



**City College
Peterborough**

Working together, learning together

Learner Handbook



www.citycollegepeterborough.ac.uk





A message from the Principal

Whilst the pandemic is still with us, we are thankfully able to

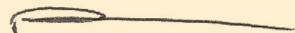
welcome a return to some form of normality. The vast majority of our classes have now returned in-house, and I cannot put into words how fantastic it is to see the classrooms full again and to have more of a buzz about the buildings.

Thank you for your patience and continued commitment in following our Covid rules, be it mask-wearing or the one-way system on the stairs, we do believe in doing everything we can to keep you safe and minimise the risks and I fully appreciate your co-operation.

I wish you well and hope that you enjoy your time with us. As we move towards post Covid-19 recovery, learning a new skill is even more important, not only for wellbeing but as one of the greatest investments that people can make for their future and that of their families and communities. At City College Peterborough, we are committed to supporting your personal development and enhancing your learning experience to help you improve your work and career prospects, personal development and general wellbeing.

A new feature at the College is a suggestion box. If you have any thoughts or ideas, you will find slips to complete and a box to put them in at the front reception. The best ideas will go into a monthly draw for a £10 voucher. I can't wait to hear from you.

I look forward to seeing you and hope you enjoy your chosen course(s) with us.



Dr Pat Carrington, MBE
Executive Principal/Assistant Director
Skills, Employment and Libraries,
Peterborough and Cambridgeshire

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General information

Reception opening hours

8:30am – 7pm during term time and 8:30am - 5pm out of term Mondays, Tuesdays and Wednesdays
8:30am – 5pm Thursdays and Fridays
9am – 2pm Saturdays (Saturday School days only)

College term dates

Spring Term 2022

Term starts: ~Wednesday 4 January
Half Term: Monday 13 February - Friday 17 February
Term Resumes: Monday 20 February
Term Ends: Friday 31 March
Bank Holiday: Friday 7 April - College Closed
Bank Holiday: Monday 10 April - College Closed

Summer Term 2022

Term starts: Monday 20 April
Bank Holiday: Monday 1 May - College Closed
Bank Holiday: Monday 8 May - College Closed
Bank Holiday: Monday 29 May - College Closed
Half Term: Tuesday 30 May - Friday 2 June
Term Resumes: Monday 5 June
Term Ends: Tuesday 18 July

Coffee Shop

Our Coffee Shop (located in the Main Hall) is now open for hot and cold drinks and over the counter purchases such as crisps and biscuits. We thank you for your patience and do hope to return to a full food service soon.

A LARGE PRINT VERSION OF THIS DOCUMENT IS AVAILABLE AT RECEPTION AT THE COLLEGE. SHOULD YOU REQUIRE THIS INFORMATION IN ANY OTHER FORMAT OR LANGUAGE, PLEASE CONTACT OUR CUSTOMER SERVICES TEAM ON (01733) 761361.



Important information

Our Mission

Giving local residents the skills, support and confidence to enjoy their lives.

Aim

Our aim is to enable strong and sustainable community participation. We will work with stakeholders to give Peterborough citizens the skills, support and confidence to make progress in their lives; to promote social inclusion and community cohesion and, ultimately, contribute to their own economic development and that of the city.

Our Objectives

- To maximise access to community participation for people of all ages, bringing new opportunities and improving lives.
- To promote social renewal by bringing local communities together to experience the joy of supporting one another, learning and development and the pride that comes with achievement.
- To help maximise the effects our services have on the social and economic wellbeing of individuals, families, employers and communities.

Our Values

- We put people first
- We aspire to be outstanding
- We are passionate about understanding and responding to the needs of our communities.

It is important that every learner has the opportunity to enjoy a rewarding and enjoyable experience during the course or programme. Your entitlement and responsibilities as a learner are detailed below to help you achieve your goal:

Your responsibilities as a learner

- Following the rules in place to manage Covid-19
- Making a positive commitment to your own development and learning.
- Attending, studying and completing work regularly and on time.
- Completing the necessary enrolment, agreements and evaluation documentation as required legally for audit purposes or the Quality Framework.
- Completing Individual Learning Plans as required by the Quality Framework.
- Notifying absences in good time either direct to the College (courses held at Brook Street) or to the tutor (courses held at other sites).
- Respecting equipment, learning materials, the environment and buildings.
- Respecting others by remembering to turn your mobile phone off when in class.
- Not causing offence to others by language, actions and behaviour.
- Participating fully in sessions where your progress is reviewed and giving and receiving constructive feedback.
- Promptly bringing any concerns you may have to the attention of an appropriate named contact.

Attending your course

You should arrive for your class in good time, but no more than ten minutes early, to avoid delays in starting the class or disruption to your fellow learners.

If you anticipate you may arrive late for a lesson, or are unable to attend a class for any reason e.g. health, work commitments, personal circumstances, religious or cultural activities, please inform your tutor personally in advance, or contact the College on (01733) 761361 as soon as possible.

If you fail to attend, without prior notification, for three consecutive classes, the College will assume that you no longer wish to continue with the course and will remove your details from the course register. No refund will be made in such circumstances.

In the event of a national or local lockdown, we will do all we can to support your continued learning online and through other resources where practical.

Your entitlement as a learner

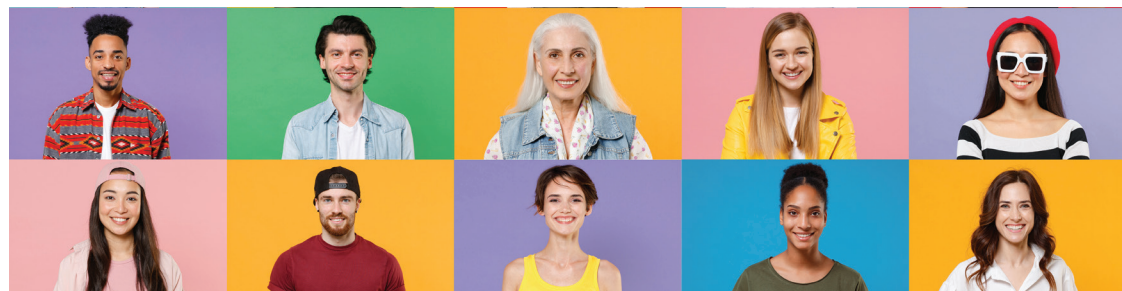
- An assessment of your needs and how they will be met.
- Details of your programme of study, qualifications aimed for, attendance times, course dates, fees and concessions and allowances/payments.
- Know the name of your tutor, how they may be contacted and who you should contact about any issues concerning your programme of learning.

- Regular and constructive advice, support and feedback on your performance.
- Know what the College's Health and Safety and Complaints and Appeals procedures are.
- A safe and secure learning environment.
- Equality of opportunity in all aspects of your learning experience.
- Help and support to deal with literacy, numeracy, language, study skills and other identified needs.
- To be taught or trained by people who are competent in the subject area.
- Programmes of learning that are managed and co-ordinated to high standards.
- Opportunities to receive information and advice on progress or other learning opportunities.
- To be asked for your views on the quality of your programme of learning and to receive regular feedback on improvement actions taken as a result.

Every learner must adhere to good standards of conduct at college and/or in work experience placements. Failure to do so will result in the implementation of our Learner Disciplinary Procedure.

A copy of our Learner Disciplinary Policy can be obtained from Reception.

The Principal/Head of Service shall have the power for a good cause of suspending a student/member/user from attendance but will report the matter to the Chair of the Governors. A student/member/user can request the right of appeal to the Board.



Policies and procedures

Fees and payments

You must pay your course fee at the time of enrolment. In certain circumstances, you may pay your course fee in instalments. Full details can be obtained from our Reception, via the course guide or from our website: www.citycollegepeterborough.ac.uk

Refund policy

Refunds will be given on the following grounds only:

- Pro-rata if the course is cancelled by the College.
- The learner cancels their place on the course not less than 14 days before the commencement date. The policy does not apply to short courses of fewer than 2 sessions, e.g. Saturday courses, where no refund is given.
- The learner withdraws from a course due to illness and can produce a doctor's certificate.

Cancellation of classes

If a class has to be cancelled due to tutor illness, adverse weather conditions or other circumstances, we will contact you as soon as possible.

To assist us in contacting you, please make sure we have accurate information regarding telephone numbers and inform us immediately if you have moved home, or changed your telephone number.

Please check your answer phone/voicemail messages before leaving for a class.

Health and safety

It is important that you are able to study in a safe and supportive environment. If you are undertaking an activity that requires specialist advice and guidance, your tutor will provide this before commencing the activity. Learners and tutors have a duty to prevent injury to themselves or others. Please report any accident or danger immediately to a tutor or the office reception at your centre. We ask everyone to take particular care that such objects as bags, buggies and mobility vehicles are safely out of the way of other people moving around the environment.

There are a number of general health and safety issues that apply and these will be covered by your tutor in the first session of the course:

Fire & first aid

Please ensure you make yourself familiar with:

- The emergency evacuation process, route and assembly point.
- The nearest telephone for use in an emergency.
- Location of the nearest first aid boxes.
- How to gain assistance from a College First Aider.
- The accident reporting process.

We request that all students make themselves aware of the layout of the parts of the College building they will be using, particularly evacuation routes.

Please note we operate the Peterborough City Council no smoking policy in all our premises. If you are a smoker, please ask your tutor or a staff member to direct you to the designated smoking area.

- Alcohol and drugs are strictly prohibited on the College site and any locations used by the College.

Security

- We strongly recommend that you keep all personal belongings and valuables with you at all times and do not leave them unattended; we do not accept responsibility for your personal belongings.
- The use of the car parks is at your own risk and we urge that valuables are locked away out of sight.
- To aid security, please register your vehicle details with our reception staff upon enrolment, and re-register if you change your vehicle.

If you have any queries or comments or need any support, please ask your tutor or make contact via the College Reception with the Estates Manager, who has responsibility for Health and Safety.

“Teachers plan lessons well and have high expectations of what learners can achieve. Learners value and enjoy sessions.”

Examination policies and procedures

General Qualification Examinations are carried out in accordance with the Code of Practice set out by the Joint Council of Qualifications (JCQ) and the College is subject to centre inspection by the JCQ Centre Inspection Service during the examination session period.

Please direct any examination enquiries to the Examinations Officer at the College.

Car parking

There is limited FREE CAR PARKING in the car park at the rear of the College for learners to use **whilst attending their class**. Learners will be issued with a parking permit for use in the rear car park at the College only, subject to availability.

Learners should use the marked bays only and must not park in spaces designated for College staff, in barred areas and must not obstruct other vehicles or access to entrances for emergency vehicles.

There is ample parking in public pay and display car parks in close proximity including Brook Street, car park and on Crawthorne Road.

We have limited parking bays for learners with disabilities in the College car park. Blue Badge holders can usually park up to 3 hours on double yellow lines (subject to the usual terms and conditions).

Learners using other centres will be informed by their tutors of available car parking facilities or you can check with the College reception on (01733) 761361.



Policies and procedures

Lost property

Any items found at the College will be handed in at Reception. You are encouraged to collect items as soon as possible. Items not collected within a month will be disposed of or taken to a charity shop. If you are studying at any other centre, please make contact directly as soon as possible.

Equality and diversity policy



The College believes that education is a right for all and will actively work towards offering equality of access and opportunity to all learners and employees regardless of ability, age, sexual orientation, marital status, disability, ethnic origin, race, gender, health, offender background or previous education.

Our staff and tutors have an active responsibility to ensure that our College works towards achieving equal opportunities. Recruitment for all posts within the College will be carried out in accordance with the Equality and Diversity Policy.

Population data and learner statistics are used to inform planning and to identify opportunities to assist those who are under-represented or excluded for whatever reason. The College will reflect the needs and diversity of the community it serves.

Our staff and tutors will liaise with specialist organisations and community groups to encourage participation from under-represented groups.

Access and participation

All reasonable measures will be taken to make the College accessible to all learners and to reflect the needs and diversity of the community it serves.

The College will create an environment in which learners feel safe, comfortable, recognised and valued.

Learners will receive a positive welcome from the first point of contact. Equality of opportunity will be central to all that we do.

Environmental policy

We are committed to ensure that we have and will continue to have, effective measures in place to reduce energy, waste, water, emissions and pollution to protect human health and our environment.

We also believe that we have the power to make a positive human impact on the diverse people we meet within the working environment. Our attention to environmental, social and economic responsibility includes working within the law in order to be innovative and demonstrate leadership on the issues that are important to us and our community.

As we promote and support environmentally friendly behaviour, we will ensure our actions and words build a better quality of life for our employees, learners, supported people, stakeholders, partners, suppliers and the wider community.

For full details of our Environmental Policy please visit www.citycollegetpeterborough.ac.uk

Monitoring, evaluation and review

The Diversity Policy will be the responsibility of the Principal/Head of Service and the Governing Board at the College.

Safeguarding



The College has a statutory and moral duty to ensure that all learners under the age of 18 and adults-at-risk are safeguarded and protected from all types of harm and abuse.

The College has a Safeguarding Policy reviewed annually by the Governing Board.

Julie Bennett, Vice Principal, oversees the College's Safeguarding duty.

If you have any worries about your own or another person's welfare or safety or wish to report abuse, you can speak in confidence to one of the College's Designated Person for Safeguarding.

The Designated Personnel for Child and Adult-At-Risk Protection are:

Julie Bennett

Tel: (01733) 761361 ext: 215

Email: jbennett@citycollegetpeterborough.ac.uk

Racheal Franklin

Tel: (01733) 452424

Email: rfranklin@cityculturepeterborough.org.uk

Sarah Perkins

Tel: (01733) 761361 ext 241

Email: sperkins@citycollegetpeterborough.ac.uk

Online safety

Your online safety is important to us. Our Online Safety Policy identifies that the issues classified within online safety can be broadly categorised into three areas of risk.

- Content: being exposed to illegal, inappropriate or harmful material
- Contact: being subjected to harmful online interaction with other users
- Conduct: personal online behaviour that increases the likelihood of, or causes, harm.

For more information, you can find our Online Safety Policy on the website.

Digital support

Have a look at the Student Area under Student Info on our website. Here you will find user friendly guides on how to access and use Microsoft Teams. We use Teams as our student VLE (Virtual Learning Environment) and whether your course is online or face-to-face, it is a great way to keep in contact with your tutor and classmates.

“This year, senior leaders were invited to give their views on national government consultations on T-levels, ESOL and the National Retraining Scheme.”



Learner support and information

Learner Support is anything which helps you to learn during your course. There are many ways that Learner Support can help you. This could be assistive technology to help you use a computer or special furniture such as an adjustable table. Learner Support is aimed at those with needs such as physical disabilities, learning difficulties and mental health issues.

Disability information

We welcome learners with disabilities and/or learning difficulties, who can benefit from our educational and training opportunities. We ask that learners with a disability or learning difficulty let us know before they enrol so that we can ensure the necessary support is available for successful completion of the chosen course. If, after joining a course, you then find that you need support, please see your tutor, who will refer you to the relevant manager.



“City College Peterborough celebrated being shortlisted for the Specialist Provider of the Year Award in the prestigious Times Education Awards 2018.”

Accessibility

Our Brook Street and John Mansfield Campus is accessible to learners with disabilities with ramps, lifts and doors which facilitate access but the majority of outreach venues are not owned by the College and not all rooms at every centre have disability access.

- All venues have toilet facilities that are accessible to everyone.
- Arrangements can be made for audio and visual aid equipment in the classroom.
- We can also provide specific support or equipment to meet a learner's individual needs:
 - This could include the provision of specialist IT equipment, an individual hearing conversor, materials produced in a larger format or the use of coloured overlays.
 - One to one help from a Learner Support Assistant (LSA) or a Signer.

Many of the courses offered lead to an assessment or an examination. Arrangements can be made with the examining board to give you help with reading or writing papers or additional time. Please tell your tutor if you feel you will need support for exams or assessments.

British values and the prevent duty

Complying with the Prevent duty is a statutory responsibility for all education and training providers. Learners and staff are expected to understand the Prevent duty, keeping safe from extremism and radicalisation and British values which are defined in the statutory Prevent duty guidance document as democracy, the rule of law, individual liberty and mutual respect and tolerance for those with different faiths and beliefs.

However, the Prevent duty and British values are also important topics to explore in their own right. We all know that extremism of all sorts presents a real danger in our society. It is important to remember that the Prevent duty covers all forms of extremism and not just the ones that hit the national headlines most often. Compliance with the Prevent duty is a requirement for all education providers.

British values at City College Peterborough

Respect and Tolerance:

- Respect others
- Embrace difference
- Accept the beliefs and faiths of others

Rule of Law:

- Classroom code of practice
- Equality and Diversity Policy
- Safeguarding Policy
- Data Protection

Individual Liberty:

- A relaxed environment allowing you to express your individuality
- Celebrating cultural differences

Democracy:

- The Learner Voice
- Surveys
- Complaints and compliments
- Suggestions

Did you know that the biggest local threats come from groups associated with football hooliganism and the British National Party (or local equivalents)?

“In the National FE Choices survey, the key question is ‘Would you recommend the organisation to friends and family?’ and the responses to this give us our Overall Learner Satisfaction Score. In 2017/18, we achieved our highest ever rating, leading the region with a score of 94.2%.”



Anti bullying and harassment policy

The College is committed to the elimination of bullying and harassment. In line with our Equality and Diversity Policy, the College expects standards of behaviour that recognise and respect the dignity of all individuals and regards any form of harassment, victimisation, intimidation or bullying as unacceptable behaviour.

What Is Harassment?

Harassment is a form of discrimination that can be defined as:

• Direct Harassment

Any action or practise by a person or group of persons which is directed at an individual and is unwanted and causes humiliation, offence and distress.

• Bullying

Bullying is a form of harassment that can be defined as offensive, intimidating, malicious, insulting or humiliating behaviour or abuse which attempts to undermine an individual or a group of learners/ employees.

Examples of behaviour that could be deemed to be inappropriate include some verbal or written comments, unwanted comments, unwanted physical contact, isolation, exclusion or coercion.

It is not the intention of the alleged harasser or bully that counts but the perception of the behaviour by the person on the receiving end.

A reporting card is available at the back of this handbook for you to use.

If you have experienced bullying, harassment or discrimination whilst attending the College, please go to our website and tell us about it: www.citycollegepeterborough.ac.uk.

Information, advice and guidance

Statement of Service

In the line with the College mission statement, the aim of City College Peterborough is to make lifelong learning and training opportunities available to everyone within the community that we serve.

A very important part of providing appropriate opportunities is an effective information, advice and guidance service, which can be accessed in person, by telephone or email.

City College Peterborough is proud to be accredited with the Matrix standard for this service. The Matrix is awarded to those organisations that meet the highest standards for information, advice and guidance.

The information and advice that we provide to learners and prospective learners is free, impartial and confidential.



“College staff are highly skilled in the pastoral support they provide and use their excellent relationships with learners to support, guide and challenge; as a result, the large majority of learners make good progress and acquire high levels of confidence to continue to develop their skills.”

Have your say

There are many ways in which you can tell us what you feel about your experience of City College Peterborough. We want you to use them to tell us what you really think.

Learner Voice

If you're a City College Peterborough foundation learning student then we want to know how you feel about your course, the College and your education!

If you're a student on Study Programmes and want to let us know what you like, and don't like, then please get in touch with SPRecruitment@citycollegepeterborough.ac.uk. Of course, you can also Tell Travis.

The College is an important part of your future, so we're dedicated to getting it right. That's why we listen to your feedback, thoughts and concerns through programmes just like Learner Voice.

Suggestions

We welcome your suggestions for how we can improve our service. At each site, you will find a suggestions box, with a slip to complete. Alternatively, we will be offering an electronic copy on our website. The best entries will be entered into a monthly prize draw for the chance to win a £10 voucher.

Open door policy

Whilst most of the office doors may be closed, all managers operate an "open door policy" and welcome your questions and queries.

Come and tell us – we're waiting to listen.

Feedback forms

It is good to know when we get things right, and we definitely want to be the first to know if we get it wrong. We have a policy to respond to every complaint within 5 working days. Feedback Forms are collated and analysed on a quarterly basis and a report is presented to the Governing Board and all staff. You can find the form, with guidance on our website:

www.citycollegepeterborough.ac.uk.

Learner surveys

Please take the opportunity to complete surveys when requested as these provide us with very meaningful data to help us plan improvements. We may also engage with you face-to-face and ask for your opinion about aspects of your experience with us.

Duty managers

There is a member of the management team on duty at all times. If you have any concerns or want to report anything, they can be contacted by radio from reception.

Keep in touch

Email us at:

admin@citycollegepeterborough.ac.uk

We want to hear from you.

You can keep informed of events, news and other activities through social media and via our website, www.citycollegepeterborough.ac.uk

Follow us on:



/citycollegepeterborough @CCPboro

We look forward to hearing from you!

Information on:

All our courses, course fees, the Learner Support Fund and Additional Learning and Childcare Support.

- Qualifications and accreditation.
- Signposting to courses offered by other local education and training providers.
- Finance and Funding.

Advice and guidance on:

- Exploring options and planning next steps using up-to-date resources, including those available online.
- Possible career progression.
- Completing a CV or job application.
- Improving reading, writing and maths.
- English for speakers of other languages.
- Disability support.
- Study Skills for young people aged 16–18 and Apprenticeships, and Traineeships for individuals aged 16 and over.

At our college you can expect:

- Free, impartial, accurate and up-to-date information, which conforms to appropriate legislation on Equality and Diversity, Safeguarding, Health & Safety and Data Protection.
- Information provided is kept confidential.
- To be treated in a courteous and respectful manner by a competent, trained advisor.
- Help in finding information.
- To be signposted to appropriate learning providers or other organisations to suit individual needs.
- Requests for information to be responded to within 3 working days.
- Appointments for careers advice to be offered within 5 working days.
- Our service to be delivered in accordance with the National IAG Board Principles of Delivery.

What is a 19+ Advanced Learning Loan?

The Government has introduced 19+ Advanced Learner Loans to help learners aged 19 and over in further education pay the college or training organisation fee. Getting a Loan doesn't depend on your household income and there's no credit check. You won't have to pay anything back until you're earning over £27,295 a year. Once you earn over this amount, you pay back 9% of the earnings you receive above this figure.

What are my repayments likely to be?

That depends on how much you earn. Visit www.studentloans.co.uk to see how monthly payments relate to earnings. REMEMBER: Loan repayments only start when you are earning over £25,725 per year (but you can make voluntary repayments before then). Interest rates can vary up to 3%.

Can the 19+ Advanced Learning Loan be written off or cancelled?

Normally, any outstanding loan you have will be written off 30 years after it becomes eligible to be repaid. If you receive a disability-related benefit and are permanently unfit for work, it will be cancelled.

Who is eligible for a 19+ Advanced Learning Loan?

To be eligible for the loan you must be:

- 19 or older on the first day of your course (there's no upper age limit).
- living in the U.K. on the first day of your

course, and have lived in the U.K. or an EU country or a dependent territory of the U.K. and EU for 3 years immediately before starting your course

- studying in the U.K. on a level 3, 4, 5 or 6 qualification that is eligible for a 19+ Advanced Learning Loan.

Is there an upper age limit?

There is no upper age limit in order to apply for a 19+ Advanced Learning Loan.

Is there a maximum amount of loan available?

Yes, depending on the qualification. If you wish to take out a smaller amount (not less than £300) and fund the rest yourself, you are able to do this.

Is the 19+ Advanced Learning Loan available to students with existing qualifications?

Yes, previous qualifications that learners have achieved do not affect their ability to apply for a loan to gain new qualifications.

What happens next?

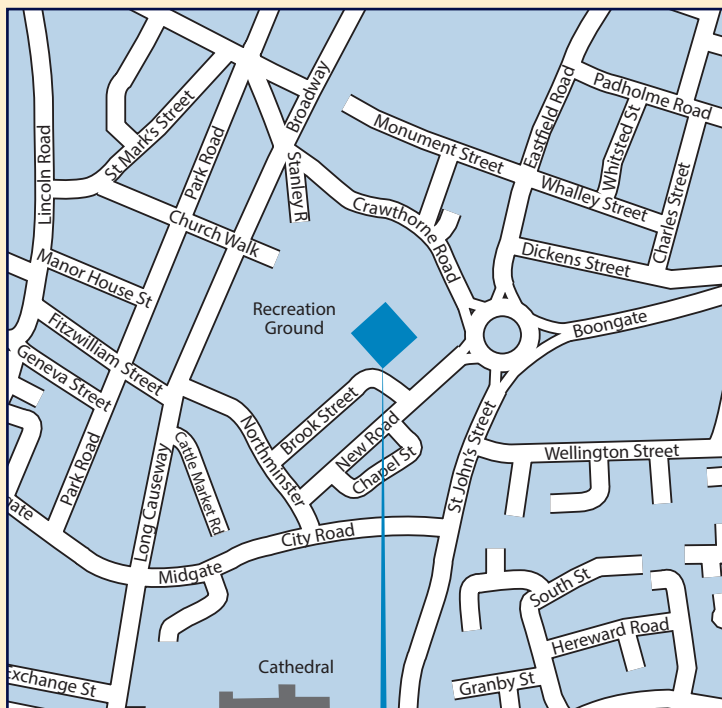
Once you have been accepted on the course of your choice, you will need to decide whether you wish to pay for your course yourself or apply for a 19+ Advanced Learning Loan. You will need to submit your application together with the offer letter to the Student Loan Company. Please note, once you enrol onto the course of your choice it is your responsibility to make arrangements to pay for the course. If you withdraw from the course for whatever reason, you are still responsible to pay City College Peterborough the amount outstanding.





City College Peterborough

Working together, learning together



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Brook Street, Peterborough PE1 1TU
01733 761361



www.citycollegepeterborough.ac.uk

