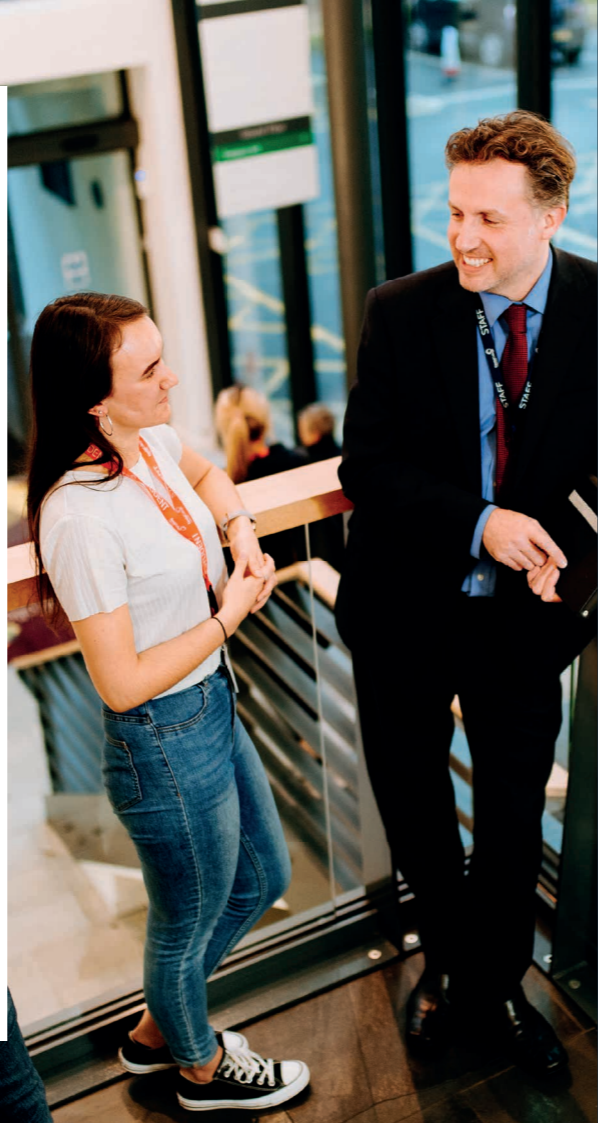
Kendal College has established itself as one of the country's leading colleges, with a reputation for excellence and an impressive record of achievement. As Principal, I take great pride in the fact that we offer innovative and engaging courses which are delivered in

state-of-the-art learning facilities by our highly qualified professional team of staff.

It is important to the staff that you take away a very happy and lasting memory of your time at Kendal College, and we are very proud of the warm, caring and friendly atmosphere, and the many opportunities designed to push you towards your full potential.

I look forward to meeting you in September and formally welcoming you to Kendal College.

**Kelvin Nash**, Principal



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# Key Diary Dates 2019-2020

## Autumn Term:

### Induction Week

Week beginning 2nd September. Your induction timetable will be confirmed on your Enrolment Day.

### Term Starts

Monday 9th September

### Half Term

Monday 21st October to Friday 25th October

### Teaching Ends

Friday 20th December

## Spring Term:

### Teaching Begins

Monday 6th January

### Half Term

Monday 17th February to Friday 21st February

### Teaching Ends

Friday 27th March

## Summer Term:

### Teaching Begins

Tuesday 14th April

### Bank Holiday

Monday 4th May

### Half Term

Monday 25th May to Friday 29th May

### Teaching Ends

Friday 19th June



# Kendal College: Our Mission

**Creating bright futures through high aspirations for all.**

To ensure you meet your highest aspirations we put excellence, employability and enterprise at the heart of the student experience through developing a culture of:

## Excellence

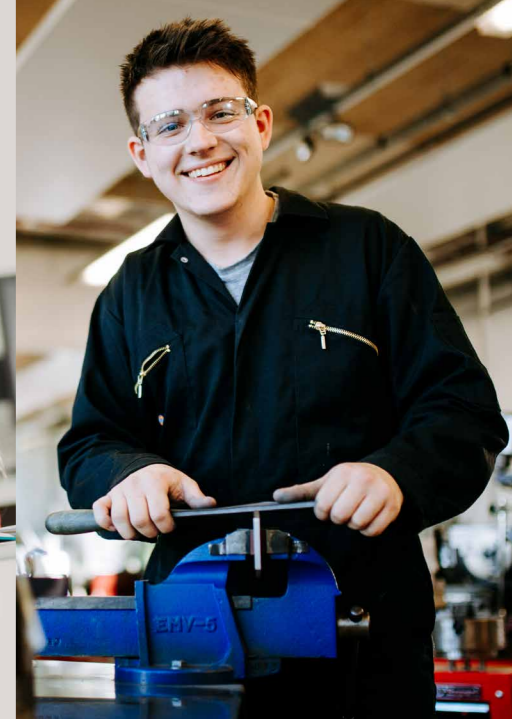
- Exciting student experience
- Staff and students who have high expectations
- A really personal experience that meets individual needs
- Clean, safe industry standard learning environments

## Enterprise

- An understanding of the skills needed to be self-employed or develop a business idea
- High levels of community involvement
- Harness your entrepreneurial, creative and innovative skills
- Identifying and developing opportunities

## Employability

- Taught by industry specialists
- Exemplary industry links with high quality learner work experience
- Courses designed and delivered to meet employer needs
- Qualifications and skills that enhance your earning and employment potential



# Getting To College

There are many transport options available to students, including:

- A Monday-Friday term time bus pass, available from College
- Flexible 7-day bus passes, available from Stagecoach
- County Council bus passes, criteria applies
- Car sharing, for 18+ students
- Driving: free parking for students (\*NB parking is limited at our Arts & Media Campus)  
A college parking permit is £1 for the year
- Cycling: cycle bays available

There is financial support for those from low-income households or in financial hardship.

For more information and application forms, head to: [www.kendal.ac.uk/transport](http://www.kendal.ac.uk/transport)



# Welcome to the Milnthorpe Road Campus!

Here's an overview of the facilities and support available to you:

## Ground Floor:

### Student Services & Reception

Student Services can give you information, advice and guidance on any aspect of College, e.g. careers & courses, finance, wellbeing, transport, childcare and much more.

### The Retreat

The Retreat is somewhere you can come and enjoy a wide range of modern Hairdressing and Beauty treatments. Pamper packages are available. As a student, you will receive 25% off Hairdressing services & Beauty treatments and 10% off any products.

## 1st Floor:

### Learning Centre

The Learning Centre is the information hub of the College and has a range of printed and online materials to aid your studies. A selection of stationery is also available to purchase. You will get your first £1 of printing free, and after that, it's 1p a side for black & white, and 4p a side for colour. Staff can support you with assignments, CVs and applying for jobs and university, and there is a jobs board with details of part-time positions available.

### The University Hub

The University Hub is a silent study space and is equipped with PCs, reading areas and the HE library.

### Network Team

The team are here to support you with any IT and technical issues. Contact [helpdesk@kendal.ac.uk](mailto:helpdesk@kendal.ac.uk) or **01539 814783**.

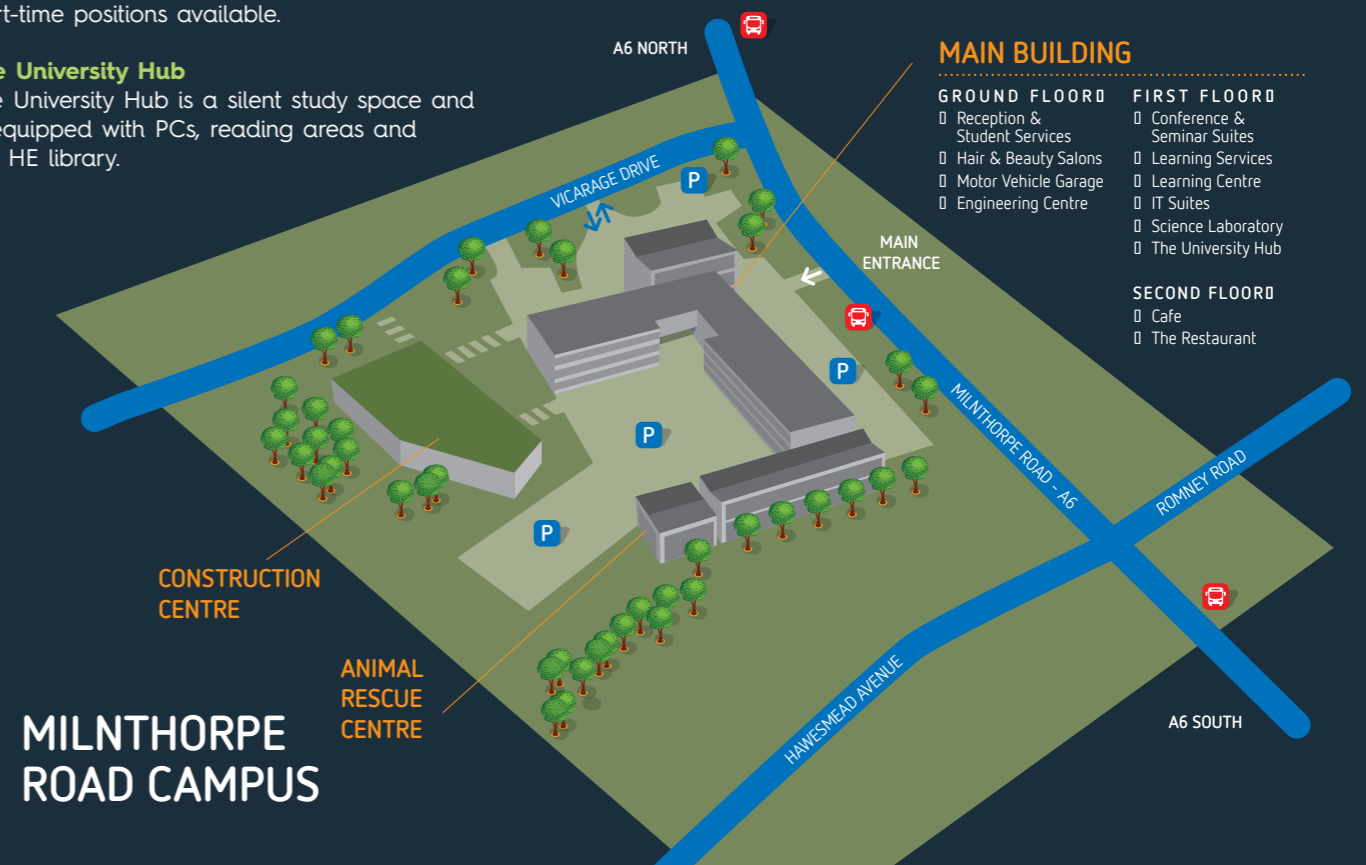
## 2nd Floor:

### The Café

In the Café, you will find comfy sofas and a large balcony with views of Kendal Castle. You are welcome to bring your own packed lunch or purchase food from the café which is open Monday to Wednesday 8am - 7.30pm, Thursday 8am - 3pm and Friday 8am - 2.30pm. There is a wide choice of food including healthy, local and Fairtrade produce throughout the day. Every dietary requirement can be catered for, and they have a dedicated chef to ensure quality food is served. There are also various vending machines available.

### The Restaurant

The College runs a fine-dining restaurant which is open for lunch Tuesday - Thursday, and Wednesday evenings. Bookings can be made with Student Services. It's the perfect place for a treat or celebration!



# Milnthorpe Road Campus

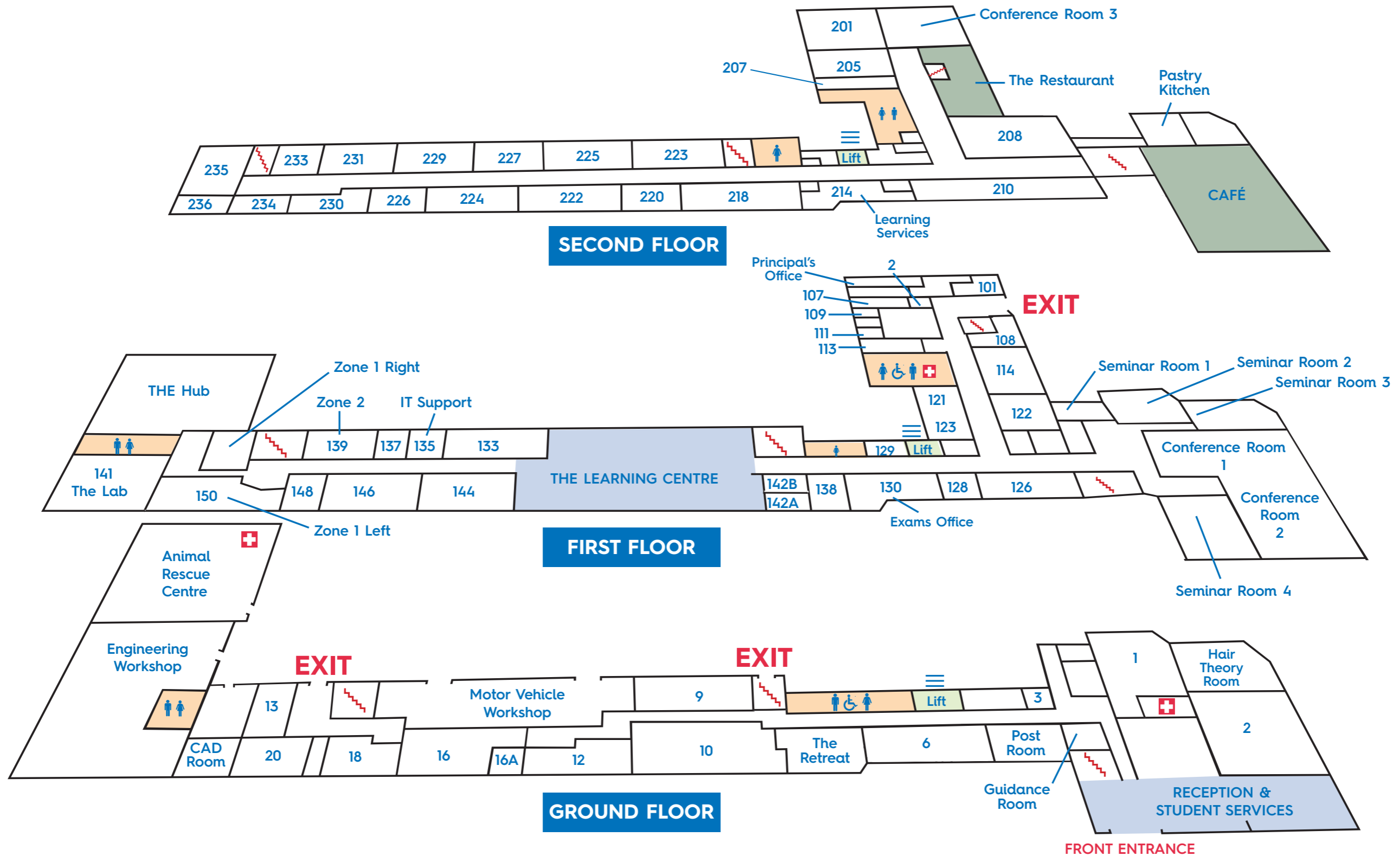
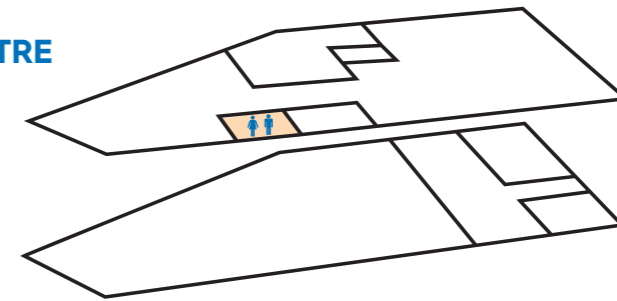
## CONSTRUCTION CENTRE

### First Floor

Electrical  
Brickwork  
Carpentry & Joinery

### Ground Floor

Plumbing



# Welcome to the Arts & Media Campus!

Here's an overview of the facilities and support available to you:

## Reception

Beverley, Student Services Advisor and Work Placement Co-Ordinator, is based at the Allen Reception and she can give you information, advice and guidance on any aspect of College, e.g. careers & courses, wellbeing, transport, childcare and much more.

## Learning Centre

This has a range of printed and online materials to aid your studies. You will get your first £1 of printing free, and after that, it's 1p a side for black & white, and 4p a side for colour.

## The Café

You are welcome to bring your own packed lunch or purchase food from the café. Debbie serves a wide choice of food including healthy, local and Fairtrade produce from 8.30am to 1pm. Every dietary requirement can be catered for, and there are also various vending machines available.

## Art Studios & the Art Store

The studios along with the workshops have lots of space for students to work in. The Art store has a variety of equipment that you can borrow to support you during your course such as cameras, laptops and drawing tablets. If you need anything else, just ask!

## Network Team

The team are based at the Milnthorpe Road Campus and can support you with any IT and technical issues. Contact [helpdesk@kendal.ac.uk](mailto:helpdesk@kendal.ac.uk) or **01539 814783**.

## Learning Services, Room 305

Amanda and the Learning Services Team are available to support students with their studies and progression to employment or university.

## Facilities at the Milnthorpe Road Campus

You are very welcome to also use the facilities at this campus, including:

### The Retreat (Ground Floor)

This is somewhere you can come and enjoy a wide range of modern Hairdressing and Beauty treatments. Pamper packages are available. As a student, you will receive 25% off Hairdressing services & Beauty treatments and 10% off any products.

### Learning Centre (1st Floor)

Stationery is available to purchase, and there is a jobs board with details of part-time positions available.

### The University Hub (1st Floor)

This is a silent study space and is equipped with PCs, reading areas and the HE library.

### The Café (2nd Floor)

In the Café, you will find comfy sofas and a large balcony with views of Kendal Castle. It is open Monday to Wednesday 8.30am - 7pm, and Thursday to Friday 8.30am - 4pm.

### The Restaurant (2nd Floor)

The College runs a fine-dining restaurant which is open for lunch Tuesday - Thursday, and Wednesday evenings. Bookings can be made with Beverley at Reception. It's the perfect place for a treat or celebration!

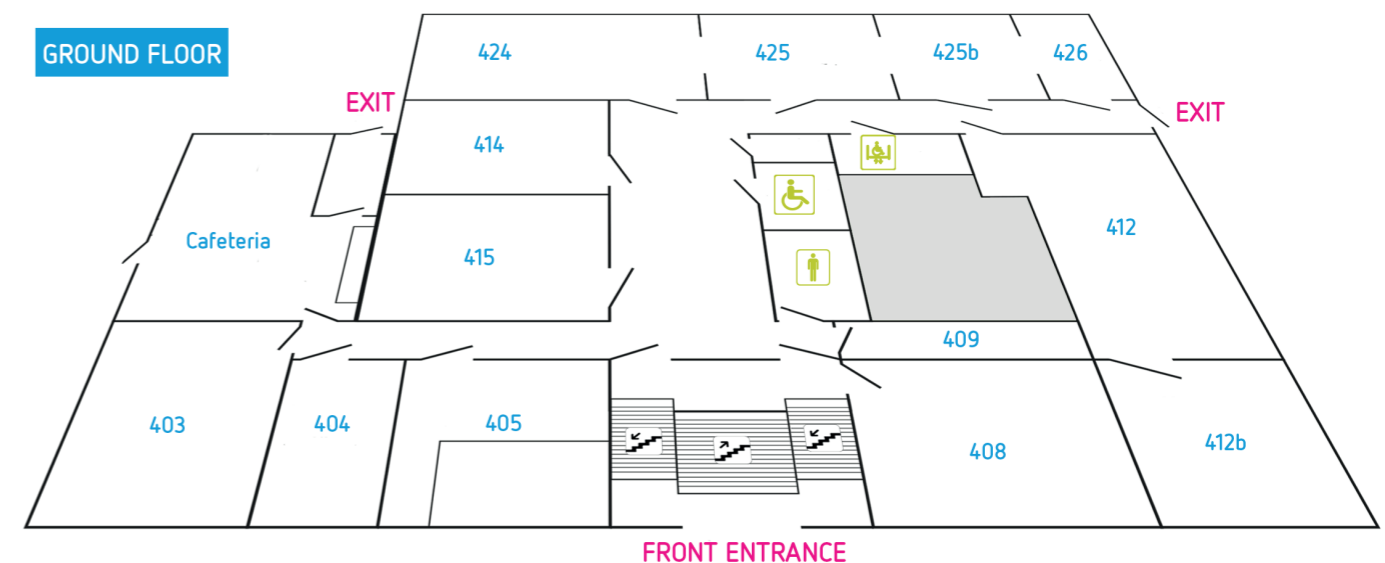
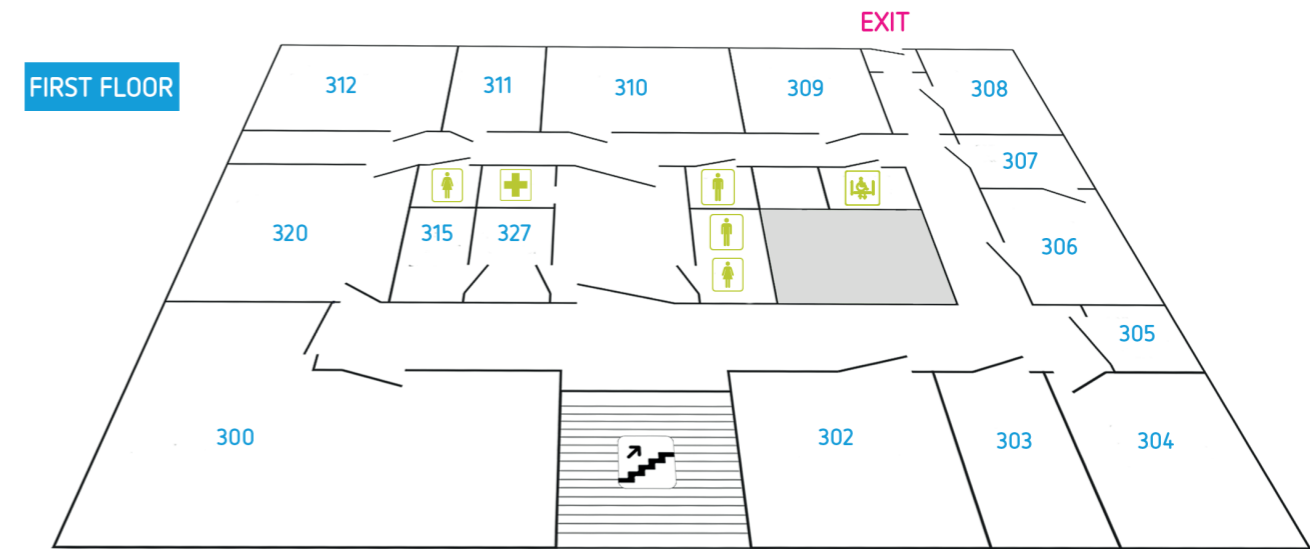


# The Allen Building

- Female Toilets
- Male Toilets
- Disabled Toilets
- Disabled Elevator
- First Aid

300	Music Venue
302	Design Studio
303	Dark Room
304	Photography Studio
305	Learning Services
308	English & Maths
309	Learning Centre
310	Music Technology
311	Music Live Room
312	Recording Studio
315	Head of School's Office
320	Film Production
327	Reception

403	Sound Booth 1 & 2
404	Technician Support
405	Sound Booth 4
408	Art Studio
409	Visual Art Store
412/b	Print/Art Studio
414	Metal Workshop
415	Sound Booth 3
424	Wood Workshop
425	Workshop 1
425b	Workshop 2
426	Ceramics Workshop



# Facilities Across The Campuses



We have a fine-dining restaurant, hair & beauty salon, art gallery, theatre & performance space, and we run Kendal Museum – all open to students and the local community.

## The Restaurant

The food prepared and served in Kendal College's Restaurant is best described as elegantly simple with an emphasis on technique and flavour. Our dishes are always delivered with great presentation and service flair. Our menus utilise local seasonal produce and have been said to rival those of the finest Cumbrian hotels and restaurants. Our three-course lunch is £13.50 and four-course dinner is £24.

For opening times and booking, see [www.kendal.ac.uk/restaurant](http://www.kendal.ac.uk/restaurant)

## The Retreat

The Retreat is Kendal College's professional hair and beauty training centre.

Our salons are open to the public and offer a relaxing environment to enjoy a wide range of treatments.

For more information visit [www.kendal.ac.uk/retreat](http://www.kendal.ac.uk/retreat)



## Student Dining Areas

The Student Café at Milnthorpe Road is open Monday to Wednesday from 8am to 7:30pm, Thursday from 8am to 3pm and Fridays 8am to 2:30pm, providing breakfast, lunch and early evening dinner as well as a well-stocked vending service. Menus include a variety of dishes to suit all needs including vegetarian options and there are special menus devised throughout the year to celebrate the foods from around the world.

Students are asked to clear away their own plates etc and to use the recycling bins.

The Arts and Media Campus and Allen Building cafe is open Monday to Friday, providing breakfast, lunch and snack service throughout the day.



## The Box Theatre

Our stunning performance venue is famous for its 'twisted cube' slate construction and hosts live performances, lectures, comedy, presentations, product launches and cinema screenings.

## The Wildman Gallery

The Wildman Gallery is an exhibition space for Kendal College students and community & professional collaborators to exhibit artworks on Wildman Street; a busy main road and a pedestrian route between Kendal train station and the town centre.

To enquire about booking these spaces, phone **01539 814729**.  
To enquire about our events & performances coming up, phone **01539 814634**.

# Keeping You Safe At College

College tutors and staff prioritise your safety and wellbeing while you are at college as well as making you aware of how you can protect yourself from bullying and harassment, including on-line bullying, terrorism and radicalisation and a whole range of other risks you may face both inside and outside college.



## Safeguarding And Prevent

The college has an obligation to ensure you are safe and not at risk of harm.

If you are concerned about any aspect of your time at college and feel vulnerable from bullying or something that is affecting you such as violence at home, family split, forced marriage, FGM, gang activity, sexual exploitation or abuse, then you can talk to us and we will be able to signpost you to an appropriate support service or help you develop ways of coping.

We will also help you develop an understanding of the threats in the world over terrorism and radicalisation, in line with the government's Prevent Agenda, including an understanding of British Values. We vet visiting speakers to ensure you are never put in front of those who seek to influence your opinion in a negative way, although we encourage debate on topical issues.

All our staff receive regular safeguarding training and are here to help you. If you have a concern, you should raise it with your personal tutor who in turn may well refer it to the College's Safeguarding team.

We also have a dedicated email address & mobile number that you can use to report safeguarding concerns:

[safeguarding@kendal.ac.uk](mailto:safeguarding@kendal.ac.uk)/ 07515062617

## Prevent

Prevent is the Government's initiative to prevent radicalisation and stop people joining extremist groups and committing crimes. If you have any worries that someone is trying to recruit you or any your friends or family, or you are worried about the views of someone you know, speak to your tutor or Student Services.

## Bullying Policy

The College has a comprehensive bullying policy that recognises the causes and impact of bullying and has set a zero tolerance of any type of bullying and harassment in college, including racist, homophobic, cyber, physical and emotional bullying. All incidents of bullying should be referred to your personal tutor or to Student Services who will ensure a speedy and sensitive response.

## E-Safety

Keep your personal details to yourself including passwords and user names to prevent other people from accessing your information.

If you have to give an online screen name or nickname, never use your full name, and try not to use things that are easy to guess like a family name or a pet's name. When you send a message from your mobile, your phone number automatically goes with it. So think carefully, especially before sending photos of yourself or friends.

Never arrange to meet an online friend, no matter how well you think you know them. If you're determined to meet them you should always tell somebody close to you and make sure they go with you. The same rule applies to friends you meet through other mobile technologies and social networking sites.

Personal communication through social media between staff and students is not permitted.

Don't open junk mail. If they have your email address some websites will send you lots of junk emails. Delete any emails from people or companies that you don't know. If you open an email to your College account that says unpleasant things, you must tell us straightaway - and don't reply to it.

Accepting text messages, or opening links/files on your mobile from people you don't know, can have implications such as costing you a lot of money, or even changing the settings on your phone.

Beware: People might not be who they say they are. Messageboards and chat rooms are fun, but they can also be dangerous because you don't know who you're talking to. Remember: 'Stranger Danger' - you should use the same rules when you're online.

Someone sending you a message on your mobile may not be who they say they are and could put you at risk of on-line grooming and cyber-bullying.

There is a risk that when using the internet or other online services and technologies, that you may be exposed to inappropriate content. This may be material that is pornographic, hateful or violent, encourages activities that are dangerous or illegal, or is just age-inappropriate or biased. One of the key benefits of the web is that it is open to all, but unfortunately, this also means that those with extreme political, racist or sexist views also have a free voice. Be cautious.



## Social Networking Including Facebook Use

Personal communication on social networking sites between staff and students is not allowed. Similarly, the use of social networking sites by students when in College is not permitted with the exception of approved course or College pages. There is a genuine reason for not allowing access, linked to keeping learners safe in college. Please check with your tutor if you are uncertain about which sites are permitted.

## Student ID And Landyards

All students, staff & visitors are issued with ID to help us identify people who shouldn't be in College.

It is your responsibility to wear your ID when in College as you will be challenged if not. This is purely for your safety. If you forget your ID & Landyard, you need to obtain a temporary 1 day ID badge from the library desk in the Learning Centre at Milnthorpe Road Site or reception at the Arts and Media Campus.



# Support For Students

What is support for students?

Support for students covers everything the College does to support you and your learning - the information, advice, guidance and support that you need to achieve your learning goals.

This includes

- Tutorial
- Learning Support
- Higher Education progression
- Work placements
- Financial Support including transport
- Careers Education and Guidance
- Learning Centres
- Enrichment
- Welfare support including health advice and housing

For most of what you need, go to Student Services. The Student Advisers work as a team and have specialist knowledge to provide you with information on a range of support processes including referral to other organisations.

# Your Study Programme

If you are a full-time student under 19 at the beginning of your course then you will be taking a Study Programme. Your Programme will include your vocational course and/or A levels, work placement or preparation for University or employment, English and Maths and other elements such as e-learning. Your study programme is explained on your ProMonitor records and during induction and you are required to take part in all elements in order to successfully complete your programme.

# English & Maths

English & Maths are essential skills and will improve your prospects of progressing to university or employment. We aim to support you to work towards achievement in Maths and English GCSE at grade 4 or above.

Students under 19 without a grade 4 or above or a functional skill at level 2 English and/or Maths will be provided with two hours of study per week, in each subject, throughout the year; delivered by English and Maths specialists. The lessons will be an integral part of your study programme and attendance is required in the same way as your main programme.

If you are over 19 (or under 19 and have a GCSE 4 (C) or above in both subjects) you can choose whether or not to retake a GCSE in English or Maths.

As well as access to taught sessions on a weekly basis, resources will be available on our VLE, and revision sessions will be available throughout the year.



# Learning Centres And The Hub

We have two learning centres at Milnthorpe Road and one at the Allen Building. The Learning Centre at Milnthorpe Road on the middle floor is your one-stop shop to access all the support and assistance you may require with your studies. The Learning Facilitator who works here can support you with assignments, grammar and punctuation, research, IT skills, applying for jobs and other courses.

A dedicated area for careers and progression is currently being developed, with information, advice & guidance on all the options after college.

College parking permits are available from the Learning Centre at the Milnthorpe Road Campus and Reception at the Arts & Media Campus.

Learning Centre Services Times

Milnthorpe Road Site:

Monday & Tuesday 08.30 to 20.00

Wednesday 08.30 to 18.00

Thursday 08.30 to 17.00

Friday 08.30 to 16.00

Daytime opening during most holiday periods.

# The Hub

A silent study area with access to higher level resources for independent work.

# Computers

You are entitled to make full use of our computer network for research, preparation of assignments and communications. The Learning Centres are equipped with up-to-date hardware and software accessed via individual user accounts and passwords. You are required to adhere to the code of conduct in using the equipment and Internet facilities.

You may also bring your own device to use in college.



# Tutorial System

Personal tutors are at the heart of our support for students at Kendal College. Every student is allocated to a tutor group with a personal tutor, who will be one of the most important people in your life at college.

Your personal tutor will:

- Encourage you to succeed
- Support you to ensure that you meet or exceed your learning goals by setting challenging targets
- Agree your personal needs, and help you to plan and set targets reflecting these in your personalised learning plan
- Monitor your attendance, punctuality and achievement

You will have a group tutorial session of 1 hour each week. These sessions are compulsory. Your weekly tutorial will also cover topics designed to help you keep yourself healthy and safe as well as plan for your next step.

In addition, you will also have one-to-one sessions throughout the year to help you achieve and improve. You will get more out of these sessions if you prepare for them; thinking about your own progress and attendance and targets you would like to set.

# Work Placements

The College is committed to providing students with encounters with employers, including visits, talks and work placements.

35 hour work experience is a compulsory part of most courses for 16-18 year olds. You will have a Personal Tutor and a Work Placement Coordinator to support you with your placement.

There may also be the opportunity to complete an Industry Placement for 45+ days. This will give you a fantastic insight into the industry and will help you to secure contacts and jobs in the future.

Your work placement should be of benefit to you, so think about what type of work you want to experience. To help you with this, go to: [www.startprofile.com](http://www.startprofile.com).

Complete your profile (the four boxes under 'About Me') and then click on 'My Careers' to explore jobs that may interest you.

How to find a work placement...

- Look at a variety of small and large companies, as different sized companies will offer different experiences.
- Think about all the people you know and see if anyone works (or knows someone who works) in the jobs you may be interested in.
- Contact employers directly – ideally in person, and ask to speak to the manager. It's a good idea to give them an up-to-date CV.

If you have any questions, please contact the Work Placement Team:  
01539 814700 or [workplacement@kendal.ac.uk](mailto:workplacement@kendal.ac.uk)

# Financial Support

You may be able to receive financial support for transport, equipment, meals, trips, course fees and childcare if you are in a low-income household and financial hardship.

If you are living with your parents and are financially dependent on them, we will assess your application based on your parents' income. If you are financially independent (e.g. you live on your own or live with parents but pay rent or claim benefits in your own name) we will assess your application based on your personal income. We look at annual income and your specific circumstances before any decision is made. This assistance is conditional on your attendance being above 85%.

For more information and the application form, head to:  
[www.kendal.ac.uk/studentmoney](http://www.kendal.ac.uk/studentmoney)

## Student Services Opening Times

### Term time

Monday to Wednesday 08.30 – 21.00

Thursday 08.30 – 17.00

Friday 08.30 – 16.30

### Outside term time

Monday to Thursday 08.30 – 17.00

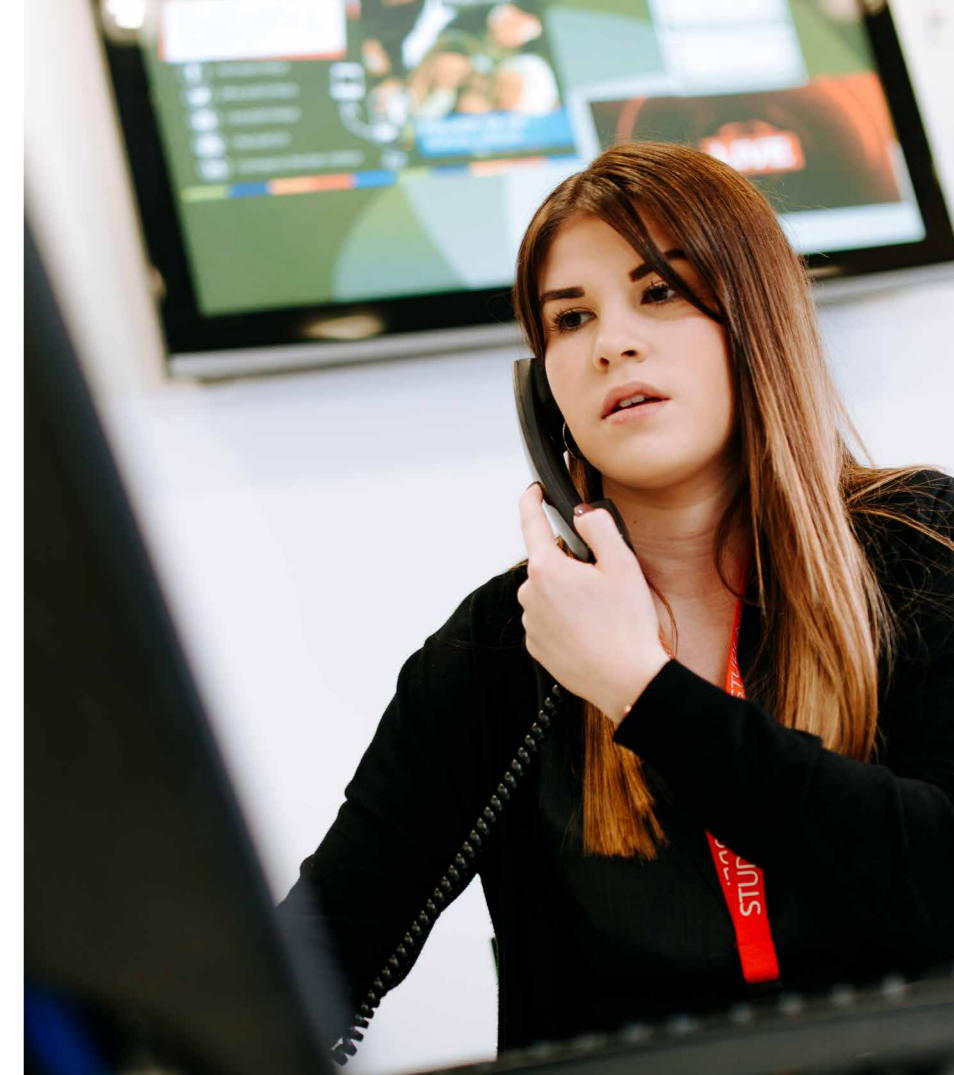
Friday 08.30 – 16.30

At the main entrance to the Milnthorpe Road site, Reception is where all visitors are welcomed. This is the place to make general enquiries, locate lost items or to find out where to go.

Staff will be only too happy to help you. At the Allen, on the Arts & Media Campus, Reception is located at the top of the stairs. All visitors are required to sign in on arrival.

Student Services at Kendal College aims to provide an accessible and wide ranging service to meet the individual needs of our students. An advice and guidance service is provided throughout the day. Staff can travel to outreach centres as required.

The Student Services Team is based at Main Site Reception.

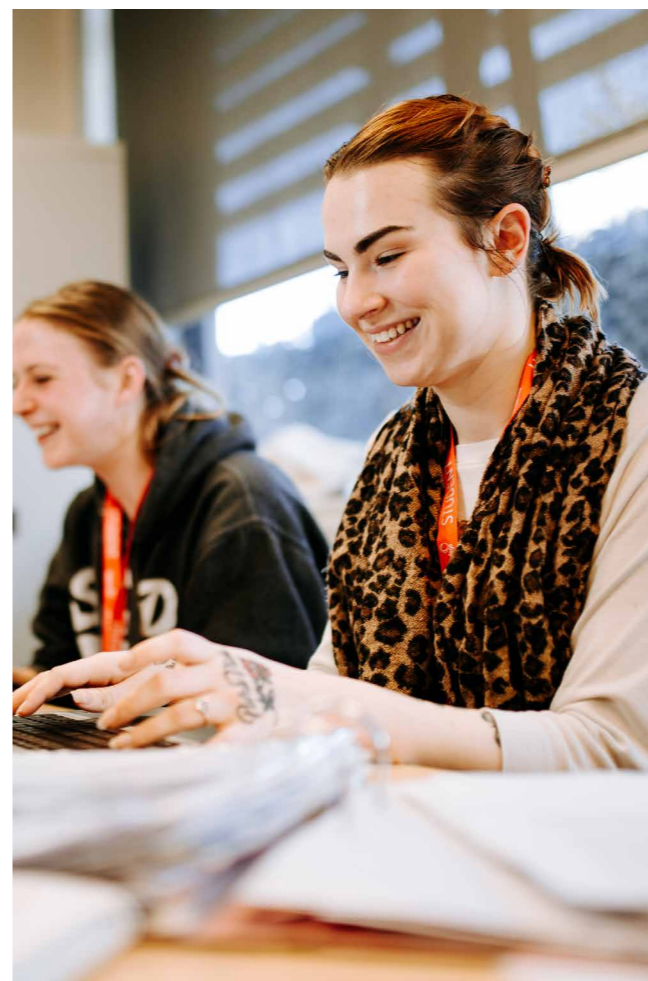


## Childcare

If you need childcare or assistance with the cost of childcare for children up to the age of 15, funding support payment to nurseries, childminders or even an after-school club or babysitter. Please contact Student Services for advice and an application form.

## Residential Support Programme

The Further Education Residential Support Programme is there to help you access education that is not available within reasonable daily travelling distance of your home. Please ask Student Services for more information.



# Health & Safety Statement

The College's statement is displayed in the reception areas at both campuses.

The College is committed to providing a safe learning environment for all its students. If you spot anything within the College that you believe could cause harm or injury to you or someone else please report this immediately to your course tutor or Student Services.

Kendal College, in accordance with the Health and Safety at Work Act 1974 Section 2 (3), recognises and accepts its responsibilities to provide a safe and healthy working environment for all its employees and students and to ensure that their activities do not adversely affect the Health and Safety of other people including contractors and visitors to the College's premises.

The College will take all steps, so far as is reasonably practicable, to meet this responsibility paying particular attention to the management and provision of:

- 1 Detailed risk assessments in accordance with all relevant statute law and College Policy.
- 2 Relevant information, training, instruction and supervision.
- 3 Record and investigate all incidents in compliance with the Reporting of Injuries, Disease, and Dangerous Occurrences Regulations (RIDDOR) and College policies and procedures.
- 4 Work in partnership with contractors to ensure safe working practices are adhered to.

It is the responsibility of all employees, students, contractors and visitors to act in an appropriate manner in preventing injury to themselves and others.

The College will encourage full consultation with employees and students on Environmental, Health and Safety matters and in monitoring and reviewing the effective implementation of its Health and Safety Policy.

The Health & Safety Committee will meet once per term to jointly consult on all relevant issues.



## Evacuation Or Lockdown For A Serious Incident

Where the College advises that evacuation from the building is necessary, you must take advice from a member of staff as to which is the safest exit. Lockdown procedures may also be used where your safety is compromised by evacuation.

Important notices will be posted on College screens advising what you should do.

## Accident Reporting

If you have an accident or spot a potential hazard at College, please report to a member of staff.

## First Aid

If you or another student need first aid you should alert a member of staff or contact Reception who will arrange for assistance from a qualified first-aider.

## Fire Procedures

Should you become aware of fire, sound the alarm at the nearest fire alarm point located around College and tell a member of Kendal College staff of the location of the fire. Please make yourself aware of the position of these fire alarm points. Close all windows and doors, turn off all equipment and follow the evacuation procedure.

## Evacuation Of The Building

**On hearing the fire alarm:**

- Leave the building **AT ONCE** and go to the appropriate **Assembly Point**.
- Do not stop to collect personal belongings.
- Do not use the lift.
- **BE QUIET, BE QUICK, BE ORDERLY.**
- Do not re-enter the building until told officially it is safe to do so.

Detailed instructions are displayed in all rooms at the College. Please make yourself familiar with them.

## Security

The College will make every effort to safeguard the personal effects of its users. However, it cannot accept liability for personal belongings. You are advised not to bring valuable items into College. Keep personal belongings with you and be vigilant at all times.

The College has CCTV security installed.

Visitors to the College are required to sign in at Reception (at either campus) and will be issued with a visitor's badge.



# Assessing, Reporting And Recording

## Exam Entry Arrangements

For full time students, entry for examinations is arranged by your tutor at the time of enrolment. In some cases, resit fees may be payable.

## Exam Notice Board

Details of dates, times and venues for all exams are displayed on the exams notice board at Main Site and also at the Arts and Media Campus. It is very important that you check both with your tutor and the notice board once you know you have been entered for an exam.

## Exam Support

If you need assistance in taking exams, it is very important that you discuss your needs with your tutor at the time of entry so that special arrangements can be made for you.

## Certificates

Certificates will be posted to you once they have been received into College. Please note there can often be a delay of several months before certificates arrive. You will need to advise the College of any change of address.



# Disciplinary Procedures

This process is designed to be supportive to students throughout the College and will be used for instances where there is cause for concern such as:

- Late or non-submission of work
- Not studying in the Learning Centre or elsewhere as required.
- Absence from class without good reason.
- Repeated lateness.
- Smoking or drugs in College.
- Anti-social behaviour.
- Abusive behaviour including bullying and harassment.
- Health and safety issues.
- Inappropriate use of mobile phones during lessons.

Most cases requiring discipline will be dealt with by the tutor concerned on a verbal basis with an agreement being reached, identifying modifications and support. If informal processes fail then the stages of the disciplinary policy are used to agree the way forward.

If you are under 18 at the start of your course, details of any disciplinary action will be passed onto your parents or carers.

## Non Completion

Students who do not complete assessment within the terms of their Learner Agreement may be required to pay any additional assessment fees.

## No Show At Exams

If you do not turn up for an exam you may be charged the exam fee for the exam you missed and/or any subsequent resits.

## Absence & Attendance

Attending all of your classes is a sure way of giving yourself the best chance of success. As a college we expect 100% attendance - however, if you are likely to be absent for a genuine reason, it is vital that you contact us before 8.30am on each day you are unable to attend:

Email: [absence@kendal.ac.uk](mailto:absence@kendal.ac.uk)  
Phone Number: 01539 814700

If you know you are going to be away from college due to a planned event (driving test/interview/holiday etc), you must get prior approval from your Course Tutor.

## Plagiarism & Copyright

Plagiarism and copyright are key issues, particularly in relation to copying assignment work and downloading music or games, as popularised by many file-sharing services. These activities can have serious moral, legal and financial consequence.



## College Governance

The College's Board of Governors has responsibility for the future direction of the College. It has a responsibility for the College finances, safeguarding its assets and the efficient use of its resources. A Governing Body is required to ensure that the College meets obligations that are part of its agreements with its funding bodies. The Governing Body is made up of members from the local business community including educational representatives, as well as staff and student representatives. You can become a Student Governor and support the governing body.

Day to day running of the College is managed by the Principal and Management Team. There is also a Student Council that meets throughout the year to enable student representatives from each full time course to contribute and inform decision making about how the college is run. Your tutor will explain how you can become involved in College decision making through becoming a Student Representative.

More details can be found on the Student Voice page of the college website [www.kendal.ac.uk](http://www.kendal.ac.uk)

## Equal Opportunities

Kendal College is committed to treating all students equally regardless of gender, marital status, race or colour, nationality, ethnic or national origin, age, disability, sexual orientation, political or religious beliefs, and unrelated criminal convictions, or other specific factors which could result in discrimination.

The College has an Equality policy to help us achieve equality for all, recognising the key protected characteristics identified in the Equality Act 2010. Equality and Diversity will be an important part of your own training and we expect you to do all you can to support our culture of access to learning.

## Support For Faith

Please talk to a Student Adviser if you have specific faith needs such as a prayer facility and we will make available suitable accommodation.

## Support For Transgender Students

Through discussion with a Student Adviser, we will work with you to ensure you can access appropriate facilities in the college. Please make an appointment to see a Student Adviser through Student Services who will draw up a plan with you.

## Complaints & Compliments

When things are not going well or when you feel something is especially good, then we want hear from you. Our complaints policy has been drawn up to ensure that anyone who is not satisfied with the quality of Kendal College will have their complaint dealt with speedily and effectively. All complaints are investigated and monitored by College Management. We also find out what our students think of us from student questionnaires and surveys, all of which lead to improvements in the quality of the service we offer.

In the first instance, you should report your complaint to your tutor, class rep, or contact Student Services

## Smoking, Drug, Alcohol & Substance Misuse (including E-Cigarettes)

Kendal College only allows smoking in the designated area. Please respect the no-smoking signs around the outside of the building and ensure that you only leave cigarette ends and other rubbish in the bins supplied. We also ask that you do not smoke at the external entrances to the College

Students may not use illegal drugs or 'legal highs' or misuse legal drugs and substances during any College directed activity. This also includes any time spent at College, on visits out of College, performances or events. Firm action will be taken if any student is found to be taking drugs or selling drugs to other students. In order to safeguard our students we will from time to time have a trained police dog and police team in the building who can detect where drugs are being, or have been, used or are being carried by students.

Students under the age of 18 are not allowed to consume alcohol on College premises or during a College directed activity including visits, performances or events.

If you are worried about any aspect of drug or alcohol misuse talk to your tutor or Student Services.





## Kendal College Hoodies

Following a request via Student Council, Students can purchase Kendal College hoodies and are available to order from Student Services.

**Hoodies £25**  
**Jackets £30**

The hoodies are responsibly sourced and Fairtrade certified. All profits go back to our Student Council to spend on student initiatives.

## NUS Totum Card

The College is linked to the National Union of Students, which means you can get the NUS Totum Card – giving you access to loads of savings on the high street and online. For more info and to purchase your card (£12 for 12 months) see: [www.totum.com](http://www.totum.com).



## Health & Wellbeing

The wellbeing of our students is a priority for us. Our cafés provide healthy choices and cater for all dietary needs, and we run a variety of events throughout the year, including road awareness talks, fairs & stalls and themed weeks. Our college tutors offer pastoral support to students and can signpost students to support services available in the local community.



## Learning Services

We provide a wrap around service, from application to qualification, for students with a range of disabilities or learning difficulties such as dyslexia, dyspraxia, autism, a physical or a sensory condition or a mental health need that impacts on learning.

Support is tailored on an individual basis dependant on need in order to access the most effective support for you.

Examples of support types we can offer include:

- In-class support when required
- The use of enabling technologies, such as software to scan and read back text on a computer.
- Advice on planning and structuring essays and assignments and managing your time.
- Developing confidence to study at a higher level. Adaptation of learning materials.
- Assessment for exam access arrangements

Contact us at [learningservices@kendal.ac.uk](mailto:learningservices@kendal.ac.uk)

## Your Feedback & Ideas

Kendal College is YOUR college, so your views and ideas are fundamental. We encourage you to let us know what you think by:

- Completing surveys
- Becoming a class rep and member of Student Council
- Taking part in focus groups & meetings
- Becoming a Student Governor

Gain experience, meet others and boost your CV. If you are interested, speak to your course tutor or ask at reception. Elections for Class Reps & Student Governors take place in the Autumn Term.

## Wanted! Student Ambassadors

This is a paid position. As a Student Ambassador you will:

- Support college staff in promoting the college
- Be fully trained and supported
- Increase and upskill your skills
- Join a fantastic Student Ambassador Team
- Represent the college at various events
- Be paid the national minimum wage

## Social Media Champions

This is a voluntary position, but you will be given ongoing training (both internal & external) and all expenses will be covered (e.g. lunch, transport etc). It would be great for your CV/ university application, and also useful if you are considering setting up your own business.

For more information & the application packs for these roles, see: [www.kendal.ac.uk/welcome](http://www.kendal.ac.uk/welcome)

## Your Future Career

Everything we do at the College is focused on helping our students to progress in their chosen career. In 2018, 215 students progressed to university, and our links with employers have provided a fantastic platform for students to secure Higher Level Apprenticeships with employers, including the BBC, NHS, Ernst & Young and BAE Systems. We will give you information, advice and guidance to explore the various options available and help you decide on your next step.



## Setting Up Your Own Business

The College runs a variety of part-time courses that may be useful, e.g. photography, graphic design, how to create a website, bookkeeping and more! More information is available at the College reception. We can also signpost you to local & national organisations who can support you with writing a business plan and apply for funding.

## Progressing On To Higher Levels Of Study

The College will support you to progress to higher level study via apprenticeships, university or college degree courses. We can support you to submit your application form and write your personal statement, and we'll give you information and advice about student grants and loans.

## Careers: Getting Started

Go to: [www.startprofile.com](http://www.startprofile.com), a national and impartial careers website, and register (if you haven't already got an account). Complete your profile (the four boxes under 'About Me') and then click on 'My Careers' to explore careers that may interest you.

We are running a trip to **The UK University and Apprenticeship Search Fair** on: Thursday 26 September at Old Trafford, Manchester  
Wednesday 9 October at Anfield Stadium, Liverpool

For more information, go to [www.kendal.ac.uk/welcome](http://www.kendal.ac.uk/welcome)

## Progressing To Employment & Apprenticeships

We work with over 1,000 employers to offer a wide variety of jobs and apprenticeships to our students. Key benefits of being an apprentice include; earning a salary, getting paid holidays, receiving training and learning job-specific skills. The College will support you to write cover letters, CVs & application forms, and help you prepare for interviews.

## Get In Touch

More information on preparing for College life is available at: [www.kendal.ac.uk/welcome](http://www.kendal.ac.uk/welcome)

Any questions? Pop and ask us at Reception or contact us via phone, email or through social media::

**T: 01539 814700 E: [hello@kendal.ac.uk](mailto:hello@kendal.ac.uk)**



## Useful Contacts

At the College we are not just concerned about your progress on your course but also about your general wellbeing. Your course tutor will be able to provide advice on many subjects but there are other people you can also contact for information and advice.

- Assistive Technology Service 01539 742635
- CADAS: advice and support on drug-related issues 01539 742615
- Commission for Racial Equality & Human Rights 0845 6046610
- Equality and Human Rights Commission 0808 800 0082
- Inspira
- A one-stop shop for advice 01539 730045
- Citizens Advice Bureau 01539 738772
- Cruse Bereavement Care 0844 4779400
- Council - South Lakeland District Council 01539 733333
- Cumbria Adult Social Care & Children's Services 01539 713378
- Job Centre Plus 0845 6043719
- Kendal Leisure Centre 01539 729777
- Lancashire Childrens Services 0300 1236720
- Kendal Police 0845 3300247
- Lesbian and Gay Foundation 0845 330 3030
- National Drugs Helpline; FRANK 0800 77 66 00
- NSPCC Child Protection Helpline 0808 800 5000
- NHS Direct: a 24 hour confidential helpline 111
- Samaritans: a 24 hour confidential service 08457 90 90 90
- Saneline; help regarding mental health issues 0845 7678000
- Sexwise: confidential help for under 18s 0800 28 29 30
- South Cumbria Rape and Abuse Services 01229 820828
- Train Times (National) 0871 244 1545
- National Rail Enquiries 0845 748 4950
- Travel line - Bus and Rail Information 0871 2002233
- University of Central Lancashire 01772 201201
- University of Cumbria 01228 616234
- Westmorland General Hospital 01539 732288

## Useful Websites

- [thepiggybank.org.uk](http://thepiggybank.org.uk) (student money, housing, careers)
- [moneyadvice.service.org.uk](http://moneyadvice.service.org.uk) (national website)
- [citizensadvice.org.uk](http://citizensadvice.org.uk) (money, rights, benefits)
- [kooth.com](http://kooth.com) (online support for young people)
- [xenzone.com/qwell](http://xenzone.com/qwell) (online support for adults)
- [startprofile.com](http://startprofile.com) (careers)
- [nationalcareersservices.direct.gov.uk](http://nationalcareersservices.direct.gov.uk) (careers)
- [thesite.org](http://thesite.org) (general)
- [do-it.org](http://do-it.org) (volunteering)

- [cadas.co.uk](http://cadas.co.uk) (drugs & alcohol)
- [talktofrank.com](http://talktofrank.com) (drugs & alcohol)
- [lgbt.foundation](http://lgbt.foundation) (lesbian, gay, bisexual, trans)
- [rucomingout.com](http://rucomingout.com) (lesbian, gay, bisexual, trans)
- [mind.org.uk](http://mind.org.uk) (mental health)

**If you have any questions or would like some additional information, not included in this guide, please contact our Student Services team, at reception.**

