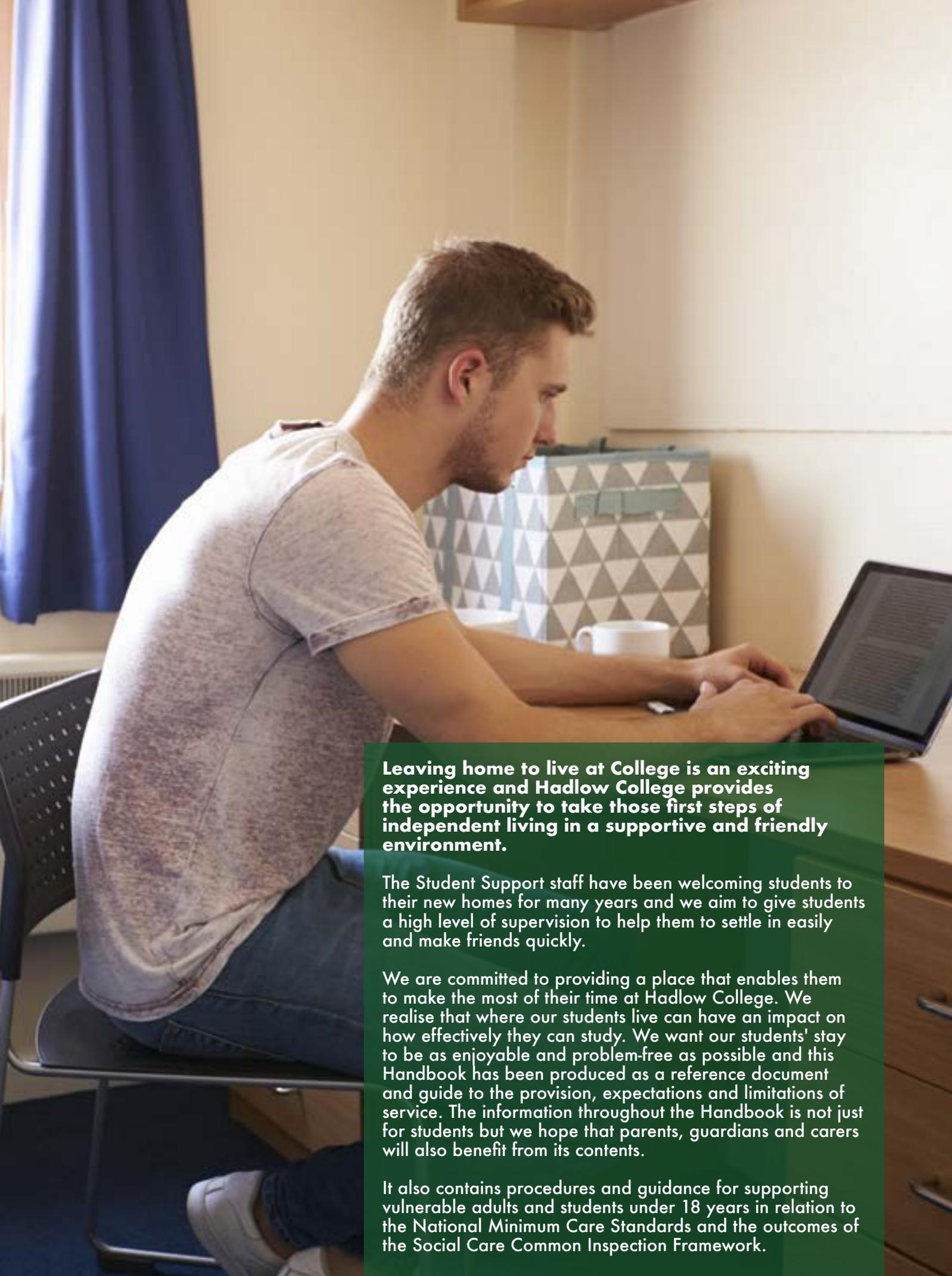


A Guide to Residential Living

For **Students, Parents & Carers**

Contents

Introduction to Residential Living at Hadlow College.....	4
Residential Accommodation	5
Accommodation Management.....	6
Fees & Finance.....	8
Rules & Regulations.....	9
Student Safety.....	10
Healthy Living.....	13
General Information.....	14
Activities & Entertainment	16
Contacts & Communication	17
Equality, Diversity & Inclusion	18
Complaints & Appeals Procedure	19
Frequently Asked Questions	20
Appendix 1	23



Leaving home to live at College is an exciting experience and Hadlow College provides the opportunity to take those first steps of independent living in a supportive and friendly environment.

The Student Support staff have been welcoming students to their new homes for many years and we aim to give students a high level of supervision to help them to settle in easily and make friends quickly.

We are committed to providing a place that enables them to make the most of their time at Hadlow College. We realise that where our students live can have an impact on how effectively they can study. We want our students' stay to be as enjoyable and problem-free as possible and this Handbook has been produced as a reference document and guide to the provision, expectations and limitations of service. The information throughout the Handbook is not just for students but we hope that parents, guardians and carers will also benefit from its contents.

It also contains procedures and guidance for supporting vulnerable adults and students under 18 years in relation to the National Minimum Care Standards and the outcomes of the Social Care Common Inspection Framework.

Introduction to residential living at Hadlow College

The Student Support team is here to assist with all aspects of College life. Our enthusiastic and skilled staff can support, advise and guide students through their time at Hadlow College on:

- Health and welfare
- Safety, behaviour and discipline, particularly in residential and recreational areas
- Enjoyment and achievement through the group tutorial and enrichment programmes as well as the events and activities that are run throughout the year
- Contributing to College life by helping students to get involved in Learner Voice, Peer Mentoring, Student Union and Course Representation roles and community project work
- Economic and financial well-being, now and in the future with excellent career workshops

Student Support Team

Rebecca Skinner	Head of Student Welfare & Safeguarding Services
Koya Bakarey	Deputy Head of Student Welfare & Safeguarding Services (Hadlow & Tonbridge)
Karen King	Residential Manager
Alison Brixton	Residential Student Support & Enrichment Officer
Roksana Kurp	Residential Support Officer
Angie Francis	Residential Support Officer

Service Objectives

We aim to:

- Be accessible, confidential and effective in dealing with all student or parent/guardian enquiries, whatever they may be.
- Provide a 24-hour service to all students and facilitate, in conjunction with the Student Union and the Student Support team, a varied and comprehensive programme of sporting and evening social events
- Provide a safe and secure environment
- Ensure the accommodation is of a good standard and all repairs and maintenance are reported in a timely manner
- Promote a fair, safe, wholesome and responsible lifestyle among the student residents of Hadlow College in compliance with all current legislation and published approved good practices

- Promote a fair, safe, wholesome and responsible lifestyle among the student residents of Hadlow College in compliance with all current legislation and published approved good practices

- Organise and run a range of student enrichment and pastoral support activities, including specific events designed to promote active and responsible citizenship

- Ensure that there is a measurable system for the recording of significant student incidents, including disciplinary offences, substance abuse and accidents, and to ensure that such incidents are dealt with fairly and rapidly in accordance with established College policies

- Set up and manage a system to ensure that the Residential Student Support team provides a fair and reliable system of providing accommodation to students, which meet the National Minimum Care Standards Promote good communication within the Hadlow College student body, Residential Student Support Services team and all other key staff (e.g. Student Support, Facilities, Estates, Catering, Registry, Learning Support and Course Tutors) on all issues relating to student welfare and pastoral support

- Provide a high level of supervision for all students and ensure residential students have access to a member of the Student Support team 24 hours a day during term time

- Actively promote fairness and equality of opportunity and celebration of diversity in all aspects of the team's work

Ofsted Care Inspection

Following the Care Inspection which took place in February 2022, Ofsted graded the care provision at Hadlow College as 'Good'.

This is a fantastic achievement for the College and was the result of the ongoing positive and constructive feedback comments, the questionnaires and focus groups and forums held throughout the year and by the dedication of the staff who work so hard to ensure students have a memorable experience at Hadlow College.

Here are some extracts from the comments made in the report:

“Residential students are well supported through an individualised approach. Students say that it has been a life ambition to come to the college and it goes beyond their expectations.”

“Support staff across the campus, such as the catering staff, promote the family feel of the college with a naturally nurturing style”

“Residential staff are proactive in supporting students who have additional work.”

“Students also comment that they can approach staff for help at any time. Relationships with the residential support officers are based on mutual respect.”

“Planning prior to students moving into the residential accommodation is thoroughly considered, meeting each student’s needs.”

“Residential students are encouraged to lead healthy lifestyles, which is essential given the manual nature of most of the courses.”

“The current senior leadership team is highly aspirational and ambitious for students’ progress and outcomes. Staff say that they are well supported and have easy access to senior leaders”

“Students are recognised as individual. All staff know which students need extra support and they put in interventions and strategies to enable them to continue on their course”

Download the report at: <https://reports.ofsted.gov.uk/provider/3/SC377848>



Accommodation Management

Students are required to complete a room inventory on arrival. Any replacement keys, ID cards or damage will be recorded and signed for on the reverse of the form. Forms are held on the student's personal file until the vacation period in June. There is a charge of £15.00 for replacing a lost/mislaid key which will be taken out of the deposit initially paid to the College. The College has a selection of accommodation with disabled access. If this is required please ensure this has been indicated on the accommodation application form.

Accommodation for our Further Education Students There are 147 single student rooms on the campus. These are divided up into 15 blocks:

Hatton A 10	Stapledon A 10	Hammond A 10
Hatton B 10	Stapledon B 10	Hammond B 10
Hatton C 10	Stapledon C 10	Hammond C 10
Veitch A 10	Veitch B 10	Hall B 12
Hall Flats 5	Hall C 10	

These blocks are organised into over and under 18s with male and female only in the under 18s accommodation. Accommodation is allocated on a priority basis depending on age, distance travelled and nature of course. Students are allocated a room and issued with keys and ID badges / swipe cards on arrival, these allow them entry to their block and room only. All main entrance doors are security locked and movement is recorded and monitored via the SALTO system.

Each room contains a bed, wardrobe, bedside cabinet (mini-safe), desk, chair and washing facilities. Communal areas consist of bathrooms, toilets, showers and a kitchen. All kitchens are fitted with a cooker, fridge, freezer, microwave, toaster, kettle, iron and ironing board.

Accommodation for our Higher Education students

Our HE students will be exclusively offered accommodation in a selection of rooms on the main campus. These rooms have been recently refurbished to a high standard and are single study bedrooms sharing a communal lounge, kitchen and bathroom facilities. They are divided up as follows:

Kate Barratt 22
Sedgebrooks 6
Faulkners Flats 8
Pinetrees 8
Sedgebrooks 8

Students are allocated a room and issued with keys on arrival. These allow them entry to their block and room only. Each room contains a bed, wardrobe, bedside cabinet, desk, chair and shelving units. Communal areas consists of a fully furnished lounge including at TV with Freeview. Kitchens are fitted with a cooker, fridge, freezer, microwave, toaster, kettle, iron and ironing board.

Residential Support Team

The Residential Support Team is made up of Residential Support staff (RSOs) who work outside normal office hours.

During the hours of 9am-5pm, Monday to Friday, a team of Student Support Officers are available for all support and/or enquiries and deal with any issues that may arise.

Each Residential Support Officer (RSO) is responsible for specific blocks throughout the year. Wherever possible, please direct any concerns to your RSO when they are on duty.

If you need immediate advice, or if an emergency situation arises, please contact Student Support via the emergency phone number: 07976 440887.

Maintenance and Facilities

The Estates and Facilities Department is responsible for carrying out all repairs and facility replacements. All maintenance requests and accommodation concerns must be reported to the Student Residential Support Department or a Residential Support Officer.

For non-urgent matters, students should email:

studentsupport@northkent.ac.uk

and a member of the team will add the issue to the Estates and Facilities Maintenance Log. In an emergency, students should report concerns directly to a Residential Support Officer either in person or by dialling direct from the free phones provided in all of the blocks and on the main campus.

Accommodation Checks

At the end of each term members of staff are responsible for checking all rooms and communal areas in the accommodation blocks. Any damage or excess rubbish found will be recorded and will be charged to either the individual student or divided amongst the residents as a communal charge and will be deducted from deposits at the end of the year.

Cleaning

Students are responsible for keeping their own room clean and tidy and cleaning equipment is provided in each block. The Residential Support Officers carry out regular block and room checks to ensure personal hygiene and address any issues that may arise.

Please ensure you keep the kitchen area clean and store all food appropriately. Cleaners are not responsible for doing any washing up and for health and safety reasons will dispose of any out of date food. If dirty dishes are left for long period of time, these may also be disposed of as they pose a health and safety risk.

Bins must be left outside bedroom doors if they need emptying. If you need to dispose of additional items, wheelie bins are situated in the small car park behind The Health & Wellbeing Hub.

Moving out at the end of term

Students are required to remove all of their belongings at the end of each term and will be sent a reminder of this approximately two weeks before the end of each term. They are provided with an envelope in which to return their keys; students are issued with the same room on their return unless informed otherwise. Students that live an extremely long distance or have exceptional circumstances may put a request in writing to the Residential Manager to leave their belongings in their room (at their own risk).

Leaving accommodation

In the event that a student leaves accommodation before the end of the academic year, they should ensure that all keys and ID cards have been returned. Staff will check the room (preferably with the student present) against the room inventory for any damages, keys or cards.

Residential Induction

All students will be required to attend a Residential Induction as part of the Residential Agreement. Inductions will vary according to age and year of study. Students will be given a timetable of induction meetings upon arrival. This is an opportunity to go through key information in support of our Personal and Social Skills Development Programme (for under 18 students) and safeguarding procedures.

Residential link to support curriculum

All College students are monitored by a programme called e-Trackr. This enables staff to log any concerns regarding a student on their Individual Learning Plan so all relevant members of staff are aware and can support accordingly. We can also view and share meeting notes with Residential Support Officers and tutors so we can track students' progress on their course, monitor attendance and identify risks.

This is an extremely important link so we can ensure the safety and well-being of our resident students and that they are on track to complete their course.

Residential equipment list

An equipment list is included in this Handbook (see Appendix 1, page 23).

Fees & Finance

Residential fees and charges

a) Fees may be paid according to one of the following methods:

i) Single payment covering the entire residential occupation.

ii) Equal monthly payments collected by direct debit as follows:

- Following the payment by cash or credit/debit card for the first month, the direct debit payments are then timed to commence in September 2023 and will run on a monthly basis until March 2024.
- If a student moves into accommodation during the academic year, following payment by cash or credit/debit card for the first month, the first collection by direct debit will be made on the 1st of the following month.
- All final payments are collected on the 1st March 2024
- A payment plan will only be available where a satisfactory credit reference (or proof of income) is achieved. If applicable this can be achieved through a debt guarantor.

iii) HE students may pay by 3 termly installments. Direct debit payments are made on 27th September 2023, 17th January 2024 and 25th April 2024, or within 48 hours of confirmation of receipt of student finance being paid, whichever is the earlier.

b) If a student has to leave College accommodation for any reason or is excluded from accommodation at anytime, they will still be liable for all accommodation fees for the set period of the contract i.e. all of the College year. However, if a student leaves accommodation within four weeks of moving in at the beginning of the academic year, they will only be charged up to and including the day they leave.

c) Charges will apply as follows

- £20 if a direct debit is cancelled by the payer before the final collection has been made
- £20 if a direct debit is rejected due to insufficient funds in the payer's account.
- £20 if a recorded delivery seven day final demand is necessary to be sent
- Any debt collection legal expenses (including registration with the small claims court)
- If a student fails to pay the residential fee they will be required to attend a meeting with Student Support to discuss how to resolve the situation.

d) Payment can only be made by cash or credit/debit card in British Pounds Sterling

e) The student shall pay to the College a room deposit of £200. The deposit will be returnable at the end of the academic year, after a full inspection by the College of both individual rooms and communal areas and providing that the College is satisfied that all damage referred to in the residential contract has been paid for. Charges for damage will vary depending on the extent of damage and are deductible from the room deposit. Lost door keys will be charged at £15 per replacement and ID cards at £2 per replacement; all deductible from the room deposit.

Rules & Regulations

Accommodation contracts and terms and conditions

All students must abide by the terms of the Accommodation Contract and Residential Rules and Regulations which sets out the conditions of occupancy.

Students must respect the authority of staff in enforcing all College Regulations. The full list of accommodation regulations will be included in the Contract and Residential Rules and Regulations issued before the commencement of occupancy. It is important that these are read carefully as they are legally binding documents. Any action which contravenes these regulations may invoke College disciplinary procedures, removal of residential status or exclusion from College altogether.

All alcohol, violence or drug related incidents will result in immediate suspension from College pending investigation and disciplinary action. Parents and Carers of students under the age of 18 will be expected to make arrangements for the immediate collection or transportation of the student from College upon notification of the incident. The student will be unable to return to College until such time as a meeting is arranged (up to ten working days). We will endeavour to minimise the suspension period to support students' return to study.

Attendance

The College has an expectation of 100% attendance. Students must make every effort to attend all lectures, tutorials, practical sessions and other time-tabled events including relevant Open Days or public events. Students must report any illness or other absence to the Absence Line (ENotify). With the extra support from the Residential Support Officers, we have an expectancy that our residential students are given the opportunity to achieve overall higher results than day students. Any concerns regarding a student's attendance may impact on their place in residential accommodation. See page 22 for the residential disciplinary procedure.

Smoking

The College has a no smoking policy. You are only permitted to smoke, including e-cigarettes and vaping devices, in the designated smoking areas clearly marked as either an outdoor smoking shelter or external area located by a sign. You are NOT permitted to smoke inside any building or enclosed area, outside accommodation blocks, in teaching areas or when walking between buildings or across the College grounds.

Student Safety

Safeguarding and child protection

Hadlow College is committed to safeguarding students within and outside of College from a range of safeguarding issues including (but not limited to):

- Accidents
- Crime including drug or hate related incidents and County Lines.
- Bullying & Harassment
- Abuse – sexual (including child sexual exploitation), physical, emotional and neglect
- Domestic and other types of violence
- Radicalisation
- Forced marriage
- Female genital mutilation
- Trafficking
- Sexual Violence and Harassment
- Peer on peer abuse
- Up-skirting

In order to achieve this we aim to create and maintain a safe living and working environment. Contained throughout all of our Policies and Procedures will be information on how to stay safe. This will include procedures on health and safety, rules and regulations, welfare guidance and group discussions within the Residential Induction Programme and Workshops. The College has a number of trained Designated Safeguarding Leads to whom students, parents and staff can report concerns regarding the safety or well-being of a child (anyone under 18) or vulnerable adult.

They can be contacted by email at:
safeguardinghadlow@northkent.ac.uk or on:
07976 440887 out of normal office hours.

Any significant cause for concern or disclosure of abuse will immediately be referred to Social Care Services and/or the police for investigation. Overall responsibility for safeguarding procedures involving students and staff that live, work or study at Hadlow College and all satellite centres owned and managed by North Kent College is: Senior Designated Safeguarding Lead, Rhiannon Hughes, Executive Deputy Principal. To ensure student safety, Hadlow College works closely with the police and other agencies. As part of our pro-active approach to safeguarding, we have included some useful websites where you can find more in-depth information on all of the safeguarding subjects embedded into practices. These include:

Online safety - www.parentsinfo.org and

www.saferinternet.org.uk

Child sexual exploitation – www.parentsprotect.co.uk

Radicalisation – www.educateagainsthate.com

Abuse – www.nspcc.org.uk and www.kscmp.org.uk



Identification Cards (ID) & Security

As part of our commitment to safeguarding, all staff and students are issued with ID cards, which establish their identity throughout the College, residential area, in the Bar, College Restaurant and Library. ID cards for residential students establish their entitlement to meals, if staying on a full or half board basis. There is a charge of £2.00 for replacing any lost or mislaid ID cards. This will be taken out of the deposit initially paid to the College.

Hadlow College main campus is open to the public who come to enjoy Broadview Gardens, the sports fields, and many of the varied and interesting guest speakers and demonstrations that take place within the curriculum areas.

For the security and safety of all students and for purposes of identification, students and visitors are required to visibly wear their ID card at all times whilst on College premises.

Absence procedure

If we have a concern about an absent student, we have a Missing Persons Policy to ensure that we follow up the absence as quickly as possible.

Students must keep us informed about:

- Absence from lessons or curriculum based activities as per the College regulations and Student Charter/Learner Agreement
- Absence from their accommodation

Absence from residential accommodation

The absence procedure sets out guidance to support us in identifying a student going missing from education and/or student accommodation. Residential accommodation is provided to support students in attending lessons and duties. Any student who does not attend lessons and/or duties for a period of 48 consecutive hours will be required to meet with a member of Student Support and the tutor to discuss the reasons for this absence. Following this meeting, a student may be required to leave accommodation and only return when they are able to commit to full attendance. For health, safety and security reasons students must inform a member of the Residential Support team in advance of absence from College residential accommodation. All reported absences which have not been authorised will be followed up on the same day and, if the student is aged under 18, will be treated as an emergency and their parents/guardians may be contacted. If we have concerns over their welfare, we may use the SALTO ID card system to help to ensure their well-being.

All students who are under 18 must have written permission from their parents or guardians to be away from the accommodation overnight, which must be produced at Student Support in advance. All students under 18 must leave their keys and ID with Student Support if staying away overnight at any time.

Signing out and in

When leaving campus for any reason, all of our residents are required to sign out and sign in on their return. This is an essential part of our safeguarding and health and safety procedures. Students under 18 must also comply with any additional published safeguarding procedures. Continuous non-compliance with the signing out and in procedure will result in further action being taken which could lead to a disciplinary and being asked to leave.

Guests/visitors on College property

All visitors must sign in and out at Student Support Services. For health, safety and security reasons, students must obtain permission in advance from a Residential Support Officer before bringing any guest on to College property at any time. Failure to do so will result in their guest being asked to leave and the disciplinary procedure will be instigated.

Permission to have overnight guests must be sought from a Residential Support Officer. The College will require written permission in advance from parents/guardians for students under 18 requesting overnight guests.

All guests must obtain a pass from a Residential Support Officer. Overnight passes can only be obtained from a Residential Support Officer between 5pm and 8.00pm Monday to Friday.

All students will be entitled to a maximum of six passes during the academic year (2 per term). This will include passes being obtained for non-residential students wishing to stay overnight, or external guests visiting either until 10.30pm or overnight.

Parents/carers/guardians on College property

We require all parents/carers and guardians to sign in and out at Student Support before entering any of the private areas of the College (this includes all residential accommodation). In the event that the office is closed the Residential Support Officer must be contacted using either the phone situated at the entrance to Student Support, or on the emergency mobile number 07976 440887. The Residential Support Officer will issue a visitors pass (passes must be displayed at all times). These do not count as the students' six pass entitlement.

Health and safety policy

In accordance with the Health and Safety at Work Act 1974 and regulations made under it, it is College policy to take all reasonably practicable care to ensure the health, safety and welfare of all College personnel, learners, visitors, contractors and members of the public who are or may be affected by its activities. A copy of the College policy on Health & Safety is available on request from Student Support and is also available on the College website

Fire procedures

Please make sure that students familiarise themselves with the alarm system and any specific evacuation procedures. If they are absent during Induction then they must inform their tutor immediately who will then ensure that they receive specific instructions.

Fire procedures are posted throughout the teaching, administration and residential areas of the College. If they are in any doubt about the procedures, or would like a copy in a different format, please speak to Student Support. If a student has a physical disability that may affect their ability to exit quickly from any of the College buildings or residential accommodation in an emergency, then please speak to the Residential Manager prior to the start of the course who will make sure that suitable arrangements are in place to help them.

Student property

Property, valuables and money are brought onto the College premises at the owner's own risk. This includes all vehicles, course equipment and materials. College staff can accept no responsibility for damaged, lost or stolen property. It is the student's responsibility to report stolen items to the police. It is the student's responsibility to look after their belongings, arrange for adequate insurance and respect property belonging to themselves and others. Any item that has been lost should be reported to Student Support.

Any item that is found can be handed in to Reception or Student Support. Due to space restrictions, any items that are unclaimed are disposed of at the end of each term. The College cannot accept responsibility for personal injury, the loss of personal monies or valuables. Students are advised to take out personal insurance against injury, loss or damage to their own property. Students must ensure they lock their doors at all times. Students taking part in sports and social activities do so at their own risk and it is recommended that they take out personal insurance.

Electrical equipment

Any electrical equipment brought onto College premises must be listed on the Room Inventory. For items that are over 1 year old, they must have been electrically tested by a qualified electrician and a PAT test certificate attached to the Room Inventory. New electrical items (under 12 months old) will not require this test. The College reserves the right to inspect all such equipment and remove anything which is unsafe or not allowed.

Parental/carer/guardian involvement

If a student is under 18 on the 31st August prior to the start of their course, they will be deemed under 18 for the duration of their course. This means that we will involve parents or guardians in aspects of their studies, any success they may have, or behaviour concerns that may be raised. **Students under 18 years remain the responsibility of their parent/guardian at all times.**

Parents or guardians will be contacted if:

- There is a concern over health, welfare or if they are involved in an accident
- They are involved in a disciplinary
- Their course progress is poor or raising concerns
- Their attendance is poor (poor attendance may affect their curriculum achievement and residential position and they will be notified of this in writing)

Students will be asked to sign a declaration to this effect before the commencement of their course.

Healthy Living

Health and well-being

If a student has a problem, whether it is to do with their course or something more personal that they would like help with, their tutor or a member of the Student Support Team are there to help talk it through. The College aims to raise awareness of health education, first aid, drugs and alcohol and many other health and welfare subjects. There is an on-site Sexual Health Clinic which is free and confidential.

If you are ill and need assistance, you need to contact Student Support. If you do not need assistance but are going to be absent from lessons, then you must inform the absence line as soon as possible.

Counselling service

For confidential help with personal problems, the College offers a professional counselling service. Students can book appointments either by asking a member of the Student Support team or their tutor.

Fitness to Study and stay in residential accommodation

There may be occasions where persistent lateness and attendance issues arise due to accidents/long term illness, mental health crisis, long term mental health issues or physical issues. In these situations, the Fitness to Study Policy and Procedures will be implemented as a support mechanism to address issues and to put support in place to help the student through this period and to stay on track with their course and remain in residence.

Useful Websites

Eating Disorders - www.beatingdisorders.org.uk

General Health - www.nhs.uk/livewellStudy/

Revision - www.bbc.co.uk/bitesize

GP registration

Students are advised to register with the local GP. You will automatically receive registration information along with details of the surgery's procedures and contact details.

First aid

In the event that a student requires first aid attention, the College has a qualified member of staff on call at all times.

Emergencies

In the event of a medical emergency, the appropriate emergency services will be called. If it is not an emergency but treatment at a hospital is advised, then the parents/guardians will be contacted and will be expected to escort the student to be treated or make alternative arrangements in the event they cannot attend. The College is unable to provide transport or staff escort.

If the contacts named on the residential application form are unable to be reached (for example when away on holiday), then Student Support must be informed and temporary alternative contact details provided.



General Information

Meals

Half board accommodation incorporates bed and breakfast for five days a week and dinner Monday to Friday. Meal times and menus will be displayed in the Restaurant.

Please note that the Restaurant will not be open on Bank Holidays and may only operate a breakfast and lunch service during half terms and staff development days. ID cards must be produced at the Restaurant to verify your entitlement to pre-paid meals. Failure to produce a card will result in the refusal of a meal. Replacement ID cards can be obtained at a cost of £2 which is deductible from your room deposit at the end of the year.

Restaurant and Internet Bar

The College Restaurant accommodates indoor and outdoor seating and is open to both resident and non-resident students, staff and authorised guests. It offers snacks, breakfast, lunch and evening meals. Menus are displayed in the restaurant on a daily basis.

Term time opening times:

Weekdays:

Breakfast	8.00am - 9.30am
Dinner	5.00pm - 6.30pm

Please check opening times in the Restaurant during half term breaks and holidays, as there is a limited service available.

Vending machines

There are a selection of snacks, drinks and free water machines located throughout the College (including healthy options).

Personal laundry

The laundry facility at Hadlow College houses coin operated washing machines and tumble dryers which are located in the laundry room adjacent to the Estates and Facilities office. The laundry is available during term time 24/7. The cost of a wash cycle is £2.80 and the cost of a drying cycle is £1.90. The College does not supply soap powder. Irons and ironing boards are available in all accommodation blocks. The College accepts no responsibility for laundry left unattended.

Post

Post sent to residential students at College can be collected from Reception. It is the student's responsibility to check. Post will be kept for a maximum of one month and then returned to sender. The College accepts no responsibility for post sent in for non-residential students.

Telephone

Students can access a phone for essential calls through Student Support.

Lost property

Any property or money found should be handed in at Student Support or Reception. We are unable to keep lost property for prolonged periods and any unclaimed items will be disposed of at the end of the term. Students should ensure they keep their personal belongings secure at all times. All thefts should be reported to Student Support.

Cycle shed

Students who wish to bring a bicycle or motor cycle on to College premises must store them in the cycle shed. Students must provide their own locks to secure them and do so at their own risk.

Parking facilities

All residential students have access to free parking on the campus. Cars must be parked in the designated student parking areas. If students are bringing their own vehicle to College, please speak to Student Support to make the necessary arrangements.

The College reserves the right to take any reasonable measures to enforce these regulations, including fixing warning notices to the windscreen of vehicles parked in prohibited areas or which do not display a valid parking permit.

Vehicles must be removed during the winter and spring vacations. Any vehicle left in the car park outside the normal academic term times may be removed or disposed of. The student responsible for the vehicle will be asked to pay any costs incurred in such removal or disposal.

Visitors must use the student car park and provide their car details on their visitor pass.

Televisions and mobiles

Televisions are allowed in each room but are not covered by any College TV licence. Rooms are not fitted with TV aerials and as some rooms do not pick up a very good signal, a TV booster aerial may be required. You will be breaking the law if you do not obtain a licence and could incur a fine. You must be covered by a TV licence to download or watch BBC programmes on iPlayer or to watch or record programmes as they're being shown on TV or live on an online TV service. This applies to any channel, any device and any provider you use. All mobiles receive a signal but some signals are quite sporadic inside buildings. The strongest signal is EE followed by O2. Another network commonly used by students is giffgaff.



Local amenities and getting around

Within a five minute walk from the main campus there are a range of shops, which include:

- Mini-Mart
- Newsagent with Post Office service
- Chemist
- Bakery
- Hairdresser and barbers
- Kebab/chip shop

Other services available in Hadlow village:

- NHS Dentist
- GP surgery and medical centre
- Public house and restaurant
- Church (Church of England)

Transport

The Arriva bus company runs local bus services - number 7 and 77 - between Tunbridge Wells, Tonbridge and Maidstone, all of which are main town centres offering a range of department stores, restaurants, plus leisure centres, theatres, cinemas, recreation areas and railway stations.

Some bus fares between Hadlow and Tonbridge are discounted for Hadlow students on production of their student ID card depending on the route and time of day. Copies of bus timetables can be downloaded from the Arriva website.

Maidstone and Tunbridge Wells have leisure complexes which include cinemas and bowling alleys, as well as an ice skating rink in Gillingham.

Activities & Entertainment

The purpose of Garrad's Bar and the Common Room is to provide facilities for the development of social activities and to enhance student relationships.

All students are automatically given memberships. There is a small charge for some fundraising events but you are encouraged to purchase a TOTUM Card (Unidays) as this may entitle you to a discount on some College events. Any breach of regulations or bar regulations (on display in these areas) could result in a loss or suspension of membership. ID cards must be on show at all times when using these premises.

The Common Room

The Common Room is a hub of activity throughout the week and is a prime location for enrichment activities, as well as Student Union events and a wide variety of evening activities run by the Residential Support Officers. There are sofas, table tennis and pool tables, darts and a well equipped music room for budding musicians. In addition, there are a range of games and equipment available and a dedicated TV room.

Student Bar

The Bar is situated in Garrad House, the ideal meeting place where you can relax, chat with friends or enjoy meeting students from other courses. The fully licensed bar offers a wide range of hot, cold and alcoholic drinks together with a selection of snacks.

Activities, events, sports and The Wellness Hub

Students will be advised on the programme of gym use and sports activities available throughout the year.

Each week, students are able to take part in a variety of different activities which may include learning a new skill, helping other people within the community or local area, attending a workshop or sampling off-site activities.

The programme is based on activities specifically requested by our students and aims to keep them stimulated and motivated by showcasing the diversity and cultures of various nations across the world. The Residential Support Officers also arrange a schedule of events and social activities that take place during the evenings for all students. These include themed discos, quiz nights, karaoke, pool competitions, film nights, cinema trips, swimming, bowling and rock climbing trips and tea and toast evenings.

There is a music room for beginners to advanced musicians who can use the drum kit, keyboards and bass, acoustic and electric guitars, all free of charge.

The Residential Support Officers will also assist students to widen their life skills including help with budgeting, personal safety, improving domestic tasks such as cleaning routines and laundry and developing cooking skills.

Hadlow College is also a Health Promoting College encouraging students to participate in physical activities and enjoy a healthy lifestyle including the use of the gym in The Wellness Suite.



Contacts & Communication

Let's Communicate! There are many different ways to pass information back and forth and to keep everyone in the loop. Hadlow College is committed to making communication easy and effective.

Contact numbers

Hadlow Campus

Hadlow College, Tonbridge, Kent, TN11 0AL
Reception: 01732 850551

Absence Email

absencehadlow@northkent.ac.uk or use the eNotify application.

24/7 Residential Emergency & Out of Hours Number:

Direct line 07976 440887

Email and messages

Students will be able to email their tutor, other staff and each other when they have been logged onto the College network. It is important they check their emails regularly and ensure their inbox or deleted items folder is not overfull with emails so as to receive important information from Student Support and their course tutors. All of the residential accommodation has wireless access. This will be enabled shortly after moving in.

For non-urgent maintenance issues, students should email:
studentsupport@hadlow@northkent.ac.uk

Student Information

This will be available on Moodle or given out to students during the first few weeks of term. They hold a wealth of information students will need to refer to.

Information screens

Students should look out for the computer screens and other forms of electronic information displayed daily to help keep them informed of up and coming events and activities.

Learner Voice (LV)

Students have a voice and we want to hear it. Students should look out for the Learner Voice boards and boxes, termly LV forums and Residential Block meetings, Course Focus Groups and the different Student Union and College committees and meetings.

Notice boards

Notice boards are positioned throughout the College by curriculum and support areas. Useful and up to date information will be posted on the boards regularly. Students should look out for the Student Union, Enrichment and Student Support boards in addition to curriculum and exams and general information boards.



Equality, Diversity & Inclusion

At Hadlow College we believe that everyone should have the chance to do well. We recognise that everyone is different and it is our aim to provide a place of working and learning where everyone feels welcome. We work to ensure that no-one in the College is discriminated against either directly or indirectly because of their age, gender, disability, sexuality, race, religious belief, marital status, ethnic or national origin, social class or employment status

We expect all students to treat each other with respect. Any form of discrimination, harassment or bullying is unacceptable and in most instances will result in action under the Disciplinary Procedure. We will always take accusations of bullying or harassment seriously.

Bullying

Bullying can take several forms including physical abuse, pushing or hitting, verbal abuse, teasing, name-calling, emotional abuse, intimidation or making people feel left out. No-one has to put up with being bullied. Students are advised that if they experience bullying or see it happening to another student then they should:

- Tell their parents or guardian
- Tell their tutor or a member of the Student Support team
- Seek the help and support of a friend

If a student wishes to know more about how the College plans to promote equality, diversity, and inclusion the following policies can be found on the College Moodle pages:

- The Single Equality Scheme
- Annual Equality, Diversity and Inclusion Report

If they would like a copy of these policies in another format then these are available from Student Support.

Sexual Harassment

Sexual harassment means unwanted conduct of a sexual nature that can occur online and offline. Sexual harassment is likely to violate a person's dignity, and/or make them feel intimidated, degraded or humiliated and/or create a hostile, offensive or sexualised environment. Sexual harassment creates an atmosphere that, if not challenged, can normalise inappropriate behaviours and provide an environment that may lead to sexual violence

Students with a disability

At Hadlow College we want to make sure that all students, including those with disabilities or learning difficulties, have the best opportunity to succeed on their course.

If a student has a disability or difficulty which makes it harder for them to:

- use the rooms
- use the equipment
- join in activities or
- understand what is being taught

then do ask to speak to one of our Learning Support Advisors.

It is important that you let us know as soon as possible of any special requirements that they may have so that we can make any reasonable adjustments necessary to ensure that they can complete their course successfully

Any discussions you may have regarding their needs will be confidential and only shared with those who need to know and we will seek the student's agreement about the amount of information that should be given to staff of the College.

Only in very rare circumstances, for example if their health and safety were at risk, would we have to tell some staff without their permission. To find out more about the kinds of support that we have available please ask to see a copy of our Disability Statement.

Student Disciplinary Procedure

The aim of the Student Disciplinary Policy and Procedures, as set out in the policy, is to:

- Re-establish the College rules and regulations put in place to safeguard all students.

- Help the student to keep within the set boundaries regarding behaviour, Rules and Regulations and curriculum progress.

The main objective is to support the student and help them get back on track by providing a clear action plan with SMART (specific, measurable, achievable, realistic and time-related) targets which leads to student success.

Disciplinary may follow either the curriculum or residential route. The Residential Disciplinary Route is used for residential students causing behavioural concerns within the residential area during the day, evening and weekends when participating in non-curriculum activities.

Parents/guardians and carers of students aged under 18 will be informed of any disciplinary action and are invited to attend any necessary meetings. The College has a zero tolerance policy to all serious incidents. Zero tolerance means totally unacceptable and the College will take action. A serious incident may include drugs, substances and paraphernalia, violence and aggression, criminal activity, alcohol related incidents, and weapons (this is not a definitive list of serious incidents).

A serious incident may result in the student being suspended from College and may lead to exclusion from accommodation, the course or both. The police may be notified of the incident. A student may only appeal against the College decision to exclude from College. This appeal procedure is outlined in the Student Disciplinary Policy and procedures available on the College website or Moodle. However, if a student has been excluded from College as a result of a drugs related incident, then you may only appeal against the process as the College operates a zero tolerance policy for drug-related incidents and students will be excluded from the College. The full policy and procedures can be found on the College website or Moodle. If a student is unclear, they can ask their tutor or member of staff to explain the process.



Religious faiths and chaplaincy

Hadlow College endeavours to assist all members of the College community to have access to facilities for religious worship in their faith. The Student Support team have details of local centres of worship for most faiths and denominations and will help you find any you would particularly like to know about. Information is also available on the College Moodle pages

The College chaplaincy team is available to provide pastoral support to students of any faith, belief or none. The Chaplain can help you to explore experiences of faith and belief and provide support for those going through difficult times. The College also has a room within Student Support available for prayer, quiet reflection or contemplation.

Anyone is welcome to use the facilities for these purposes; all we ask is that people are respectful of the room as it is used for prayer.

As part of our pro-active approach to safeguarding, we have included some useful websites where you can find more in-depth information on all of the safeguarding subjects embedded into practices. These include:

Forced marriage

www.gov.uk/guidance/forced-marriage

Faith abuse

www.nspcc.org.uk

Violence against women and girls

www.womensaid.org.uk

Complaints & Appeals Procedures

From time to time things don't go to plan and you may want to raise a concern with us.

It is important that your concerns are raised with the appropriate member of staff. If having spoken to a member of staff and then their Line Manager and the concern or situation is not resolved, you may feel the only option is to make a formal complaint.

In order to make a formal complaint, you must follow the process stipulated in the Complaints Policy and Procedure available on the College website or Moodle.

The address for correspondence is:

Mr Chris Lydon
Vice Principal
Hadlow College,
Tonbridge Road,
Kent TN11 0ALI

If you are unclear, ask the tutor or a member of staff to explain the process. If you remain dissatisfied or aggrieved or in disagreement with the decision made or reasons given, then you may appeal. The process is outlined in the Complaints Policy and Procedure available on the College website or Moodle.

If you have followed the above procedure and still wish to refer the matter to Ofsted, please contact them on: 0300 1231231 or email: enquiries@ofsted.co.uk

Frequently Asked Questions

Due to data protection, we are only able to correspond with parents of students that were under 18 years at the start of the first year of their course. The exception to this would be when we have written permission from the student to share information. Any adult student completing a Care Plan may have automatically given this consent.

Accommodation management

Q. When will I receive confirmation that my son/daughter has a room allocated?

A. There will be four allocation periods, depending on a student's priority. The priority list will be issued with the accommodation application form and confirmation will be received shortly after these dates.

Q. If I am informed that the application has been unsuccessful, will there still be an opportunity of a room at a later stage?

A. Students who are not allocated rooms will automatically go onto a waiting list and will be informed at the earliest opportunity when a room becomes available.

Q. Will I receive a list of equipment prior to enrolment?

A. An Equipment List is included in this guide (Appendix 1, page 23)

Q. Will my room be cleaned?

A. Notices will be posted in the accommodation blocks to inform you when the housekeeping team will be coming into your room to clean which is approximately once a fortnight. Students are expected to keep their room and communal kitchen clean and tidy and do their own washing up.

Q. Can I keep pets?

A. No pets, however small, are permitted in accommodation or the residential areas – the only exception to this would be as a disability aid.

Q. What will happen if for unforeseen circumstances we are unable to clear the room by the time given?

A. In exceptional circumstances arrangements can be made to collect belongings at a later date. This must be arranged in advance with the Residential Manager.

Q. Will I be charged for communal damage if my son/daughter isn't responsible?

A. Yes, in some cases if damage to the accommodation of facilities occurs, then a charge will be deducted from room deposits. All charges are divided equally between the occupants, unless the damage has occurred in an individual's room.

Q. If I am not satisfied with the outcome of any maintenance requests, who should I contact?

A. All maintenance and facility requests are reported to the Estates and Facilities team; any concerns should be directed to the Residential Co-ordinator who will then liaise with the team.

Fees and finance

Q. Who should I contact if I have any queries about payments?

A. All financial enquiries should be directed to one of the Finance team.

Q. Who do I talk to if I have an enquiry about the Residential Bursary Fund?

A. These enquiries should be directed to the Residential Co-ordinator.

Q. What happens if I have been awarded RBF and my son/daughter leaves the course?

A. You will be liable for the repayment of any grant awarded.

Q. Are there any other circumstances that would affect my RBF bursary?

A. Yes, if a student's attendance falls below 90% then the RBF may be reduced in line with attendance.

Q. If my circumstances change during the academic year would I still be eligible for support?

A. Yes. Support is allocated depending on need. If you feel you may be entitled to additional funding please contact the Residential Manager. If you are receiving funding and no longer need the support, please inform us as soon as possible.

Attendance

Q. What are the consequences of attendance dropping below 90%?

A. If a student's attendance drops below 90% then the Residential Bursary may be reduced in line with attendance. Also, if a student intends to apply for accommodation for the following year and there are no mitigating circumstances, then they will be classed as a Priority 4 applicant and not Priority 1 as are most returning students.

Student safety

Q. If I am dropping off or picking up my son/daughter from College, do I need to get a visitor's pass?

A. If you have no intention of going into the accommodation or any other private area of the College, then no. However, if you do wish to do so, then you must contact a Residential Support Officer to obtain a pass.

Q. Does the College provide insurance for injury or personal property?

A. The College cannot accept responsibility for injury, the loss of personal monies or valuables. Students are advised to take out personal insurance against injury, loss or damage to their own property. This can often be arranged as an extension of a household contents insurance policy or an alternative insurance provider such as Endsleigh who specialise in student cover. Students taking part in sports and social activities do so at their own risk and it is recommended that they take out personal insurance. Students must ensure they lock their doors at all times.

Emergencies

Q. What happens if my son/daughter has an accident and requires medical attention?

A. If the Emergency Services are required they will be left in the care of the Emergency Services and the parents/guardians will be contacted to attend. If it is not an emergency but still requires treatment at a hospital, parents/guardians will be contacted and will be expected to make arrangements for them to be escorted for treatment/non-emergency appointments.

Q. Will I be informed if my son/daughter is ill?

A. Parents/guardian/carers will only be informed if a student needs to return home due to an injury or illness or the illness is affecting student attendance.

Q. Are you able to take my son/daughter to hospital for non-emergency appointments?

A. No, we are unable to provide transport and students must make their own arrangements.

Absence from residential accommodation

Q. How do I know that my son/daughter is at College?

A. Students must follow the signing in and out procedure from their block. If a student is reported as missing from a lesson, Student Support will carry out a welfare check on their whereabouts. If they are not in their room, then a note will be left for them to contact Student Support. If they do not respond to that and there is a concern for their welfare, then parents will be contacted after all procedural checks have been carried out.

Q. What procedures must be followed if my son/daughter wants to go off campus?

A. All students must sign in and out of their accommodation block. If students are under 18, they must also inform the Residential Support Officer and return to campus by 11.00pm. If they have followed these procedures and have not returned, every effort will be made to establish

their whereabouts. If this is not possible, parents will be informed. When students reach the age of 18, there is no restriction on the time they return.

Q. What if my son/daughter is under 18 and needs to be out past 10.30pm with my consent?

A. Arrangements must be made for them to stay out overnight as we will not take responsibility for their welfare if they are off campus after 10.30pm. A parental consent form must be completed and given to Student Support Services in advance. Occasionally parents arrange off site parties for birthday celebrations etc. If we receive early notice of this and adequate transport arrangements have been made, we ask that parents contact us with their consent to allow students under 18 to be back late.

Meals

Q. Can students obtain meals other than the Restaurant?

A. Food can be purchased from vending machines but all meals included in the accommodation cost can only be obtained in the main Restaurant.

Q. Will I get a refund on any meals not taken?

A. No. Meals are catered and paid for in advance to enable the service to be provided.

Q. Is there a set menu or set amount you can have?

A. Yes. There are set menus displayed daily with several options including vegetarian. Meals come as standard and usually consist of a main meal, pudding and drink.

Q. If I have been assessed as entitled to free College meals, how do I get this?

A. The Free College Meal deal is only available at lunch time. Your ID card will be pre-programmed to reflect this entitlement. The Free College Meal is a set meal deal which differs from the lunch time option included in the full board meal plan.

Electrical equipment

Q. Can I bring electrical items such as a hair dryer, radio, computer etc?

A. Yes, but you must list any items on the Room Inventory. For items that are over 1 year old, they must have been electrically tested by a qualified electrician and a PAT test certificate attached to the Room Inventory. New electrical items (under 12 months old will not require this test. The College reserves the right to inspect all such equipment and remove anything which is unsafe or not allowed.

Q. Can I have a mini fridge in my room?

A. Yes, providing it complies with the above requirements and is listed on the Room Inventory

Televisions and mobiles

Q. Do I need to get my son/daughter a TV Licence if they intend on bringing a TV?

A. Yes, a licence is required if the TV can pick up signals from TV channels. You will be breaking the law if you do not obtain a licence and could incur a fine. You must be covered by a TV Licence to download or watch BBC programmes on iPlayer or to watch or record programmes as they're being shown on TV or live on an online TV service. This applies to any channel, any device and any provider you use.

Q. My son/daughter will be using a mobile phone will they get a reception in the College?

A. All mobiles receive a signal but some signals are quite sporadic inside buildings. The strongest signal is EE followed by O2. Another network commonly used by students is giffgaff.

Contacts and communication

Q. Can I get a message to my son/daughter?

A. Every reasonable attempt will be made to pass on a message, usually by leaving them a note.

Q. Can I speak to a member of staff if I have any concerns?

A. If you have a residential concern, you can phone or email the Residential Co-ordinator or arrange to come in for a meeting. If the concern is related to the course of study, then you should contact the personal tutor.

Activities and entertainment

Q. Will students have to pay for any of the events or activities?

A. There is a small charge for some fundraising activities but you are encouraged to purchase a TOTUM Card as this may entitle you to a discount on some College events. There are also a large number of free enrichment activities that take place throughout the week.

Q. Will there be any high risk activities?

A. Although many activities are facilitated by staff, students may use the Student Common Room and other College facilities without supervision and do so at their own risk.

Q. Are students allowed to participate in activities without supervision?

A. Yes, the Common Room and other sporting facilities may be used at any time. However, The Wellness Hub can only be used during advertised opening times as a member of staff must be present.

Residential student disciplinary procedure

Q. Why is my son/daughter being suspended?

A. Suspension is neither a punishment nor an indication of guilt. A student may be suspended for their own protection or to allow time for the situation to calm down.

Q. What happens when my son/daughter is suspended?

A. If the student is under 18 years at the start of the academic year, we will contact you and ask you to arrange to collect your son/daughter immediately.

Q. How soon will my son/daughter be able to return to College following a suspension?

A. The student will be unable to return to College until such time as a meeting is arranged to discuss the incident (up to 10 working days). The disciplinary meeting will be arranged for the earliest opportunity so as to minimise the impact on academic studies. During the suspension period, the student is advised to contact the personal tutor and continue with coursework from home.

Q. If suspended, will this affect the attendance record?

A. No. Registers will be amended to show "Not Required".

Q. Will I be informed if my son/daughter is the subject of a disciplinary?

A. If the student is under 18 years at the start of the course, we will write to you informing you of the situation and invite you to attend the meeting for Stage 2 or above. You will also be sent copies of the Outcome Letter and Action Plan. For students over 18, we will only contact the student.

Q. Will a disciplinary incident be on my record if I return for a second year?

A. Disciplinary records will not be carried over to the new academic year as all students should get an opportunity to start again. However, if you had residential disciplinary issues during the year, when applying for accommodation for the following year, you will be classed as a Priority 4 applicant and not Priority 1 as are most returning students. However, the targets from an Action Plan may be carried forward to the next year.

Q. Will the disciplinary affect any future reference for my son/daughter?

A. No. This is an internal procedure to manage behaviour and compliance within residential living.

Appendix

1:

Residential equipment list

Essential items

- Mattress cover, duvet and covers
- Pillows and pillow cases
- Crockery
- Cooking utensils
- Can opener
- Kitchen cleaning equipment
- Towels, tea towels
- Toiletries
- Medication (if required)

Other useful items

- Hair dryer
- Alarm clock
- Radio / music system
- Healthy food / drinks
- Coat hangers

It is your responsibility to ensure that all electrical items have been tested by an electrician prior to use at the College (see the Accommodation Contract and Regulations). A member of staff will check items after arrival. If you need to store medication in a refrigerator, then you must supply this yourself. Medication must not be kept in communal areas.

What not to bring (this list is not exhaustive - please speak to a member of the team if unsure)

- Kettles
- Toasters / cookers
- Portable heating appliances
- Candles, joss-sticks or flammable liquids such as lamp oil
- Portable BBQ or gas stoves
- Offensive weapons
- Fridges unless medically agreed
- LED lighting
- Air Fryers
- Inflatable mattresses
- Pets of any size or description but the exception of approved assistance dogs

TV Licences

TVs are welcome but must be a maximum of 32 inch screen size
You are required by law to obtain a TV license if you are planning on bringing a TV set with you



We look forward to welcoming you soon!



HADLOW COLLEGE

www.hadlow.ac.uk



01732 850551

This guide is a representation of the information available at the time of going to press. Whilst every effort has been made to ensure that the information contained within this guide is accurate, Hadlow College cannot be held responsible for omissions and errors. The College reserves the right to introduce changes to this information as necessary to support the business and client base. Eligibility and information are subject to change and confirmation.