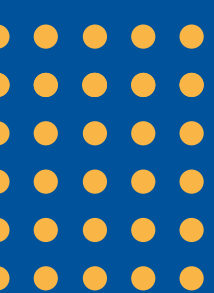


STUDENT HANDBOOK

2024/25



WELCOME

We hope you are excited about joining us and becoming part of our learning community.

We have developed this handbook so you can clearly see how we are going to prepare you to find your future and become work ready.

This A-Z guide to college life should help you achieve your learning goals, and outline some of our expectations of you, as well as what you might expect from us, as we work together to help you achieve.

It's a great reference tool for you to dip into whenever you need it.

You can find out more about how our policies, procedures and services form the basis of our support for you as you progress. And it should help you find the answers to some of the questions that might crop up during your time with us.

We've provided links to our full policies and procedures – if you need more information, contact your Head of Department or a Head of Studies Manager who will be more than happy to help.

This document complements the support of your Personal Tutor, who will meet you on a regular basis to help and guide you, so please ask for help if you need it.

Good luck with your studies.

Maxine Mealey

Assistant Principal



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A ACADEMIC ONE-TO-ONE

Your timetable will include regular one-to-one meetings with your Personal Tutor. These meetings are important, as they provide the opportunity for you to work together, helping you both assess your progress and remove any barriers to success.

A ADDITIONAL LEARNING SUPPORT

If you think you need extra help with your studies, we offer Additional Learning Support (ALS) at all our campuses on a regular basis or just occasionally.

We have a team of specialist tutors who can support you if you have difficulties such as dyslexia, dyspraxia, ASD and mental ill health.

You can access our support inside and outside the classroom depending on your level of need.

We work in partnership with your lecturers to find the best ways for you to learn and get help in class if you need it. In some cases, you might need to work with a Learning Support Assistant.

You'll have regular reviews to check your progress to make sure you are getting the right level of support.

We can also organise special exam arrangements such as extra time, a separate room, someone to read or write for you, or a laptop for the exam. You can also borrow specialist equipment such as a spellchecker to help with spellings, a hand-held tape recorder, a laptop, or other specialist software.

We can also help you apply for Disabled Students Allowance if you are progressing to higher education.

If you think you might benefit from support, we can arrange a confidential, initial assessment for you.

Contact 01942 761887/761849 or als@wigan-leigh.ac.uk for an informal chat, or to book an initial assessment.

A AI

Artificial Intelligence (AI) is technology that computers and machines use to simulate human intelligence and to problem-solve. Throughout your learning journey, we will help you focus on understanding and harnessing the benefits of AI. While AI is a great learning tool, it can't do all the work for you. And you can be reassured that we always maintain integrity and fairness in all your assessments. You will learn more about the fair and ethical use of AI during your induction.

A APPEALS

You may [appeal](#) if you want us to revisit an assessment decision that you think has disadvantaged you, or you believe is unreasonable.

Appeals procedures are in place to make sure that:

- You can enquire about, question or appeal against an assessment decision.
- We can reach agreement at the earliest opportunity.
- There is a standard, time limited, sequenced and documented process to follow, to ensure openness and fairness.
- We can support your right of appeal against an awarding body, where appropriate.

Our Procedures

- Our intention is always to be fair when marking and assessing your work, but you have the right to appeal if you don't agree with our decisions. We'll make sure that you're aware of the appeals and regulations processes at induction.
- If you request them from your tutor, we'll provide you with the appropriate documents to record and monitor or validate the progress of an appeal.
- We'll send your appeal to the awarding body, if you're not satisfied with the internal appeals process, and you still feel disadvantaged by our decision.
- The Lead Internal Verifier or Head of Department will also review other learners' assessment outcomes in the interests of fairness.
- We'll keep appeal documentation on file for 18 months after the appeal is resolved.

Responsibilities and Duties

- You're responsible for initiating the appeals procedure using the appropriate documentation.
- If you question our assessment decisions, we're responsible for processing your appeal within the agreed time.
- Our Internal Verifier or Head of Department is responsible for judging whether assessment decisions are valid, fair and unbiased.
- We may help you to appeal to an awarding body – if we do, the Head of Department will notify the Quality Team.

Appeals procedure:

- Stage 1 – Informal: You appeal in writing, within 14 days of your assessment results, using the learner appeal form. You should give the form to your tutor/ trainer assessor or professional mentor

If unresolved:

- Stage 2 – Review: the Head of Department, Internal Lead or Verifier will review the form and update it with a response and outcome.

If unresolved:

- Stage 3 – Appeal hearing: Senior management hear the appeal and record the response and outcome. This is the last stage before an external appeal.

If unresolved:

- Stage 4 – External appeal: We'll submit the grounds for appeal and any supporting documentation to the awarding body within 14 days of the completion of stage 3. At this stage you will need to pay a fee.

A ATTENDANCE

There is a proven link between your attendance and your success. We set the bar high and challenge you to attend college every day that is set out on your timetable. Those who achieve 100 per cent attendance reap rewards not only in exam success, but also in developing an attitude essential to becoming work ready.

Absence Procedures

Poor attendance often leads to underachievement and may result in disciplinary action. You can find out more about this in our [college disciplinary policy](#).

Being late to class is disruptive for other students. While we understand that sometimes being late is unavoidable, if you are persistently late, we may also resort to disciplinary action.

You may have to pay a fee for missed exams and you may have to pay back your financial awards or bursaries. But it's not just your pocket that's hit, poor attendance may jeopardise your success in becoming work ready. Employers request information about attendance, as part of a job reference request, so there's a lot at stake.

We expect you to book your holidays outside term time. There are many weeks throughout the year to choose from, but if you do take holidays during term time we'll record them as unauthorised absences.

Reporting Absences and Lateness

If you are aged 18 or older you must let us know if you are going to be late or absent from college before the start of the first lesson, or no later than 10am on the day. If you're 16-18 your parent or carer may let us know.

Tell us why you are going to be late or absent on 01942 761600 (option 4) before 10am.

If you're absent from a work placement you must let them know too.

If we don't hear from you we'll contact you, or your parent /guardian/carer/registered next of kin, to find out why you're not in college.

If you don't let us know when you are going to be late or absent, you're breaching the college Code of Conduct and may be subject to the disciplinary process.

Late arrivals

If you're late for college and have told us in advance, speak to your tutor at the end of the lesson to make sure we've recorded a late mark and not an absence mark for you.

Unauthorised absence

We expect you to make routine doctor, dental, orthodontic or optician appointments outside your timetabled classes. If they do occur during your college day, we also record them as unauthorised absences.

Even if you let us know you're going to be off sick, we record this as an unauthorised absence.

Authorised Absence

We record some absences as authorised, but tell your personal tutor in advance to get approval.

You'll need to provide evidence of these types of absences:

- university open days (3 an academic year)
- interviews for university, apprenticeships or full-time jobs
- hospital appointments or admissions supported by a doctor's note or hospital letter
- bereavement or a funeral
- religious holidays.

We don't expect prior notice of serious medical emergencies or a sudden unexpected bereavement.

B BEHAVIOUR

As a student you're a valued member of our college community and an ambassador for us and our values.

We expect you to follow our Code of Conduct

Please read through so that you're aware of our expectations of how you engage with the wider community as a volunteer, on a placement, on a college trip or during your college breaks.

British Values

Our values align with Fundamental British Values. This is a term used to describe democracy, the rule of law, individual liberty and mutual respect and tolerance of those with different faiths and beliefs.

We'll help you develop and demonstrate skills and attitudes to make a positive contribution to life in modern Britain.

We support the Prevent agenda, a government initiative to pursue, protect, prepare and prevent people from becoming involved in terrorism.

We challenge extremist beliefs and encourage you to make informed choices to protect yourselves from extremism and radicalisation.

B BUILDINGS

Our Building Management Standards help us all look after our environment to ensure safety and sustainability on campus.

The guidelines cover:

- authorised entrances and exits
- wearing identity badges at all times and not allowing anyone else to use them to enter our buildings
- leaving emergency exit doors closed
- acts of vandalism or deliberate damage resulting in disciplinary action
- smoking cigarettes or e-cigarettes in designated areas and using bins for cigarette butts
- photography permissions in college
- permission to put up notices or hand out leaflets and other materials
- eating or drinking in designated areas including cafeterias
- avoiding sitting in corridors or running inside the buildings
- use of personal protective equipment in workshops
- leaving lost property at receptions, where you can also report any allegation of theft
- use of litter bins
- walking rather than taking the lift
- switching off lights and appliances after use
- printing double-sided if possible.

C CAREERS PASSPORT

You'll take part in lots of different activities and experiences alongside your studies to get work ready. The Careers Passport is a record of your careers activity and a great way to keep everything together. It's evidence of your achievements, skills and employability and good material to add to your CV.

You'll find out more about how to record your activity at the Career Passport Tutorial in your first few weeks at College.

C CODE OF CONDUCT

When you join the college community, you automatically become an ambassador representing the college and its values to the wider world. You'll sign up to agree to a set of standards we expect you to follow, as you go about your business inside and outside college.

As part of these standards you'll sign up to agree to the following:

- Attending all college lessons punctually and meeting assignment deadlines.
- Reporting all absences, or lateness on the absence reporting number
- Understanding that all absences affect your attendance score and that we expect you to attend every class you are timetabled for.
- Completing assignments without cheating, copying or plagiarising (using someone else's work from the internet, another student or a book or magazine, and pretending it's your own).
- Wearing your student identity card so that the photograph is on view at all times, showing it when asked, and never letting anyone else use it.
- Not smoking (including vapes), anywhere on college premises except designated smoking areas. This includes entrances and exits.
- Respecting the wellbeing of others and treating college property with care.
- Keeping mobile devices on silent and non-vibrate mode, or switched off in learning areas and using only with permission of the staff.
- Respecting students and staff, behaving in a thoughtful, caring and responsible manner.
- Being responsible online and not sharing images of anyone else without consent.

- Avoiding violent or discriminatory behaviour, harassment, bullying or foul and abusive language. This includes wearing or displaying logos or slogans that could offend other people.
- Safeguarding the reputation of the college both on and offline.
- Agreeing to the IT User Policy, using computer facilities only to support learning.
- Observing [Health & Safety regulations](#), paying attention to your own and other people's health and safety, and following staff instruction.
- Not possessing drugs including legal highs, alcohol or weapons on college premises.
- Following the wider college rules, responding to reasonable requests from staff about behaviour and standards.

If you fail to follow this Code, disciplinary action may be taken in accordance with the [Student Disciplinary Procedure](#). This may lead to exclusion from the college.

If in receipt of Learner Support Funding (i.e. 16- 19 Bursary, 19+ Discretionary Learner Support, 20+ Childcare or Advanced Loans Bursary), you should be aware that if your attendance drops below 100 per cent, or you fail to meet the terms of the Code of Conduct funding will be stopped.

C COMPLAINTS

If you're dissatisfied with any aspect or activity at college, discuss your concerns with your course tutor, Personal Tutor or Head of Department. We'll always deal with complaints promptly, fairly, professionally and in a non-discriminatory manner.

It's in everyone's interest to resolve complaints as quickly as possible, as close to the source of the problem as possible, and where appropriate by informal means rather than formally.

Complaints form a valuable aspect of our commitment to continual improvement. Not only do we aim to resolve issues but we also try to prevent similar incidents from happening again.

If we can't resolve your complaint informally you can go through our [complaints policy and procedure](#).

D DIGITAL

We use the following online platforms to connect with you. We'll help you access them if they are unfamiliar to you.

Microsoft Teams

An app and website for online groups connecting to classes. You can share and access files, chats, assignments and a variety of other apps. You can make group and individual audio/video calls usually at the start of each lesson.

Access by logging in using the same college log in (Microsoft 365) account details. We recommend downloading the MS Teams app to your phone, so we can keep in touch throughout the academic year.

Nearpod - For interactive presentations

An app and website for lesson presentations. Lots of interactivity - questions, drawings, 360-degree field trips, video and matching tasks.

Tutors provide access with a unique code for you to join the session.

VLE - Virtual Learning Environment

A web page for course resources which also has additional interactive elements.

You can access from the college website using your usual college username and password to log in.

ProPortal

A web page to view and edit assessment grades and individual learning plans.

Access from the website, with your usual college username and password to log in.

D DISCIPLINE

We want to make the transition from school to college as smooth as possible. Your independence will start to develop and there'll be lots of new experiences and some challenges.

We all work together to create an environment of mutual trust, respect and confidence. We achieve this when we assert our legal and moral obligation to act against unacceptable behaviour or practice.

We'll challenge any form of discrimination, harassment, vandalism or disruption against people and or property, if appropriate. We'll take disciplinary action and involve the Police or other external agencies when appropriate.

We'll also take disciplinary action if you are involved in illegal activities outside college, if they put our premises, staff, students, or ours or partners' reputation at risk.

You can visit our website for details of our college rules and regulations

E EMERGENCY EVACUATION

If you discover a fire:

- Inform a member of staff immediately or trigger the alarm yourself by activating a break glass point.
- Leave the area and don't return to it.
- Leave the building and report to the assembly point.

If you hear the fire alarm during class:

- Follow your tutor's instructions quietly and quickly.
- Follow the emergency evacuation route and go directly to the assembly point.
- Assembly points are generally on car parks/driveways or within the grounds.
- When you arrive at the assembly point stay there until we tell you it's safe to re-enter the building.

If the fire alarm sounds outside of lesson times:

- Don't enter the building if you're outside.
- If you're in the building leave by the nearest fire exit and go directly to the assembly point relevant to your next lesson.
- When you arrive at the assembly point stay there until we tell you it's safe to re-enter the building.
- Don't drive your vehicle out of college grounds during a fire evacuation.

E ENRICHMENT

There are lots of clubs and groups for you to join to enrich your college experience, meet people with similar interests and have some fun along the way.

Choose from:

- Basketball
- Choir
- Computing and tech
- Duke of Edinburgh scheme
- Film Club
- Football
- LGBTQ+ group
- Nail Art
- Photography
- Student Council
- Young Carers
- Zumba

You could also get involved in national promotional or fund raising events such as:

- One World Week
- Macmillan Coffee Mornings
- Careers Fairs
- Wellbeing Week
- Children in Need
- Culture Days
- Mental Health Awareness Events
- Good Financial Health Events.

Check out the Student Portal or speak to your Personal Tutor for regular updates.

You'll also take part in trips, visits, work experience and master classes relating to your own area of study, where you can meet guest speakers and industry experts.

Make sure to log your enrichment activities on your ILP on ProMonitor to keep a record and make it easier to transfer them to your personal statement or CV.

E EQUALITY AND DIVERSITY

We provide a safe, supportive environment where everyone is treated with dignity and respect, free from discrimination, harassment or victimisation.

We challenge those who treat groups less favourably on the grounds of:

- Gender
- Disability/Learning Difficulty
- Age
- Sexual Orientation
- Gender Reassignment
- Marriage or Civil Partnership Status
- Pregnancy/Maternity
- Race, Ethnicity or National Origin
- Religion or Beliefs

Our [Equality and Diversity policy](#) underpins our commitment to you.

You'll learn more about celebrating equality and diversity as part of your enrichment programme taking part in events such as:

- Black History Month
- Armistice Day
- Holocaust Memorial Day
- LGBT History Month
- International Women's Day
- International Workers' Memorial Day
- World Cultural Diversity day
- Ramadan
- Mental Health Awareness Week
- One World Week



E EXAMS AND EXAM BOARDS

JCQ is a membership organisation representing the eight largest national awarding bodies offering qualifications in the UK. These qualifications include GCSEs, A levels and vocational qualifications.

The JCQ have certain regulations that we need to follow for you to sit your exams. You should be aware of these regulations before you sit an exam. You can find them on the student Virtual Learning Environment (VLE), under the heading JCQ Regulations.

The Office of Qualifications and Examinations Regulation (Ofqual) regulates qualifications, exams and assessments in England. Exam awarding bodies must meet specific requirements to satisfy Ofqual, and we must prove that we are meeting the quality processes set out by them.

Your course may not include exams, so we'll continually assess your work. To make sure that we are grading coursework appropriately, the exam bodies will either visit the college or sample some of your work remotely.

Once you complete your course, we request your final certificate to provide evidence of your grades, which we can then pass on to you.

F FAB FUTURES

Our team offers impartial advice to help you make decisions about how to get work ready and plan further study options after your course.

You can meet us to find out more about:

- How to change course or get an apprenticeship
- UCAS applications
- Student Finance applications
- Applying for higher education at our University Centre
- Job searches, CVs, letters and job applications
- Co-ordinate work placements for students
- Identifying and building the skills to get ahead
- Research and planning to support your career ambitions
- Funding and welfare
- Support agencies.

To book an appointment speak to the reception team or call:

Parsons Walk Campus: 01942 761 681

Pagefield Campus: 01942 761 819

Leigh Campus: 01942 761 487

F FEEL SAFE BE SAFE

Safeguarding

We want everyone to feel safe at college.

If you have concerns about safety we really want to hear about them. You can raise concerns with us about issues in or outside college, about yourself or someone you know.

Speak to the person you feel most comfortable with. This may be your tutor, a manager or a member of the safeguarding team.

There are certain subjects that we have to share with others. If you tell us about abuse, neglect, grooming, domestic violence, sexual exploitation or female genital mutilation we must report these concerns to the safeguarding team.

You can find out more on our website [safeguarding](#) pages, where you can also read more documents on Prevent and anti-bullying.

We also work in partnership with others, including the police, to support victims of domestic abuse through the Wigan Encompass scheme.

Contact the Safeguarding team on 07920822122, 07826919119 or 07826918735 or visit the Head of Studies Offices at each campus.

Further Help and Support

The Samaritans - 116123 (Completely free and confidential)

NSPCC – 0800 800 5000

Childline – 0800 1111

Young People's Drug and Alcohol Team (YPDAS) – 01942 865591

Domestic Violence (DIAS) – 01942 495230

BullyingUK – 0800 800 2222

The Sanctuary (For mental health crisis support) – 0300 003 7029

MIND – 0300 123 3393

If you are in immediate danger call the Police on 999

To report a non-emergency call the Police on 101

Health and Safety

You are entitled to learning that takes place in a safe, healthy and supportive environment.

You can find our [health and safety policy](#) online



F FINANCE

We have funding to help you if you are struggling to complete your course because of financial hardship.

Help for younger students

You can find out more about our [college bursaries](#) for 16-18 year-olds online.

Vulnerable Bursary

You may be entitled to:

- up to £120 a month based on financial assessment need
- free college meals on attendance days.

Discretionary Bursary

- up to £75 a month based on financial assessment need
- free college meals on attendance days.

Travel

If you are aged 16-19 you can [travel to college for free.](#)

Care to Learn

We can help with childcare costs on the [Care to Learn](#) scheme if you are older than 16 and under 20-years-old on the first day of your course.

Helpline 0800 046 8687.

Help for mature students

19+ Learner Support Fund and Advanced Learner Loan Bursary.

You can apply for help towards the cost of:

- travel to college
- uniform/clothing/PPE
- books/electronic resources
- college trips
- college meals
- childcare costs (Ofsted registered childcare)
- travel to university or job interviews
- equipment/materials
- course and exam fees (including resits)

Access to Learning Fund

If you are studying a higher education course and in financial hardship this fund will help you with the costs associated with learning. You may be entitled to a one off payment of £150.

Other Sources of Funding

If you're under 24 and live in the Wigan Borough, the Hindley and Abram Grammar School Fund can help with costs such as clothing, tools, instruments, books, other equipment, and travel to and from college. If you're 19-25 and have an Educational Health Care Plan (EHCP) or a Learning Difficulty Assessment (LDA), and are eligible for the college bursary, you're entitled to a free college meal.

Contact thefundingteam@wigan-leigh.ac.uk

F FREDIE

We have a truly inclusive culture aligned to FREDIE values of Fairness, Respect, Equality, Diversity, Inclusion and Engagement.

H HEAD OF STUDIES

There are lots of staff at college to help during your time as a student, including your Personal Tutor and Student Liaison Officers.

The Head of Studies team plays an important role supporting you to:

- Have fun through enrichment and volunteering activities, but also succeed on your course.
- Monitor and manage attendance.
- Push your grades to above the minimum expected.
- Set, monitor and review targets for improvement.
- Develop resilience.
- Apply for student leadership roles.
- Overcome difficulties
- Support you with cost of living, wellbeing, housing and health related issues.

They also co-ordinate a range of activities including:

- Freshers Fayre
- Induction
- Assemblies
- Careers events
- Progression events
- Learner voice meetings
- Student Council enrichment activities.



Maxine Mealey
Assistant Principal



Dawn Coles
Head Of Studies



Richard Hughes
Head Of Studies



Chris Gandy
Head Of Studies

I ID CARDS

When you enrol you will be issued with a Student ID card free of charge. It will show your photo and unique college number (also known as EBS number).

ID cards are important for everybody's safety because we can see that the people on our premises are supposed to be here.

We expect you to take care of your ID card and always wear it so it's visible when you are in college. If we see you without an ID card you we will ask you where it is.

It also helps you to feel like a part of our community and gets you work ready as employers expect their staff to wear ID cards.

Your ID card provides access to services such as free breakfast scheme (16-18 year olds), free lunch allowance (if you're eligible), your print credit and access to buildings.

If you forget your ID card you may not be able to get into your building. You can get a temporary ID card for the day at reception, but you won't be able to access any of the services, however it will show that you are a student and meant to be on college premises.

We issue a maximum of five temporary passes during the academic year and at this point we will refer you to a Head of Studies to discuss the reasons why you are repeatedly without it. We'll speak to your parent/guardian and you may also face disciplinary proceedings.

You can buy up to three replacement cards at the Learning Resource Centre for one academic year. After your third card you'll need to see the Head of Studies and may also face disciplinary action.

Wear your ID card with pride and always have it with you when you come to college.

I INDIVIDUAL LEARNING PLAN

Your Individual Learning Plan is a record of your targets, attendance, progress, marks, support and much more.

You and your tutors have access to it on the Student Portal through the ProMonitor system.

You can also see your additional support plan, if you have one, as well as notes on review meetings with your Personal Tutor. It's a record of comments you or your tutors make and will be reviewed during your academic one-to-one meetings in tutorials throughout the year.

L LEARNING

Your learning is a joint enterprise between you and your tutors. Tutors and lecturers present new information and help you to develop new skills, but as a learner, you're responsible for working hard to understand the information and master your new skills.

To be successful we expect you to engage with us through:

Wanting

We expect you to want to learn and be enthusiastic about your time at college.

Doing

Practice the new skills and knowledge to master your subject.

Feedback

We will give you feedback so that you can improve. Accepting feedback in a positive way is a skill you will use throughout your life and helps you to become work ready.

Digesting

Try to digest the new information you've been taught. If you find this hard, find out more about the subject to complement what you've been doing in college.



L LEARNING RESOURCES AND LIBRARIES

We offer a full range of services at Parsons Walk, Pagefield and Leigh campuses in new open plan Learning Resource Centres (LRC).

As well as a library service, you can access electronic resources, study facilities and IT work stations to support your learning.

Our campuses specialise in the subjects delivered there, but you can use any Learning Resource Centre for most subject areas.

At the start of your course, you'll access a personal secure storage area on the college network through your college account. You'll be able to get online and access the Virtual Learning Environment (VLE) and your college email account. You'll also have a free cloud-based Microsoft Office365 account with 1TB of storage, all available on and off campus.

There are online resources, including thousands of e-books, e-journals and e-databases through the College VLE and our new LibGuides platform. You can request and renew books through the online Library Catalogue.

If you've a specific learning difficulty, you can access specialised software and equipment.

Your student ID card provides access to devices for printing, copying and scanning. You'll have a generous printing allowance, but you can buy extra credits from the Learning Resources Helpdesk if you need them.

You can access all the college apps from home using the Colleges VDI (Virtual Desktop Infrastructure) using either your own personal device or a college laptop. You can borrow a laptop in the same way as you borrow books.

To help you navigate all we have to offer, we hold regular training sessions in:

- Introduction to the Learning Resource services
- Accessing college online resources
- Searching for information with LibGuides
- Basic Microsoft Office skills
- The Harvard Reference System
- HE Academic Study Skills

Centre opening times are online in the Learning Resources area of the VLE or posted on X @LRCWiganLeigh.

M MARKBOOK

Markbook is an online platform that keeps track of your unit grades.

It helps us to see how you are progressing and we use it for claiming your certificates at the end of the year.

As we want you to achieve the highest grade possible, we also use this platform to see if you are exceeding your minimum expected target grades, based on how well you did in your GCSEs.

We produce weekly reports to show when you received feedback and whether you have handed your work in on time.

To become work ready it's important to manage your time well to meet all your deadlines. This skill is one that employers really value, so it's worth developing time management skills as a student to prepare for the world of work.

N NETIQUETTE

Netiquette is a set of guidance principles for acceptable and polite online behaviour.

It makes sure interactions are respectful, considerate, and appropriate across various digital platforms.

The Human Element

Everyone who read your words, or sees your photos or videos online deserves respect.

So before you press send or submit, ask yourself whether you would have a problem if someone else had written it.

If not in real life, then not online too

Hopefully, you wouldn't stand in front of a stranger and be rude to them face-to-face, so keep the same standard online. Poor or bullying behaviour that contravenes the student code of conduct, will be subject to disciplinary actions.

Cyberspace is a diverse place

The online space is geographically and culturally dispersed, so think carefully about the word choice and topics you upload.

Extinguish flame wars

Flaming is when people are emotive when expressing their annoyance on a subject. Flame wars, however, is when two or more people exchange angry and explicit posts between each other. This must be controlled before it escalates to compromise the integrity of the group.

Don't feed the flames; extinguish them by guiding the discussion back to a more productive direction.

FORGIVE

At some point, you'll see a stupid question, read an unnecessarily long response, or encounter misspelled words. When this happens, practice kindness and forgiveness, as you would hope someone would do if you had committed the same offence. If it's a minor offence you might want to let it slide.

N NATIONAL ONLINE SAFETY

Our mission is to make the internet a safer place, so we are members of National Online Safety. This means we all have access to support materials, training, newsletters and initiatives to reduce online risk.

We'll give you login details to access the platform in your tutorials.

P PARKING

Students at our Wigan campuses can park at Water Street Car Park.

Parking at college is only for staff, as we are currently undergoing a campus re-development, and parking is limited.

Passes can be obtained from receptions.

P PASTORAL AND COMMUNITY CHAPLAIN

The chaplaincy welcomes people of all faiths and none, regardless of background or status. Our aim is to help you live richer, more fulfilled and transformed lives.

Our vision is to be a beacon for hope and transformation, guided by values such as respect, understanding of differences, and kindness, challenging you to see a better, fairer world.

We celebrate our Christian roots but understand our work goes beyond the narrow confines of religion.

We're there to support you throughout the academic year, through pastoral support or mentoring to help you aspire to be the best you can be.

P PREVENT DUTY

We're committed to the principles of Prevent - a UK-wide strategy that aims to stop people becoming terrorists or supporting terrorism. It also extends to supporting the rehabilitation and disengagement of those already involved in terrorism

Prevent aims to:

- Challenge the ideology that supports terrorism.
- Protect vulnerable people.
- Support sectors and institutions where there are risks of radicalisation.

Because many aspects of learning are online, we recognise that this could lead to an increased risk of radicalisation. We encourage you to look out for extremist content and report any concerns about friends or acquaintances – no matter how minor – to the Safeguarding team.

Spotting worrying behaviour at an early stage helps us to make sure that people access the support they need.

We can make a difference to people's lives through early action or intervention:

- Be aware of any negative influences online and offline.
- Keep an eye out for changes, large or small, that are increasing in intensity.
- Have a conversation with the person you're worried about.
- Trust your instincts and if you're worried, seek help and advice.
- Speak to other people you trust.

P PRINCE'S TRUST

We work closely with The Prince's Trust to provide personal development courses for 16 to 25 year old unemployed people from a variety of backgrounds and with a range of abilities.

You'll not only achieve qualifications but you'll also meet new friends, have fun and be part of something truly amazing, through team building activities and community challenges learning the benefits of supporting others.

Some of the qualifications you can achieve include:

- Prince's Trust Certificate in Employment, Teamwork and Community Skills
- Emergency First Aid at work (HSE Approved)
- Work Placement
- Health and Safety
- Manual Handling
- Basic Food Hygiene (certified by CIEH)
- Personal, Employability, Achievement and Reflection for Learning

R RECEPTION

Reception staff are usually the first people you see on entering the college. We provide a meet and greet service and lots of information about accessing services. If you've a question or need to find some information, please ask.

At reception you can:

- pay for courses, books and materials
- pick up prospectuses, course leaflets and general information
- pick up duplicate receipts
- get student and visitor car park passes
- leave or collect lost property
- find out the room number for your class
- find out about the Bursary, Learner Support Fund and other hardship grants
- enrol and pay fees
- buy or collect subsidised bus passes
- set up payment agreements
- get support to contact the right person if you have any problems or worries
- contact the College First Aid team.

S SKILLSTRACKER

You can access SkillsTracker through ProPortal. It's a system for you to record your progress on four occasions throughout the academic year:

- initial review in September
- end of term 1 and term 2
- end of your course before you complete.

It's important to be able to record your progress, not only to see improvement but to develop work ready skills to prepare you as an employee and a valued member of society. It's a great tool to show employers the skills and experience you have developed as a student.

We will remind you to complete your SkillsTracker on a regular basis.

S SMART TARGETS

We'll set a range of SMART targets for you throughout the year for your different subjects or units and help you develop wider skills, including attendance and behaviour, to get you work ready.

SMART TARGETS are:

- S – Specific and focussed on a particular area for improvement.
- M - Measurable, showing an indicator of how you can progress.
- A - Achievable, actions that are agreed, attainable and ambitious.
- R - Relevant, results that are reasonable and realistic.
- T - Time related, set within a timeframe for completion.

S STUDENT AMBASSADORS

Each course has at least one Student Ambassador or Student Rep.

Student Ambassadors may attend meetings to advise on student concerns, as well as supporting open evenings and college events.

If you want to get involved as an ambassador to represent the interests of your fellow students speak to your tutor, Personal Tutor or the Head of Studies.

You'll develop skills such as negotiation, assertiveness, personal organisation and communication. It's another great way to get work ready and rich content for your CV.

We provide training but the most important quality is that you've the drive to represent your fellow students and contribute to improving the college experience.

S STUDENT COUNCIL

The Student Council is a formal way for you to have a say on what happens at college.

If you decide to join the Student Council, you'll attend meetings to discuss what's happening with a member of the senior management team.

It's a great way to find out about the college's different departments and job roles. You'll meet members of staff and hear about what they do and how they impact on you.

We've influenced local and national agendas too, collaborating on campaigns and voting to help drive significant change for students.

We hold elections every year for vacant posts and the team meets once a term to make key decisions for the Council.

We hold student forums once a term to represent your views. You can pass on suggestions or issues to your course reps so that your opinions can be heard.

The Student Council also supports and arranges enrichment events to raise awareness of community and national issues that are important to you, often raising money for charity.

If you want to be part of the Student Council, contact your Head of Studies.

S STUDENT GOVERNOR

Student Governors play an important role in helping set strategic direction, assign roles and responsibilities, contribute to college values and ethos, ensuring that the college meets the expectations of the community and other accountable bodies.

The role is a responsible one, recognised nationally and an excellent attribute to include in your personal statement and in job applications and CVs.

S STUDENT REPRESENTATIVE (REP)

Student Reps are the link between you and the college. They listen to your thoughts and ideas and feed this back to Student Council. Student Reps represent you at every level of the decision-making process, so they really are your voice in shaping the future of the college. Telling your Student Rep how you are feeling about your course, or other areas of college life, can drive positive change to make sure you are getting the best experience you can.

S SUBJECT UNIT OUTLINE

We provide you with Subject Unit Outlines (SUOs) during induction. They're an overview of your study, with a list of topics you'll be covering on a weekly basis, including assessment submission and exam dates. This is an important document to show how your knowledge and skills will progress throughout your course, starting with foundational learning and progressing to more advanced topics. The document helps you create a study plan to manage your time to meet assessment deadlines with high quality submissions.

S SUPPORT

If you are a full-time student your Personal Tutor is your first point of reference for help and support. Part-time students usually refer problems to their course tutor or a Student Liaison Officer (SLO).

Student Liaison Officers (SLOs) have an office in every building, we:

- Support and listen to you if you need help, have questions about your course or any other aspect of college life.
- Support and listen without judgement, if things outside of college life are worrying you or if you need help.
- Track and monitor your attendance and behaviours.

Counselling services are available through partnerships with community based health services. You'll also have access to a counsellor who is funded by the College to meet your needs. Ask your Student Liaison Officer for a referral.

T TRAUMA INFORMED COLLEGE

We are especially committed to helping you if you've experienced negative consequences or habits following exposure to difficult or dangerous childhood experiences.

We recognise the potential effects of trauma and provide empathy and a feeling of safety throughout your time with us.

T TUTORIALS

If you are a full-time student you'll have a timetabled tutorial session at least once a week - attendance at these is compulsory.

Your Personal Tutor leads these sessions - a mix of group activities and one-to-one meetings discussing how you feel at college, monitoring your progress and completing your Individual Learning Plan.

Your Personal Tutor is your first point of call in all matters concerning your personal, social and academic welfare.

If you wish to discuss personal issues that affect your college work in confidence, you may arrange to:

- meet your Personal Tutor during a tutorial
- meet your Personal Tutor or your Head of Studies at another convenient time by appointment.

V VALUE ADDED SYSTEM

We designed this system to make sure you achieve the grades appropriate to you.

If we assess your course using a grading scale, for example, Pass, Merit and Distinction or Grade A to E we will assign a Minimum Expected Grade (MEG) for you. This is a minimum grade based on your GCSE or other Level 2 results, or the national performance for your course.

We encourage you to set a higher Personal Target Grade to motivate you to reach your maximum potential.

We also use an internal scoring system to help you see how well you are performing based on your skills, knowledge and behaviours. Your personal tutor will explain this to you.

Although GCSE achievements do give some indication of future performance, they're not the only factor affecting your results. Your level of motivation and commitment will undoubtedly affect your academic success. The skills, attitudes and behaviours that you display are equally important, so that you are ready for your next steps in learning or employment.

W WELLBEING

If you struggle with anxiety or stress we've got your back. Our wellbeing team can help you cope with life's hurdles offering:

- tips to help develop confidence and self esteem
- strategies to develop resilience
- meditation and breathing exercises
- mindfulness techniques.

Contact Head of Studies to find out more.

W WIGAN & LEIGH COLLEGE PROVIDES

- A safe, welcoming and supportive environment.
- Impartial guidance to make sure you are on the right course at the right level.
- A period of induction to give you an insight to the course and college life.
- A quality course delivered by qualified, experienced tutors who have passion for their subject and a wealth of industry experience.
- Regular setting of work, prompt marking and relevant feedback.
- A variety of teaching and learning styles, which may include small group tutorials, individual tutorials, assignments, project work and other methods of supported self-study.
- Programmes that meet relevant assessment requirements, providing a sound and logical course of study, leading to a qualification of value.
- Regular reviews to assess and monitor your progress, to record your achievement and action plan.
- Additional learning support if you have a difficulty or disability
- The opportunity to develop skills, knowledge and understanding to get you work ready, including good quality work experience, work simulation, industrial awareness, and conferences and work shadowing.
- Accurate and impartial advice to help you achieve a successful progression route.
- Opportunities to enrich your studies through trips, visits, competitions, social and charity events and volunteering.
- Opportunities to have your say on the course and the college to support our planning.

Please note some of the information in this document may not be appropriate for all students. Higher Education students can refer to the HE Student Handbook.

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W WORK EXPERIENCE

If you're a full-time student you'll do a placement or work experience to get work ready.

Work placements vary depending on your course. You'll find out more about the type of work experience you'll have during your induction period.

- If you're taking T Levels, you'll have an **Industry Placement** working for an employer one or two days a week, or on a block placement.
- **A Study Programme Placement** is a placement with an employer for a specified number of hours.
- **Work Experience Project** – is set by an employer for you to work on either at their site, or at college.
- **Work-Related Learning** includes other interactions with employers such as guest speakers and trips to their site.

A work placement can help you decide on the careers or industries you want or don't want to work in. It can also help to:

- Develop skills for careers
- Develop your professional behaviour.
- Discover new talents.
- Strengthen your CV.
- Improve your industry knowledge.
- Put your learning into practice.

Our Work Placement Team is based in FAB Futures. They will help you find a placement opportunity and make sure it's a safe place to get work ready.

Y YOUR VOICE

Your views are important to us. We'll ask you what you think about the college and your course on a regular basis. Honest and open answers are of great value. They help us continue to provide quality courses and a college in which we can all be proud.

- Student Perception Of Course (SPOC) – Through this survey we find out more about your first impressions as a new student and your views on your course.
- Focus groups. In tutorials, we ask a sample of you for your views on a variety of college aspects.
- Learner Satisfaction Survey – this is a survey that all colleges take part in, usually held from January to April.
- Ofsted survey – another external survey with 10 short questions, open all year.

Apart from focus groups, you can access the other surveys through your student portal. Your tutors will remind you when they're available.

Please help us to help you by responding to the surveys.