**Coronavirus - Student Services & General Guidance**

The Student Services & General Guidance is provided to help ensure that students can access the relevant advice and support for student’s studies. Within the College Portal, students should click on the ‘Student Life’ and ‘Study Support and Careers Tabs’ tabs to find the guidance, resources and email contacts students need. Parents and Carers can access further information about student services via the ‘Student Life’ tab on the College website. Please see below for further details for each service:

**College Closure & Vulnerable Students**

- Following the announcements from the Prime Minister and the Secretary of State for Education on Wednesday 18th March, the College will close at the end of the day on Friday 20th March until further notice, and during this period, neither students or parents should enter the College campus.
- As directed by the Department for Education, we are only able to offer on-site support for vulnerable students, who are defined as: Looked After Children, a Child in Need (Section 17), subject to a Child Protection Plan/Enquiry (Section 47) or currently hold an EHCP (Education Health and Care Plan). All of these students have been contacted by the College in relation to support available and will receive further updates via email.
- As a post-16 provider the best way we can support students who are the children of critical workers is by continuing to provide remote learning specific to the individual courses they are undertaking. This is consistent with the Department for Education guidance, which states “If it is at all possible for children to be at home, they should be”.
- See the Department for education ‘Closure of Education Settings: information for parents and carers’ for more detail.

**Learning Support**

- If you have a timetabled 6.1 study support lessons will, where possible, you will continue to have lessons via Microsoft Teams or other method confirmed by your Learning Mentor.
- See ‘College Portal>Study Support and Careers>Study Centre’ for further guidance and resources.
- Learning Support will be contactable via email during the College working day.

**Student Welfare & Safeguarding**

- See ‘College Portal>Student Life>Health & Wellbeing’ guidance, resources and contacts to help support you with any health, counselling or safeguarding needs.
- Current student clients can contact their counsellor Viv or John via their College email address as normal. External counselling support is available at Kooth.com
- Contact the appropriate external health number or agency if you have a medical concern. Where possible, our College Nurses will be contactable during their usual working hours via their College email.
- If you have a safeguarding concern, please contact your local authority safeguarding hub (MASH), or if your concern is a College matter, contact the Designated Safeguarding Lead via email.
- If the concern is an emergency, contact the relevant emergency service.
- Please read the new Coronavirus annex (pages 9 and 10) within the Safeguarding and Child Protection Policy – available [here](#). Within the annex is advice and guidance about mental health and how to stay safe when remote working.
Coronavirus - Student Services & General Guidance

The Summer Term and Distance Learning Conduct

- Refer to the relevant emails and portal documents for an overview of the summer term tailored for 6.1 and 6.2 students.
- Students are reminded to adhere to Student Code of Conduct at all times, making particular reference to the IT Code of Conduct.
- With Microsoft Teams, all ‘live’ taught sessions will be recorded for safeguarding purposes and students should be respectful of other users in the language that they use and in their onscreen behaviour.
- Students are advised to turn off their video camera for any ‘live’ Microsoft Teams interactions.

Learning Resources Centre

- See ‘College Portal>Study Support and Careers>Learning Resources Centre’ for further guidance and resources.
- The Learning Resources centre will be contactable during the College working day via the LRC email contacts.

Progression Guidance

- See ‘College Portal>Study Support and Careers>Progression Guidance’ for further guidance and resources.
- The Progression Guidance Team will be contactable during the College working day via the Progression Guidance email contacts.

Examinations

- See ‘College Portal>Study Support and Careers>Examinations’ for further guidance and resources.
- Once we have further guidance, we will be able to consider and inform students about the timing and format of 6.1 Progression Exams.
- The Examinations Team will be contactable during the College working day via email contact.

Bursary

- Bursary Fund payments will continue to be paid if the College is closed by Public Health England – please check your email for further updates.
- A substitute payment for Free School Meals will be made via BACs – please check your email for updates.
- Please see ‘College Website>Student Life>Support Your Needs> Finance’ for further information.

Policy and Procedures

- Due to the impact of Coronavirus the educational landscape is fast moving and constantly shifting, so please be aware that Esher Sixth Form College policies (such as UCAS Grade Policy, Progression Policy) and procedures (such as Progress Review) will only be formally updated once Department for Education guidance enables us to do so with the required level of clarity and confidence we require.