

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 students have a timetabled study support (QSUP) lessons will, where possible, students will continue to have lessons via Microsoft Teams or other method confirmed by a student's Learning Mentor.
- Students should 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.

Personal Development Programme and Tutor

- Where possible, Personal Development Programme (PDP) lessons and support will be delivered via Microsoft Teams or by another method as confirmed by student's tutor.
- In the absence of a tutor, each week's PDP resources can be accessed by Students via 'College Portal>Student Life>Personal Development'.
- Progress Review Meetings will require students to complete a 'Stop, Start, Continue' self-review within student's profile. Once student's self-review is completed, a student's Tutor will reply within the Progress Review profile. Where possible, a student's Tutor may make use of Microsoft Teams to have a discussion with a student about their progress.

Progress Review 3

- We have still not been informed by the Department of Education what the method for final assessment for qualifications will be, and as a result, it would be extremely challenging for us

Coronavirus - Student Services & General Guidance

to make decisions on 6.2 Progress Review 3 Current and Estimated grade entry. As a consequence, there will not be a Progress Review 3 report published for 6.2 students.

- The 6.1 Progress Review 3 report will still be sent via email to students/parents/carers on Wednesday 25th March.

Student Welfare & Safeguarding

- Students can see 'College Portal>Student Life>Health & Wellbeing' guidance, resources and contacts to help support students 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 students have a medical concern. Where possible, our College Nurses will be contactable during their usual working hours.
- If students have a safeguarding concern, please contact the appropriate local authority safeguarding hub (MASH), or if the concern is a College matter, contact the Designated Safeguarding Lead via email.
- If the concern is an emergency, contact the relevant emergency service.

Distance Learning Conduct

- 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

- Students can 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 email.

Progression Guidance

- Students can 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 email.

Examinations

- Students can 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.



Coronavirus - Student Services & General Guidance

- The Examinations Team will be contactable during the College working day via email.

Bursary

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