



Runshaw_College • Follow
Leyland, Lancashire



STUDENT Handbook

2023/24

RUNSHAW COLLEGE

New Students

Welcome to Runshaw!

We are delighted that you have chosen to study at Runshaw. We hope that you will enjoy your time with us, achieve your academic goals and personal ambitions and find that your experience here enables you to progress with confidence to further successes in higher education, training or employment.

As a student at Runshaw College you will be at the centre of everything we do. Runshaw has one simple aim: for all our students to be **HAPPY, SAFE, SUCCESSFUL** and **EMPLOYABLE**.

In order to help you settle with us as soon as possible, there will be a **Welcome Presentation** for your parents and carers, delivered by the Assistant Principals at the start of term.

Runshaw's Aims

It is our aim to support each student to fulfil their potential. We believe that a close partnership with students, parents, guardians and carers is vital in achieving our aim. You will find a copy of our **Student Charter** in this handbook; the charter is designed to ensure that you achieve the greatest success at college.

Your Heads of Studies



Giles Inman
A Level



Lucy Turner
A Level



Paula Gardner
Advanced Vocational



Wendy Gaskin
Advanced Vocational



Kelly Jones
Pre-Advanced
Vocational

High Expectations

We know that as a student here you will naturally have very high expectations of the college and that you will be reassured that we also have high expectations of you!

Our expectations are simple.

We expect you to:

- **Attend** all lessons on time.
- **Behave** appropriately at all times and adhere to the Runshaw Respect agenda.
- Wear your membership **card** visibly at all times so that everyone can see that you have a legitimate right to be on the campus.
- Meet all **deadlines** that are set as part of your Study Programme.
- **Ensure** that you are fully committed to, and engage with, all aspects of learning and college life.

We expect students to dress appropriately for an educational environment.

Runshaw is a really safe and happy place to study and to work... we really appreciate everyone's support to keep it that way.

The Runshaw Way

The Runshaw Way is your essential guide on how to be successful at college.



College Membership Cards

You need to visibly wear your **college membership card** on a lanyard whilst you are at college; this college rule is in place to ensure your safety and must be adhered to. Your membership card identifies you as a Runshaw student and enables you to access all of the college's facilities. You need to show your membership card to staff when paying for goods in the college retail outlets. All organisations expect their employees to wear IDs and we are mirroring this workplace expectation; all Runshaw staff, students and visitors are expected to wear IDs at all times in college. If you lose your membership card, you need to purchase a replacement for £5 (£6 if you require a lanyard as well) in Student Services. It is a requirement that all students wear ID badges at all times. Failure to do so will lead to disciplinary action.

Study Programmes

You have enrolled onto a full-time programme which consists of both timetabled learning hours for each course or unit and also personal employability, enrichment and progress mentor group hours. **Our expectation is that every hour of classroom tuition is matched with an hour of independent study.** Independent study skills are essential for success at this level and also develop key employability skills. Independent study includes: research, interviews, reports, wider reading, revision, preparing presentations, managing files, organising notes in addition to writing up classwork and completing independent work.

To ensure success on your study programme, the following questions act as a very useful guide to help you develop a positive approach towards your studies and to boost your resilience:

- **Vision:** How well do you know what you want to achieve?
- **Effort:** How many hours of independent study do you complete per week?

- **Systems:** How do you organise your learning and manage your time?
- **Practice:** What kind of work do you do to develop your skills?
- **Attitude:** How do you respond to setbacks?

You can discuss these questions with your Progress Mentor during 1:1s and with your subject teachers. It may help to remember the acronym **VESPA** as you work towards developing your study skills further.

Student Portal

Your **Student Portal** is designed to provide you with all the information required to successfully manage your study programme and academic progress at college; enabling you to check your attendance, Runshaw Xtra hours, employability and careers traingle, progress update reports, exam timetable and SMART targets. You can also develop your CV, record your intended progression and experience of work, and view your college reference. Please take the time to familiarise yourself with the other facilities available on your portal, including RunshawPay and travel information.

Personal Development

ASPIRE

- A** - active citizenship
- S** - social and emotional development
- P** - physical, mental and sexual health
- I** - inclusivity
- R** - respect, tolerance and democracy
- E** - employability and careers

We want to ensure that you make the very best of every opportunity offered to you at Runshaw, to enable you to become the best version of yourself.

We offer a vast range of activities through Runshaw Extra and within curriculum areas, to enable to your personal development.

Runshaw Extra

Runshaw Extra includes everything that you can do in college outside of your lessons. You are expected to complete a set number of hours for these activities as part of your learner agreement and completion of this will be monitored with your Progress Mentor.

Runshaw Extra activities include:

- Independent study
- Horizons activities
- Oxbridge prep
- Enrichment
- Careers
- Work Placement
- Volunteering
- Study Skills sessions.

Role of the Progress Mentor

All students are placed in a progress mentor group with a Progress Mentor. Your Progress Mentor will offer you support and guidance throughout your course and is responsible for monitoring your attendance, achievement, progress and welfare. You will be required to attend a progress mentor group session each week and you will have at least one 1:1 with your Progress Mentor each half term.

Attendance

We have very high expectations regarding student attendance, as absence from lessons is one of the major factors which contribute to students not reaching their full potential; **always aim for full attendance**. If you are absent from classes for any reason, your Progress Mentor will want to check that this was unavoidable

and you will be required to provide supporting evidence either in the form of a phone call or a note from a parent, guardian or carer.

Where supporting evidence is not available, staff may contact your parents, guardian or carer to discuss this with them. A register is taken during every lesson and your percentage attendance can be confirmed during your progress mentor group session and on the Student Portal. Excellent attendance helps to prepare you for your future career; it is a key employability skill.

Absence Number

01772 642020

Should you be unavoidably absent from college, you or your parent, guardian or carer should ring the appropriate number after 7:30am **on each day of absence.**

During your college interview you will have been informed that **we do not allow students to take holidays during term time;** this policy is also outlined in our offer documents. You can refer to the **calendar of key dates** in this handbook so that you can avoid planning holidays during term time. Any holidays taken in term time will lead to disciplinary action.

You should not make routine appointments for personal matters (e.g. a visit to a doctor or a dentist) during lesson time. These must be arranged outside of the college day.

Progress Evenings and

Progress Updates

The college believes strongly in a three-way partnership with students and their parents, guardians and carers.

Progress Updates will be sent to parents, guardians and carers via the Communications Portal in October, December, February, March, May

and July. These updates will also be available to you on the Student Portal. There will be **Progress Evenings** for parents, guardians and carers in February for 2nd Year students and in April/May for 1st Year students; we encourage you to attend this event too. You will be asked to make appointments with your course teachers via School Cloud and appointments will be online.

In addition to this we will contact your parents, guardian or carer, via the Communications Portal, by email or telephone, if we have any concerns about your progress. We also positively encourage parents, guardians and carers to contact us at any time if they have any concerns: they should contact your Progress Mentor in the first instance.

Study Day

There are no timetabled lessons on your study day. However, we would like to emphasise that this is still a college day; the college reserves the right to schedule visits, trips, additional study and academic support sessions. You may be required to attend college on your study day for any number of reasons and it is, therefore, important that your study day is used for college related activities. We will also encourage you to use some of your study daytime for enrichment, volunteering and work experience activities to enhance your employability. You may also be required to attend industry placements/ work placements on this day.

Vocational Students Only

Some vocational students will have an employability day. There are no timetabled sessions on this day, however, this is still a college day; the college reserves the right to schedule employability events such as guest speakers, mock interviews and other work related activities.

Some students will also be expected to use this day to carry out their work placement. As with your study day we also encourage you to use some of this time to participate in enrichment and volunteering activities.

Learning Resource Centre

The **LRC** gives every student access to a wide range of resources to support their studies. Students can borrow textbooks, revision guides and wider subject reading. We also have magazines and journals for the latest news and information. You can access 1000's of ebooks, magazine articles and other online resources through our 'Discovery' service on Library Moodle. We also have a wide selection of fiction books for students to choose from.

The Library has quiet, individual study spaces and PCs that you can book in advance or drop in and use when you have a study period.

The Library team will help students find the books and online resources books they need. If you need help – just ask. Call in or email

library@runshaw.ac.uk

Within the LRC, **our Study Zones** are areas in college for students to work during study periods. Study Zones are welcoming spaces for active study and independent learning. Students can use the Study Zones for completing homework and assignments, revising for exams or applying for university and jobs. The Study Zones are not social spaces and students are expected to use their time productively when using the space. There are 3 Study Zones on campus - Coniston, Silverdale and Langdale. Services include PCs, printing and 'bring your own device' facilities. PCs and team workrooms can be reserved in advance. We also have additional PC facilities in Mardale and Dalehead Student Zones.

The Study Zones offer skill boosting 30-minute one-to-ones and workshops. The Study Zone team help students

develop independent learning skills by providing advice on techniques and strategies for time management, organisation, writing assignments and essays, revision and preparing for exams. There are 3 ways to book a one-to-one: via Appointments on the Student Portal, calling into a Study Zone to speak to a member of staff or by emailing:

studyzone@runshaw.ac.uk

Exams

Exam timetables will be produced by the college and distributed via your Progress Mentor as well as being available on your Student Portal. It is your responsibility to check these timetables are correct. If you ever have any queries about your exams, you should speak to your Progress Mentor or visit our Exams Team, in Mardale.

Full attendance to lessons is vital for success: your course may have external and internal examinations and assessments throughout. If you fail to sit examinations, the college reserves the right to withdraw you from the qualification and charge you for the papers missed. You must abide by all exam regulations; you will find these on your Student Portal. You will also receive any exam results through the Student Portal.

Plagiarism and Cheating

Plagiarism can be unacknowledged copying from published sources or incomplete referencing.

Taking and deliberately using another person's ideas or writing and claiming it as your own is also plagiarism. It is unacceptable to copy work written by another student and submit it as your own or allow another student to copy your work and submit it as their own. Plagiarism and copying applies to: coursework, assessments, personal directed study and UCAS personal statements. It is unacceptable to work closely with another student to copy each other's answers and



present it as your own but this should not be confused with group-work or collaborative learning where students work together to share ideas in order to generate knowledge and understanding to then independently complete work set. Please speak to your teacher or Progress Mentor if you have questions in relation to this.

We have a zero-tolerance approach to cheating in assessment and any college work. We expect all students to abide by formal exam practice rules and regulations throughout their time at college.

Any student found to be involved in plagiarism will be referred for formal disciplinary action.

Additional Learning Support

We have a dedicated team of professionals who support students with any disability or additional learning support needs. Our team is committed to ensuring that every student has the support and resources to achieve their full potential at college. Whether you have a special educational need or a disability, our team of specialist support staff will be there for you every step of the way, providing tailored support to help you get the most out of learning during your time at college.

If you have a learning difference or disability, for example, Dyslexia,

Dyspraxia or Autism, we have a team who may be able to support you to access assistive technology or tailored support, throughout your time at college. If you have a physical disability, visual or hearing impairment, we have a specialist support team who will do their best to provide you with all the support, equipment, access and learning resources you might need throughout your time at college. This support is confidential and information provided will only be shared with the appropriate staff in college to meet your individual needs.

ALS is a multi-functional resource, based in L014, that you can access while at college. It can provide you with additional support or a quiet place to sit or the opportunity to join in with our Runshaw Social Group. ALS is staffed by a team who will be able to give you more information on any of the following:

- Access to Education Support Workers (ESW), similar to Teaching Assistants (TA)
- One-to-one or small group weekly support sessions
- One-to-one support for English and Maths
- Assistive Technology - Specialist software training and equipment loans, where appropriate

- A quiet space to sit during breaks and/or lunch time , if you need it
- Exam Access Arrangements assessments

Education Health and Care Plan (EHCP)

If you have an Education, Health and Care Plan, we will work with you, and the Local Authority to ensure that you get the best possible support package whilst you are a student at Runshaw.

Exam Access Arrangements

If you have previously had exam access arrangements at school, such as extra time, rest breaks or the use of a word processor, these are not automatically carried forward once at college. You will need to take some action for these to be put in place at Runshaw. If you have not already done so, you need to provide evidence to the Additional Learning Support team. This might be specialist evidence confirming a diagnosis of a disability or learning difficulty, or it could be information from school such as confirmation of your exam arrangements (you can ask school to provide you with a copy of your Form 8 or Centre File Note). For more information about how to continue using exam access arrangements at college, please visit the Additional Learning Support department as soon as possible.

Student Services

Student Services aim to support students in their studies and assist them in overcoming obstacles to success, achievement and progression. The friendly and professional team offer a free information, advice and guidance service to anyone needing advice and/or support with learning, welfare issues, careers and progression routes.

The Student Services team includes; Careers Information, Advice and Guidance, Enrichment, Finance and

Welfare, Multifaith Facilities, Transport, Student Communications, Volunteering, the Learning Resource Centre, Supervised Study and Student Reception.

Careers Support

At Runshaw College, we provide a fully embedded programme of career education and guidance and strive to ensure all stakeholders including students, staff, governors, parents, guardians, carers and employers are aware of the support available and have input in its content and delivery.

All students will have access to high quality information about future study options and labour market opportunities. Support from professionally trained advisors will be available to ensure this information is used effectively as part of the career planning process. Appointments with the Careers Guidance Team can be booked via the Student Portal.

We aim to ensure everyone has access to the right advice, in the right place at the right time!

- As our students will have different career guidance needs at different stages, opportunities for this support will be tailored to the needs of each individual student.
- Equality and diversity will be considered throughout when designing and implementing the career focussed activities within the college.
- All teaching staff will aim to link curriculum learning with careers.
- Every student studying at the college will have multiple opportunities to learn from employers about work, employment and the skills valued in the workplace. This may be through a range of activities including guest speakers (external and internal), information stands, mock job interviews and mock job interviews,

our career, apprenticeship and University events, alongside other career progression activities for specific college programmes/ courses.

- Every student should have first-hand experiences of the workplace through work visits, work shadowing, work experience and volunteering to support their exploration of career opportunities and develop their networks.
- All students should understand the full range of learning opportunities that are available to them. This includes both academic and vocational routes, including learning in colleges, universities and in the workplace. All students will have access to a wide range of career related resources both in college and virtually. They include the online resources – Unifrog and Kudos, university prospectuses, books and guides on topics such as interview techniques, planning a gap year and studying abroad, plus a range of factsheets (covering topics such as how to write a CV, job searches, a guide to using Unifrog). They are all available from Student Services or on Moodle. Virtual resources such as webinars, virtual university tours etc will be regularly promoted in the ASPIRE magazine, our weekly student bulletin.

Every student will have opportunities for guidance interviews with a careers advisor (who is trained to the appropriate level). These will be available whenever significant study or career choices are being made.

Enrichment

Enrichment (extra curricula activities) will make an enormous difference to your enjoyment of college as well



as enhancing your CV and future career opportunities. You will be given further details of our **Enrichment Programme** when you start college and your Progress Mentor will inform you about how to sign up for these activities. There are weekly updates about the Enrichment Programme in the **ASPIRE Magazine, as well as timetables on display around college**. We always encourage students to take advantage of roles of responsibility within college; for example, cross-college and course specific Ambassadors, Runshaw Gurus and Student Council membership.

Financial Support

The 16-19 Bursary Fund is provided by the Government to assist students who face the greatest barriers to continuing in education because of financial difficulty. The Fund can help with the cost of getting to college and meet the cost of any equipment or clothing for your course. A bursary of £1,200 a year can be paid to those of you who are in care, care leavers, young people in receipt of income support (or Universal Credit) and disabled young people in receipt of Disability Living Allowance (or Personal Independence Payments) who are also in receipt of Employment Support Allowance (or UC). Some of you may also be entitled to free college meals. We will check your entitlement to these when you complete and return your bursary application form and supporting evidence.

If you have any financial concerns or queries, please call into Student Services and ask to speak to the Student Finance Advisor. All information will be treated in confidence.

Student Communications

Keeping up to date with all the latest news and what's going on is an essential part of college life and the weekly ASPIRE magazine is packed full of important information. You can access ASPIRE magazine on the Student Portal.

To keep up to date with all activities happening around college, we have our ASPIRE app, Please make sure that you download this from your app store. This will notify you of any activity or important notices throughout the college day.

We also have our own Radio Station – Runshaw Radio – The Voice which offers a full range of music on site as well as important news flashes and messages.

You can contact Student Communications by email at

communications.s@runshaw.ac.uk

Transport

College buses provide easy transport to Runshaw from a wide surrounding area. These buses are timed to arrive at college at 8.50am and leave at 3.55pm. In addition to these, local bus services run regularly between Chorley, Preston and Leyland town centres, and students living in these areas can use these services throughout the day (a college bus pass is valid for one journey into college in the morning and one journey home in the afternoon on one bus route). A college bus pass may be purchased to cover the cost of the year's transport.

If you have any enquiries or concerns about transport, please contact our Transport Team in Student Services.

Volunteering

Volunteering is a great way of making friends, helping others, building your employability skills and broadening your interests. You can log your volunteering hours on the Student Portal > Employability > Employability and Careers Triangle > Unpaid Work Experience > Volunteering. Certificates will be awarded for 10, 30, 50 and 100 hours of volunteering. Please call into Student Services to speak to a member of the team; they will be happy to help you.

Work Related Activities

We actively encourage you to develop and enhance your **employability skills** during your time here to prepare you for your future progression and the world of work. You should take full advantage of the range of opportunities available to you at college to help you develop the skills employers' value, including volunteering and enrichment activities. You will be able to record any paid work, experience of work and inspirational activities, and describe the skills you have acquired, on your **employability and careers triangle**, on your Student Portal. These details will be added to your **Runshaw CV**. You will also record your **intended destination** after college. This is really beneficial as it informs staff of your progression plans; allowing us to provide you with the most appropriate information, advice and guidance. Your subject teachers and Progress Mentor will refer to this information when writing your UCAS or employment reference.

Experience of Work

During your time at college you will be encouraged to develop and produce a strong CV through our online Runshaw CV facility. The development of **employability skills** is high on the government agenda and is required

by all employers and universities. You can enhance these skills through experience of the world of work. Our **Work Placement Team** can help you find a suitable placement.

Part Time Jobs

Whilst this is an excellent way for you to gain additional work experience, research has confirmed our view that up to 8 hours part time work per week does not have a major impact on student achievement. However, we wish to deter students from working over 8 hours per week as this does tend to affect academic performance at college quite substantially. Students' work usually suffers more if they are working 2 late evening shifts during the week.

Safeguarding, Health

Wellbeing & Security

We regard the health, safety, and wellbeing of students as one of our **highest priorities** and are committed to keeping everyone in the Runshaw community **being safe and feeling safe**.

The friendly and professional team is based in The Safeguarding and Wellbeing Hub, in the Mardale corridor next to Student Services. Here you will find a safe and pleasant environment where you can come if you need to destress, or to access support for your mental health and wellbeing, any medical or first aid needs, any concerns around safeguarding or security and the Student Liaison Officers (SLOs) are also based here.

Safeguarding means:

- Promoting health & well-being
- Ensuring safety
- Protecting from abuse and neglect
- Preventing bullying and harassment
- Offering the best life chances

We have a dedicated team here ready to help you if you need it.

For information, advice and guidance in relation to your health, safety, welfare and wellbeing please check the Moodle page and Aspire Bulletin each week.

If you have any concerns about your wellbeing, safety, or rights, then you should inform any member of staff you feel comfortable talking to. This may be a teacher, your Progress Mentor, or a member of the Safeguarding Team. If you don't want to talk to someone directly, or wish to remain anonymous, you can also report any safeguarding concerns via the green button on your student portal home page.

Alternatively, you can call the **Safeguarding Helpline on 01772 644377**, 8.30am till 4.30pm, Monday to Friday (term time only)

Prevent Strategy

Prevent is one of the four elements of CONTEST, the government's counterterrorism strategy.

As a college we have a responsibility to protect young people from extremist and violent views the same way we protect them from other risk-taking behaviour. We also have a responsibility to promote our fundamental British Values to facilitate free debate, the values of:

- tolerance
- individual liberty
- the rule of law
- democracy
- mutual respect

These are the characteristics of British citizenship. Importantly, we provide a safe place for students to discuss these issues, so they better understand how to protect themselves. If you have any concerns, then you should inform any member of staff you feel comfortable talking to. This may be a teacher, your Progress Mentor, or a member of the

Safeguarding Team. If you don't want to talk to someone directly, or wish to remain anonymous, you can also report any safeguarding concerns via the green button on your student portal home page.

Alternatively, you can call the **Safeguarding Helpline** on

01772 644377, 8.30am till 4.30pm, Monday to Friday (term time only).

Hate Crime

Since September 2018, Runshaw College Has been a Third Party Reporting Centre for Hate Crime for our Staff and Students.

Hate crime is massively under-reported and unfortunately on the rise. In 2021/22 there was an increase in hate crime in Lancashire of 10%. Race related hate crimes made up 68% of the total. It is key that victims and witnesses continue to speak up.

Part of the strategy to encourage this, is the provision of centres in the local community where reports can be made to the Police away from a Police station. This is where Third-Party reporting centres come in.

Working closely with Lancashire Police, we are providing this service

to allow staff and students, who have experienced or witnessed a Hate Crime anywhere to report it in a safe and supported way.

What is a Hate Crime?

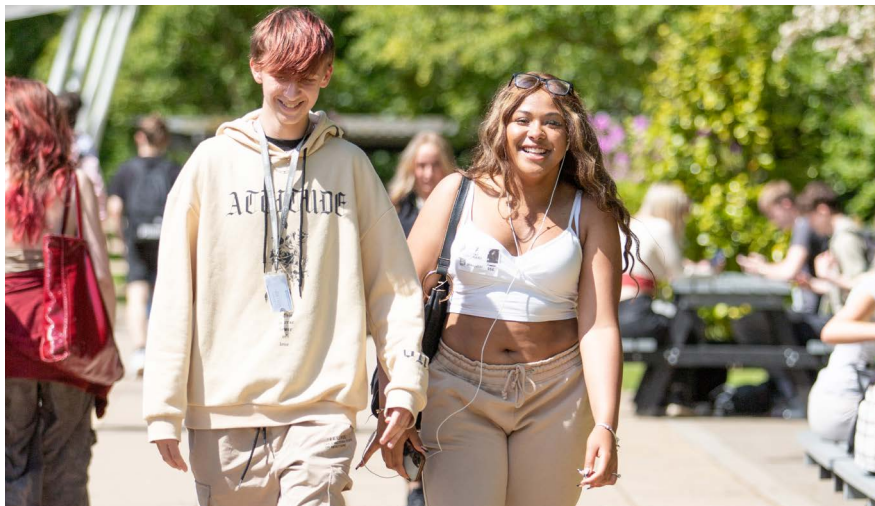
Hate crimes are any crimes that are targeted at a person because of hostility or prejudice towards their:

- disability
- race or ethnicity
- religion or belief
- sexual orientation
- transgender identity

A hate crime can be committed against a person or property. A victim doesn't have to be a member of the group the hostility is targeted at. In fact, anyone could be a victim of a hate crime.

Hate crime in any form is wrong! By reporting hate crime when it happens, you can help stop it happening to someone else. Students who have been a victim of or witnessed a Hate Crime should inform a teacher, their Progress Mentor or a member of the Student Services Team.

Alternatively, they can email: **hatecrime@runshaw.ac.uk** and a member of the Safeguarding Team will contact them to discuss further.



Student Liaison

Your Student Liaison Officers are here for you! Our main aim is to ensure you are safe, happy and successful during your time at Runshaw.

We will provide you with support and motivation to enhance your student experience. Working closely with the Enrichment Team, we are involved in delivering craft club and Hub Club, alongside events throughout the year, catering for all your wants and needs. Our role involves working across the whole of college and also with the wider community, our neighbours and local businesses. Friendly and approachable, we will always point you in the right direction. If you need any help, do not hesitate to contact us: We are based in the 'Safeguarding and Wellbeing Hub' but you will also spot us out and about around the college campus.

You can also email us:
SLO@runshaw.ac.uk

E-Safety

E-Safety encompasses Internet technologies and electronic communications; including mobile phones, games consoles and wireless technology, as well as collaboration tools and personal publishing. It highlights the need to educate students about the benefits and risks of using technology and provides safeguards and awareness for users to enable them to control their online experience. Acceptable Use of IT Facilities Policy which contains full conditions for using college I.T. facilities is available via Moodle or the Student Portal. We ask you to make yourself familiar with them. Please treat all college equipment with respect.

Car Parking

The college has an excellent and heavily subsidised bus service; as such, there are no student car parks on site. Please be aware that college car parks are managed by an independent

company and fines and warnings will be issued for any unauthorised parking.

If you wish to travel to college by **moped or motorbike** you must apply for a permit from Student Services, before bringing the vehicle on site. You will need to bring in your insurance certificate, driving licence and MOT (if required). Please also note that the use of skateboards and segway hoverboards is prohibited on college premises.

Learner Voice

The college is committed to listening to our learners and acting on their views. There will be many opportunities throughout your time here for you to contribute to the development of the college. You may choose to be a Student Representative, be a member of the Student Council, a Careers Champion or be asked to take part in a focus group. Annually, we also hold an election for Student Governor and Student Council President. Students can also be asked to complete surveys about the services they receive in college, this can cover functions such as catering or the college library. Annually, you will be asked for your views on the teaching and learning at college through our Learner Survey. We also encourage you to contribute when asked for your views through progress mentor group sessions with your Progress Mentor.

You can access relevant college policies via Moodle, including the Student Disciplinary Policy and Complaints Policy. Please contact your Progress Mentor if you need any further guidance with this. For more information, please visit College Policies & Procedures — Runshaw College

We want you to be very happy here and we wish you every success with your studies. We welcome any feedback from you during your time here at Runshaw.

Complaints

The college is committed to listening to our learners and acting on their views. There will be many opportunities throughout your time here for you to contribute to the development of the college. You may choose to be a Student Representative, be a member of the Student Council, a Careers Champion or be asked to take part in a focus group. Annually, we also hold an election for Student Governor and Student Council President. Students can also be asked to complete surveys about the services they receive in college, this can cover functions such as catering or the college library. Annually, you will be asked for your views on the teaching and learning at college through our Learner Survey. We also encourage you to contribute when asked for your views through progress mentor group sessions with your Progress Mentor.

You can access relevant college policies via Moodle, including the Student Disciplinary Policy and Complaints Policy. If you are dissatisfied about any programme of study or related facility or any other service provided by the college please contact your Progress Mentor. For complaints of a serious nature, or if you wish to refer the issue, please submit a formal complaint, in writing, to the Head of Studies for your programme. For more information, please visit www.runshaw.ac.uk/the-college/college-policies/

We want you to be very happy here and we wish you every success with your studies. We welcome any feedback from you during your time here at Runshaw.

FAQs

What should I do if I lose my timetable?

You can see your timetable on the Student Portal.

What should I do if I don't have my membership card?

If you have forgotten your membership card, the Student Services staff can issue you with a temporary membership sticker. If you have lost your card completely, you will need to buy a replacement; a membership card is £5 (£6 if you require a lanyard as well)

What do I do if I am ill?

Should you be unavoidably absent from college, you or your parent, guardian or carer should ring the Absence Line after 7.30am on each day of absence.

The Absence Line is 01772 642020.

We reserve the right to check absences verified by a student with a parent, guardian or carer, or to ask for medical evidence if required.

If you are unwell in college, you must come to the Student Services for assistance.

Where does lost property go?

Lost property will be taken to the Student Services Reception

How do I get a locker?

You can speak to our front desk team in Student Services. if you would like to obtain a locker for the academic year. Please note the following: You must not store any flammable liquids or explosive substances e.g. aerosols in your locker, and any items left in a locker at the end of the academic year will be disposed of.

What should I do if my bus doesn't turn up?

If a college bus does not turn up you should contact the **Transport Number** on 01772 642020 and select Transport. **Please stay at your bus stop.**

What should I do if I forget my password for IT systems?

If you have already logged on you will have been prompted to use the password management system on Moodle: this records your answers to a few questions and allows you to reset your own password. If you continue to have problems, please go to Student Services or the Learning Resource Centre for assistance.

Dates for your Diary

Autumn Term 2023

Start of Term	Welcome presentations from Deputy Principals to be shared online
Wednesday 6th September	College opens for the start of the new academic year for students beginning new courses (A Level Year 1, Advanced Vocational Year 1 and Pre-Advanced Vocational students) – Induction Week
Monday 11th September	Start week for students on Year 2 of a course (A Level & Advanced Vocational), start day will vary for different courses (Advanced Vocational)
Wednesday 13th September	Welcome Evening for parents and carers with Progress Mentors (A Level Year 1, Advanced Vocational Year 1 and Pre-Advanced Vocational students)
Saturday 23rd September	College Open Day <i>*Student Ambassadors guide our college guests</i>
Friday 29th September	UCAS early deadline for Year 2 students: Oxbridge, Medicine, Dentistry and Vet Science
Thursday 12th October	College Improvement Day & Open Evening (college closed for students) <i>*Student Ambassadors guide our college guests</i>
Week beginning 19th October	Progress Update (student reports) are available on the Communication Portal
23rd October – 3rd November	Half Term Holiday
Friday 10th November	College UCAS deadline (Year 2 students)
Tuesday 21st November	College Improvement Day & Open Evening (college closed for students) <i>*Student Ambassadors guide our college guests</i>
Week beginning 18th December	Progress Updates are available on the Communication Portal
25th December – 5th January 2024	Christmas Closure (students finish at 3.40pm on Thursday 21st December, Friday 22nd December is a College Improvement Day (college closed for students))

Spring Term 2024

Monday 8th January	College Improvement Day (college closed for students)
Tuesday 9th January	College re-opens
Week beginning 5th February	Progress Updates are available on the Communication Portal
Wednesday 7th February	Year 2 (including Pre-Advanced) Progress Evening (surnames A-L)
12th February – 16th February	Half Term Holiday – college closed for one week

Dates for your Diary

Monday 19th February	College re-opens
Monday 19th February	Year 2 (including Pre-Advanced) Progress Evening (surnames M-Z)
Wednesday 6th March	College Improvement Day & Open Evening (college closed for students) *Student Ambassadors guide our college guests
Week beginning 25th March	Progress Reports are available on the Communication Portal
29th March– 12th April	Easter Closure – college closed

Summer Term 2024

Monday 15th April	College re-opens after Easter Closure
Tuesday 23rd April	Year 1 Progress Evening (surnames A-L) including information on Higher Education
Thursday 2nd May	Year 1 Progress Evening (surnames M-Z) including information on Higher Education
Monday 6th May	May Day (College closed to students for one day only)
Tuesday 7th May	College Improvement Day (college closed for students)
Week beginning 20th May	Progress Updates are available on the Communication Portal
27th May – 31st May	Half Term holiday – college closed for one week
Monday 3rd June	College re-opens
Friday 7th June	Year 2 A Level & GCSE classes finishes
Friday 14th June	Year 2 Advanced Vocational classes finish
Friday 21st June	Year 1 Advanced Vocational classes finish (incl. FAD)
Friday 5th July	Year 1 A Level classes finish
Monday 8th July – Friday 12th July	Year 1 Work experience week
Week beginning 1st July	Progress Updates are available on the Communication Portal
August – date to be confirmed	A Level, Level 3 Vocational and T-Level Results Day
GCSE Exam dates to be confirmed	
GCSE English Exams	4 (students attend on each day)
GCSE Maths Exams	3 (students attend on each day)

STUDENT CHARTER

We believe education changes lives, so we put teaching and learning and the needs of our students first.

Therefore the College is committed to:

1. Providing a safe, supportive and inclusive environment where difference is celebrated.
2. Ensuring you are given accurate information about your chosen course and are placed on a study programme that meets your individual needs.
3. Identifying your learning needs and providing support to enable you to settle into college quickly.
4. Developing positive working relationships with you that are built on a foundation of mutual respect.
5. Agreeing targets with you that are meaningful, challenging and support you in reaching your full potential.
6. Providing high quality teaching, learning and assessment to engage and motivate you.
7. Delivering impartial information, advice and guidance on career and personal goals.
8. Providing comprehensive, high quality support services that remove barriers to learning and develop positive attitudes and skills.
9. Listening to your views and taking action to further improve your college experience.
10. Providing a wide range of opportunities to develop your employability skills, interests and ambitions.

Our aim is to make sure you are happy, safe and successful. In order to achieve this aim, it is important that you work in partnership with us and meet our expectations.

This includes to:

1. Embrace the spirit of Runshaw Respect.
2. Attend all classes, exams, appointments, work experience / placements sessions and learning commitments punctually; report and account for any absence or lateness.
3. Tell us promptly about any additional help you may require so we can provide the best support for you.
4. Value everyone in our learning and wider community, treating them with courtesy and respect at all times.
5. Actively engage with all learning and support opportunities both in lessons, and outside of the classroom.
6. Meet the requirements of your study programme such as assessment deadlines, coming prepared to lessons and completing tasks set for personal directed study.
7. Complete all work to the best of your ability and use the feedback you are given to further improve and meet agreed targets.
8. Respect the college environment and act responsibly and safely at all times.
9. Take responsibility for your own learning, development and progression, participating fully in activities that support your future.
10. Participate fully in opportunities to share your views, providing constructive feedback to enable the College to continually improve your experience.