



# PARENT HANDBOOK

2024-25





## INTRODUCTION

At Craven College, we are well known for our academic achievements and supportive environment. We pride ourselves on accommodating the needs of a broad spectrum of students. To achieve this we work closely with the parents and guardians of our students. This close collaboration ensures we are able to offer all of our students the most positive academic and social experience. This A-Z guide has been produced by the Student 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 you need further clarification on anything in this guide or if you would like a copy of this guide in an alternative format, please do not hesitate to contact a member of the Student Support Services Team on **01756 791 411**.

## ABSENCE

All students 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 student **MUST** notify College before 9am by either ringing the absence line on 01756 791 411 or emailing [absence@craven-college.ac.uk](mailto:absence@craven-college.ac.uk) along with their name, student number and reason for absence. Students must contact the absence line every day they are absent unless they have provided evidence in advance.

Students should not make non-emergency appointments e.g. dentists, driving lessons, doctors etc. in the time they should be attending their course.

## BULLYING

We are committed to providing a welcoming, friendly, safe and supportive environment for our students to gain the most from their experience of College life. Bullying of any type is unacceptable and will not be tolerated at Craven College. If your child feels they are being bullied please contact the Head of Student Services, the Service Manager or any of the Student Mentors for support and advice.

## CAFÉS

Our Café facilities provide good quality, healthy food at reasonable prices. Students can expect to be able to purchase a meal for £4.00.

## CAREERS, ENTERPRISE & EMPLOYABILITY

Students access information, advice and guidance through a structured tutorial programme covering:

### Careers & Employability

- A general look at the world of work
- How to apply for jobs
- How to create a good impression and put together an effective Curriculum Vitae

### Enterprise and the World of Business

- How to develop enterprising skills that can be applied across all areas of work
- What businesses are and the roles people play in them
- Personal skills and preparation for work experience
- How to maximise work experience opportunities
- How to prepare by researching the company
- Appropriate dress code and behaviours
- How to develop personal skills for the workplace

All students are welcome to come in to see us in the new Student Advice Hub, Whernside Building for all aspects of Careers and Work Experience advice and guidance.

The Learning Hub also have a well-stocked careers section. As well as receiving advice and guidance in College, students can access information from various websites including:

[www.craven-college.ac.uk/support/careers](http://www.craven-college.ac.uk/support/careers)

[nationalcareers.service.gov.uk](http://nationalcareers.service.gov.uk)

## CAR PARKING

Limited parking is available to students at the Aireville Campus. Parking permits are available from College Receptions at a cost of £5.00 per year and must be displayed. There are free parking facilities at the Auction Mart Campus.

We do ask that students drive with due care and attention while on College grounds, taking into consideration other users of the car park at all times. Students of all ages and abilities have to walk across our car parks to use The Café facilities and access buildings therefore it is paramount that all drivers drive and park slowly and safely.

Students are asked to commit to three months with a £5 initial deposit – entrance will be denied without a valid permit. In the interests of the environment students are asked to consider alternative forms of transport, including cycling and car sharing where possible.

For students parking at The Aviation Academy (The Aviation Academy, Hangar 1, Southside Aviation Centre, Leeds Bradford International Airport), must obtain a parking permit from Multiflight. This is a £10 deposit (refundable on return of the pass) for the card and £10 per month for parking. Alternatively, parking is charged at £7 per day. The pass remains the property of Multiflight. If the pass is lost or stolen it must be reported immediately to Multiflight 0113 238 7100. There will be a fee of £10.00 for a replacement pass. The pass will need to be returned to Multiflight Reception at the end of the validated period for the deposit to be refunded.

## CHILD PROTECTION & SAFEGUARDING

We recognise that members of staff and students 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 children 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 Student Services or access it through the College website. Julie Atkins is the Designated Safeguarding Lead and can be contacted on **07841 986 008**.

Keeping young people safe is also a partnership between the College, parents and carers. The following links have been collated in order to highlight key issues facing some young people within society at this time:

[www.thinkuknow.co.uk/parents](http://www.thinkuknow.co.uk/parents) – Online Safety, Child Sexual Exploitation, Grooming, Social Media and Cyberbullying

The College will discharge the “Prevent Duty” in response to Section 26 of the Counter-terrorism and Security Act 2015: “Further Education institutions have a duty of care to students, staff and visitors, in the exercise of their functions to have due regard to the need to prevent people being drawn into terrorism. The Prevent Duty is intended to safeguard communities from exploitation and to support students in discussing and understanding complex and in some cases controversial issues. The College, in discharging the duty, will ensure that fundamental United Values are promoted.

### British Values:

Understanding & respect of law  
Nurture mutual respect  
Individual liberty  
Tolerance of other beliefs  
Equity  
Democracy

## STYLE ACADEMY

The College salons are open to members of the public and students. Located on the Aireville Campus, Skipton, they offer a valuable working experience and learning environment for our students. A full range of hair, beauty and nail treatments are available. You can book an appointment by calling **01756 791 411** or email **academy@craven-college.ac.uk**. Craven College students will receive 10% discount on all treatments.

## 3 PEAKS BISTRO

The College’s 3 Peaks Café restaurant is operated by the students from Catering & Hospitality courses. It provides them with the opportunity to develop their practical skills and gain valuable experience of a busy professional kitchen and restaurant. We use locally sourced and seasonal ingredients and in doing so offer good quality freshly produced food at very competitive prices. Our 3 Peaks Bistro is open to our students and the public. To book a table visit:

[www.craven-college.ac.uk/the-3-peaks-bistro](http://www.craven-college.ac.uk/the-3-peaks-bistro)

## COMPUTERS

Over 1000 PC and laptops are available across the College campuses for student use. The College has a highly effective platform called MyCraven (which you can download as an app to your phone), established to support students’ learning. It allows our students 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 students 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 calling **07984 599 789**.

## DRUGS & ALCOHOL CODE

Craven College has a zero tolerance policy to drugs (including alcohol) being brought on to any campus by our students. In previous years students 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 campuses 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 student 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 students under 18.

Craven College is committed to providing a safe, healthy and secure environment for students and staff. To keep our community safe Craven College, in line with Department of Education advice, we have introduced a Search (non contact), Screening and Confiscation Policy. This advice clearly sets out the statutory power of College Principals and authorised staff to search for any of the items prohibited by law (these do not include vapes and e-cigarettes)

and those that are prohibited in (ie identified as banned or their use restricted) where they have reasonable grounds to suspect the student has them on their person or in their possessions. This includes items suspected to be used (or likely to be used) to commit an offence, or cause injury or damage.

## EMERGENCY CONTACT

We will make every effort to contact a student 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

You should have already received a list detailing the equipment that your son/daughter/ward require for their course. This information is also available during the summer on the Craven College website:

[www.craven-college.ac.uk/enrolment](http://www.craven-college.ac.uk/enrolment)

If you feel you are unable to meet these costs as your family income is low then please contact **[bursaries@craven.college.ac.uk](mailto:bursaries@craven.college.ac.uk)** as we may be able to offer assistance with costs.

## FINANCIAL SUPPORT

Craven College has moved to an online system 'Pay My Student' for bursary applications and bus passes. Pay My Student is the College's new secure online portal to apply for financial assistance from the College. The portal can be accessed at:

<https://craven.paymystudent.com/portal/>

**UPAY - Our new payment system for Skipton Campuses.** From September 2024, students can pay for their College meals with their College ID badge. All they need to do is download the UPAY app from the App Store or Google Play, login using their College login details and add credit.

### For Students with Free School Meal Eligibility

Your 'free school meal' balance will be automatically added to your College ID badge, making it even easier and quicker to pay for meals on campus.

## FURTHER EDUCATION STUDENTS AGED 16-18

For most students, there will be some cost involved when deciding to come to College. Craven College has introduced an extensive financial support package for our full-time 16-18 students to help them continue with and complete their course.

There are lots of funds available for you to apply for:

### **Vulnerable Student Bursary**

A grant of £1,200 will be available to students who are: in care; care leavers; are in receipt of Income Support or Universal Credit in their own right; or receive both Employment Support Allowance or Universal credit and Disability Living Allowance or Personal Independence Payments.

### **Discretionary Bursary**

Assistance from Craven College Learner Support Fund is available to students with a household income of £33,000 per year or below towards the cost of equipment, kit and other essential course-related costs.

### **Travel Bursary**

To help overcome this barrier, Craven College students may be eligible for a Travel Bursary. To qualify for this bursary, the following criteria must be met:

- 90% attendance during the term
- Students must still attend College when the form is submitted
- Students must submit the travel claim form on or BEFORE the closing date
- Payment will be subject to academic performance and behaviour

### **Care to Learn – Childcare support for young learners**

Care to Learn provides financial support for teenage parents (under the age of 20) who want to continue in or return to learning. It helps with the cost of their childcare and travel. For help finding a childcare provider contact your local authority, Family Information Service or Ofsted.

Applications can be made online at Student Bursary Support Service ([education.gov.uk](http://education.gov.uk)) / Online Application.

Email:

**[caretolearn@studentbursary.education.gov.uk](mailto:caretolearn@studentbursary.education.gov.uk)**

Call Student Bursary Support on **0800 121 8989** between 9:00am and 5:00pm Monday to Friday

Visit the website at [www.gov.uk/care-to-learn](http://www.gov.uk/care-to-learn) where you can also access a series of help videos

### **Free Meals**

Students in receipt of, or having parents who are in receipt of, one or more of the following benefits will be eligible for free meals:

- Income Support
- Income-based Jobseekers Allowance
- Income-related Employment & Support Allowance (ESA)
- Support under part VI of the Immigration and Asylum Act 1999

- The guarantee element of State Pension Credit
- Child Tax Credit (provided they are not entitled to Working Tax Credit) and have an annual gross income of no more than £16,190, as assessed by HMRC
- Working Tax Credit run-on, paid for 4 weeks after you stop qualifying for Working Tax Credit
- Universal credit with net earnings not exceeding the equivalent of £7,400 per annum.

To apply, complete the Bursary application form via Pay My Student and return with all the required evidence listed in the guidance.

## **FURTHER EDUCATION STUDENTS AGED 19+ Discretionary Bursary**

Craven College Student Support Fund may be available for students who require extra financial support to access and remain on their Further Education course. The Discretionary Bursary is means tested based on the student's income. This could include:

- Grants to help towards childcare costs (household income is below £25,000)
- Grants to help towards essential course-related costs such as essential kit, equipment and books (household income below £33,000)

### **Travel Bursary**

To help overcome this barrier, Craven College students may be eligible for a Travel Bursary. To qualify for this bursary, the following criteria must be met:

- 90% attendance during the term
- Students must still attend College when the form is submitted
- Students must submit the travel claim form on or BEFORE the closing date
- Payment will be subject to academic performance and behaviour

## **HIGHER EDUCATION**

### **Achievement Scholarship**

This award is available to students on a full time or part time programme of study who have an annual household income, including benefits of £25,000 or less. Attendance on the programme must be 90% or above at the beginning of January (other than extenuating circumstances) for the February payment to be made.

### **Specialist Kit and Equipment Support**

This support is available to students on a full-time or part-time programme of study who have an annual household income, including benefits of £25,000 or less. Students may claim back on the purchase of specialist kit and equipment. Each case will be authorised by the Head of Department.

### **Help towards the cost of meals on campus**

This support is available for students on a full time or part time programme of study who have an annual household income, including benefits of £16,190 or less. Students may claim support for College meals up to the value of £4.25 per day.

Your household income is made up of your income plus the income of:

- Your parents, if you're under 25 and live with them or depend on them financially
- One of your parents and their partner, if you're under 25 and live with them or depend on them financially
- Your partner, if you're over 25

[www.gov.uk/apply-for-student-finance/household-income](http://www.gov.uk/apply-for-student-finance/household-income)

### Care Leavers Bursary

This is available for any UK and EU student who has left local authority care in the 2 years prior to enrolment on the first year of study, as a non means tested bursary. An individual award of £600 (pro-rata for part-time students) in each year of study (excluding any repeat year) will be payable in 2 instalments in October and February. Attendance on the programme must be 90% or above at the beginning of January (other than extenuating circumstances) for the February payment to be made.

### HOLIDAYS

Students 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 child's Programme Tutor as examinations or essential assignment work may have been planned.

### ID BADGES

It is expected that all students wear their ID Card while on College premises. This assists with security on site contributing to a safe campus and learning environment.

### LEARNING HUB

The main campus of the College has a Learning Hub offering support to all students. There is a wide range of books, eBooks, databases, journals and magazines, DVDs and careers information to supplement students' own core texts.

Students can access electronic databases and information sources, including the internet, My Craven and for research purposes. Facilities also include catalogue searching, photocopying and printing. Opening times for the Learning Hubs are displayed on MyCraven.

### MENTORING

College mentors work with tutors and students to help remove barriers to learning, by building up students' self-esteem or self-confidence and

maximising potential.

For more information on mentoring or to take advantage of the mentoring support, please contact:

Auction Mart – **07919 285 244**

Aireville Campus – **07584 212 918**

The Aviation Academy – **07710 300 955**

Evolve Ripon: **01765 608 999**

### STUDENT STANDARDS

It is important that Craven College continues to be a high quality, safe environment to ensure students can learn effectively and achieve their full learning potential. As such, all new students will be informed of the College values and ethos at Induction and by signing the student enrolment and learning agreement form you agree to the rules, regulations and codes of conduct of the College. This can be found in the Student Handbook. The College's Disciplinary Procedure is detailed in full on MyCraven. Hard copy can be obtained on request to Student Support Services.

### STUDENT VOICE

All students have the opportunity to take part in the Students' Union and focus groups and their opinions about the College are gathered in our student surveys that are regularly carried out. The Students' Union (SU) acts as a voice for its members ensuring that students are involved in all decision making processes within the College so that they are actively participating in the design and delivery of their education, promoting the general interests and welfare of students during their course and signposting students to appropriate advice.

All students who are enrolled at Craven College, over the age of 16, will be eligible for membership of the SU. Elections are to be held for Student President and for all other Union officers in the Autumn term (September). This allows for an effective handover during which time the newly elected post shadows the existing post holder. If you are interested in finding out further information then please contact:

**[studentunion@craven-college.ac.uk](mailto:studentunion@craven-college.ac.uk)**

### SUPPORT FOR PROGRESSION

At Craven College we want students to be successful both during their time at College and at anything they decide to progress to after their time at College. No two students are the same and the College understands the importance of valuing people as individuals and recognise that sometimes there are barriers that may get in the way of people reaching their potential. The College will offer reasonable and relevant support to all students with support needs and encourage all students to achieve a level of independence relative to their ability.

Support will be available for:

Any student who, at any point of their studies,

is having difficulties in achieving learning goals, any student with social, and emotional barriers to learning, any student experiencing difficulties with medical, physical, mental health or specific learning needs.

Support may take the form of:

- In class support (guided by Education, Health and Care plan)
- Mentoring
- Counselling
- Study Skills Drop in Workshops
- Personal and Social Development Groups

Where appropriate, prior to entry to College, a member of the Support Team will meet with prospective students, SENCOs from schools, Careers Advisors, Local Education Authority, other internal and external support services to determine the most appropriate support and arrange appropriate funding allocation.

Whilst a student is on a programme, the College will regularly monitor, review and make changes to support if necessary, to ensure effectiveness in terms of promoting independence, meeting legislative requirements and promoting the College Support Mission.

At transition points, e.g. change of course, progress to other Further or Higher Education programmes or prior to leaving, a review will be carried out to ensure that the most appropriate support continues to be made available.

College will strive as far as practicably possible to recognise the part that adaptive and assistive technology has to play in terms of support and use technological solutions where appropriate to ensure that the College is supporting students towards independence.

## PART-TIME WORK

Many students have to work part-time to supplement their studies and whilst this helps to 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 students aged under 18 are invited to attend a parents' evening, or will receive a written report. Student Progress Coaches or Programme Tutors can be contacted by parents or guardians if there are any concerns. Student Progress Coaches/Programme Tutors will write to parents/guardians should they feel this is appropriate.

## WORK EXPERIENCE

A work placement will give our students the opportunity to develop their technical skills in order to give them the best possible chance for entering skilled employment. Work experience is a requirement of the 16–18 study programme. Students are required to complete a minimum 37 – 350 hours depending on their course requirements (please check with the course tutor)

- This must be unpaid
- This work experience must be undertaken externally and not within the college
- All students have timetabled day/s to undertake their work experience

Whilst on placement the student is essentially an employee so therefore must adhere to Employer's policies and procedures. If a student is unable to attend when expected it is paramount that they inform the placement and college for safeguarding reasons. All placements must be authorised by the college work placement team prior to the student starting a work placement. No placement can proceed without the required health and safety documentation been obtained. All students must engage with work experience platform Grofar to log and record their work experience.

## SPARE TIME/FREE PERIODS

Students may have gaps between lessons on their timetables. While we would encourage all students to use these free periods to do assignment work and research we do provide facilities for students to relax between lessons.

We have a new Student Lounge, Whenside Building where students can relax and engage in wellbeing activities during their breaks and lunchtimes. The Café located at the Aireville Campus which has been extended and refurbished, now provides a modern comfortable environment for students to socialise and relax.

## STUDENTS' UNION CARDS

Through the National Union of Students, you're able to buy a Totum card for just £14.99, which gives you access to hundreds of discounts locally and nationally. Apply at: [totum.co.uk](http://totum.co.uk) – Further information can be obtained from Student Services.

## FINALLY...

We look forward to welcoming you and your child 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 Student Progress Coaches know of any unusual circumstances at home and generally helping your son, daughter or ward observe the College rules.



# Unlocking Potential, Changing Lives

## **Craven College**

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[craven-college.ac.uk](http://craven-college.ac.uk)

