



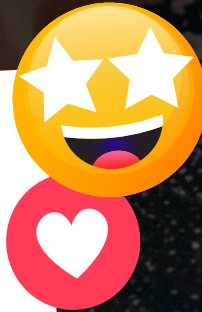
South Tyneside
College



STUDENT HANDBOOK

2023-2024

YOUR GUIDE TO STUDYING WITH US



Welcome to South Tyneside College!

We're so glad you've decided to study with us – you've definitely made the right choice for your future.

IMPORTANT DATES 2023-2024

TERM DATES

Autumn Term

4th September - 19th December 2023

Autumn Half Term

30th October - 3rd November 2023

Christmas Holiday

20th December 2023 - 5th January 2024

Spring Term

8th January - 28th March 2024

Spring Half Term

19th February - 23rd February 2024

Easter Holiday

29th March - 14th April 2024

Summer Term

15th April - 28th June 2024

Summer Half Term

27th May - 31st May 2024

The end date for the summer term may differ between curriculum areas.
Please speak to your lecturer for confirmation.

YOUR JOURNEY STARTS NOW...

This can be a scary time, but don't worry. We'll make you feel right at home in no time. There are so many exciting experiences waiting for you and we want you to make the most of every single one.

Everything we do here at South Tyneside College is all about YOU, and that is evident to the money we have invested in supporting each and every student to excel and succeed.

This is the start of something special for you. It's the start of your future career. It's the start of your journey to the real world. We know that you need more than just a qualification to make your dreams happen. So, we make a promise to you now that we will support, guide and encourage you throughout your time with us to make sure you have the confidence, skills and knowledge to stand out from the crowd.

You're now part of our friendly and vibrant college community; a community that offers support in and out of the classroom. Our lively campus offers something new to do every week.

From trying out hair and beauty treatments in our salon, to new fitness classes in our gym, we guarantee you'll find your place.

We need you to play your part in this journey too. This means rolling your sleeves up, getting stuck in and reaping the rewards. Hard work and dedication pays off. FACT. We want you to leave us at the top of your educational game and dive straight into the career you've worked towards.

If you have any questions at all, please reach out to us. You can speak to a College Counsellor or your lecturer.

We're here for you.

Be the best version of YOU!



BACK TO THE BASICS

ATTENDANCE AND ABSENCES

We expect students to attend all timetabled sessions, including classes, tutorials and workshops and arrive on time for each one. After all, how are you going to get the career of your dreams if you don't turn up to learn the skills and knowledge!

Just to make sure we are all on track, we record, monitor and report on the attendance of all learners for all timetabled sessions. All student attendance is monitored, and students aged 16-18 will be recorded.

(Please note: if you have just completed your studies at school before joining the college, you will be automatically included in the monitoring database).

Please avoid taking holidays during term time.

If you are unavoidably absent from college and are aged 16-18, you (or your parent/carer) should report the absence via our 24-hour voicemail centre on 0191 427 3519. Information needed for absence reporting is - full name, date of birth, date and reason for the absence.

ID CARDS AND LANYARD

ID cards are issued to students during enrolment. The information on the card is used to log on to the college computer system, therefore you must have it with you at all times when on college premises.

You will also be issued with a lanyard during your induction. You **MUST ALWAYS** wear your lanyard and ID on college premises.

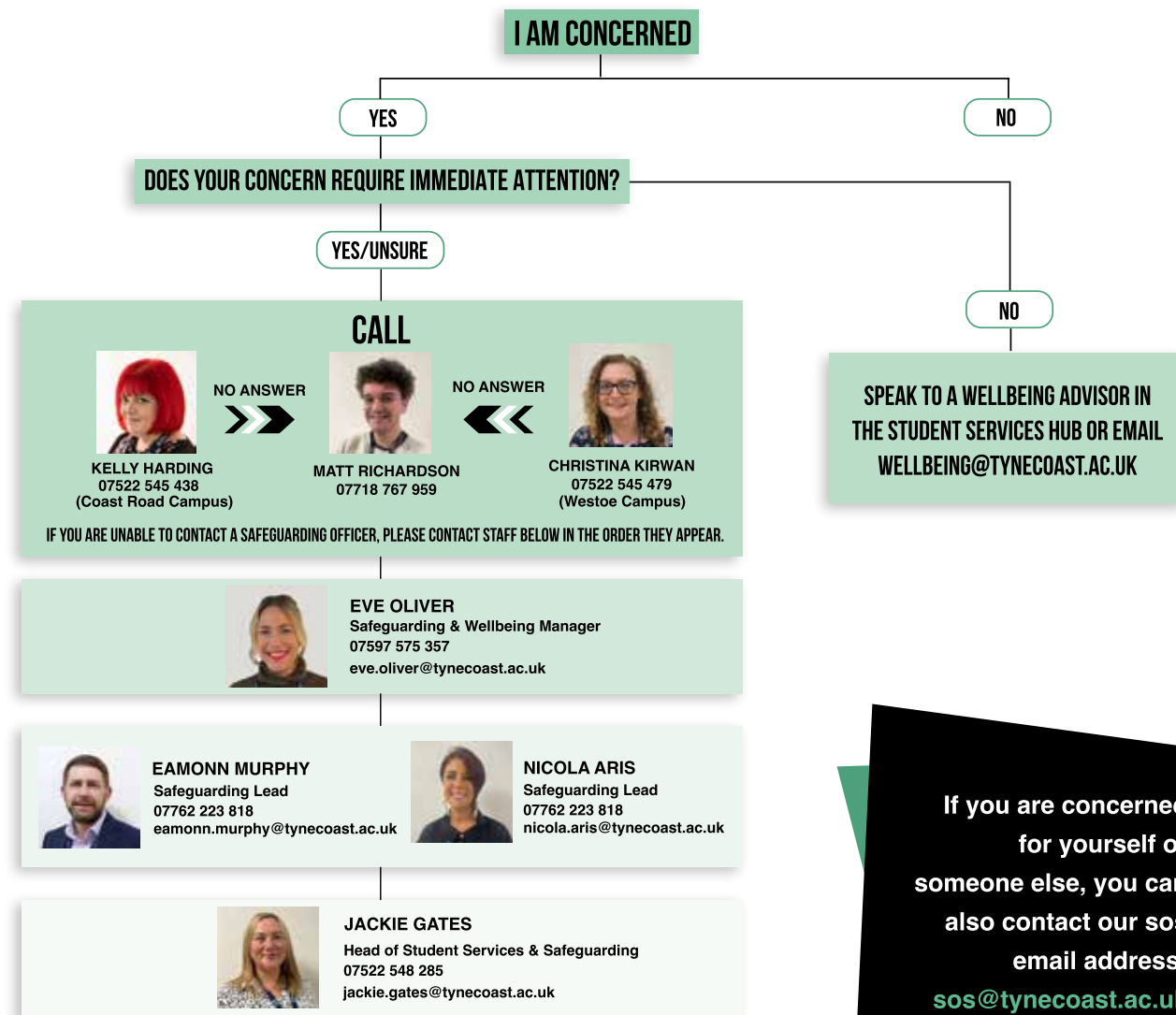
It must be visible to staff and students at all times, around your neck.

If you have been reported 3 times for not wearing your lanyard and ID, you will be subject to a disciplinary and your course place could be at risk.

If you lose your card, replacements can be obtained from the MIS enrolment desk at a cost of £5.

SAFEGUARDING PROCESS

We're committed to the safety and wellbeing of our students and take our safeguarding responsibilities extremely seriously. That's why it is important for any visitors to sign in and out of reception.



BACK TO THE BASICS

CANCELLATION OF CLASSES

The college has the right to withdraw a class if there are insufficient enrolments or attendance falls below the minimum number of students required.

ACCEPTABLE USE OF IT POLICY

All computers on campus are connected to the college IT network, which provides access to the electronic resources and internet. Please abide by the Acceptable Use of IT Policy, which you agreed to abide by during your enrolment.

APPEALS PROCEDURE

If you feel an academic or vocational assessment decision is unfair, or that the assessment procedures were not carried out effectively, the college has an Appeals Procedure in place. If you would like to submit an appeal, please speak to your course tutor.

LOST PROPERTY

If you find any property which you believe to be lost, please take the item(s) to main reception. It is your responsibility to look after your possessions. The college cannot accept liability for the theft, loss or damage to possessions of students. **All possessions are brought in to the college at owners' own risk.**

CHANGING YOUR CONTACT DETAILS

If you change any of your contact details – this could be address, contact telephone number, email and emergency contact details – you **MUST** report them to the MIS Enrolment Desk immediately.

The MIS Enrolment office is located just off main reception and the opening hours are:

Monday - Thursday: 8.30am - 5pm

Friday: 8.30am – 4pm

(Please note: hours will be reduced during holiday periods)

Alternatively you can update them yourself via the ebsOntrack portal (<https://ebsontrackprospect-ontrack.stc.ac.uk/>)

OUR PROMISE TO YOU

Now we have the formalities out of the way – this is our promise to you...

Our INTENT is that:

We provide a curriculum that develops the knowledge, skills and behaviours that you will need in order to take advantage of the opportunities and experiences that prepare you for your next stage in education, training or employment – basically we will give you the skills, knowledge and confidence to take on the world!

We will IMPLEMENT this by:

Providing expert lecturers with industry knowledge in their subject, and a dedicated team offering specialist tutorial and pastoral support and careers advice and guidance. We will be there for every step of your journey with us and beyond.

The IMPACT will be:

You will leave us with the skills, knowledge, confidence and qualification to achieve the career you've worked so hard to get.

You will leave us ready to dive straight into employment or further study.

BEING A STUDENT

Supporting our students is always at the forefront of what we do. We treat each and every person as an individual, and have a team of experts on hand to offer whatever support you need.

MENTAL HEALTH AND WELLBEING

We take the wellbeing and mental health of our students very seriously and we offer specialised services to support you whilst on your journey with us.

We have a dedicated team of Wellbeing Advisors available to provide 1-1 support. They are there to listen and hear you, help with stress and anxiety, promote positive thinking and attitudes, support you in your course, signpost you to get the right help and be a general point of contact. We also offer free NHS CBT therapies through the Healthy Minds and Lifecycle Teams; our Wellbeing team can provide more information and arrange this for you. A member of the Wellbeing team is always available and based within the Student Services Hub where we operate a drop-in service. You can also ask your lecturer for a referral or email us at wellbeing@tynecoast.ac.uk. Find more information about this service on My Student Hub under the Health, Wellbeing & Counselling section.

COUNSELLING

Our onsite counselling service is available to all students aged 16 and above. We offer a free confidential service with a fully qualified counsellor and work around a 6-session model. Our counsellors can help if you are struggling with difficulties in your home and personal life, pressures at college, offer coping strategies and techniques and signpost to more specialist provisions when required. This is a self-referral service and can be accessed via My Student Hub under the Health, Wellbeing & Counselling section, you can also ask your lecturer to help you refer if required.

You can find a range of resources, contacts and external provisions that can help support you with your mental health on the My Student Hub page under the Health, Wellbeing & Counselling section.

STUDENT SERVICES - WE'RE HERE FOR YOU!

You'll find our friendly team based in the Student Services hub near to main Reception. We are here to provide wrap around support to ensure you get the most out of your time at college, whether it be careers advice, wellbeing or financial support, we're here for you!

In the hub you'll find the following:

CAREERS GUIDANCE ADVISOR

Our friendly, highly qualified Careers Guidance Advisors offer independent information, advice and guidance on career pathways, employment opportunities, training and further study. We can offer one to one careers support to create a personalised careers plan to support you on your journey to an exciting future! We also have a packed programme of careers activities across the year – from employer events, guest speakers, mock interviews and careers fairs to support you to explore what career path is right for you.

FUTURE ME OFFICER

Our Future Me Officer is here to support you to explore all higher education options, whether that be university, degree apprenticeships or higher technical qualifications. Activities will include higher education fairs, bringing in guest speakers, taster day visits and much more!

STUDENT FINANCE ADVISOR

The student bursary fund is available to support students during their time at college, whether it be for travel to and from college or childcare. If you are 16-18 (or 19-24 with and EHCP) you may also qualify for free college meals. Eligibility criteria applies.

We don't want finance to be a barrier for any student, if you have any queries please come and speak to us.

Check out our team's pages on My Student Hub for more information or pop in and see us in the Hub.

We're open during the following times:

Monday – Thursday 08:30-4:30

Friday 08:30-4:00

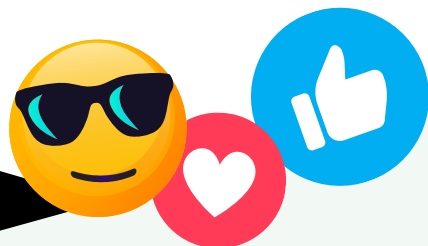
Remember, we're here for you!

"HAVE YOUR SAY"

We always want to hear your thoughts and opinions about how we're doing, what we are doing well and what we could improve on. That's why we have lots of ways you can speak up and voice your thoughts.

- Student Governors – have the opportunity to voice the thoughts and opinions of the student body to our college governors and Senior Leaders
- Student Representatives – we ensure there is a representative for each course who is able to speak on behalf of the group about a range of topics
- Focus Groups – students will be invited to talk to the College Senior Leaders to share their feedback
- Student Surveys – students will be given the opportunity to take part in surveys throughout the year
- Student Forums – Student Representatives will attend Student Forums to give feedback and make suggestions on behalf of the student group
- Student Union – the Student Union supports all students offering a wide variety of activities, clubs and societies as well as being the 'voice of the student'. Register your interest by emailing studentunion@tynecoast.ac.uk

If you would like to join and get involved, please speak to our Student Services team or check out our page on MyStudentHub



MONEY MATTERS

If you need some financial help with your studies, whether that is for fees, equipment or travel, we have a number of support packages available regardless of your age. College Bursary applications are means tested and subject to terms and conditions, which means your behaviour and attendance to college are taken into account.

We want to make sure all students are supported with their technology needs, therefore, we have introduced a Laptop Loan Scheme. Please contact Student Services for more information regarding laptop loans and how to apply.

All Bursary application forms and guidance are available on MyStudentHub.

Additional info: We have teamed up with Network One to bring you up to £600 of FREE travel. The Network One bus pass is an all zones, anytime pass for travel within the Tyne & Wear area, so you can use it to travel to college as well as on evenings and weekends. If you received free school meals while at school, then you could be entitled to the same at college. Eligibility criteria applies.

IF YOU REQUIRE ANY MORE INFORMATION ABOUT FINANCIAL HELP, PLEASE CALL OUR STUDENT SERVICES TEAM ON 0191 427 6391 OR POP INTO OUR STUDENT SERVICES HUB LOCATED NEXT TO MAIN RECEPTION.

ADDITIONAL LEARNING SUPPORT/SEND

We are here for you through every step of your student journey. If you need extra support, our ALS team can help put together a support package bespoke to you.

We provide support for students with a range of additional Special Educational Needs and Disabilities including:

- Learners with EHCPs
- Physical Difficulties
- Learning Difficulties
- Specific learning difficulties such as dyslexia, dyspraxia, and ADHD
- Autism / Aspergers
- Visual Impairment
- Hearing Impairment
- Medical conditions
- Mental Health

The types of support that may be available from the ALS team include:

- Support interview
- Personal care
- Lunch/break support
- In-class
- Specialist equipment and assistive tech
- Adaptions of resources
- EAAs
- Dyslexia
- Support is tailored to each individual learner.

Contact the Additional Learning Support team via email on learningsupport@tynecoast.ac.uk

WORK PLACEMENTS

An essential part of studying with us is participating in a meaningful work placement. Getting real work experience gives you the opportunity to put the skills and knowledge you are learning in college into practice. But it's more than that. Work placements give you an insight into your chosen career, prepare you for real working life, develop your confidence and introduce you to a new network of people. All of these things make you a more appealing candidate to employers as well as looking great on your CV - highlighting key employability skills to employers.

We have a strong network of employers that we work with so, we can ensure all students get a work placement that really benefits their long-term goals. Our trusted employers are also fully aligned to our work placement policy which means you can be sure your progress is being monitored, your experience is rewarding and you are in a safe environment. Students going out on work placements will be fully briefed on work placement expectations by our dedicated work placement officers and will receive a full induction to our online work placement digital platform, Grofar, to support them along the way.

FOR MORE INFORMATION ON WORK PLACEMENTS AND HOW THEY WORK WITH YOUR STUDY PROGRAMME, CONTACT BUSINESSENGAGEMENT@TYNECOAST.AC.UK

PERSONAL DEVELOPMENT AND ENRICHMENT

You will attend Personal Development sessions where you will have the chance to be involved in community projects, college wide enrichment, and enterprise activities, your coach will also support you with progression and employability.

During your enrolment, you would have been asked to supply evidence in the form of exam certificates for your chosen course. If you have not yet achieved a grade 4/C or above, or a Level 2 Functional Skills qualification, you will be advised on which English and maths programme is more suited to you. This could be GCSE English and maths or Functional Skills. Regardless of the programme you study, you will receive dedicated support throughout so you can get the results you need.

Assessment Dates

- English Functional Skills (Summative Exams) - Week commencing Dec 11th 23
- Maths Functional Skills (Summative Exams) - Week commencing Dec 11th 23
- GCSE English Mock (Paper 1) - Tue 13th Feb 24
- GCSE English Mock (Paper 2) - Tue 5th Mar 24
- GCSE Maths Mock (Paper 1) - Wed 14th Feb 24
- GCSE Maths Mock (Paper 2) - Wed 6th March 24
- GCSE English (Paper 1) - Tue 7th Nov 23 & Thur 23rd May 24
- GCSE English (Paper 2) - Thur 9th Nov 24 & Thur 6th June 24
- GCSE Maths (Paper 1) - Wed 8th Nov 23 & Thur 16th May 24
- GCSE Maths (Paper 2) - Wed 10th Nov 23 & Mon 3rd June 24

ENGLISH AND MATHS

WHAT WE EXPECT FROM YOU

What we expect from you

We will educate, support and guide you throughout your time with us but we do expect you to play your part. Don't worry – we aren't going to ask the impossible, just that you remain respectful while on campus and abide by our onsite rules to keep everyone safe and well.

- Wear an ID card and lanyard at all times while on campus
- Be polite and considerate to other students, staff and visitors at all times
- Arrive on time and attend all timetabled classes
- Work to the best of your ability at all times
- Behave responsibly – avoid shouting, swearing, spitting or offensive behaviour
- Avoid the involvement or use of alcohol, drugs or other substances
- Smoke in the designated areas only
- Treat college premises and property with respect
- Support your fellow students
- Adhere to the college's rules and regulations (available from your course tutor and Moodle)

Rules in classrooms, workshops or offices

To ensure your comfort and safety, these rules have been agreed with staff and students after consultation:

- Show respect to others

- Show respect to classroom furniture and equipment
- Do not eat or drink in classrooms, except water in a sealed container
- Turn off your mobile phones and other electronic devices - Use appropriately when requested to do so in lessons
- Remove hats, hoods and coats
- Adhere to health and safety regulations
- Leave the room how you would like to find it
- Be prepared for your sessions with everything you may need
- Ensure work is completed on time

Unacceptable conduct

To protect students and staff, the college reserves the right to remove anyone from the premises whose behaviour is deemed unacceptable, and to remove anyone who has no legitimate reason for being on campus.

You **MUST** wear your ID badge and lanyard at all times when on college premises.

You will be asked to show proof of identity when not wearing your lanyard.

We have a Student Disciplinary Procedure in place to deal with learners who have behaved inappropriately or unacceptable. A copy of this is available on our website, from your course leader and Student Services.



WORK AND PLAY

is always on the timetable...

We believe that coming to college should be more than just a qualification. It's also about developing your personal skills, supporting your physical and mental well-being, building your confidence, and getting you work-ready. That's why there's loads to do on campus when you're not busy studying.



LIFE OUTSIDE THE CLASSROOM

1861 LIFESTYLE CENTRE

The Lifestyle Centre offers students and staff the complete gym package. With extremely competitive membership rates, it is packed out with the latest gym equipment, optional fitness classes and personal training sessions. Whether you're a beginner or a fitness guru, our friendly and experienced fitness staff are on hand to assist you.

THE SALON

Relax, unwind and treat yourself at The Salon. Staffed by our talented hair and beauty trainees, customers can indulge in various treatments and services from hot stone massages and make-up application to stylish cuts and colours – all available at greatly reduced prices.

THE BARBERSHOP

We also have a Barbershop on campus, where students can come along and get a trim at great value. Staffed by our talented trainees, we offer a unique customer experience, all in a warm and friendly atmosphere.

STUDENTS' UNION

Our Tyne Coast College Students' Union representatives work across Queen Alexandra Sixth Form, TyneMet College, South Tyneside College and South Shields Marine School. The Student Union is led by our Student Union presidents who are employed to make sure you get the most from your College experience.

As a member of our Students' Union you can get involved in loads of activities held throughout the year like student events, entrepreneurial projects, charity support events and challenges, the list goes on. As well as all the fun stuff, you get to have your say about college life and any changes you would like to see. The best part is you can get involved as much or as little as you want – there's no pressure.

If you would like to get involved with our Students' Union, please contact our Students' Union directly by emailing studentunion@tynecoast.ac.uk

STUDENT AMBASSADORS

Student ambassadors play an important role in supporting students and staff throughout our campus. As an ambassador, you will help out at events throughout the year and offer support when needed. Being an ambassador can not only help us out, but will enhance your CV, or university application, and you'll gain invaluable experience working with a diverse range of people and different teams throughout the college. We value the help that our ambassadors provide/do for the college, and as a thank you each volunteer will receive a voucher. If you would like to become a student ambassador, speak to our School Liaison team by emailing sl@tynecoast.ac.uk

LIBRARY

Our library is packed full of useful resources to help you with your studies. Alongside our well stocked library of books, journal, etc, we have a computer suite which is available to all students for independent study.

If you need any help while using the library, please head to the main desk and a member of staff will be able to offer support. Our Online Public Access Catalogue (OPAC) allows you to browse the holdings of both libraries, and is available both in the library and on Moodle.

Please note: there are limited computers dedicated for use of email and social networking during break times. If there is a high demand for students wishing to study, these machines will be restricted.

Opening Times - Westoe Campus

Monday – Thursday: 8.30am – 8pm

Friday – 8.30am – 4.30pm

Saturday – 10am – 2pm

Sunday – Closed

There will be reduced opening hours during holiday periods.

COMPLAINTS PROCEDURE

We hope you are completely satisfied with all aspects of the service you receive during your time with us. However, if this is not the case, we'd like to know how we could improve.

If you would like to submit an improvement or complaint, please contact Student Services on 0191 427 3900 or email info@stc.ac.uk. You can also visit main reception.

CATERING SERVICES

THE DOCK

Situated just off main reception, you can get a selection of hot and cold refreshments, and main meals including vegetarian and healthy options.

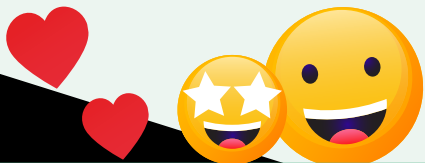
Lunch (hot food offer) 11.30-13.30

Afternoon (tea, coffee & snacks) 15.00-17.00

COSTA/LRC

Situated at our South Shields Marine School entrance, this facility offers a selection of fresh sandwiches, pastries and hot and cold beverages.

Lunch (hot and cold drinks, snacks, sandwiches) 10:00-15:00



THINK CAREERS, NOT COURSES.

Call us on 0191 427 3500 or

email us at info@stc.ac.uk

To find out more, visit stc.ac.uk



South Tyneside
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