



01732 850551



**Living  
your best  
life!**

# **A Guide to Residential Living**

For Students, Parents & Carers



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## Contacts & Communication

Hadlow College values easy and effective communication, providing various ways for students to stay informed.

### Contact numbers

#### Hadlow College Address:

Hadlow College, Tonbridge, Kent, TN11 0AL

**Reception: 01732 850551**

#### Absence Email

**[absencehadlow@northkent.ac.uk](mailto:absencehadlow@northkent.ac.uk)**

or use the eNotify app.

#### 24/7 Residential Emergency & Out of Hours Number:

**Direct line: 07976 440887**

### Email and messages

- Students can email their tutor and other staff once logged onto the College network.
- Regularly check emails to ensure you don't miss important messages from Residential Support or your course tutors.
- Residential accommodation offers wireless access, which will be activated soon after moving in.

**For non-urgent maintenance issues, contact:  
[residentialaccommodation@northkent.ac.uk](mailto:residentialaccommodation@northkent.ac.uk)**





**Leaving home to begin life at college is an exciting milestone, and Hadlow College offers the perfect opportunity to take those first steps toward independent living in a supportive and welcoming environment.**

Our dedicated Residential Support team has years of experience helping students settle into their new homes, ensuring a smooth transition. We provide a high level of supervision to help students feel comfortable, make new friends quickly, and adjust to college life with ease.

At Hadlow College, we are committed to creating an environment where students can thrive both academically and personally. We understand that where students live can significantly impact their ability to focus and succeed in their studies. That's why we strive to make their stay as enjoyable and stress-free as possible.

This Handbook has been created as a helpful reference for students, as well as their parents, guardians, and carers. It outlines the services we provide, the expectations we hold, and the limitations of those services. Additionally, it offers guidance on supporting vulnerable adults and students under 18, in accordance with National Minimum Care Standards and the Social Care Common Inspection Framework.







# Introduction to residential living at Hadlow College

The Student Support team at Hadlow College is dedicated to assisting students with all aspects of college life. Our experienced and passionate staff are here to offer guidance, support, and advice throughout a student's journey at Hadlow College.

## We can help with:

- **Health and welfare**
- **Safety, behaviour and discipline**, particularly in residential and recreational areas
- **Enjoyment and achievement**, through group tutorials, enrichment programs, and a variety of events and activities held throughout the year
- **Getting involved in college life**, including opportunities in Learner Voice, Peer Mentoring, Student Union roles, Course Representation, and community projects
- **Economic and financial well-being**, offering career workshops to help students plan for both the present and the future

\* Please note that the staff list is correct at the time of print. For more information, please contact: [residentialaccommodation@northkent.ac.uk](mailto:residentialaccommodation@northkent.ac.uk)

## Meet the 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

**Roksana Kurp**  
Residential Support Officer

**Angie Francis**  
Residential Support Officer

**Donna Pearcey**  
Residential Support Officer

**Chrissy Wright**  
Residential Administrator

# Our Service Objectives

## We strive to:

- Be accessible, confidential, and effective in addressing any inquiries from students or parents/guardians, no matter the nature of the concern.
- Offer a 24-hour service for all students, collaborating with the Student Union and our team to provide a wide range of sporting and social events.
- Ensure a safe and secure environment for all students.
- Maintain high-quality accommodation, ensuring that any repairs or maintenance are handled promptly.
- Foster a fair, safe, and responsible lifestyle among students, in line with current regulations and approved best practices.
- Promote a fair, safe, wholesome, and responsible lifestyle among the student residents of Hadlow College, ensuring compliance with all relevant legislation and recognised best practices.
- Organise and deliver a variety of student enrichment and pastoral support activities, including specific events designed to encourage active and responsible citizenship.
- Ensure a robust system for recording significant student incidents, such as disciplinary offenses, substance abuse, and accidents, ensuring these are addressed fairly and promptly in line with established College policies.
- Establish and manage a reliable system for providing accommodation to students that meets National Minimum Care Standards, ensuring fairness in the allocation of residential spaces.
- Foster effective communication between the student body, the Residential Student Support Services team, and key staff (e.g., Student Support, Facilities, Estates, Catering, Registry, Learning Support, and Course Tutors), addressing all issues related to student welfare and pastoral care.
- Provide a high level of supervision for all students, ensuring that residential students can access a member of the Student Support team 24 hours a day during term time.

We promote fairness, equality of opportunity, and the celebration of diversity in every aspect of the team's work.





# Ofsted Care Inspection Outstanding

**Following our recent Residential Ofsted inspection in June 2024, we have been awarded Outstanding! It's a fantastic achievement and a testament to the hard work and dedication of everyone involved recognising the quality of support provided.**

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

The college is outstanding because....

- Relationships are warm, caring and nurturing and students say it is like a family.
- Because of the good relationships staff know the students well and recognises when they are worried or upset - additionally students talk fondly about staff and are confident in approaching them.
- Students make excellent progress both academically, socially and emotionally. Live your best life booklets encourage individual aspiration with staff guidance on how to reach these.
- Students leave the college well prepared with the life skills to succeed in higher education or employment.
- Students with complex needs are have the same opportunities to succeed through dedicated support from the staff.
- Senior leaders network with industry colleagues ensuring the best practice is both shared and taken on board.
- An overhaul of the taster and induction approach means that students with additional emotional or health needs are well supported with all staff receiving necessary training to meet their medical conditions. Responses are consistent to those with additional emotional well-being needs so students have a range of people they can go to seek the support and reassurance they require.
- Students are confident and consistently say they feel safe in college. They know how to and have contacted security when they have been worried and been thankful of the swift response.
- Students trust the staff which adds to the sense of safety.
- Students learn how to manage conflict within friendship groups and how to compromise in their houses.
- The senior leadership team is highly aspirational for all students in the college. They constantly seek student feedback and adapt courses and programmes as required - such as timings of duties and providing bespoke packages so children can genuinely meet their desired goals.
- Staff are equally as aspirational and work tirelessly to support students to have the best possible experience and outcomes. They are constantly seeking to improve the residential experience through networking with other land based colleges, surveys and recognising changes in the industries students will move onto.
- Students and records are highly detailed and link to each other, meaning that students can see their progress alongside residential and academic staff. These provide a meaningful record of the journey through the college.
- Development plans are constantly updated and the change across the campus is clearly evident since the last inspection.



# Accommodation Management

Upon arrival, students are required to complete a room inventory. Any replacement keys, ID cards, or damages will be documented and signed for on the back of the form. These forms are kept in the student's personal file until the vacation period in June.

If a key is lost or misplaced, a charge of £15.00 will apply for replacement. This amount will be deducted from the initial deposit paid to the College.

The College offers accommodation with disabled access. If this is required, please ensure that it is indicated on the accommodation application form.



## Accommodation for our Further Education Students

The campus offers 159 single student rooms, spread across 15 blocks.

**Hatton A:** 10 rooms

**Stapledon A:** 10 rooms

**Hatton B:** 10 rooms

**Stapledon B:** 10 rooms

**Hatton C:** 10 rooms

**Stapledon C:** 10 rooms

**Veitch A:** 10 rooms

**Veitch B:** 10 rooms

**Hammond A:** 10 rooms

**Hammond B:** 10 rooms

**Hammond C:** 10 rooms

**Hall B:** 12 rooms

**Hall Bridge:** 5 rooms

**Hall C:** 10 rooms

**Kate Barratt:** 22 rooms

These blocks are organised into separate accommodation for students over and under 18, with male and female-only housing for those under 18. Accommodation is allocated based on priority, taking into consideration age, distance travelled, and the nature of the course.

Upon arrival, students are allocated a room and provided with keys and ID badges/swipe cards, granting access to their block and room only. All main entrance doors are securely locked, and movement is monitored via the SALTO system.

Each room is furnished with a bed, wardrobe, bedside cabinet (mini-safe), desk, chair, and washing facilities. Communal areas include bathrooms, toilets, showers, and a kitchen. Kitchens are equipped with a cooker, fridge, freezer, microwave, toaster, kettle, iron, and ironing board.

## Accommodation for our Higher Education Students

Higher Education students are exclusively offered accommodation in a selection of recently refurbished rooms on the main campus. These rooms are single study bedrooms that share a communal lounge, kitchen, and bathroom facilities. The accommodations are divided as follows:

**Faulkners Flats:** 4 rooms

**Pinetrees:** 7 rooms

**Farm House:** 9 rooms

Upon arrival, students are allocated a room and issued keys, allowing access to their block and room only. Each room includes a bed, wardrobe, bedside cabinet, desk, chair, and shelving units. Communal areas consist of a fully furnished lounge, complete with a TV offering Freeview. Kitchens are fitted with a cooker, fridge, freezer, microwave, toaster, kettle, iron, and ironing board.





## Residential Support Team

The Residential Support Team consists of Residential Support Officers (RSOs) who work outside of regular office hours.

Residential Support Officers are available 24/7 to assist with any support needs or enquiries, handling any issues that may arise.

Each RSO is assigned to specific accommodation blocks throughout the year. Whenever possible, please direct any concerns to your RSO while they are on duty.

For immediate advice or in emergency situations, please contact Residential Student Support via the emergency phone number.

## Maintenance and Facilities

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

For non-urgent matters, students should email:  
**[residentialaccommodation@northkent.ac.uk](mailto:residentialaccommodation@northkent.ac.uk)**

A member of the team will then add the issue to the Estates and Facilities Maintenance Log.

In the case of emergencies, students should report concerns directly to an RSO either in person or by using the free phones provided in all blocks and on the main campus.



Support is available

# 24/7



## Accommodation Checks

At the end of each term, staff members will carry out checks on all rooms and communal areas within the accommodation blocks. Any damage or excess rubbish found will be recorded and may result in charges. These charges can be applied either to the individual student or shared among all residents as a communal cost and will be deducted from the deposits at the end of the academic year.



## Cleaning

Students are responsible for keeping their own rooms clean and tidy. Cleaning equipment is provided in each block, and Residential Support Officers conduct regular checks to ensure personal hygiene standards are maintained and to address any issues that arise.

Please ensure the kitchen areas are kept clean and all food is stored appropriately. Cleaners are not responsible for washing dishes, and for health and safety reasons, any expired food will be disposed of. If dirty dishes are left for an extended period, they may also be discarded due to the health and safety risks they pose.

Bins should be placed outside your bedroom door for emptying. For additional waste, wheelie bins are available in the small car park behind The Health & Wellbeing Hub.

## Moving Out At The End of Term

Students are required to remove all their belongings at the end of the Christmas and Easter terms. A reminder will be sent approximately two weeks before the end of the term.

Students who live a considerable distance away or have exceptional circumstances may request, in writing, to the Residential Manager, to leave their belongings in their room at their own risk.

## Leaving Accommodation Before the End of the Academic Year

If a student leaves their accommodation before the end of the academic year, they must return all keys and ID cards.

Staff will check the room (preferably with the student present) against the room inventory to assess any damages, and ensure all keys and cards are returned.

## Residential Induction

All students are required to attend a Residential Induction as part of the Residential Agreement. The induction schedule will vary based on age and year of study. Students will be provided with a timetable of induction meetings upon arrival. This is an opportunity to review key information related to our Personal and Social Skills Development Programme (for students under 18) and safeguarding procedures.

## Residential Link to Support Curriculum

All College students are monitored through a programme called e-Trackr. This system allows staff to log concerns and track progress on each student's Individual Learning Plan, ensuring all relevant staff are aware of the student's status and can offer the necessary support. Residential Support Officers and tutors can also access meeting notes, track attendance, and identify potential risks.

This system is crucial to ensuring the safety and well-being of resident students and that they are on track to complete their courses successfully.

## Residential Equipment List

An equipment list is included in this Handbook (see Appendix 1, page 24).





# Fees & Finance

## Residential fees and charges



### A

#### Payment Methods

Residential fees can be paid using one of the following methods:

##### i) Single Payment

A single payment covering the entire duration of the residential stay.

##### ii) Equal Monthly Payments via Direct Debit

- After paying the first month's fee by cash or credit/debit card, direct debit payments will commence in September 2025 and will be collected monthly until March 2026.
- If a student moves into accommodation during the academic year, the first collection by direct debit will occur on the 1st of the following month after the initial payment.
- The final payment will be collected on 1st March 2026.
- A payment plan will only be available if a satisfactory credit reference (or proof of income) is provided. This can be achieved through a debt guarantor.

##### iii) HE Students - Termly Instalments

Higher Education students may choose to pay in three termly instalments. Direct debit payments will be collected in line with Student Finance.

Alternatively, payments will be collected within 48 hours of confirmation of receipt of student finance, whichever comes earlier.

### B

#### Early Departure from Accommodation

If a student leaves College accommodation or is excluded at any time, they will remain liable for the full accommodation fees for the duration of the contract, which covers the entire academic year. However, if a student departs within four weeks of moving in at the beginning of the academic year, they will only be charged up to the date of departure.







## C

### Charges

The following charges will apply in certain circumstances:

- **£20** if a direct debit is cancelled by the payer before the final payment is collected.
- **£20** if a direct debit is rejected due to insufficient funds.
- **£20** for sending a recorded delivery seven-day final demand.
- Any legal expenses for debt collection, including costs related to small claims court registration.
- If a student fails to pay the residential fees, they will be required to attend a meeting with Student Support to resolve the situation.

## D

### Payment Methods

Payments can only be made by cash or credit/debit card in British Pounds Sterling.

## E

### Room deposit

A **£250** room deposit and booking fee is required, which is refundable (minus the **£50** booking fee) at the end of the academic year, provided the College is satisfied that the room and communal areas have been properly maintained and no outstanding damage charges remain. The deposit may be used to cover the cost of any damages, with charges varying depending on the extent of the damage.

- Lost keys: **£15** per replacement
- Lost ID cards: **£2** per replacement
- All charges will be deducted from the room deposit.



# Student Safety

The safety and well-being of our students are of paramount importance at Hadlow College. We are committed to providing a secure and supportive environment for all students, both in and out of the classroom. The following guidelines and procedures are in place to ensure student safety:

1

## Security on Campus

- All accommodation blocks are secured with locked main entrance doors, and access is controlled through an electronic key system (SALTO system) that records and monitors movement.
- Campus security personnel are available 24/7 to ensure safety and respond to any emergencies.

2

## Personal Safety

- Students are encouraged to remain vigilant and report any suspicious behaviour or potential safety concerns to the Residential Support team or campus security immediately.
- For students living on campus, there is always a Residential Support Officer (RSO) available on duty outside of office hours to assist with any urgent safety concerns.

3

## Emergency Contact

In case of emergencies, students can reach the Residential Support team through the emergency phone number. This number is available 24/7 for immediate assistance.

4

## Safeguarding

- We have robust safeguarding policies in place to protect all students, including those under 18. All staff undergo regular safeguarding training to ensure they can effectively respond to any concerns regarding student welfare.
- Residential Support Officers and other staff members are available to provide guidance and support, especially for students who may need extra assistance with personal or social challenges.

5

## Reporting Concerns

Any concerns related to bullying, harassment, or unsafe behaviour should be reported immediately to the Residential Support Officers or the Student Support team. We take these matters seriously and ensure that appropriate actions are taken to investigate and resolve issues.

6

## Health and Welfare

The College provides health and welfare support to students, including access to counselling services, mental health support, and advice on personal well-being. If students need support, they are encouraged to reach out to the Student Support team, who can connect them with relevant services.

Safeguarding and Child Protection Hadlow College is fully committed to safeguarding all students, both within and outside of the College, from a range of safeguarding issues. These include, but are 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 forms of violence
- Radicalisation
- Forced marriage
- Female genital mutilation
- Trafficking
- Sexual Violence and Harassment
- Peer-on-peer abuse
- Up-skirting

Our goal is to create and maintain a safe living and working environment for all students. To support this, we provide guidance on staying safe throughout our Policies and Procedures. This includes health and safety procedures, rules and regulations, welfare advice, and discussions held during the Residential Induction Programme and workshops.





## Designated Safeguarding Leads

The College has a team of trained Designated Safeguarding Leads (DSLs) who are available to report any concerns related to the safety or wellbeing of a child (anyone under 18) or vulnerable adult. Students, parents, and staff can reach out to the safeguarding team via email or phone.

In the event of a significant concern or abuse disclosure, we will immediately refer the matter to Social Care Services and/or the police for investigation.

## Senior Designated Safeguarding Lead

The overall responsibility for safeguarding procedures at Hadlow College is held by the Senior Designated Safeguarding Lead, Rebecca Skinner, Head of Student Welfare & Safeguarding Services. We work closely with local authorities, the police, and other agencies to ensure student safety.

## Useful Websites for Further Information

For those who wish to learn more about the safeguarding topics covered in our practices, we recommend the following resources:

- **Online Safety:** [www.parentsinfo.org](http://www.parentsinfo.org) & [www.saferinternet.org.uk](http://www.saferinternet.org.uk)
- **Child Sexual Exploitation:** [www.parentsprotect.co.uk](http://www.parentsprotect.co.uk)
- **Radicalisation:** [www.educateagainsthate.com](http://www.educateagainsthate.com)
- **Abuse Prevention:** [www.nspcc.org.uk](http://www.nspcc.org.uk) & [www.kscomp.org.uk](http://www.kscomp.org.uk)



By working together, we can maintain a safe and welcoming environment where all students can thrive academically, socially, and personally.





### Identification Cards (ID) & Security

As part of our commitment to safeguarding, all students and staff are issued with ID cards, which serve as proof of identity throughout the College, including residential areas, the Bar, College Restaurant, and Library. Residential students' ID cards also grant access to meals if they are on a full or half-board basis.

**Replacement Fee:** If an ID card is lost or mislaid, a charge of £2.00 will apply, deducted from the initial deposit paid to the College.

Hadlow College's main campus is open to the public, who visit for Broadview Gardens, the sports fields, and various guest speakers or demonstrations. For security reasons, all students and visitors must visibly wear their ID card while on College premises.

### Absence Procedure

If a student is absent for any reason, the College follows a Missing Persons Policy to ensure the absence is properly followed up. Students must inform the College about:

Absence from lessons or curriculum-based activities as per the College regulations.

### Absence from Residential Accommodation

If a student does not attend lessons or duties for 48 consecutive hours, they will be required to meet with a member of Residential Support and their tutor to discuss the reason for the absence. Depending on the discussion, a student may be required to leave their accommodation until they can fully commit to attendance.

### Reporting Absences

For health, safety, and security reasons, students must inform the Residential Support team in advance of any absence from College accommodation. Unauthorised absences will be followed up the same day. If the student is under 18, the College may contact their parents/guardians immediately.

## Signing In and Out

Students must scan a QR code when leaving or returning to campus, as part of our safeguarding and health and safety procedures.

For Students Under 18: Written permission from parents/guardians is required if they intend to stay away from accommodation overnight.

Failure to comply with the signing in/out procedure may result in disciplinary action and the potential removal from accommodation.

## Guests/Visitors on College Property

Students must sign in and out any visitors at Residential Support. For security reasons, students must obtain permission from a Residential Support Officer before bringing any guest onto College property.

**Guest Restrictions:** Visitors are not allowed in student accommodation blocks. Failure to follow this rule will result in the guest being asked to leave and potential disciplinary action.

## Parents/Carers/Guardians on College Property

All parents, carers, and guardians must sign in and out at Residential Support before entering any private areas of the College, including residential accommodation. If the office is closed, contact the Residential Support Officer using the phone at the entrance to Student Support or the emergency mobile number. The Residential Support Officer will provide a visitor's pass, which must be displayed at all times.

## Health and Safety Policy

In compliance with the Health and Safety at Work Act 1974, the College takes reasonable steps to ensure the health, safety, and welfare of all students, staff, and visitors. A copy of the College Health & Safety Policy is available on request from Student Support and on the College website. Fire Procedures

Students must familiarise themselves with the fire alarm system and specific evacuation procedures. If absent during Induction, they must inform their tutor to receive instructions. Fire procedure information is posted in all teaching, administration, and residential areas. Students with physical disabilities that might affect their ability to evacuate quickly should speak to the Residential Manager before the course begins to arrange necessary support.

## Student Property

Students are responsible for their own property, including valuables, money, and vehicles. The College does not accept responsibility for any loss, damage, or theft. Any stolen items should be reported to the police. The College recommends that students arrange adequate insurance for their belongings. Lost items can be reported to Residential Support, and found items can be handed in at Reception or Residential Support. Unclaimed items will be disposed of at the end of each term. Students must lock their doors at all times for added security.

## Electrical Equipment

Any electrical equipment brought onto College premises must be listed on the Room Inventory. For equipment over one year old, a PAT test certificate from a qualified electrician is required.

New electrical items (under 12 months old) do not need a test. The College reserves the right to inspect and remove unsafe or unauthorized electrical equipment.

## Parental/Carer /Guardian Involvement

Students under 18 on the 31st of August prior to the start of their course will be considered under 18 for the duration of their course. In such cases, parents or guardians will be involved in the student's studies, well-being, and any concerns related to their behaviour, health, welfare, or academic progress.

### Parents/guardians will be contacted if:

- There are concerns about the student's health or welfare.
- The student is involved in a disciplinary issue.
- The student's course progress is poor.
- The student has poor attendance, which may affect both their academic performance and residential status.

**Students will sign a declaration before the start of their course to confirm this arrangement.**







# Healthy Living

## Health and Well-being

If students encounter any issues—whether related to their course or personal matters—they can talk to their tutor or a Residential Support Team member for assistance. The College promotes awareness of health topics, including health education, first aid, drugs and alcohol, and more. There is also a confidential Sexual Health Clinic on-site.

For illness or assistance, contact Residential Support. If you are absent from lessons but do not need assistance, report the absence as soon as possible.

## Counselling Service

The College offers a professional counselling service for confidential support with personal problems. Students can book appointments through their MyDay account.

## Fitness to Study and Stay in Residential Accommodation

If a student experiences persistent attendance issues due to illness, accidents, or mental health challenges, the Fitness to Study Policy will be activated. This process helps provide support and ensures the student stays on track with their studies and residential accommodation.

## Useful Websites

- **Eating Disorders:**  
[www.beatingdisorders.org.uk](http://www.beatingdisorders.org.uk)
- **General Health:**  
[www.nhs.uk/livewellStudy/](http://www.nhs.uk/livewellStudy/)
- **Revision:**  
[www.bbc.co.uk/bitesize](http://www.bbc.co.uk/bitesize)

## GP Registration

Students should register with the local GP. Registration details and procedures will be provided automatically, along with the surgery's contact information.

## First Aid

A qualified first-aid staff member is always on call for any medical needs.

## Emergencies

In case of a medical emergency, the appropriate emergency services will be contacted.

For non-emergencies requiring hospital treatment, parents/guardians will be notified and expected to escort the student or make alternative arrangements. The College cannot provide transport or staff escort.

If the emergency contacts provided on the residential application form are unavailable (e.g., on holiday), please inform Residential Support and provide temporary alternative contact details.

# General Information

## Meals

Choice of Dining Options: Half board includes breakfast and dinner from the canteen, offering a range of healthy and delicious food.

Meal Times and Menus will be displayed in the Restaurant.

### Please note the following:

The Restaurant will be closed on Bank Holidays and may only offer breakfast and lunch during half terms and staff development days.

ID Cards must be presented in the Restaurant to confirm entitlement to pre-paid meals. Failure to do so will result in the refusal of the meal.

### Restaurant Opening Times:

#### Breakfast:

7:45am – 9:30am

#### Dinner:

5:00pm – 6:30pm



## Vending Machines

Vending machines offering snacks, drinks, and free water are located throughout the College, including healthy options.

## Post

Residential students can collect post from Reception. It is the student's responsibility to check for mail.

Post will be kept for a maximum of one month and then returned to sender.

## Telephone

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

## Lost Property

Any found property or money should be handed in to Residential Support or Reception.

Lost property is kept for a limited period and will be disposed of at the end of the term if unclaimed.

Students should secure their belongings at all times and report thefts to Residential Support.

## Cycle Shed

Bicycles and motorcycles must be stored in the cycle shed.

Students must provide their own locks and store bikes at their own risk.

## Parking Facilities

- Residential students have free parking on campus.
- Cars must be parked in designated student parking areas.
- Students bringing their vehicles to College should speak to Residential Support for arrangements.
- The College may take measures to enforce parking regulations, including issuing warning notices or removing vehicles from prohibited areas.
- Vehicles must be removed during the holidays. If left during non-term times, they may be removed or disposed of, with the student responsible for any costs.
- Visitors must park in the student car park and provide car details on their visitor pass.

## Televisions and Mobiles:

- Televisions are allowed in rooms but are not covered by a College TV licence.
- Rooms are not fitted with TV aerials, and some rooms may need a booster aerial for a signal.
- A TV license is required for watching or recording live TV or using BBC iPlayer.
- Mobiles receive signals, but some buildings may have sporadic signals.
- The strongest signal is from EE, followed by O2, and giffgaff is commonly used by students.

## Restaurant and Internet Bar

- The College Restaurant is open to both resident and non-resident students and staff. It offers snacks, breakfast, lunch, and evening meals.
- Menus are displayed daily in the Restaurant. The seating is available indoors and outdoors.







## Local amenities and getting around



### Local Amenities (within a 5-minute walk from the main campus):

- Mini-Mart
- Newsagent with Post Office service
- Chemist
- Bakery
- Hairdresser and Barbers
- Beauticians
- Kebab/Chip Shop

### Other Services in Hadlow Village:

- NHS Dentist
- GP Surgery and Medical Centre
- Church (Church of England)

### Transport

- The Arriva bus company runs local bus services, with routes 7 and 77 connecting Tunbridge Wells, Tonbridge, and Maidstone, all major towns offering department stores, restaurants, 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.
- Bus timetables are available on the Arriva website.

### Nearby Leisure Complexes

- Maidstone and Tunbridge Wells both have leisure complexes, including cinemas and bowling alleys.
- An ice skating rink is available in Gillingham.



# Rules & Regulations

## Accommodation Contracts, Terms, and Conditions

All students must comply with the terms of the Accommodation Contract and Residential Rules and Regulations, which outline the conditions of occupancy. Students are expected to respect the authority of College staff in enforcing these regulations. The full list of accommodation rules will be included in the Contract and Regulations issued before occupancy begins.

It is crucial to read these documents carefully as they are legally binding. Any violation of these rules may result in disciplinary action, including the removal of residential status or exclusion from the College.

## Alcohol, Violence, and Drugs

Incidents involving alcohol, violence, or drugs will lead to immediate suspension from College pending an investigation. Disciplinary action will follow. If a student under 18 is involved, their parents or carers will be expected to arrange for the immediate collection or transportation of the student from College once notified of the incident. The student will not be permitted to return to College until a meeting is arranged, which may take up to ten working days. We will aim to minimise the suspension period to facilitate the student's return to study.

## Attendance

The College has high expectations for attendance. Students are required to attend all lectures, tutorials, practical sessions, and other scheduled events, including Open Days and public events. Any illness or absence must be reported to the Absence Line (ENotify).

Residential students receive additional support from Residential Support Officers, giving them the opportunity to achieve higher results than day students. Concerns regarding a student's attendance may impact their residential accommodation status. For more information, refer to the Residential Disciplinary Procedure.

## Smoking

The College enforces a no smoking policy. Smoking, including the use of e-cigarettes and vaping devices, is only permitted in designated smoking areas. These areas will be clearly marked with signs. Smoking is not allowed inside any building, in any enclosed area, outside accommodation blocks, in teaching areas, or while walking between buildings or across College grounds.





# Activities & Entertainment

## Garrad's Bar & The Common Room

- These spaces are dedicated to socialising and fostering student relationships.
- ID cards must be displayed when using these spaces.

## The Common Room

A hub for midweek activities, including Student Union events and enrichment activities.

### Features include:

- Sofas
- Table tennis and pool tables
- Darts
- Well-equipped music room for musicians (beginner to advanced)
- TV room
- A variety of games and equipment

## Student Bar

- Located in Garrad House, it's an ideal spot to meet friends and socialise.
- Fully licensed bar serving a variety of cold, soft and alcoholic drinks, along with snacks.





## Activities, Sports, and The Wellness Hub

**Students are informed about gym use and sports activities available year-round.**

### Weekly activities include:

- Skill learning (e.g., cooking, budgeting)
- Community work
- Workshops
- Off-site activities (e.g., trips, outdoor activities)
- Daily use of the Multi Use Games Area (MUGA) which offers basketball and netball nets, tennis court, football goals etc.

### Residential Support Officers organise evening social events such as:

- Themed discos, quiz nights, karaoke
- Pool competitions, film nights, cinema trips
- Swimming, bowling, and rock climbing trips
- Tea and toast evenings

### Music Room

For students interested in music, there is a free-to-use music room with:

- Drum kit, keyboards, guitars (electric & acoustic), and bass.

### Life Skills & Health Promotion

Residential Support Officers also help students with practical skills like:

- Budgeting
- Personal safety
- Domestic tasks (e.g., cleaning, laundry)
- Homework club
- Finance skills
- Careers and future
- Relationships
- Cooking skills

Wellness Suite encourages physical activities and promotes a healthy lifestyle.







# Equality, Diversity & Inclusion

At Hadlow College, we believe in providing equal opportunities for everyone to succeed. We recognise that each individual is unique, and we aim to create a learning and working environment where everyone feels welcome, supported, and respected. We are committed to ensuring that no one is discriminated against due to their age, gender, disability, sexuality, race, religious beliefs, marital status, ethnic or national origin, social class, or employment status.

## Expectations for Students

- **Respect:** All students are expected to treat one another with respect.
- **Zero tolerance for discrimination:** Any form of discrimination, harassment, or bullying is unacceptable and may lead to disciplinary action.

## Bullying

Bullying can take several forms, such as:

- Physical abuse (hitting, pushing)
- Verbal abuse (teasing, name-calling)

## What to do if you experience or witness bullying

1. Tell a parent or guardian.
2. Inform your tutor or a member of the Student Support team.
3. Seek help a

## Sexual Harassment

Sexual harassment involves unwanted conduct of a sexual nature and can happen both online and offline. It may:

- Violate someone's dignity
- Make someone feel intimidated, degraded, or humiliated
- Create a hostile or sexualized environment

The College encourages students to challenge inappropriate behaviours and create a respectful environment.

## Support for Students with Disabilities

Hadlow College is committed to supporting students with disabilities or learning difficulties. If a student faces challenges in:

- Using rooms or equipment
- Participating in activities
- Understanding what is being taught

They should speak with a Learning Support Advisor as soon as possible. The College will make reasonable adjustments to support their success.

All discussions regarding needs will be confidential, and any necessary information will only be shared with those who need to know.

## Student Disciplinary Procedure

The Student Disciplinary Policy aims to:

- Reaffirm the College's rules and regulations.
- Help students stay on track with their behaviour and academic progress.

The procedure is designed to support students by providing a clear action plan with **SMART**

**Specific**  
**Measurable**  
**Achievable**  
**Realistic**  
**Time-related**

There are two routes for disciplinary actions:

- **Curriculum Route:** Related to academic behaviour.
- **Residential Route:** Related to behaviour in residential areas.

The College has a **zero tolerance policy** for serious incidents, including drugs, violence, criminal activity, alcohol-related issues, and weapons. Students involved in serious incidents may face suspension or exclusion from College and accommodation. The police may be contacted, and appeals can be made in some cases.

For students under 18, parents/guardians will be informed and invited to attend any meetings. Students can find more information about the Student Disciplinary Policy on the College website or Moodle.

## Religious faiths and chaplaincy

At Hadlow College, we are committed to supporting all members of our community in practicing their religious beliefs. The Student Support team can provide details about local places of worship for various faiths and denominations, and they are happy to help you find the information you need.

Further details are also available on the College Moodle pages.

Our Chaplaincy team offers pastoral support to all students, regardless of faith or belief. The Chaplain is available to assist those

exploring their faith or belief, as well as provide support during difficult times.

A dedicated room within Student Support is available for prayer, quiet reflection, or contemplation. This space is open to all, and we kindly ask that everyone respects the room's intended purpose.

As part of our proactive safeguarding efforts, we provide useful resources for further reading on key safeguarding topics, including:

- Forced Marriage
- Faith Abuse
- Violence Against Women and Girls

## Complaints & Appeals Procedure

If something doesn't go as expected, you may wish to raise a concern. It's important that you direct your concerns to the relevant staff member. Should you be unable to resolve the issue after speaking with a staff member and their line manager, you may choose to make a formal complaint.

The formal complaints process is outlined in our Complaints Policy, available on the College website or Moodle.

For correspondence, please contact:

**Mr. Chris Lydon**  
Principal  
Hadlow College  
Tonbridge Road  
Kent  
TN11 0AL

If you are unclear about any aspect of the procedure, please feel free to ask your tutor or any staff member for guidance. If you are still dissatisfied with the outcome, you may appeal. Full details of the appeal process can be found in the Complaints Policy on the College website or Moodle.

If you have followed the above procedure and remain dissatisfied, you can refer the matter to Ofsted by contacting:

**Phone: 0300 123 1231**  
**Email: [enquiries@ofsted.co.uk](mailto:enquiries@ofsted.co.uk)**







## Student Information

**Moodle** or information given during the first weeks of term will provide students with useful details they may need throughout the year.

### Information Screens:

Digital displays throughout the College will provide updates about upcoming events and activities.

### Learner Voice (LV):

Students have a platform to share feedback. Look out for:

- Learner Voice boards and boxes
- Termly LV forums
- Residential Block meetings
- Course Focus Groups
- Student Union and College committees and meetings

### Notice Boards:

Notice boards are scattered throughout the College, with up-to-date information:

- Curriculum and Support Areas
- Student Union, Enrichment, and Student Support
- Exams and General Information

## 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
- Healthy food / drinks
- Coat hangers

A member of staff will check items after arrival. If you require a fridge due to medical reasons, permission must be given by the Residential Manager and the college can provide this. 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
- Pets of any size or description other than assistance dogs
- Portable BBQ or gas stoves
- Offensive weapons

#### TV Licences

You are required by law to obtain a TV licence if you are planning on watching TV in your room and bringing such a device with you. Please seek guidance from TV licensing.

**We look forward to welcoming you soon!**