Craven College
Parent Handbook
2011 - 2012

Introduction

Craven College is well known for its academic achievements and the supportive environment we provide for our learners. We pride ourselves in accommodating the needs of a broad spectrum of learner and part of this approach is to work closely with the parents and guardians of our young people. This close collaboration ensures we are able to offer all of our learners the most positive academic and social experience and achievement.

This A – Z guide has been produced by the Learner Services Team to provide you with information about college life and ensure you have all the information you may need about the college, its facilities and procedures as well as the pastoral support. If there is anything in this guide with which you need further clarification or if you would like a copy of this guide in an alternative format, please do not hesitate to contact a member of the Learner Services Team on 01756 708 007 or the Learner Services Co ordinator on 01756 3844.

Absence

All learners at Craven College are expected to attend all classes and tutorials and to arrive on time. Should an absence be unavoidable due to illness then the learner MUST ring the **Attendance line on 01756 693 874 or text 07624 808 506 BEFORE 10.30** each day they are absent from College to log their absence and the reason. Learners on Hair, Beauty, Catering, Sports and Media Make-up courses will also need to contact their Course Team Leader BEFORE 9.00am if they are going to be absent due to the commercial aspect of their course. Learners should not make non-emergency appointment ie dentist, driving lessons, doctors etc in the time they should be attending their course.

Accommodation

We are not a residential college, but Student Services keep a short list of accommodation that is available locally. For any learner under 19 who is looking for accommodation we recommend they book an appointment to see a College Mentor or Learner Services on 01756 708 008.
If you live 20 miles or more from Skipton yet Craven is still your nearest college and you are thinking of looking for accommodation you may be able to get financial assistance via the Residential Grant Scheme. For more information please contact Student Services.

Additional Learner Support

We have put various strategies in place to identify learners who may require support whilst at college. Support is available for all learners who require help, be it for assistance with writing assignments, numeracy, dyslexia or a medical or physical disability. It will help your son/daughter/ward if we know of any issues before they start college in September as we can ensure support is in place that maximises learning potential. Any information provided will be treated with the strictest of confidence and only relevant members of staff will be informed

Assessed Work and Examinations

All learners are expected to complete necessary assignments and coursework by the stated deadlines. In exceptional cases individual deadlines may be negotiated with the tutor. Outstanding work at the end of the course may be subject to a Late Completion Fee. Any evidence of plagiarism (copying) will result in disciplinary action. Learners are responsible for checking their own examination timetables, Functional Skills tests and must attend on time.

Attendance Line
The College has an Attendance Line If a learner is unable to attend College for any reason they MUST ring the College Attendance line 01756 693 874 or text 07624 808 506 before 10.30am (learners on Hair, Beauty, Catering, Sports and Media Make-up courses need to ring their course team leader BEFORE 9.00am) to report their absence and the reason. The learner will have to log their absence on this line each day they are absent from their course.

Bullying
We are committed to providing a welcoming, friendly, safe and supportive environment for our learners to gain the most from their experience of college life. Bullying of any type is unacceptable and will not be tolerated here at Craven College. If your son/daughter/ward feels they are being bullied please contact the Learner Services Co-ordinator or Learning Mentor for support and advice.

Bursary and Funding for Study
The Government has introduced a new 16 – 19 Bursary Fund for schools, colleges and training providers to administer. The Fund is designed to support those young people who face the greatest barrier to continue in education or training. The Funds given are limited and after consultation with learners and their parents it appears a major barrier for Craven College learners is the cost of travel and transport to College. Link to Bursary info (Catherine has a copy)

Travel Bursaries

- In order to help to overcome this barrier **All** Craven College learners are eligible for a Travel Bursary. This means you will not have to pay more than £1.00 per day to get to College. In order to qualify for this Bursary you must meet the following criteria:

  - 85% Attendance during the term
  - You must still be in attendance at College when you submit your form
  - You must complete a Self Certification of Household Income – which must indicate a household income of less than £30,810 (no evidence required)
  - Tickets for each day claimed must be handed in with claim form at the end of term.
  - You must submit the travel claim form on or BEFORE the closing date (see below)
  - If you get a North Yorkshire or any other Travel Pass you will only be eligible for a refund on the cost of the travel pass if you have 85% attendance during that term
  - Eligibility for a Travel Bursary for the Spring and Summer terms is dependant on all work for the autumn term being completed by Christmas
  - Payment will be subject to academic performance and behaviour

Cut Off Dates for Payment of Travel Bursaries:

- Autumn term no later than Monday 9 January 2012
- Spring term no later than Monday 23 April 2012
- Summer term no later than Monday 2 July 2012

Application forms for Travel Bursaries will be given out at Induction and are also available from Learner Services.

Bursaries for 16 – 18 year olds starting a new course at College

- You will not be entitled to Educational Maintenance Allowance but you will be entitled to a Bursary of £1,200 per year if you meet the following criteria:

  - Young person in care
  - Care Leavers
  - Young person in receipt of Income Support
  - Young person in receipt of Employment Support Allowance who is also in receipt of Disability Living Allowance

If any of these criteria apply to you it is important you contact Learner Services at Aireville campus 01756 708007/01756 693854 for a Bursary application form.

Learners in who were in receipt of £30 per week Educational Maintenance Allowance Payments in 2010/2011

- If you received EMA in 09/10 you will continue with the same level of award until July 2012 it will be paid weekly and will be linked to your attendance
- If you were awarded £30 per week in the academic 2010/11 will receive £20 a week until July 2012 this will be linked to attendance.

Bursaries for Books Equipment and some Course Costs for learners aged 16 - 19

- Dependant on household income you may be eligible for some help with course costs as shown below:

Up to £20,100 per year	50% Cost of Books and Equipment

Learners in receipt of Adult Learning Grant in 2010/2011

- Weekly payments will remain if you received ALG in 2010/2011 and are continuing on to the second year of your course.
- ALG will not be available if you are changing your course or level in 2011/2012

Learners aged 19+

- If you are not in receipt of Adult Learner Grant and your income is less than £30,810 you will be eligible for the College's Travel Bursary
- If you are not in receipt of Adult Learning Grant and your household income is under £11, 810 as a single person or £20,817 if you live with a partner you may be eligible for help with books and equipment from the new Adult Learner Support Fund.

Application forms are available from Learner Services at Aireville Campus or ring 01756 708007 or 01756 693854.

<u>Additional Financial Help</u>

<u>Course Books and Equipment</u>
The college also may also be able to help with the cost of essential books and equipment. If you are under 19 and your household income is less than £20,817 you may be eligible for up to 50% of the cost of your essential books and equipment. You can download an application form (link to Learner Support application form) of pick one up from Learner Services.

College Luncheon Vouchers

Depending on your circumstances you may be eligible for luncheon vouchers for use within College; this will ensure you have a meal during your time at College. These are available from the College Mentors and will be issued on an individual basis subject to need.

More information on Bursaries and Financial Support is available on the Young People's Learning Agency website www.ypla.gov.uk/ or if you are over 19 www.direct.gov.uk/en/EducationAndLearning/index.htm.

Careers Information and Guidance:
Careers advice is a major part of each course and takes place in various ways, e.g. industrial and educational visits, assignment work, talks and discussions in class, visits from other educations institutions and through course team leader, careers advisor from Student Services and the Connexions Personal Adviser that comes into College. The Learning Resource Centres also have a well-stocked careers section. As well as receiving advice and guidance in College, learners can access information from various websites including www.u-explore.com and www.connexionsdirect.com

Car Parking

Unfortunately there is no parking at the High Street or Academy of Hair and Beauty. Limited parking is available to learners at the Aireville Campus. Parking permits are available from College Receptions at a cost of £4.00 and must be displayed. There are free parking facilities at the Aviation Academy, Centre for Construction and the Centre for Rural & Equine Studies sites. We do ask that learners drive with due care and attention while on college grounds, taking into consideration other users of the car park at all times. Learners of all ages and abilities have to walk across our car parks to use the canteen facilities and access buildings therefore, it is paramount that all drivers drive slowly and safely. This also includes when parking.

In the interests of the environment learners are asked to consider alternative forms of transport, including cycling and car sharing where practicable.

Child Protection and Safeguarding

Craven College recognises that members of staff and learners have an important role to play in safeguarding the welfare of children and vulnerable adults and preventing their abuse. The college has, in consultation with the North Yorkshire Safeguarding Board and Social Services, written a comprehensive Safeguarding Children and Vulnerable Adults Policy to ensure that the welfare of the child and vulnerable adults is always placed at the centre of its activities. Anyone who would like to see a copy of this policy should contact the Learner Services Co ordinator or access it through the college website. Sue Maher is the designated Child Protection Officer Sue can be contacted on 07921 214 114.

Childcare Support

Childcare Support for 16 – 19 year olds

- If you are aged 16-19 year old you are eligible for childcare payments from the Care to Learn Scheme. Information on how to apply is given at Admissions and Induction – payments are linked to attendance. Information can be found on the Young Peoples Funding Agency website www.ypla.gov.uk/learnersupport/caretolearn/

  or in Learner Services 01756 708007/01756 693854.

Childcare for Learners aged 20 +

- If you are aged 20 + help towards the cost of your childcare will be based on income and attendance. Payment will only be made for days/half days you attend college. No payments will be made for college vacations, staff training days or Bank Holidays.

Up to £20,100 per year	100% Cost of Childcare
£20,101 - £30,100 per year	50% Cost of Childcare

Application forms for Childcare Support are available from Learner Services at Aireville Campus or ring 01756 708007 or 01756 693854.

College Academy of Hair & Beauty

The College Salons are open to members of the public. Located on Coach Street, Victoria Square Skipton as well as a Sport and Complementary Therapy Clinic at the Auction Mart they offer a valuable working experience and learning environment for our learners. A full range of treatments are available including a full range of Hair treatments and Beauty treatments including; massage, aromatherapy, reflexology and nail extensions.
A price list is available from High Street Reception or you can call the Academy for more information or to book an appointment on 01756 692 691 or 01756 693 670 for appointments at the Sport and Complementary Therapy Clinic. Learners receive a 20% discount on treatments and 10% discount off retail products.

College Brasserie

The College Brasserie is based at the High Street Site and is open to learners, staff and members of the public. The Opening times:
Lunch 12.00 noon Tuesdays, Wednesday and Thursday, mid October onwards
Dinner: 6.45 pm for Wednesday and Thursdays end of October onwards

We operate a more informal service "Fridays in the Brasserie" where customers can get snacks, beverages or a full meal, during term time, from mid October 10.30am – 1.00pm. We recognise that learners only have a limited amount of time for lunch and ensure that they can have their meal within an hour.

Leaflets are available from the High Street Reception giving more details about the 'Theme Events'. To reserve a table, Tel 01756 708024.

Computers

Over 1000 PC and laptops are available across the College campuses for learner use. The College has a highly effective Virtual Learning Environment (VLE) established to support learners' learning. The VLE allows our learners to access course information, research material and other academic information from a computer at home or within College to support their learning.

Counselling

The College offers a confidential Counselling Service which is available to all learners throughout the academic year. Counselling is a voluntary and confidential activity. All of the counsellors who work at the College offer the highest possible level of confidentiality consistent with the law, and the codes of the British Association for Counselling and Psychotherapy (BACP). This is an important element of the counselling contract, since in order to create the necessary trust for any work to be undertaken we aim to respect the privacy of our clients.
If you have any questions about the Counselling Service, you can talk things through on a confidential basis, by text on 07624 808505 or calling 07984 599789

Drugs and Alcohol Code

Craven College has a zero tolerance policy to drugs (including alcohol) being brought on to any campus by our learners. In previous years learners have complied with this Policy, as such we have no history and little experience of the consequences of drug abuse or drug related crime. However this is no reason to be complacent. The College's policy and response to drug and alcohol related issues are part of a broader holistic approach that promotes the health and welfare of all members of the College community. Craven College believes that taking a firm stance on the misuse of drugs or alcohol on College Campus will have a positive effect on individual abilities to learn and will help to avoid associated crime, risk taking behaviour, bullying and health and safety issues.

Craven College's policy towards alcohol and illegal substances (drugs) is one of zero tolerance which applies equally to:

* all substances classified under the Misuse of Drugs Act
* possession, use, distribution, purchase or sharing of all such substances;
* bringing alcohol to or being under the influence of alcohol on College premises.

Any learner found in possession, using, distributing, purchasing or sharing alcohol or any illegal substance will be immediately suspended from College and subsequently subject to expulsion under the final stage of the College's disciplinary policy. The police will automatically be informed as will parents of learners under 18.

The College operates in partnership with the Craven Organisation for Drugs and Alcohol (CODA). CODA offers a free and confidential service providing advice, information, counselling and day services. Staff are fully trained and come from a variety of disciplines including social work, nursing, counselling and youth work. The advice service is available to both learners and parents. Learners may also talk to staff in Learner Services or course tutors.

Emergency Contact

We will make every effort to contact a learner in emergencies, but for non emergency contact we ask that parents make alternative arrangements. Please bear in mind that mobile phones must be switched off during lessons.

Equipment/Reading Lists

If your son/daughter/ward intends to enrol on a Practical Cookery and Hospitality, Hairdressing, Beauty Therapy, Holistic Therapy, Media Make-Up, Sports Therapy, Art and Design, Sports, Outdoor, Public Services or Equine Management course, you should have already received a list detailing the equipment they require for their course.
If you haven't received these details or you feel you are unable to meet these costs as your family income is low then please contact Learner Services on 01756 708 008 as we may be able to offer assistance with costs.

Financial Support

Your son/daughter/ward should have received information regarding financial support when they attended their interview. Help may be available for the cost of essential course equipment and books. More detail regarding financial support is listed in this Guide under Bursaries if you require further information or advice please contact Learner Services on 01756 708 008. In addition, you may also be able to obtain financial assistance from local Charities or Trusts – we have an extensive list which is available on request from Learner Services.

Higher Education

Student Services and Course Team Leaders offer help and assistance to all learners who are considering Higher Education. Each year the college offers learners the chance to attend the local annual UCAS Higher Education Convention. We hold events throughout the year

which highlight Higher Education opportunities at Craven College and elsewhere. In addition the college resource centres hold a stock of University prospectuses as well as guide books for learners to use. Learners are also able to access the online application systems ensuring their applications are dealt with as quickly as possible.

Holidays

Learners should not take holidays during term-time as this may affect their work and progress. If family holidays are unavoidable during term-time please contact your son/daughter/ward's Course Team Leader as examinations, or essential assignment work may have been planned.

ID Badges

Your son/daughter/ward will be required to purchase a college ID card at enrolment or at the beginning of the term. **It is expected that all learners carry and display their ID card while on college premises**. This assists with security on site contributing to a safe campus and learning environment.

Information Advice and Guidance (IAG)

Student Services provides a MATRIX accredited service for Information Advice and Guidance. All learners will receive Information, Advice and Careers Guidance through a planned tutorial programme. Learners can also access individual careers appointments with a careers practitioner through Student Services. There are also considerable resources available on the College's VLE. In addition, Student Services have very good links with local organisations who work with young people e.g. Connexions, YMCA, Foundation Housing, Health Services and Higher Education Providers. Guest speakers from these and other organisations also contribute to the college's tutorial programme.

Learning Resource Centres

The main campuses of the college have a Learning Resource Centre offering support to all learners. Subject specific resources are also available at the Aviation Academy & Centre for Construction & Heritage Skills. There is a wide range of books, ebooks, databases, journals and magazines, DVDs and careers information to supplement learner's own core texts.

Learners can access electronic databases and information sources, including the internet and the College Virtual Learning Environment (VLE) for research purposes. Facilities also include catalogue searching, photocopying and printing.

Opening times for the Learning Resource Centres are displayed on the College's VLE.

Learner Standards

It is important that Craven College continues to be a high quality, safe environment to ensure learners can learn effectively and achieve their full learning potential. As such, all new learners will be informed of the College values and ethos at Induction and will be expected to sign their agreement to adhere to a Learner Contract. The College's Disciplinary procedure is detailed in full in the Learner Handbook on the College's VLE. Hard copy can be obtained on request to Student Services.

Learner Voice

All learners have the opportunity to take part in the Learner Council and Focus Groups and their opinions about the college are gathered in our learner surveys that we regularly carry out.

Mentoring

The college mentors work with tutors and learners to help remove barriers to learning, by building up learners' self esteem or self confidence and encouraging potential. In addition

learner mentors have also been trained to offer support to new learners at college during the autumn term. If you feel your son/daughter/ward would benefit from mentoring or you would simply like more information, please contact Sue Maher on 07500 878 771 Amanda Beck on 0776 965 523 or Kath Lyle 07841 501 672 or through Learner Services.

On Course Support

Each course is led by the Course Team Leader who will hold group and individual tutorials to support and monitor academic progress. In addition, each learner will be allocated a Personal advisor who will support and encourage activities outside the course.

Part-Time Work

Many learners have to work part-time to supplement their studies and whereas this will help your son/daughter/ward develop a sense of independence, time management skills and good communication skills, experience has shown that taking on too much employment will affect college work and ultimately may show in final grading. Therefore the College feels that approximately 10–15 hours employment per week is generally the maximum that can be combined with college work.

Progress Review

All parents/guardians of learners aged under 18 are invited to attend a parents' evening, or will receive a written report. However please do contact your son/daughter/ward's course team leader if you have any concerns at all. Course team leaders will write to parents/guardians should they feel this is appropriate.

Refectories

There refectories at the Auction Mart, Construction, the High Street and Aireville Campuses. All of these facilities provide good quality, healthy food at reasonable prices. Fresh sandwiches made by our catering service and fruit are always on the menu as well as hot cooked meals. Learners can expect to be able to purchase a main meal for £2.95. Limited catering services are also available at the Aviation Academy.

Spare Time/Free Periods

You may find that your son/daughter/ward has gaps between lessons on their timetable. While we would encourage all learners to use these free periods to do assignment work and research we do provide facilities for learners to relax between lessons. The Café Bar located at the Aireville campus has been extended and refurbished and now provides a modern comfortable environment for learners to socialise and relax. Sandwiches, paninis, pizza, and other snacks as well as coffee and cold drinks are all served. Three pool tables and a table football machines are a provided and there is also a comfortable seating area. This is the area the Learner Council and Learner Services use to organise social, recreational and enrichment activities.

Student Union Cards

Craven College is affiliated to the NUS (National Union of Students); this means that all full and part-time learners are entitled to become card holding members. The 'Extra' card is £10 and enables them to take advantage of discounts from various local and national outlets; more details are available on the website www.nusonline.co.uk. Further information can be obtained from the Learner Services, in the Café Bar at Aireville Campus or Student Services at the High Street.

Term Dates

A college calendar will be given to your son/daughter/ward during induction week. The dates will also be available on the College Website and Intranet.

Timetables

Timetables will be given out during Induction week (the first week of term). If free periods are indicated on the timetable then we recommend that all learners make full use of the learning resource centres and research materials to keep on track with their assignments. Some changes to timetables may occur during the course of the year to take into consideration work placement, room changes, subject change etc. Your son/daughter/ward will be given as much notice as possible of any changes.

Transport

In addition to the Travel Bursaries Craven College gives to our learners the following discounts are available to Craven College learners:

- For learners travelling on the Airedale and Wharfedale rail lines, reduced fare season tickets are available
- For learners living in East Lancashire, Pennine Motor Services offer a half-fare weekly ticket for full-time Craven College learners
- For learners living in the Clitheroe area the college now provides subsidised bus season tickets
- For learners living in West Yorkshire a Scholars Permit is available which gives half fare travel on buses and trains while in West Yorkshire

We look forward to welcoming you, your son, daughter or ward to Craven College and believe that we can work in partnership towards success. There are a number of ways you can become involved with college, if you wish, such as attending any parents evenings, letting Course Team Leader know of any unusual circumstances at home and generally helping your son, daughter or ward observe the college rules. In order to help your young person organise their time at College all full-time learners will receive an academic diary at Induction. This Diary contains a lot of useful information for our learners including term dates, contact numbers within College and where to access information on College regulations and procedures.

If you would like any further in advice or formation, please don't hesitate to call the Learner Services Co ordinator on 01756 708008/693844.