

TRURO COLLEGE STUDENT HANDBOOK

2023/24



PART OF
TRURO
& PENWITH
COLLEGE



LOOK FURTHER **REACH** FURTHER **GO** FURTHER



WELCOME

We hope that your studies at Truro and Penwith College will be both enjoyable and rewarding. You will have every opportunity that outstanding teaching, high quality resources and expert advice can offer, within a friendly community.

These notes are for full-time students entering the College in September, 2023. One purpose of this handbook is to help you settle into your courses and find your way around the various areas and facilities of the College. You should download this handbook or save the link for reference. Truro and Penwith College exists for the benefit of its students, both full-time and part-time. We hope you will become quickly aware of, and make full use of, the many opportunities it offers.

Within this document you will find a small number of rules and regulations. The College can only function smoothly if its members observe basic rules. As full-time students, you will be expected to observe College regulations.

Remember that what you gain from your studies in the College will depend largely on your efforts. The staff and facilities of the College are here for you to make the most of, and staff will be happy to support you in every way. We hope that you will enjoy your time in the College as well as gain the education, training and qualifications that you seek.

Finally, if you have any issues, please let us know and we will do everything we can to address the problem quickly.

Martin Tucker - Principal

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TERM DATES

Autumn Term 2023

First years only:

Thursday 7 September - Tuesday 19 December

Second Year A Level, Extended Diploma & IB students:

Monday 11 September - Tuesday 19 December

(Half Term: Monday 23 October - Friday 27 October)

Spring Term 2024

Tuesday 2 January - Thursday 28 March

(Half Term: Monday 12 February - Friday 16 February)

Summer Term 2024

Monday 15 April - Friday 5 July

(Half Term: Monday 27 May - Friday 31 May)

LECTURE TIMES

Classes at the College start promptly at 9.15am and end by 4.15pm. You will be given your timetable at the start of the course. The timetable will show your classes and lunch breaks. Each student will have an individual timetable, but the standard class times below give an indication of typical timings and lengths of lessons.

Monday to Friday

Session 1 9.15 to 10.45

Session 2 11.00 to 12.30/12.40

Session 3 13.10 to 14.40

Session 4 14.45 to 16.15

EQUALITY OF OPPORTUNITY

Truro and Penwith College is committed to meeting its duties contained in *The Equality Act 2010*. We aim to create a culture of inclusiveness and to challenge discrimination, taking positive action in order to remove barriers to the educational and personal progression of individual learners. To achieve this aim the College will not tolerate unfair or unlawful discrimination.

The College's Equality, Diversity and Inclusion Policy and commitment to the Investors in Diversity standard demonstrates that the College will seek to remove any existing barriers to all staff, students, governors and visitors, irrespective of age, disability, gender reassignment, marriage or civil partnerships, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

Truro and Penwith College endeavours to promote an inclusive working and learning environment, which supports the individuals within its community irrespective of their background. The College aims to promote equality of opportunity by providing full and equal access to all students who can benefit from its provision, and by encouraging and enabling all members of the College to build and contribute to a society that values cultural and social diversity. A focus on learner voice and involvement in instigating change reflects this commitment.

ENROLMENT

All students enrol at the start of their course. If the information you give changes, e.g. address, telephone number, etc., you must tell your personal tutor.

COURSE CHANGES

Should you, for any reason, wish to change your course, you must first discuss this with your tutor and Programme Team Leader (PTL) / Deputy Team Leader (DTL). Your PTL/DTL will need to agree to the change and ensure that it is recorded. You must not make any change to your timetable or course until you have agreed this first with your PTL/DTL.

PERSONAL TUTOR

All full-time students are placed in a tutor group. Usually, your tutor will be one of the lecturers who teaches you or who has a link to your studies at College. You will see your tutor at least once a week and have contact with them at other times, both in and outside class.

ATTENDANCE

100% attendance is expected of all students.

If you need to be absent from College for any reason, you must seek the agreement of your tutor before the event. If you are unavoidably absent for any reason, e.g. illness, please let the College know immediately on the first day of absence, by telephoning your Programme Team

Administrator (otherwise by letter/email addressed to your tutor) giving the reason and the likely period of absence. Messages about other urgent matters must be relayed to your tutor via your Programme Team Administrator.

Your attendance and punctuality are recorded by the College and will feature as part of your overall Personal Portfolio. We expect you to attend courses fully, since there is a clear link between full attendance and successful performance.

RECORDING YOUR PROGRESS

During your time at the College, your progress and achievements will be recorded by your tutor. You will be involved with your tutor in reviewing your performance and action planning in response. These progress reviews will be formally recorded. In addition, your tutor will support you in writing a Personal Statement or CV, which will recognise and give credit for a whole range of academic and other achievements.

PROGRESS REPORTS

Reports are prepared for all full-time students at the end of the Autumn and Spring Terms. Although a copy is sent to parents/carers, we recognise that you will be the main user of the information, guidance, and advice included in the report.

PROGRESS EVENING

All full-time courses hold progress evenings for both first and second years in December and March each year, following progress reports. If at any other time your parent/carer wishes to discuss any matter, the first point of contact is your personal tutor, and after that the DTL/PTL.

ENRICHMENT

Every full-time student is encouraged to take part in the Enrichment programme and to take advantage of a range of sporting and recreational opportunities. Some options within this programme will lead to additional qualifications. This aspect of your course will play an important part in your personal development and your contribution will form part of your Portfolio. Arrangements for choosing activities are made during the first few weeks of the Autumn Term. If you are interested in starting your own club please speak to your PTL.

EXAMS & ASSESSMENT

The College policy is that students will be registered or entered for exams for the courses they are enrolled on in liaison with subject team leaders. It is the students' responsibility to check on student advantage that their registrations and exam entries are correct. All students under the age of 19 at the start of their course have their first attempt at a subject exam free of charge but some repeat entries must be paid for at the time of entry.

Vocational courses are free until a pass is achieved and students can pay for re-takes to improve their grade.

A Level resits must be paid for in full, even if the student is enrolled on the course. Further information is available from the Exams Office (T021) and on the Intranet. If you have any special requirements for exams please contact Linda Susnjara in room T022 in the Tresillian building.

WORK EXPERIENCE

Vocational courses usually have regular short or block work placements as part of their vocational preparation. All other students will also be encouraged to undertake work experience while they are at the College. Work experience will help you with career choices and to gain transferable employability skills. For many academic and vocational routes out of Truro College, it strengthens your CV and puts you one step ahead.

Tutors should be informed of all work experience placements. Work experience will follow appropriate safety guidelines and students will receive full tutorial support from lecturers and staff. The work experience pack is available from The Career Zone in the Mylor building.

PRIVATE STUDY

All students on full-time courses should spend some of their time in private study. Your workload will require you to continue your studies for at least 15 hours per week in addition to lecture time. The College

Learning Centres are good places to study; Learning Centre staff manage the Learning Centre spaces to ensure that a good working atmosphere is maintained so that students in these areas can get on with their work without being disturbed.

It is important that work is handed in at the time specified so you will need to establish the habit of using your private study time effectively. If you have difficulties planning, organising or knowing what to do, consult your personal tutor in the first instance. To a large extent, your success on your course will depend upon the early acquisition of good study habits.

LEARNING SERVICES

LEARNING CENTRES

You will find Learning Centres (LCs or Libraries) at the Truro Campus in: Kenwyn, Lynher, White, Percuil, Tresillian & Mylor buildings. All LCs offer a range of resources and facilities which will help you with your course at College. All LCs provide study space where you can either use a College PC or bring your own device to use and study tables for small groups and individuals to work quietly.

You will find resources such as books, journals/magazines & DVDs to help you with your studies in: Kenwyn, Percuil, White and Lynher LCs. All resources are free to borrow and LC staff who work in these LCs are always happy to show you how to search and find the resources that you need. Many students are able to borrow course textbooks while they study at College. It is important to make sure that all textbooks you are given and any items you borrow from the LCs are issued to your library account and returned to the Learning Centre at the end of your course.

In addition to the physical resources that can be borrowed from the LCs, you can also access an array of useful databases, online resources and online journals via the Learning Centre pages on Sharepoint, many of which can be accessed when you are away from the College campuses.

The College Learning Centres also provide printers and copiers and Learning Centre

staff can help you with your printing and the resetting of College passwords.

We have Learning Centre information on Sharepoint. Here you will find our Frequently Asked Questions (FAQs), access to our Library Catalogue where you can search for resources and login to renew resources you have borrowed, our online resources and a link to a Learning Centre induction which contains some useful hints and tips on how to use the College LCs, including how to renew books and other items that have been borrowed.

Remember, the Learning Centre staff are here to support you, so please ask if you need help with anything.

LEARNING CENTRE OPENING TIMES

All College LCs open at 8.30am and are open through the College day. Some have extended opening hours during term time. Some of the Learning Centres are accessible during the holidays; please search for opening hours on the Learning Centre FAQs on Sharepoint for up-to-date holiday opening times or call 01872 305723 to check.

LEARNING SERVICES

Most students need support with their learning at some point during their time at college. If you are struggling with your work or feel you need some additional input to achieve your potential, we are here to help.

We have a range of videos, resources and support materials available on our Learning Support Sharepoint page which provides a good summary of the work we do and how we can support you. If there is anything that you feel we might be able to do, the best way to access support is to pop in and see us in Mylor Learning Centre, complete the referral form on our sharepoint or email us at learningsupport@truro-penwith.ac.uk. We will be more than happy to discuss the types of support available in a bit more depth as well as work with you to design the right type of support package for you which could include:

- General advice and guidance including liaising with your lecturers about what you need
- 1:1 tuition with our Learning Support Tutors who can work with you in enhancing your English, Maths or Study Skills.
- Dyslexia screening and referral to the exams team if appropriate/ eligible.
- Assistive technology training and issue of tinted reading rulers/ overlays
- Loan of a laptop, reading pen or a dictaphone.
- Access to quiet, calm spaces across the College campus

Some learners require support in class too and this is provided by our team of Learning Support Assistants (LSAs). We support learners with a wide range of special educational needs and disabilities (SEND) at Truro and Penwith College. If you have an identified SEND or medical need that requires specific equipment or adaptations to the College environment, we can work with you, our Operations team and any specific healthcare professionals who work with you e.g. teacher of the deaf/visually impaired, physiotherapist, occupational therapist, to ensure that your specific needs are met.

There is always a member of staff available to help you in our Mylor Learning Centre / Lamorna 302/303 bases, so pop in and see us!

STUDENTS WITH LEARNING DIFFICULTIES & DISABILITIES

The College welcomes applications from students with learning difficulties and disabilities. Students can access a wide range of externally accredited and College-certificated courses through programmes that are developed to meet individual needs. Learning support and specialist equipment are provided as required.

E LEARNING & IT SUPPORT

Our eLearners are also available in Kenwyn building (K203) or on extension 308229 to offer you any IT support you may need including:

- All aspects of IT from basic to advanced
- Word processing, databases and spreadsheets
- HTML, web design and publishing
- Using graphics and presentation packages
- Access to internet resources and Sharepoint
- Image and text scanning

Guidance for new students about access to the Intranet, Student Advantage and access while off-campus:



Guidance for using Outlook, Office 365 and OneDrive:



GCSES & FUNCTIONAL SKILLS

All students have the opportunity to improve their grades in English and Maths. This is compulsory where a Grade 4 or above has not been achieved as this can impact on progression to Level 3 courses, Higher Education and employment. Both GCSE and Functional Skills courses are available with the appropriate level of study being determined by delivery teams based on previous qualifications and an initial assessment.

HIGHER GCSE MATHS

Students with a grade 4 or above in GCSE maths who want to achieve a higher grade will be able to attend a Higher GCSE resit course. This will only be offered in one option block, so may not fit with all students' timetables. Students should see their PTL/DTL to see if this is possible. Alternately there will also be an evening course (6pm - 9pm) available to study Higher GCSE maths.

**BOGGED
DOWN?
STRUGGLING?**

Advice and support is available for students with Dyslexia and Dyscalculia.

Finding it difficult to prioritise?
The Learning Services team is here to help you.

Don't struggle on your own.

For more information please contact the **Learning Services Coordinator** in Mylor Learning Centre.
e: studysupport@truro-penwith.ac.uk

STUDENT SERVICES

Student Services is situated in the Mylor building and offers guidance and support in numerous areas.

CAREERS

The College has received the Investor in Careers Award in recognition of the comprehensive service that is provided. We have also been awarded the *matrix* Quality Standard in information, advice and guidance services. We have a commitment to offer impartial, supportive, informal and timely careers information, advice and guidance to all students.

All students, both full and part-time, including adults, are entitled to the following:

- Impartial advice and guidance from College staff through individual guidance interviews.
- Impartial advice and guidance from Careers South West/National Careers Service.
- Access to a full range of College resources, e.g. careers literature, including university materials, careers software, training and job information.
- Group workshops in tutorial sessions, on a range of issues.
- Ongoing support to students to help them resolve any problems they may encounter during their learning programme.

- Support in researching and applying for Higher Education courses.
- Support in finding employment and training including help with CVs, job applications, interview techniques and work experience.
- Attendance at a variety of careers events, e.g. Truro College Higher Education Events, UCAS Convention, Graduate Careers Fair (HE students), Student Services Workshops and presentations.
- A Tutorial Programme is provided for full-time FE students. See your tutor for details.
- Contribution to College careers delivery via evaluation surveys and Student Council.
- Ex-students and non-students are also welcome to arrange careers advice and guidance and use careers resources.

Please use these entitlements as appropriate to you. If you have any reason to believe that you are not receiving this service, please contact the Student Services Team Leader or your PTL.

If you would like an appointment with the College Careers Adviser, please email careers@truro-penwith.ac.uk or drop into the Career Zone in Mylor Building reception.

ATTENDANCE

Truro College has an electronic swipe card registration system; registers are taken for all lectures. If you are ill or unable to attend College for any reason, your parent/carer must call your Programme Team Administrator on the first and any subsequent days of absence. If you are 18 or above, you can make the call yourself. Remember to check your attendance record on the College MIS system regularly. Financial support from the Truro and Penwith College Bursary is only available to students with high levels of attendance.

PERSONAL SUPPORT

Personal Advisers are available to support students and provide access to information on a wide range of issues such as stress, financial problems and relationships. Please drop in to Student Services M017. Advice is available Monday to Friday 8.30am - 4.00pm.

Experienced nurses are available at the Contraception and Sexual Health Clinic sessions to give health advice and support to students.

MENTAL HEALTH APPOINTMENTS

Confidential appointments are offered to students and staff who may have questions or concerns about mental health issues. To book an appointment contact Student Services or email mentalhealth@truro-penwith.ac.uk

Appointments can be made to receive advice, support and answer questions you may have, which are offered by experienced, fully-qualified mental health advisers.

COUNSELLING SERVICES

While studying, some students may experience personal and emotional issues that they would benefit from sharing with a trained counsellor. These may be, for example, connected with making new friends, managing your course work, family problems, ill health, or past difficulties. Working with a counsellor can offer the opportunity to explore and talk through situations in your life that cause you concern.

All students can make an appointment with Truro College counsellors in the following ways: email counsellingtruro@truro-penwith.ac.uk, or pop into Student Services in Mylor to discuss or apply for counselling.

FINANCIAL MATTERS

Advice and help can be sought in Student Services on a range of financial issues, for example:

- Funds for Further Education students
- Help with travel costs
- Help with childcare costs
- Help with the cost of essential course-specific materials
- Funding for Higher Education courses
- Help applying for student finance is available from the College's Student Support Adviser.

email: hestudentsupport@truro-penwith.ac.uk

tel: 01872 305747

BENEFITS

The benefits system is complex and advice should be sought prior to applying. If you feel that you are eligible to receive benefits while you are studying, please come to Student Services to speak to a Personal Adviser. You can also receive advice from your local Jobcentre Plus.

OTHER SERVICES & RESOURCES

MESSAGES

College messages for students are placed on the plasma screens at receptions. The College doesn't provide a general message service for students.

REFRESHMENTS

There are catering areas in Mylor, Kenwyn, Lynher, Helford, White and Seaton buildings offering a wide range of reasonably priced meals including breakfasts. Details of opening times and menus can be found on the Intranet. Outside of these hours, hot and cold drinks and snacks are available from vending machines. No food or drink is to be consumed in College buildings other than in these areas. There is also a student-run facility in Spires restaurant in the Allen building.

COLLEGE SHOP

Almost all of the materials needed for your course should be available through the College Shop, which is situated in the Mylor building just behind the reception area, or from the Shop in the Manor House at the Tregye campus, to the right of main reception. Prices are very competitive compared to retail outlets. Products available include photographic, electronic and

computer consumables. A wide range of art and stationery materials are available. All money for trips and visits is collected here.

REPROGRAPHICS

The Reprographics team are based in Mylor building (M117) and can help with any reprographics needs. There are self-service printers/copiers in every building; they operate under a standardised set of prices through the Papercut system (you will need a student ID card to use them). All students are given an allowance at the start of their course, and further print-credit vouchers can be purchased in multiples of £1 from Kenwyn Learning Centre, White and Seaton Programme Team Administrators, Reprographics and the College Shop (College Shop will accept card payments). If you have any questions about your printing, copying or production of work please feel free to see the team in M117 and they will offer you their expert advice.

STUDENT ASSOCIATION

The Student Association exists to represent all full-time students in advising the College Management of educational and recreational matters that are of interest to students of the College. The Student Council is elected in the Autumn term. No Association membership fee is charged. Membership is not compulsory. Committee members can be contacted via e-mail: *studentcouncil@truro-penwith.ac.uk*. Any complaints regarding the Student Association should be made to Angela Thompson in Student Services. The Student Council organises events and fundraising activities for which the Student Association is solely responsible and no liability arising out of its organisation is accepted by Truro College.

STUDENT BULLETIN

The most important regular service of information about what is going on in the College is the Student Bulletin. This is published each week and is available to download from the College Intranet. All members of the College are able to convey information, notices, results, adverts, etc. via the Bulletin. If you have an item to be included, it should be emailed to: *bulletins@truro-penwith.ac.uk*.

HEALTH, WELLBEING & SPORT PROGRAMME

The College is committed to providing an environment where students can grow and develop by offering a wide range of fully inclusive (HWS) Health, Wellbeing & Sport sessions to support you during your time at College.

Sheona, our HWS Co-ordinator, oversees the delivery of the programme, with the support of the fantastic HWS team. The programme has been developed to encourage all students to participate in regular activities and in turn help achieve academic goals.

We recognise that students are motivated by different things. Whether it's about a healthier lifestyle, forming friendships, or completing a challenge to raise money for charity, the HWS programme has something for everyone.

The menu of timetabled activities is updated every term and includes gym, fitness sessions, football, mindfulness, badminton, basketball, climbing wall, swimming and a selection of other wellbeing sessions, all of which are totally free. Our students who have engaged with the sessions have often found them life changing in supporting their mental wellbeing and physical health.



For more information about the activities email:

sheonac@truro-penwith.ac.uk

please follow us:

 facebook.com/

 HealthWellbeingAndSport

instagram.com/healthwellbeingandsport

HEALTH & SAFETY

Truro and Penwith College considers it important that the management, staff and students work towards achieving a safe and healthy environment for themselves and others. Please report any potential hazard to reception. A Keep Safe session will form part of the first month of the tutorial programme.

FIRE

Anyone discovering a fire should sound the alarm immediately by breaking the glass front of the nearest available alarm call point. These call points are red boxes located in exit routes throughout the College. During your induction your tutor will explain the fire drill to you in more detail.

Fire drills are conducted regularly. Please leave the building in an orderly fashion by the nearest available emergency exit. Signage instructing what to do in the event of a fire is posted throughout the buildings along with assembly point locations. **DO NOT** use the lifts in the event of a fire or emergency. Please move well clear of the exits and assemble at the designated assembly point for your building while the buildings are cleared and checked for your safe return. **DO NOT** return into the building until instructed by a Fire Marshal or member of staff.

Emergency exits should be kept clear and tidy, free from obstruction with waste materials placed in the dedicated bins provided.

Smoking or vaping is not permitted on the College campus.

FIRST AID

In case of an accident or emergency contact the nearest First Aider or the nearest reception so that qualified staff can assist. All accidents must be reported to your tutor.

COLLEGE LIFTS

Please note that the lifts in all the College buildings are available for use only by people with a disability and members of the College staff who are moving equipment between floors. All other members of the College must use the stairs.

Do not use the lifts in the event of a fire or emergency.

ACCESSIBILITY

The College endeavours to provide a fully accessible environment suitable for the needs of all our students. If you experience any problems with access to any of our facilities, then please raise this matter informally with your PTL.

YOUR HEALTH

If you have any medical history that is likely to affect you at College, however minor, it is important that you give full details to the College at enrolment. If you become ill while at Truro College, please report to the reception or the nearest First Aider and everything possible will be done to assist you and arrangements made, where possible, for you to go home.

DRUGS

Drugs, other than prescribed medicines, must not be brought onto the College premises. Alcohol is not permitted on site. The use of any behaviour-changing substance in or around College grounds is considered as Gross Misconduct under our Student Disciplinary Procedure. Any misuse of such substances will result in immediate suspension from College pending a Disciplinary Meeting.

ADMINISTRATION

COURSE COSTS

Truro and Penwith College will loan essential books, etc., to you, but students on some courses may need to spend money on certain items of equipment. You will be told at the start of the year what these costs are likely to be. We ask all students to pay a resources deposit at the start of their course. The deposit will be returned when all books, etc., have been handed in at the end of your course.

TUITION FEES

Most full-time students under the age of 19 at the start of September do not have to pay course fees. Students over that age will be liable for course fees, as well as exam fees and some other costs. However, depending on your personal circumstances you may be entitled to tuition fee remission. Please contact Student Services in the first instance for advice.

LEARNER SUPPORT FUND

Eligibility for financial help with essential course-related expenses and travel to and from College is assessed through the Truro and Penwith College Bursary. Contact Student Services for details.

BUS PASSES

We will give bursary support to students towards their bus pass. If your household income is below £70,000 you can apply for a bursary to pay for some or most of your travel costs. The support levels are:

A. For Household Income under £21,000: Pay £100 per year for the bus pass*. This can be paid termly through the portal after the 25th August as follows: Autumn term £50, Spring term £25, Summer term £25.

B. For Household Income £22,001 - £31,000: Pay £150 per year for the bus pass*. This can be paid termly through the portal after the 25th August as follows: Autumn term £70, Spring term £40, Summer term £40.

C. For Household Income £31,001 - £70,000: Pay £300 per year for the bus pass*. This can be paid termly through the portal after the 25th August as follows: Autumn term £130, Spring term £85, Summer term £85.

**On application and dependent upon a minimum of 90% attendance.*

Families with more than one student at the College are encouraged to contact Student Services for support.

MOTOR VEHICLES

At Truro College sites, a new Automatic Number Plate Recognition scheme (ANPR) is in operation. This is administered by Premier Parking. We will continue to issue physical permits to all car and motorbike users for this year which must be displayed when on site.

There is limited provision for student parking of motor vehicles. If you have a disability, are a parent with young children or a primary carer we will consider your application for a parking permit. We will also consider an application from anyone not living on a bus route or who has an employment commitment that requires the use of a car. Once registered, the parking permit must be displayed prominently. Vehicles are brought into Truro College grounds entirely at your own risk and you must use only the designated parking areas and observe the 10mph speed limit; due consideration must be shown to other vehicles and pedestrians. If you are observed driving carelessly, your permit will be withdrawn.

Please note, a car park permit does not guarantee that a space will be available. Do not, for any reason at all, park outside the main College entrance and, most importantly, in the spaces designated for disabled people and visitors to the College.

There will be fines for parking infringements, however there is an Appeal System through Premier Parking if things genuinely go wrong.

If you are only visiting in the evening or at weekends, the ANPR will not be active between the hours of 5pm each evening and 6am each morning – and not at weekends or in official holiday dates. If you are only being dropped off or picked up, there will be a 30-minute window before a charge is applied.

LOCKERS

Lockers are available to students who require them. Keys may be obtained from your Programme Team Administrator on the basis of a key deposit of £5 per year. It is each student's responsibility to ensure that books, personal belongings, etc., are reasonably secure. The College can accept no liability for losses. You are asked not to bring valuable items or large sums of money into the College; if this is absolutely necessary, ask the Finance Office (A101) to lock any such items in the College safe.

(NB: This facility is available only in exceptional circumstances).

At the end of each academic year, you must clear your locker, return your key and reclaim your deposit. All lockers will be emptied by a member of staff at the end of each summer term.

LOST PROPERTY

Any property losses, including money, should be reported immediately to your tutor or PTL/DTL. Enquiries about lost property should be made at reception and any property found should be handed in there. Unclaimed property will be disposed

of after one term. Students are responsible for the security of their own property. The College cannot compensate for the loss of personal items.

INFORMATION

Regular tutorial meetings and a weekly bulletin will form the main means of communication to full-time students. In this way, you will hear about changes and events of interest. It will also be important for you to keep a close eye on those noticeboards that display vital information, e.g. exams, careers events, room changes, sports activities. Urgent, day-to-day information is usually displayed on the screens at receptions. You should look at this every morning. Messages cannot be taken for students except in cases of emergency.

Your College email account is an essential part of how the College communicates with you. Key messages will be sent to this account so please make sure you check it regularly.

COMPLAINTS PROCEDURE

The College exists to meet the needs of the students and of the community it serves. We will work as hard as we can to ensure that things do not go wrong but, if a problem arises, we will do everything we can to address it.

If you have a complaint about the College, you should speak to the member of the College's staff with whom you have been dealing. If the matter is not resolved by this process, you should follow the College Complaints Procedure, a copy of which is available from the Principal's Secretary.

ASSESSMENT

College policies and procedures relating to the assessment of student work including the assessment policy, assessment appeals policy, examination appeal of results procedure and the malpractice policy are available in the Quality Policies for Students section on the College Intranet.

STUDENT CODE OF CONDUCT

The guidelines contained in this handbook are intended to maintain an environment that helps you to make the most of your time here. We hope you will find them reasonable and will follow them naturally.

The College tries to keep its rules and regulations to a minimum. Everyone in the College community is expected to behave in a mature manner and to show care and consideration for the welfare of others. Students are expected to work hard and take responsibility for their own learning.

Students should:

- Attend lectures and other programmed events regularly and punctually.
- Inform their lecturer or tutor as soon as practicable if for any reason they are unable to attend a lecture or other programmed event.
- Use College facilities and behave generally in a way that respects the needs and aspirations of others to learn, teach and live within the community of the College.
- Familiarise themselves with the College's Health and Safety and other regulations, comply with these and act at all times with due regard for their own safety and that of others.
- Respect the property of the College and of its staff, students and visitors.
- Support staff and other students in the maintenance of a clean and tidy environment throughout the College.
- Follow the reasonable instructions of members of the College staff.

Failure to comply with the Code of Conduct may lead to disciplinary action. A copy of the College Disciplinary Policy can be obtained on request from Mylor reception.

As part of your induction you will be asked to read and sign the Code of Conduct.

DATA PROTECTION

In order to meet the needs of our students and to run their courses effectively it is necessary for the College to collect and process information.

For all our students we record:

- Name.
- Address.
- Telephone number.
- Attendance.

For students on qualification courses we may also record information about:

- Qualifications on entry.
- Progress on the course.
- Qualification on exit.
- Destination after completing the course.
- Course fee payment record.
- Additional support requirements (if applicable).
- Ethnicity.

The information is used:

- For administrative purposes connected with your course.
- To notify Careers South West if a young person drops out of college or leaves their course.
- To inform students and, if they are 16-18, their parents, about progress on their course.
- To write references and to assist in UCAS applications.
- To provide the Department of Education with statistical information when requested to do so.
- To publish College examination results.

If you want to see any of the information held about you or if you do not want your examination results to be published, then please contact your PTL in the first instance.

THE COLLEGE CHARTER

Truro and Penwith College is a Tertiary College. The College offers everyone high quality education and training. While the College expects high standards of performance from its students and trainees, the community has a right to expect the highest quality service from the College in every respect of its activity. The Charter seeks to set out the quality standards for the variety of activities in which the College is engaged.

The full College Charter is available on the induction sharepoint. The Charter covers many areas including:

1) Before you become a student, the College aims to:

Provide information and guidance for all students including: the learning facilities available; help with choice of a programme of study; details of the curriculum support services; information about fees, costs, transport services and any financial support available.

Upon request, provide information about our facilities and services for students with learning difficulties and disabilities, including access arrangements.

Provide all information about enrolment, student achievements and destinations through Open Events, prospectuses, course leaflets and individual appointments with qualified and experienced staff.

2) When you become a student, the teaching staff will:

a) Manage your induction; help with study; introduce your programme or unit; monitor progression; assess procedure and give impartial advice; give guidance and counselling for full-time students.

b) Keep you informed of key dates, explain learning activities, ensure all classes start and end on time and give regular feedback.

3) While you are a student, the College will:

Enable you to participate and express views through the appropriate channels; provide a supportive and stimulating environment; provide an appropriate setting for internal and external exams; employ well qualified staff; ensure lifelong learning opportunities; provide an Equal Opportunities Policy and Disability Statements; provide a reference as required; provide you with certification of the qualifications you have achieved as a student at the College; provide any additional support for students with learning difficulties and/or disabilities.

4) College expectations while you are a student:

To keep to the rules and regulations; respect the College environment and other people's property; take responsibility for your own learning; treat everyone with respect, regardless of differences of ability, culture, race, gender, age, sexual orientation or social class.

5) What parents and employers can expect from the College:

We involve parents in their child's education at the College through Open Day/Evenings, Admissions Interviews, Progress Evenings and reporting regularly on academic progress.

For details of what employers can expect, please see the full College Charter.

6) What the local community can expect from the College:

We work with local organisations to meet the educational, training and recreational needs of the community. We respond positively to meet the education and training needs of employers, community groups and others.

SAFEGUARDING

Truro and Penwith College is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. This means that we have a Child Protection and Safeguarding Policy and appropriate procedures in place. All staff, including volunteers and governors, must ensure that they are aware of these procedures. Sometimes we may need to share

information and work in partnership with other agencies when there are concerns about a child's, young person's or vulnerable adult's welfare. We will ensure that our concerns about our children, young people and vulnerable adults are discussed with their parents/carers first (as appropriate) unless we have reason to believe that such a move would be contrary to the child's, young person's or vulnerable adult's welfare.

The designated staff in the College for Child Protection and Safeguarding concerns are:



Designated Safeguarding Lead

Lisa Briscoe

t: 01872 308039

m: 07712 419296 (working hours only)



Deputy Designated Safeguarding Lead (Penwith)

Lucy Maggs

t: 01736 809010



Safeguarding Officer (Truro & Penwith)

Gary Kos

t: 01872 305029

m: 07702 339270 (working hours only)

**Assistant Safeguarding Officers
(Truro)**

Jo Reeves
Ceri Skilton
Keely Nash

Safeguarding Team (Truro)

Jane Cashmore
Caroline Keech
Angela Thompson
Gemma Marshall
Hannah Hopkins
Jenna Hawke
Nicky Eden
Jo Alker
Robin Philp
Chris Scrivens
Kate Mason

**Assistant Safeguarding Officer
(Penwith)**

Joe Parma

Safeguarding Team (Penwith)

Steve Kenward
Laura Kaley
Mary Martin
Stef Wade
Bridget Shrosbree

Safeguarding Governor

Linda Batchelor

**Who should I talk to if I have concerns about a child, young person
or adult with care and support needs?**

Truro College including Tregye Campus

t: 01872 305712 e: safeguarding@truro-penwith.ac.uk

Penwith College

t: 01736 809419 e: safeguardingpenwith@truro-penwith.ac.uk

Otterly STEM & Health Skills Centre, Bodmin

Jodie Davey
Assistant Safeguarding Officer
t: 01872 267586 e: jodiedavey@truro-penwith.ac.uk

**Never keep concerns about children, young people
& adults with care & support needs' safety to yourself**

STAFF

SENIOR MANAGEMENT TEAM

Principal

Martin Tucker

Director of Operations

Jane Cashmore

Director of Penwith & Ofsted Quality Nominee

Lucy Maggs

Director of Student Experience & Designated Safeguarding Lead

Lisa Briscoe

Director of Business Partnerships, Apprenticeships & Ofsted Skills Nominee

Hayley McKinstry

Director of Curriculum Development

Adele Bull

Director of Teaching & Learning

Vicky Pearson

OPERATIONAL MANAGEMENT TEAM

Head of University Centre

Emily Myatt

Head of Academic Studies & Achievement

Matt Bennett

Head of Vocational Studies & Personal Development

Ben Evans

Head of Occupational Studies

Victoria Wickington

Head of Penwith Campus

Steve Kenward

Head of Digital Development

Kevin McCoag

Head of HRES

Tristan James

Head of Finance

Lucy Langdon

KEY STAFF

Careers and Employability Team Leader - Tim Moody

Examinations Officer - Emily Moss

Health & Safety - Mikey Pytel

Learning Services Team Leader - (Support and Transition) - Gemma Marshall

Learning Services Team Leader - (Resources) - Jo Lapham

Head of Marketing & Communications - Matt Bond

PROGRAMME TEAM LEADERS^{PTL} & DEPUTY TEAM LEADERS^{DTL}

Art & Design

PTL - Mark Dunford

DTL - Arlo Tinson, Paul Ziemacki,
Jo Doidge

Business & Law

DTL - Susan Edwards, Steve Jose,
Nigel Carr, Sacha Burnett-Biscombe

English, Languages & IB

PTL - Jennifer McConnell

DTL - Clive James, Noel Kindon,
Chloe Roach

Progression Pathways

(formerly Foundation Studies)

PTL - Steve Kenward

DTL - Karenza Pariyar, Chris Scrivens

Health & Social Care

PTL - Vicky Wood

DTL - Bonnie Houghton, Gary Crawford

Higher Education

DTL - Cleeve Jenkins

Humanities & Social Sciences

PTL - Flora Thomas-Kamali

DTL - Ian Hyland, Claire Tarrington,
Marilla Walker, Gemma Best

Learning Services

(Resources)

PTL - Jo Lapham.

DTL - Joanna Dodson, Trina Jones

Learning Services

(Support and Transition)

PTL - Gemma Marshall

DTL - Caroline Thomas, Katherine Hall,
Roland Bray

Maths, Computing & Engineering

PTL - Naomi Johns-Dyer

DTL - Kendle Lewis, Mike Williams,
Jane Wall, Andy Foulks

PTLS & DTLs CONTINUED

Media & Photography

PTL - Lee Clark

DTL - Rebekah Jones, Emily Hart

Occupational: Construction

DTL - Steve Piff, Karl Sanderson

Occupational: Hair & Beauty

DTL - Nikki Dixon

Occupational: Hospitality

DTL - David Izzard, Tony Duce

Occupational: Motor Vehicle

DTL - Freddy Ash

Occupational: Personal Professional Development

DTL - Robin Philp

Performing Arts

PTL - Tracy Tickle

DTL - Dan Solly, Kit Savage

Science

PTL - Ned Crowley

DTL - Mandy Winstanley, Viki Ford, Rosie Maguire,

Bec McCowen, Kirsty Sincock

Sport & Protective Services

PTL - Vicky Pring

DTL - Luke Payne, Louise Coley, Julie Windram,
Nadia Edyvean.

Student Services

PTL - Caroline Keech

DTL - Angela Thompson

Teaching School

PTL - Helen Argall

Future Skills Institute

PTL - Charli Styles

DTL - Paul Green, Paul Keene

Nursing and Allied Health

PTL - Tamzin Irvin

DTL - Tom Sugg

Education and Training

PTL - Jess Cowen

DTL - Karen Keast

PROGRAMME TEAM ADMINISTRATORS PTA

Art & Design

PTA - Michelle Pearce - 01872 305730

Business & Law

PTA - Tracy Watkinson - 01872 305732

Health & Social Care

PTA - Michael Dickinson - 01872 305150

Higher Education

HE Coordinator - Joanna Carter
01872 308357

English & Languages

PTA - Beverley Hunt - 01872 305737

Progression Pathways

(formerly Foundation Studies)

PTA - Vicki Rogers - 01872 305734

Humanities & Social Sciences

PTA - Sarah Russell - 01872 305736

Maths & Computing

PTA - Heidi Becker - 01872 305738

Media & Photography

PTA - Maddi Musto - 01872 305739

Occupational: Construction

PTA - Lisa Rickett - 01872 305731
PTA - Beccy Carne - 01736 809403

Occupational: Hair & Beauty

PTA - Alison Rutter - 01872 305735,
PTA - Beccy Carne - 01736 809403
PTA - Tracy Lewis - 01872 308426

Occupational: Professional Cookery & Hospitality

PTA - Alison Rutter - 01872 305735,
PTA - Beccy Carne - 01736 809403
PTA - Tracy Lewis - 01872 308426

Occupational: Motor Vehicle

PTA - Lisa Rickett - 01872 305731
PTA - Beccy Carne - 01736 809403

Performing Arts

PTA - Caitlin Horsley - 01872 305755

Science

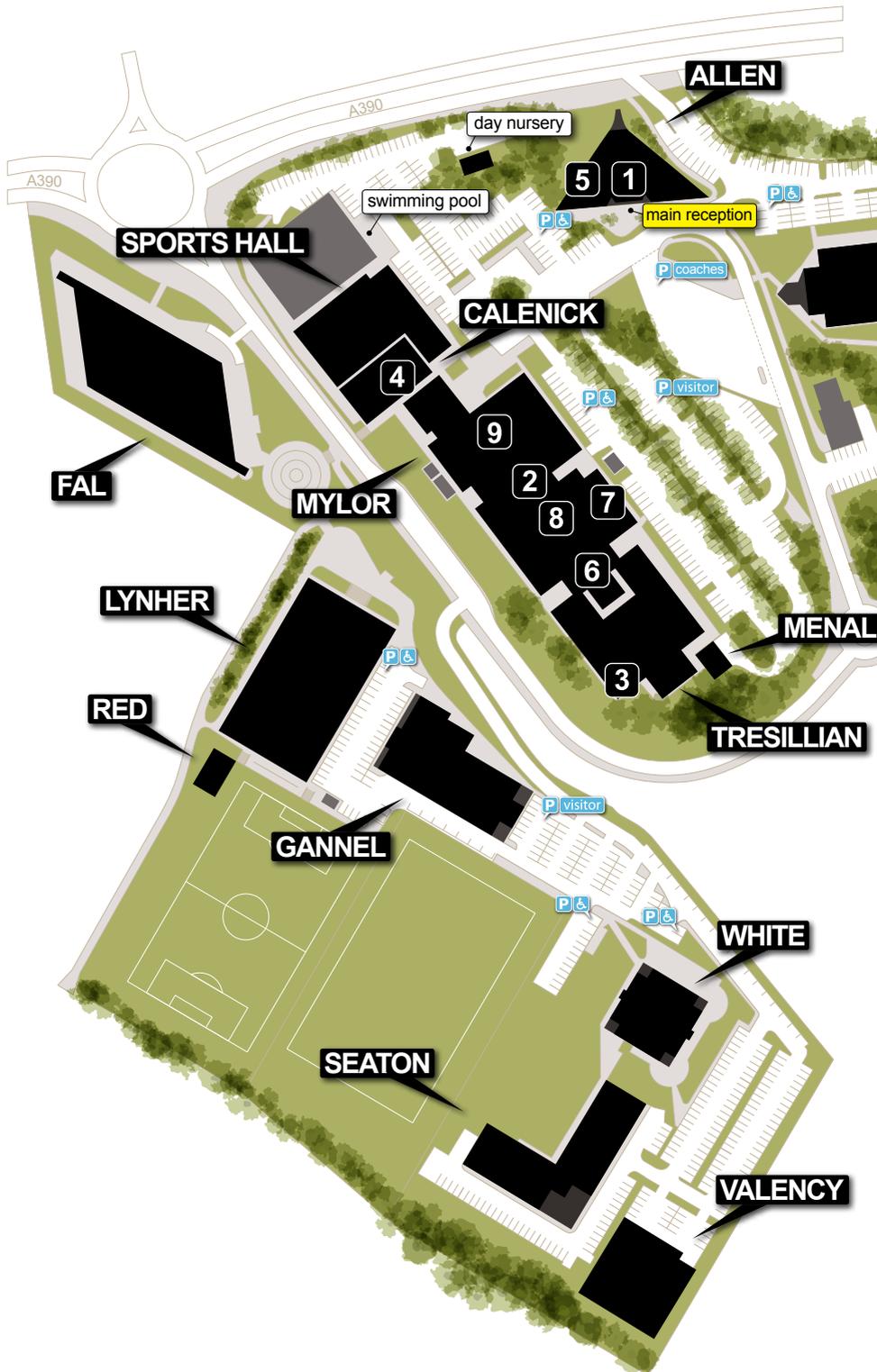
PTA - Kylie Smyth - 01872 305741

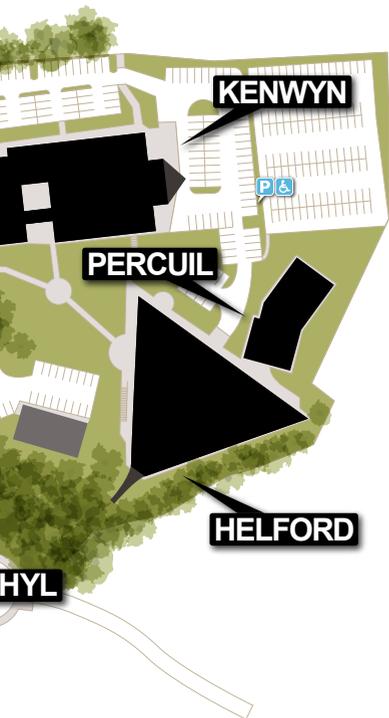
Sport & Protective Services

PTA - Gill Balcombe - 01872 308331

Future Skills Institute

PTA - Denise Caff - 01872 305013





TRURO CAMPUS MAP

- 1** Main Reception
 - 2** College Shop
 - 3** Exams Office (T021)
 - 4** Inspiration Salon
 - 5** Finance Office (A101)
 - 6** Reprographics (M117)
 - 7** Student Services (M017)
 - 8** Transport Desk (M133a)
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Truro College

College Road, Truro, Cornwall TR1 3XX

01872 305000

enquiry@truro-penwith.ac.uk

www.truro-penwith.ac.uk

 [truro_college](https://www.instagram.com/truro_college)

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 [/Truro.Penwith.College](https://www.facebook.com/Truro.Penwith.College)

Part of Truro & Penwith College

