



## **Student Services – What's On Offer?**

### **Student Finance**

Students who may be struggling with the costs of studying at College can receive assistance from the Student Finance Team.

Students aged 16-18

The Student Finance Team offer help with applying for the 16-18 Guaranteed and Discretionary Bursaries which offer students weekly cash payments; travel costs; essential equipment costs and emergency funds. 16-18 year olds can also apply for Free College Meals and young parents can apply for Care to Learn to assist with the costs of childcare whilst they are studying. Students must fulfil specific criteria to qualify for assistance.

Students aged 19+

The Student Finance Team can help adult students apply for travel expenses; essential equipment; emergency equipment and also assistance with childcare costs. 24+Loan Bursaries also cover the cost of support for students with additional needs. Students must fulfil specific criteria to qualify for assistance.

### **Careers Information Advice and Guidance**

Who can use this service?

- ✓ Students can use this service to help them to choose their next step - it could be a job, apprenticeship, or another course in further education or higher education.
- ✓ Students who are unsure of their next step can also get help if they have chosen an unsuitable course or they want to change direction.
- ✓ This service is also available to customers who are thinking about coming to College and need help choosing the right course for them.

Call in to the Student Services Centre or call 01204 482182 for an appointment.

### **Counselling**

Counselling services are available for staff and students to access if they feel that they have an issue which is affecting their performance at work, study or in daily life.

Counselling gives the opportunity to talk privately to someone who will listen, value the person and who will not make judgements about them. It offers space within which a person can express and explore their thoughts, feelings and concerns. Counsellors will not give advice or offer solutions to problems. Attempting to make decisions for the person would be wrong, but the person will be supported in finding the most appropriate way for them to move forward. The service is free,

confidential and no one need know about the appointment .The counselling room is a private, quiet place with a comfortable relaxed environment.

### **Safeguarding Children & Vulnerable Adults**

If you have concerns about a student's welfare and you believe they may be subject to physical, emotional, sexual or financial abuse or you believe them to be neglected - you must share your concerns with a member of the College Safeguarding Team. (See Policies Section for more information about safeguarding procedures)

The student will be listened to and supported well and staff can also receive support through this Team.

Contact: Eileen Nicholson - Student Services Manager Ext 2180 ; Jane Marsh - HR Director Ext 2100: Mark Burgoyne - VP Ext: 2013; Janet Greenwood - Childcare Manager Ext: 2184

### **Bullying & Harassment**

If a student reports a case of bullying and harassment from another student or staff member, College staff must listen to the issues and take all cases seriously. The Bullying & Harassment Policy is included in the Policies section of the intranet site and this outlines the procedure to follow for staff.

Support for staff and students with cases of bullying and harassment is available from the Student Services Manager on Ext 2180. Please inform the Student Services Manager of any cases you may be dealing with.

### **Drugs and Alcohol Issues**

The taking of, dealing in or being under the influence of drugs or alcohol is strictly forbidden in the College. If any staff member suspects that a student is under the influence of alcohol and/or drugs, the student will be asked to leave the College premises immediately (parents /carers of students under the age of 18 will be asked to collect them) and the student will be liable to Student Disciplinary Policy and Procedures. Students would be expected to attend counselling to receive support and advice if they have ongoing issues with substance misuse.

If we suspect that the student has been selling or supplying controlled drugs at the College or if they bring them onto the College premises, they will be immediately suspended, the Student Disciplinary Policy and Procedure will be invoked and the Police will be called to investigate.

If a student wishes to discuss drug/alcohol misuse issues with someone, they can talk to their LDM / tutor who can arrange a one-to-one discussion with some specialist support who can help them.

Alternatively, the student can log on to [www.talktofrank.com](http://www.talktofrank.com) for more information.

All incidents involving alcohol, or drugs should be reported to the Student Services Manager

-

## **Cross College Learner Voice**

Students are asked for their views about College in a variety of ways e.g. focus groups on specific issues; completing surveys on what they think about all aspects of their course and college life. We want their honest feedback and any ideas on how to improve things. Students might want to become course representatives, members of the College Forum where they meet with the Principal and Senior Management Team or perhaps Student Governors, where they can act as a voice for students' opinions on issues relating to College. The Student Liaison Officers will make sure that your students are fully supported in order to make a valuable contribution.

## **Student Volunteer Group**

Are your students interested in gaining new experiences, meeting new people and doing something different in College? Then the Student Volunteer Group may be the thing for them!

The volunteering we offer is richly varied; activities include meeting and greeting visitors, giving guided tours of the College, helping look after VIPs, fundraising and helping events run smoothly. Becoming a Student Volunteer helps students to build confidence, make new friends, gain work experience and have fun!

Students can also get accreditation for their volunteering hours through the national V-Inspired awards scheme which can be included on their Curriculum Vitae (CV). If they are interested in learning more, please contact the Student Liaison Officers in Student Services.

## **Cross College Enrichment**

The Student Liaison Officers organise a programme of cross College enrichment opportunities for 16-19 year old students throughout the College year. Enrichment opportunities are a great way for students to develop their personal and social skills by working with others, trying out new things and visiting new places and by taking them out of their comfort zone to challenge themselves in new situations.

Past enrichment experiences have included cross college trips to Chill Factore and Ski Rossendale; mountain biking; ice-skating; visits to Blackpool Pleasure Beach; Media City Salford; the Slavery Museum in Liverpool and the National Football Museum in Manchester. We also offer a full sports programme for students to try at lunch times and after college e.g. 5 a side football; zumba; handball; basketball and gym work. We are looking to recruit a group of students to form a Student Enrichment Group which helps to devise and organise the enrichment programme. Anyone interested should contact the Student Liaison Officers in Student Services.

## **Childcare Facilities**

The college has childcare facilities at Deane Road where students can leave their children when they are studying. Student's children are the priority group and if the facility has any spaces these are open to staff's children and privately paying customers.

The nursery facilities are Ofsted registered and can take children from the age of 6 weeks to 5 years.

Childcare is available from 8.30am to 4.30pm in term time.

Students are charged for the use of the childcare facilities but there are childcare financial support schemes in place to assist with these costs e.g. Care to Learn for students aged under 20 and Childcare Support Funds for students aged 20+ who are on benefits or who are low waged. Students who are low waged and have children at nurseries external to College can also apply for help with childcare costs. Ask at Student Services to find out about nursery places and childcare financial support arrangements.

### **Multi- Faith Chaplaincy**

Chaplains representing a number of churches and places of worship are available to support you if students or staff wish to access them.

Contact the Student Services Centre at the Deane Road Campus and they will be happy to put you in touch with one of our Chaplains.

Lawrence Aboagye runs a Christian meeting on Tuesday lunchtimes and our Muslim Chaplain, Hassan Yusuf, offers Friday prayers in the Quiet Room A1.61.

You will find them to be friendly and ready to listen to you without making judgements.

### **Making Complaints**

In the first instance students and customers of the College should try to resolve the issues they have with a member of staff who represents the department of the college about which the person has an issue or concern. If this informal route does not result in the complaint being dealt with satisfactorily, the student or customer can make a formal complaint.

A formal complaint should be made in the following way:

Complete our online complaint form :- <http://www.boltoncc.ac.uk/pub/complaint.php>

Student Services Staff and the Principalship can assist staff and customers to make a complaint