

**Bowling  
College**

# **STUDENT HANDBOOK**

**Velvet Mill**

**2011**

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**2012**

**1, Velvet Mill  
Lilycroft Road  
BD9 5BQ  
TEL: 01274 773310**

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## **WHO'S WHO**

Welcome to Bowling College, we hope you have a fulfilling and successful year. College staff will be pleased to help with any questions or difficulties you may have during your studies. However it's also useful to know who does what so that if you have a specific difficulty you know who to talk to straight away.

### **COURSE TUTORS**

If you have any difficulties with your course your first port of call should be your tutor who will do their best to help.

### **COLLEGE SERVICES TEAM**

Usually on reception, these are the people that run the admin, finance and exams systems as well as being around to deal with general enquiries.

### **PETER LEECH – College Principal**

As College Principal, Peter is responsible for the smooth running of all aspects of the college.

### **BELINDA MILLER.**

Belinda is Peter's deputy.

### **EASA**

If you would like information about further training, advice on career development or help with your CV members of the EASA team are available to help you. Please call at reception and ask for a referral or contact them direct on 01274 433677.

## **BOWLING COLLEGE**

Bowling College has been working with adult learners for more than twenty years. We offer a range of part-time courses, from first steps back to education through to GCSEs, NVQs, Progression Award and Access to University programmes.

Based in East Bowling and Manningham we are very much a 'community' college with strong links to many local groups and services. We aim to be as flexible as possible in meeting the needs of our students and we offer evening as well as daytime classes so that you can study at a time that suits you.

Our teaching staff are experienced at working with learners of all ages and aim to offer an informal, friendly atmosphere and a high level of individual support to every student. In addition, the College provides a comfortable learning environment with full disabled access.

### **CORE PURPOSE**

To promote and provide a wide range of high quality education and training opportunities enabling the whole community to engage in lifelong learning.

### **VALUES**

The College:

1. makes 'benefit to learners' the guiding principle for all we do
2. works for continuous improvement in the quality of its services
3. is committed to equal opportunities
4. strives to widen participation in lifelong learning
5. supports and enables individuals to achieve their full potential
6. works for and with our local community
7. provides a welcoming and suitable environment for adult learners
8. invests in its people
9. provides value for money

## STUDENT CHARTER

### **As a Bowling College student you can expect**

#### **The College to provide:**

- A friendly atmosphere with caring staff.
- A safe and supportive learning environment.
- Clear information about all of our services.
- Clear information about your chosen programme of study.
- Impartial information, advice and guidance.
- Access to a complaints procedure if difficulties arise.

#### **A learning experience that:**

- Builds on your previous knowledge skills and qualifications.
- Is well planned with effective, interesting teaching.
- Is regularly reviewed with opportunities for assessment and feedback.
- Is supported by a range of study resources available in class and for independent use.

### **As a Bowling College student we expect you to:**

- Show consideration and respect to college staff, students and property.
- Help us improve our service by taking part in college evaluations and questionnaires.
- Pay fees on time.
- Make the most of your learning experience by:
  - Attending regularly and on time.
  - Letting us know if you are unable to attend.
  - Completing all work to the best of your ability.
  - Handing in coursework when requested.
  - Completing exam entries on time.
  - Making use of study support services.

## Safeguarding Vulnerable Adults:

The College is committed to ensuring that it:

- provides a safe environment for vulnerable adults to learn in
- identifies vulnerable adults who are suffering, or likely to suffer harm, and takes appropriate action to see that such adults are kept safe, both at home and at the College.

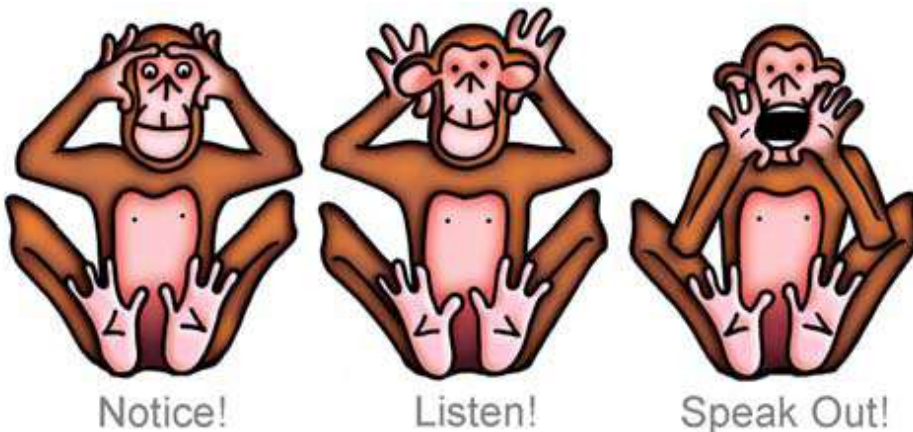
In order to achieve this the College

- has a safe recruitment of staff policy including Criminal Record Bureau checks and other relevant pre-employment checks of all staff who come into contact with vulnerable adults
- holds regular staff training
- has a clear process for reporting cases of suspected abuse.
- Informs all its learners of their rights and responsibilities for safer learning.

The College's Policy and Procedures for the Protection of Vulnerable Adults is available on request.

### Bullying and Harassment

- Bullying or harassment of any kind is unacceptable at Bowling College. We seek to provide a safe and secure environment in which all learners can work together harmoniously. If you or anyone you know is being bullied, please report it immediately to our **Safeguarding Officer Martin Brennan** who can be contacted at any time on 01274 386632, or a trusted member of staff. This could be any tutor, college services staff, the Vice Principal or the Principal.



## **STUDENT SERVICES**

In addition to your course of study, students attending courses at Bowling College and Velvet Mill have access to:

### **STUDY SUPPORT SERVICES**

- A range of resources available for loan.
- Access to open area computers.

### **INFORMATION, ADVICE AND GUIDANCE**

Qualified staff are available to advise you on 'next steps' in education. For further information ask to speak to a member of the EASA team.

### **CHILDCARE**

Support for childcare may be available; please ask for more details at reception.

### **CENTRE CAFÉ**

Vending machines are available selling drinks and snacks.

### **STUDENT WELFARE AND COUNSELLING**

Initial support is available from tutors. Where the expressed need is beyond the scope of the tutor, referral will be made to an appropriate external source.

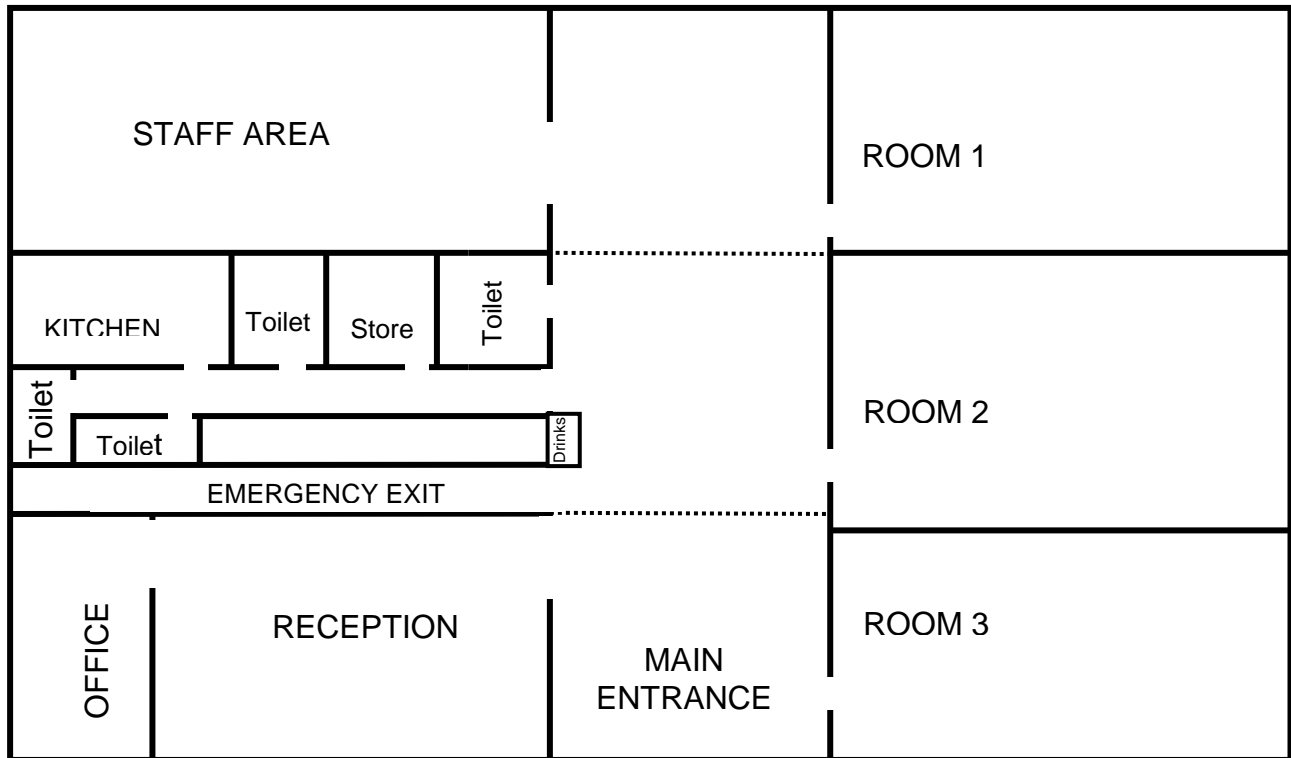
### **CAR PARKING**

Car parking for students attending courses at Velvet Mill is limited. On street parking is usually available on Heaton Road.

### **Additional Support**

Bowling College will do all it reasonably can to support all students. If you feel you need additional help or resources to enable you to complete your course please contact Belinda Miller.

## Velvet Mill



## HEALTH AND SAFETY

A copy of the college Health & Safety policy can be found in reception. Please report the following to Reception, where details can be recorded and acted upon

- Any accident involving student, staff or child
- Any potential hazard, or malfunctioning item within College buildings

**Attendance:** Please ensure that your tutor marks your attendance in the register.

**First Aid:** The first aid box is located in reception.

## EMERGENCY EVACUATION PROCEDURE

Fire drill procedures are displayed in each classroom. Fire practices will be held every term. The fire alarm is checked weekly.

If the fire alarm sounds:

- Leave the building via your nearest safe exit
- Assemble on the pavement between the two mill buildings, opposite the entrance to the police station.
- Your tutor will check the register and inform College Staff of any missing persons
- You will be told when it is safe to re-enter the building

## **EQUALITY AND DIVERSITY**

A copy of the College's Equality & Diversity statement can be found in reception.

The promotion of Equality and Diversity underpins all the College's activities. Its primary commitment is to extend educational opportunity to all students, irrespective of their age, disability, gender, race or sexual orientation. To demonstrate its concern for all members of the community it employs and services, the College has policies, which seek to combat inequalities related to race, gender or ability.

We want to be a disability-friendly college. Please help us achieve this by bringing to our attention any potential discrimination against people with disabilities and by ensuring that we know of any reasonable adjustments we could make to give people with disabilities a fair deal in college.

## **QUALITY ASSURANCE**

The college has a number of checks and measures in place to ensure that you receive a high quality learning experience. Courses are monitored internally by the college and externally by awarding bodies. In addition funding agencies such as the Skills Funding Agency monitor the college's work.

If you have any questions regarding the monitoring of your course please speak to your course tutor.


## **ATTENDANCE**

If you are unable to attend college or you are considering withdrawing from your course for any reason please let us know by calling at reception, telephoning the Centre Tel: 01274 773310 or telling your tutor.

## **Reception**

If you need funding information, have fees to pay, need to change your contact details or discuss exams etc college services staff are available to deal with all enquiries at reception. Staff are available from 9.00am to 5.00pm and can be contacted either in person, by phone or email during office hours. Please note there are no college service staff available at Velvet Mill after 5.00pm.

## Who should I talk to?

| Who should I talk to if?  | Where will I find them?  |
|---|--|
| I have a problem with the course I am studying.   | Your course tutor, either have a word in class or contact them through College Services in Reception.  |
| I feel I need a bit of extra help with my studies.  | Either speak to your course tutor or Belinda Miller. You can make an appointment to see your tutor or Belinda through College Services in Reception.   |
| My personal circumstances have changed and will impact on my studies.   | Initially you could talk to your course tutor. If you feel you need more support you should speak to Paula Hoban. Either have a word with your tutor in class or contact Paula through College Services in Reception.  |
| I'm having difficulties paying for my course or understanding what I owe.   | Talk to the College Services Manager in Reception - you can just call in.  |
| If you feel you have been hurt or abused by another student, member of staff or visitor   | Report this to your tutor or another trusted member of staff immediately.  |
| I need some advice about careers, courses or voluntary work.  | Contact EASA (Education Advice Service for Adults) You can make an appointment through College Services in Reception or call them direct on 01274 433677.  |
| I have a difficulty or complaint that no one else has been able to resolve, or I would prefer to speak to a member of the Senior Management team.                             | Belinda Miller – Vice Principal<br>You can make an appointment through College Services in Reception.  |
| I'm being bullied, someone in my group is being bullied, I don't feel safe whilst at college, I don't feel safe, something in my life is happening that makes me feel scared. | <div style="display: flex; align-items: center; justify-content: space-between;"> <div style="text-align: center;">  </div> <div style="text-align: right;"> <p>Lead Designated Safeguarding Officer Martin Brennan can be contacted at anytime on:<br/>01274 386632</p> </div> </div> |

## LITERACY AND NUMERACY CERTIFICATION PROCESS

As soon as you have finished your exam, the invigilator (the person who sits with you while you are taking your exam) will give your answer sheet to the College Exams Officer who will post it to the exam board for marking.

The College usually receives the result within 8 weeks. You will get a letter or email from the college shortly after the results have arrived. The letter / email will give you your results and, if you have passed, will ask you to come to reception to collect and sign for your certificate.

If you do not pass an exam your tutor will give you advice about what to do next.

## ESOL CERTIFICATES

At the start of your course your tutor will register you with the people who set the exams and award certificates.

To gain a full certificate at either E1, E2 or E3 you must complete, and pass three tests.

After each test your tutor marks your work. After your tutor has marked your work one of the other tutors from college will also mark it to make sure everyone is working to the same standards. If both tutors say you have passed we will send off for your certificate. Sometimes someone from the Awarding Body will ask to look at your work too. Once everyone is happy you have passed your exams your certificate will be awarded. This may take quite a long time, when your certificate arrives at college we will let you know and you can collect it from your college.

If you do not pass an exam your tutor will let you know and you will be given advice about what to do next.

All ESOL classes include the necessary citizenship element required by the Home Office. The college will provide all ESOL learners who attend and successfully complete their ESOL classes with a letter confirming this. The letter combined with the certificate can be used within an application to the Home Office. However, the college cannot comment on individual cases and strongly suggests that individuals seek their own legal advice. We take no responsibility for unsuccessful applications.

Please ask your tutor if you do not understand any of the above details.

## **NOCN COURSES**

Shortly after the start of your course you will be asked to complete an NOCN registration/certification form supplied by your tutor.

Your tutor will review your work throughout your course.

You may also be asked to hand in your work for the Internal Moderator to look at during, and at the end of your course - the Internal Moderator works for The College to support the tutor and ensure appropriate standards are being met.

NOCN will also arrange for an External Moderator to visit The College to ensure The College is delivering the course appropriately. The External Moderator will sample work and may also arrange to meet with students from your course. Your tutor will let you know when the External Moderator plans to visit The College.

Once your work has been completed and accepted by your tutor and the Internal and External Moderator, the College will complete the certification process by forwarding your names to NOCN.

Your certificates will be returned to The College.

The College will write to you to let you know your certificate has arrived.

Certificates and Portfolios will be available for you to collect, in person, from The College for a period of two years following the completion of your course. Any portfolios left after this period will be destroyed.

## **OTHER CERTIFICATION PROCESSES**

Your tutor will explain the certification process to you at the start of your course. If you require further information please call at reception and ask for Paula.

# AQA EDEXCEL NCFE OCR NOCN APPEALS GUIDANCE

## Internal appeals guidance – Coursework

If you have any concerns about the procedures used in assessing your internally marked work for your exam, you should initially discuss this with your tutor. Hopefully this will resolve the matter.

If the matter is not resolved then you should see the exams officer as soon as possible to discuss whether an informal appeal could be made. An appeal is a last resort, and a request for an appeal will not be accepted unless these avenues have first been explored. It is expected that appeals will be extremely rare.

You may not appeal against any mark that has been awarded unless you think that this has been because of a procedural error, and you must be able to identify the procedural error.

In accordance with the Code of Practice for the conduct of examinations, Bowling College is committed to ensuring that:

- Internal assessments are conducted by staff who have appropriate knowledge, understanding and skills
- Assessment evidence provided by candidates has been produced and authenticated according to the requirements of the specification
- The consistency of internal assessment is secured through internal moderation
- Staff responsible for moderation have appropriate training
- The college will comply fully with the Awarding Body guidelines

Appeals may be made to the college regarding the procedures used in internal assessments, but not against the actual marks or grades submitted by the college for moderation by the Awarding Body. Anyone wishing to make an appeal against the procedures used in internal assessments should contact the Exams officer as soon as possible to discuss the appeal, and a written appeal must be received by the college before the end of the exam season in question.

On receipt of a written appeal, an enquiry into the internal assessment will be conducted by the Examinations Officer.

This enquiry will consider whether the procedures used in the internal assessment conformed to the published requirements of the Awarding Body.

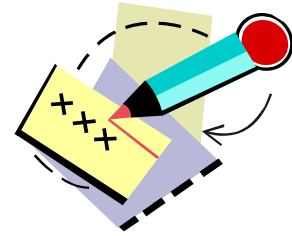
The candidate will be informed in writing of the outcome of the appeal, including details of any relevant communication with the awarding Body and of any steps taken further to protect the interest of the candidate.

## COMPLAINTS PROCEDURE

We hope you have an enjoyable and rewarding time at Bowling College, but if you do need to make a specific complaint about anything relating to the College, we will do our best to resolve the matter to your satisfaction. Your complaint will be dealt with sympathetically and confidentially. Complaints can be made in person, in writing, by telephone, fax or e-mail. It helps us deal effectively with your complaint if you tell us who you are, anonymous complaints are difficult to deal with.

- If your complaint is of a minor nature and can be easily resolved you should first contact the Course Tutor. If your complaint concerns the Course Tutor and you are unhappy about contacting them direct please speak to Belinda Miller.
- If your Course Tutor or Belinda is unable to resolve the matter to your satisfaction, or your complaint is of a more serious nature, it will be passed to the Principal.
- Your complaint will be acknowledged within 3 working days.
- The College will give the result of the investigation or the reason why we have been unable to conclude the investigation within a further 15 days.
- The College will aim to settle all complaints within 30 working days, or give reasons why this cannot be achieved.

## A NOTE ABOUT PLAGIARISM



Plagiarism is using or presenting another person's thoughts, words or ideas as if they were your own. Examples of this might include:

- Copying chunks out of textbooks, other student's work or from the Internet
- Paraphrasing someone else's work without acknowledging them.

To avoid plagiarism you must make sure you acknowledge whenever you use:

- Another person's ideas or opinions
- Facts or data which are not common knowledge
- Quotations from someone else's spoken or written words
- A paraphrase of someone else's idea or theory.

It is very important that all the work you hand in is your own and it is your responsibility to make sure you do not, inadvertently or otherwise, engage in plagiarism. When you hand in each piece of work you will be required to sign a cover sheet declaring that the work you are handing in is your own.

If a tutor is concerned about plagiarism in your work they will:

- Speak to you directly to try to resolve the matter. If the issue cannot be resolved:
- The matter will be discussed at a meeting with the course Coordinator who will take action. This may include reducing marks, refusal to accept a piece of work, further work being set. In very serious or repeated cases students may be asked to withdraw from the course.

## Key Dates 2011/2012

| Date                       | Event                    |
|----------------------------|--------------------------|
| 12 <sup>th</sup> September | Term Begins              |
| 21 <sup>st</sup> October   | Break for Half-term      |
| 31 <sup>st</sup> October   | Term Resumes             |
| 16 <sup>th</sup> December  | Break for Christmas      |
| 3 <sup>rd</sup> January    | Spring Term Begins       |
| 10 <sup>th</sup> February  | Break for Half-term      |
| 20 <sup>th</sup> February  | Term Resumes             |
| 30 <sup>th</sup> March     | Break for Easter         |
| 16 <sup>th</sup> April     | Term Resumes             |
| 7 <sup>th</sup> May        | Bank Holiday             |
| 4 <sup>th</sup> June       | Break for Half-term      |
| 11 <sup>th</sup> June      | Term Resumes             |
| 20 <sup>th</sup> July      | Break for Summer Holiday |

### CANCELLED CLASSES

If we have to cancel a class for any reason the College will do its best to contact you beforehand. Whenever possible an additional class will be added to the course. Every effort will be made to provide the stated hours of tuition, weather and examination dates permitting. No guarantee is given and fees will not be refunded.

The College cannot accept responsibility for any loss or damage to students' property. Cars are parked at the College at the owner's risk.

The information contained in this booklet is correct at the time of going to press.  
The College reserves the right to make amendments as required.