

Student Handbook 2017 / 2018



Highlands
College

Dear Student,

Welcome to Highlands College. I am delighted that you have decided to study with us. I want all students who come here to gain the maximum benefit from the experience. These documents have been produced to help you understand the College and they will provide you with the key information you need.

I trust you will find it useful and I wish you success during your time at Highlands.

Steve Lewis
Principal

MEMBERSHIP OF HIGHLANDS COLLEGE GOVERNING BODY

Brian Heath – Chairman
Richard Corrigan – Vice Chair
Marc Burton
Paul Harding
Sarah Johnson
David Lord
Paul Masterton
Sylvia Milner
John Pinel
Melanie Scouling
Stuart Philip – Staff Governor
FE Student Governor
HE Student Governor

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ACADEMIC TERM DATES 2017/2018

Autumn Term 2017

Academic Term: Wednesday, September 6th 2017
Friday, December 15th 2017 (inclusive)

Half Term: Monday, October 23rd 2017
Friday, October 27th 2017 (inclusive)

Spring Term 2018

Academic Term: Monday, January 8th 2018
Thursday, March 29th 2018 (inclusive)

Half Term: Monday, February 12th 2018
Friday, February 16th 2018 (inclusive)

Summer Term 2018

Academic Term: Monday, April 16th 2018
Friday, July 6th 2018 (inclusive)

NO HALF TERM

Public Holidays: Monday, May 7th 2018
Wednesday, May 9th 2018
Monday, May 28th 2018

OUR MISSION

To provide high quality inclusive life-long learning opportunities for the Island's community.

OUR VISION

To be the Island's outstanding provider of further and higher education

Our focus is on achieving identified goals for all areas of our operation as captured in our four strategic ambitions.

These are aligned to our vision for the College's four main markets:

Highlands 6th: An outstanding College for the progression, employability and citizenship of our young people.

University College Jersey (UCJ) : A leading provider of first rate and accessible lifelong learning opportunities for adult learners.

Adult and Community Education (ACE): An inclusive provider of first rate and accessible lifelong learning opportunities for adult learners.

Jersey Commercial and Professional Training: The Island's first choice of professional qualifications and Continued Professional Development (CPD) for employers and individuals.

OUR BELIEFS AND VALUES

We believe that all students and staff at Highlands College should take pride in all that we set out to achieve together. We believe that education provides life changing knowledge and experiences.

Our five core values as expressed by our staff and students are:

Difference – celebrating the difference between individuals and the diversity in our community

Excellence – having high standards to ensure excellence in everything we do

Imagination – using our imagination to work together creatively

Potential – working hard to realise potential in ourselves and each other

Respect – treating each other and our environment with respect

WHAT THE COLLEGE EXPECTS FROM YOU:

- Be on time
- Get organised
- Stretch yourself
- Work with others
- Ask questions
- Get involved
- Know your targets
- Hit your deadlines
- Use your initiative
- Act on feedback
- Remember why you're here

WHAT YOU CAN EXPECT FROM TUTORS:

- Start on time
- Be prepared
- Mix it up
- Spark debate
- Use our imagination
- Check that you're learning
- Explain what and why
- Set fair deadlines
- Give clear feedback
- Spread our enthusiasm

Student Voice

Highlands College is committed to developing a robust and vibrant Student Voice ensuring that students have the opportunity to voice their opinions and have input into decisions made at the College. Elected Student Reps will attend regular Student Voice meetings. Student Voice will involve discussing and deciding on things that effect students during their time at College with the main focus being on student experiences; both in and out of the classroom.

HEALTH, SAFETY AND SECURITY

The College is committed to providing a healthy and safe environment for all who use its facilities and will conform with all necessary legal requirements. Any person with a learning difficulty (eg colour blindness, dyslexia), health, medical or disability problem should discuss this with their Personal Tutor at the beginning of their course.

All users of the College premises are required to comply with safety instructions and are requested to report any potential hazard of which they become aware to their Personal Tutor/ Head of Department who will then report this to the Head of Health and Safety. Specific safety instructions will be provided in certain areas, which must be strictly adhered to.

If specified, personal protective equipment must be worn or admittance to certain classes will be denied.

You are responsible for your personal belongings at all times – lock or secure all bicycles, motor cycles and cars, keeping belongings out of sight.

All road traffic laws apply to the site and un-roadworthy vehicles or vehicles not displaying insurance will be reported to the Police for appropriate action which can include removal off site.

The College does not accept responsibility for damage, loss or theft of student property belonging to, or in the care of, any of its users. Damage to vehicles should be reported immediately to the States of Jersey Police.

All persons using motorised vehicles on site need to comply with the speed restriction, parking zones, give way and stop signs (near Highlands exit). Please do not obstruct access routes or park in the wrong location. Vehicles should not be left overnight anywhere on campus.

Smoking

For the health, safety, welfare and comfort of all staff and students the whole of the Highlands Campus is a **Non-Smoking Campus** and anyone wishing to smoke must leave the site completely. The College discourages students from congregating at the College entrance to smoke.

Alcohol

The consumption of alcohol is not permitted upon the premises other than in the designated refreshment area licensed to provide it, or as part of a recognised programme of study.

NB. The Principal reserves the right, at his discretion, to authorise College events at which alcoholic drinks may be available to students over the age of 18 years.

The full College Policy gives information for students regarding College visits.

First Aid

First aid advice may be obtained initially from your department staff. If a student is, for any reason, unable to carry out their studies, they will normally be sent home. All Caretakers are qualified First Aiders and there are defibrillators sited in Camden building, the Highlands Information Centre and at the Philip Maurant Centre in Trinity.

Medication

It should be noted that medication eg Paracetamol, for pain relief, is **not** available from staff within the College.

EMERGENCY EVACUATION PROCEDURE

The Emergency Evacuation Procedure will be explained to you at the beginning of your course. Each building has slightly different procedures and assembly points. You need to make yourself fully aware of the general procedure and where to report in the unlikely event of a fire etc. The details are displayed in every room. There will be

evacuation drills during the year to test the staff and students' awareness.

When you leave your room make sure it is empty and windows and doors are closed. Make your way quickly and carefully to the appointed assembly point. If you are not in your lecture room at the time of the alarm, do not return there or go into the building if alarms are sounding. Go immediately to the appropriate assembly point and make contact with your tutor. If your tutor cannot be found, report immediately to the Incident Control Officer.

Do not enter a building unless given specific instructions to do so by the Incident Control Officer.

Students should stay with their class and tutor. **DO NOT** stop to collect belongings, nor return to the building until the Incident Control Officer gives permission. *You are expected to make yourself aware of specific safety instructions ie workshops, fire exits etc.*

The College has public liability and employer insurance.

Lone Working

Under Jersey Law Highlands College must be informed of anyone working or studying alone in any area of the College. Should there be a fire/incident we can then quickly send someone to assist those we know to be in a particular building. Therefore, any students who wish to come into College to study out of normal class times must contact their Personal Tutor who will inform the Caretaking staff.

INDUCTION

All students will participate in an on-line induction. This is to help them find their way around the College and gives an introduction to College facilities and support services. Induction is also a time when students have the chance to

discuss with their Personal Tutor any supplementary qualifications and any learning support requirements.

ID CARDS

All full-time students are given a Highlands College student ID card. This is valid for one year. Students should wear their ID card at all times. It will be needed for identification for examinations, IT support etc. Lost cards can be replaced at a cost of £5.00 from Student Records in the Highlands Information Centre.

SPORT

The Wooden Spoon Ball Park provides students and the local community with an on-site area for sport and recreation.

COLLEGE FACILITIES

Café Connect - Opening Hours

Monday to Thursday: 7.30am to 6.00pm

Friday: 7.30am to 3.00pm

(Hot food served Monday to Friday from 7.30am to 2.00pm)

Vending machines are also available outside these hours.

Academy Restaurant – Student training restaurant

For table reservations during term time please telephone 608560 from 9am to 4pm each day (except Thursday - 12pm to 9.30pm) or email: academy@highlands.ac.uk

BEAUTY SALON AND HAIR SALON

The Beauty Salon and Hair Salon offer a wide range of services and treatments at competitive prices during term

time. Students can apply for a loyalty card for use in both salons. For appointments please telephone 608555.

STUDENT LIFE

The Student Life Team aims to:

- Ensure outstanding health and wellbeing services are provided.
- Ensure the College has a vibrant and robust Student Voice Strategy
- Providing a student counselling service
- Commit to promoting equality and diversity and promote services for vulnerable groups

COUNSELLING

Don't feel you have to struggle on your own. You deserve to be supported. Appointments can be made with the Student Life Team based in Café Connect. You can also ask your Personal Tutor to refer you for an appointment. The counselling service opening hours are available from the Student Life Office or Highlands Information Centre.

The College Counselling Service adheres to the British Association for Counselling and Psychotherapy (B.A.C.P.) and UK Council for Psychotherapy (UKCP) Code of Ethics on Confidentiality.

Identifying problems early can help to avoid later crises. If you are feeling anxious and unhappy, visit the Student Life Team in Café Connect – don't struggle alone.

CAREERS INFORMATION AND GUIDANCE

All students can use the College Careers Guidance Service in the Highlands Information Centre providing information and guidance on careers, further, higher and professional education, and how to make an application through the UCAS system.

Advice and Guidance is available during term time. You are invited to make a personal appointment by telephoning the Careers & Employability Team on 608752.

If you have any concerns about the suitability of your course for your career aims, please do not hesitate to contact the Highlands Information Centre as soon as possible.

Careers Jersey is situated within the Social Security Department at La Motte Street and can offer further careers advice and also maintains a library containing pamphlets, books, prospectuses, DVDs and computerised resources, all of which are continually updated - Telephone 449440.

THE LEARNING RESOURCES CENTRE

Situated on the second floor of Turner building in Turner 211 – Tel: 608590

As a student you will be able to take advantage of all the facilities the Centre has to offer. Facilities include Internet access, networked computers, black and white and colour photocopying for course related material. You are entitled to free membership of the library and you will be issued with a login code for the computer network.

Staff are available to give you guidance, help and advice to enable you to study effectively and to make the most of your time at Highlands. In return we ask that you use the facilities appropriately. The right to use the facilities can be

withdrawn at the discretion of the Learning Resources Centre staff.

There is no access to web-based e-mail such as Hotmail and Yahoo and other non-work related websites between 9.00am and 3.00pm and this will be monitored closely. Abuse of this facility will result in the user being denied access to the network.

Full details of all facilities, services and charges are available from the Learning Resources Centre.

Computer assistance is available at the Learning Resources Centre desk and provides full computer software support to students. It is the first point of contact for all computer-related matters. Services include changing computer passwords and dealing with login queries for which photo ID is required.

ACCEPTABLE USE POLICY (HIGHLANDS COLLEGE STUDENTS)

You must not use any ICT in Highlands College until you have agreed to this document

- 1.** I agree that the rules contained in this document will apply to me at all times when I am using ICT hardware (computers, peripherals, etc) and facilities (software, networks, charging sockets, etc) in Highlands College even if the equipment that I am using belongs to me.
- 2.** I will not deliberately modify, damage or vandalise college ICT equipment. If I accidentally break anything then I will tell a tutor straight away.
- 3.** I will not bring my own ICT equipment to college unless I have been given permission by a tutor. If I am allowed to bring my own ICT equipment then I will obey all the extra rules I will be given about how I can use my ICT equipment on-site. I agree that I will allow a monitoring program to be installed on my ICT devices if required and that my ICT devices can be inspected at any time by a staff member and may be confiscated if they decide this is necessary.
- 4.** I will always log-in using my own user name and password: I will not disclose my log-in details to anybody else. I agree that I will be responsible for everything that is done using my log-in details and for all files that are held in my personal storage area. If I think that somebody else has discovered my log-in details then I will tell a staff member immediately so that my log-in details can be changed.
- 5.** I realise that my use of home-owned and Highlands College ICT devices will be monitored and that **everything** I do may be recorded. I agree that I have no right to privacy

and I agree to being monitored and recorded at all times. I realise that the results of this monitoring may be shared with other people if I break any of the rules or if my actions are of a criminal nature.

6. I will not access any websites, services, files or other resources that are blocked or which I know that I am not allowed to access.

7. I agree that my use of ICT in Highlands College will primarily be used for educational purposes unless I have permission from a staff member for other uses at specific times. I will immediately logoff from any social activities if requested by a staff member.

8. I agree to never illegally download or upload copyright materials. Downloading copyright materials (including music and video files) without paying the appropriate license fee is often a criminal act that will be treated as theft.

9. I agree that I will not try to view, send, upload or download material that is unsuitable for viewing in Highlands College. If I accidentally see any unsuitable material then I will immediately close (but not delete, in the case of emails) the material and tell a member of staff. I know I will not be punished if I view unsuitable material by accident and I realise that by reporting this I will help to improve the e-safety of Highlands College.

10. I will not disclose personal details such as my home address and telephone numbers to other people nor log any personal details on websites while using ICT in Highlands College. If I break this rule and disclose any personal details then I agree that all the details I disclose can be recorded and that Highlands College will not be responsible for maintaining the security of the details that I have disclosed. I agree that I will never pass-on the

personal details of another person without that person's permission.

11. Proper conduct must be maintained at all times while using ICT. I agree that I will not harass, bully, insult or attack others via email or any other means. The use of strong language, swearing or aggressive behaviour is not acceptable. I will be polite at all times.

ADDITIONAL E-SAFETY INFORMATION FOR STUDENTS

You have agreed to Highlands College Acceptable Use Policy (AUP) for ICT equipment/facilities and to obey the rules that the AUP contains. Copies of the AUP are displayed around the campus and are available from the Student Services office as well as the main reception.

As well as the rules that you have agreed to obey there are also some extra guidelines that will help to keep you e-safe...

- a) Be very careful when replying to emails or messages from unknown senders.
- b) Be very careful if you agree to meet somebody whom you have only known online: remember that online identities are very easy to fake and the person who you are planning to meet may not be who he/she claims to be. Always tell somebody where and when you have arranged a meeting and take a responsible friend with you.
- c) Do not make hurtful comments about another person: cyber-bullying and online bullying will not be tolerated in Highlands College.
- d) Remember that everything you do in cyberspace leaves a "digital footprint". If you post a silly or

potentially embarrassing photograph of yourself, or somebody else, online then that image may be copied, changed and distributed without your control and for a long time into the future. It is frequently impossible completely to remove any material that has been uploaded to the Internet.

- e) Be very careful about discussing any aspect of the Highlands College community on other websites as this may lead to accusations of inappropriate behaviour that could result in you being punished under the terms of this Acceptable Use Policy.
- f) In the context of this Acceptable Use Policy, “unsuitable” material is any material that a staff member says is “unsuitable”. If you are not sure about whether a specific item (document, image, audio file, video clip, etc) is “unsuitable” or if another person has any doubts about whether material is “unsuitable” then you must not continue to access the material until you have been given permission to do so by a tutor.

TERMS AND CONDITIONS FOR HIGHLANDS COLLEGE NETWORK USERS

WARNING!

Any infringement of the terms and conditions below will incur loss of network privileges. Heads of Faculty and Personal Tutors will be informed. This may range from one day's suspension of your network account to a complete account termination depending on the severity of the infringement.

1. There will be a unified login for the network, email and Moodle.
2. Passwords will only be changed upon production of a valid form of ID.
3. No food or drink to be consumed in any IT area.
4. The installation of software is strictly forbidden.
5. Reconfiguration of **any** machine on the College network is not allowed.
6. **All computer access is monitored and logged.**
 - The use of CD roms is not possible on student machines.
 - All mobiles should be switched off when using computers.
 - Don't leave machines logged on and unattended.

YOU MUST ACCEPT THE ACCEPTABLE USE POLICY BEFORE BEING GIVEN ACCESS TO THE NETWORK.

TEACHING AND LEARNING

We aim to provide:-

- A learning experience monitored through a quality assurance procedure, which is operated by all staff faculties and is itself audited annually.
- Nationally recognised qualifications, which enable you to progress within the College or outside.
- Faculty staff who co-ordinate, monitor and review the course and consider the progress of students.
- Lecturing staff who are appropriately qualified and experienced to implement the programmes on which they teach. They follow annually prepared teaching schemes and assignment schedules and they plan opportunities for you to learn through a variety of teaching methods.
- Opportunities for you to formally discuss your progress and achievements with your tutors on a regular basis. They will help you to devise a learning action plan to further develop any strengths and attempt to overcome any weaknesses which may become apparent.

STUDENTS WITH LEARNING DIFFICULTIES AND/OR DISABILITIES

We welcome applications from students with learning difficulties and/or physical disabilities. The College is committed to ensure that, as far as possible, no person is prevented from enrolling and studying at Highlands College because of their learning difficulty or disability.

If you use a wheelchair for access please ensure this is clearly recorded on your application form.

THE LEARNING SUPPORT SERVICE

All full-time students have an assessment at the beginning of their first College term. This is a diagnostic tool that enables the College to make provision for specialist support to be organised by the Learning Support Team within the Core Learning Department on 608569.

Staff can offer support in a variety of ways, for example with organisation, spelling or coursework. Staff also support students with specific needs either in or outside the classroom and respond to other needs which may arise. Students may be referred to the service by a member of staff or they can contact a member of the department directly.

ENGLISH AND MATHS

Low levels of English and Maths have a profound effect on individuals, their families, on the economy and society.

The College offers support to its students to enable them to develop their English and Maths skills so that their everyday use of language and number is a source of pride and not one of embarrassment.

Every student will be given the opportunity to gain English and Maths qualifications up to Level 2 if they have not already gained a C grade at GCSE.

Students will be expected to make a commitment to improve their skills and understand that not doing so may jeopardise future progression.

FINANCIAL SUPPORT FOR STUDENTS ON FULL-TIME COURSES

Income Support

Income Support is available to households that meet certain criteria. These include a minimum of a five-year period of residency in the Island immediately before the benefit is claimed. The benefit is calculated taking into account both the needs of the household and the income of the household. The course being studied must be suitable for the student and provide them with skills to improve their job prospects.

Benefits payable under Income Support are paid weekly in advance to the household. Applications should be made by an adult member of the household to the Social Security Department. Households already receiving Income Support benefits should provide details of the student and the course being studied to the Social Security Department.

Contact Income Support at the Social Security Department on 445505 for further information.

Home Study Grants

Home Study Grants may be available to students studying full-time degree courses in Jersey after the age of 18 years. Up to the age of 25 years students are considered to be dependent on their parents. Students over the age of 25 years are considered to be independent of their parents. Contact the Student Finance Office on 449279 for further information.

Withdrawing from a Course

If a student withdraws from a course **there will be financial implications** to either Income Support or Home Study Grant.

ACCESS FUND

The Access Fund exists to provide help to full-time students who are experiencing severe financial difficulties. As funds are limited, students in such circumstances should contact the Student Life Team in Café Connect who will provide information on eligibility and an application form. An interview and documentary evidence will be required to support the application.

Further information can be obtained from the Student Life Team.

PERSONAL FINANCIAL ADVICE – MONEY MANAGEMENT

Being a student often means that you have to make sacrifices within your personal lifestyle. Studying is time consuming and needs to be carefully managed to be most effective. Some students have given up employment to come back to study for a worthwhile career change. Many students have to take on part-time work if they are to cope financially during their time in College.

The Student Life Team, in conjunction with our commercial sponsor NatWest, can offer impartial information, advice and support to all students on financial matters.

COLLEGE POLICIES

The College values its students. Our staff are carefully selected specialists who are educated and trained to support students who wish to achieve whilst studying at the College. In common with other UK and international further and higher education establishments a series of guidelines, policies and procedures is in place to enable each student

to be valued and treated as an individual. Equally, students must take responsibility for their actions that relate to their personal performance and behaviour, in order to ensure equality of provision for the student body as a whole.

The College recognises the concepts of equality and diversity and data protection and has developed its own policies to ensure its compliance. Other policies typically include subjects like attendance and punctuality, anti-bullying, health and safety, drugs and alcohol, academic performance, appeals, safe guarding and e-safety.

These documents are too detailed to publish in this handbook but are available from the Student Life Team. Large print copies can be made available by request from Student Life.

Below you will find brief notes taken from some of the College policies to read as guidelines:

Policy Statement on Quality Assurance

Highlands College is committed to ensuring that ALL aspects of the College contribute to improving the quality of the learners' experiences and supporting them in the achievement of their aspirations and goals. The quality improvement processes support the continuous drive to reach and sustain excellence.

If you are dissatisfied with the quality of the course, your first approach should be to the teaching staff concerned. They, and your Personal Tutor, can advise you of further actions that can be pursued. If you remain dissatisfied please contact the Student Life Team.

Equality and Diversity

The policy of equality and diversity is part of the College ethos. The College promotes equality and diversity and ensures that any known discrimination is investigated and appropriate action taken.

Action taken by the College to overcome specific disadvantages includes the provision of courses for those with particular needs, and the provision of lifts and ramps that enable students with disabilities to reach most parts of the College.

Anti-Bullying and Harassment

Highlands College is committed to providing a supportive, friendly, safe and positive environment so that students can learn in a secure atmosphere and get the most out of their experience of College life. Bullying of any kind is unacceptable at Highlands College. If it does occur, students are urged to voice their grievance in the secure knowledge that incidents will be dealt with promptly and effectively.

Every Highlands student has a right to feel included, valued and respected by the College community.

Each case of bullying which is reported will be immediately recorded, investigated and appropriate action taken.

Drugs

Highlands College is committed to providing a safe and supportive learning environment. The College therefore recognises and accepts its legal responsibility under the Misuse of Drugs Act (1971), and expressly forbids any user

of its premises to supply, possess or be under the influence of any banned or illegal substances.

This policy is therefore intended to ensure Highlands College is consistent in the way it tackles instances of substance abuse on its premises by providing appropriate guidelines and support to students, and instructions to staff on how to implement this policy.

Student Behaviour

The College may exclude or suspend a student on disciplinary grounds, but only after following the **Student Disciplinary Procedure** which your Personal Tutor will make you aware of. Copies are displayed around the campus.

Student Disciplinary Procedure

The College has three clear zero tolerance rules:

- 1. Illegal Drugs – Possession, use, selling and/or under the influence of**
- 2. Bullying – Physical, through gossip or technology**
- 3. Health & Safety – Not complying with instruction, messing about, negligence**

The Police and Criminal Acts

It is our policy to report to the police any suspected crime involving the College. This would not preclude internal disciplinary measures also being taken.

STUDENT RESPONSIBILITIES

Code of Conduct

The College's Code of Conduct exists to encourage an atmosphere that is based on mutual respect and trust in a safe environment. We therefore ask that you:-

1. Attend all timetabled classes punctually and account for any absences.
2. Submit assignments and course work on time.
3. Pay all fees relating to the programme of study when required to do so by the College
4. Use College facilities and equipment with care and respect.
5. Agree to additional support when necessary.
6. Abide by all examination and assessment procedures.
7. Inform your Personal Tutor about changes to your programme of study and/or if you change address or personal details.
8. Show courtesy and consideration to other people at all times. Do not use offensive language or behaviour or wear inappropriate or offensive clothing.
9. Accept responsibility for your own learning with the support of your tutor/s.
10. Contribute to a clean, safe, tidy and secure College environment eg drive with care and put litter and chewing gum in the bins provided.
11. Take care of your property and do not leave it unattended.
12. Eat food and consume drinks only in designated areas.

13. Abide by all the College's policies eg Acceptable Use Policy, Health & Safety, No Smoking, etc.
14. Switch mobile phones off in all classrooms, Learning Resources Centre and examinations rooms.
15. Comply with College instructions regarding specific dress and appearance for certain designated areas ie salons, workshops, kitchens, restaurants and visits etc.

The Code of Conduct applies to all activities you undertake as a student of Highlands College, whether they are on or off the College premises. This also applies to student group activities.

Attendance and Student's Work

The College expects you to attend **all** timetabled lessons, including English and Maths and tutorials, so that you can get the best out of your time at Highlands.

In many cases Highlands College is preparing you for the world of work. In the workplace you are expected to turn up on time every day. There will be occasions when you are unable to attend due to illness. On those occasions you should contact your **Department Administrator** by **9.30am** of the first morning of absence to let your Personal Tutor know the cause of the absence and when you expect to return. In the case of any absence the College will contact your parent/guardian.

Extended sick leave during the theoretical part of the course may make it difficult for students to maintain progress. You must keep your tutor informed about any sickness absence over a period of three days. A doctor's note may be requested. Although each case will be judged individually, it

seems unlikely that any student missing for an extended period will be able to regain that ground successfully.

- Your lecturer will monitor your attendance in each session.
 - Each week your Personal Tutor will make a judgement about your current level of attendance.
 - At the end of October you will be issued with an interim report.
 - If during the remainder of the Autumn Term your attendance does not meet required levels, you may be asked to leave the College at the end of the Autumn Term.
 - This process will be repeated in the Spring Term.
 - In the Summer Term, students who are on two or three year programmes may be asked not to return to the College if attendance has not been satisfactory.
- To avoid problems developing:-
- Talk to your tutor about any concerns you may have
 - Talk to your Personal Tutor about learning support
 - Use free time wisely – don't leave work until the last minute
 - Review your personal targets and action plan
 - Use the Learning Resources Centre
 - Don't wait until it's too late

Late submission of work

Where work is handed in on time your subject tutor will endeavour to mark and return the work to you within ten

days. If the work is late, the tutor may or may not mark it depending on the reasons for late submission.

If you are late or miss an assessment deadline, your Personal Tutor will be informed and will discuss the reasons for this. Where appropriate your tutor may contact your parent/guardian or employer to discuss the situation. If the problem continues you may be asked to withdraw from the College.

Work completed outside the classroom

You will be expected to complete work outside of class contact time – this may involve research, production of coursework, evidence for a portfolio, small tasks or workshop/studio projects. The amount of time spent will depend on the level and type of course and will be explained to you by your Personal Tutor. It is essential that you allow yourself adequate time to complete this extension work. Failure to do so could result in failure of your course.

Holidays should only be taken during College holiday periods. Any absence during term time has a serious impact on students' achievements. Driving lessons should be arranged outside of College hours. Routine doctor or dental appointments should **not** be made during College hours. All absences are recorded.

ASSESSMENT AT HIGHLANDS COLLEGE

During your time at Highlands College you will be expected to complete set tasks or coursework that contribute towards the achievement of your qualification. Assessment is an extremely important part of teaching and learning and you should expect to receive constructive written and/or verbal feedback on the work that you have produced. We hope

this will enable you to progress and achieve your highest potential.

Appeals against assessment outcomes

If you are unhappy with the outcome of an assessment or feel you have been treated unfairly you should refer to the Learner Appeals Process, available from your Personal Tutor, Department Office or the Student Life Team.

POLICY FOR STUDENT REPORTING

For students on full-time programmes of study, the student and parent/guardian (where applicable) will receive reports at least twice a year.

EXAMINATION AND ASSESSMENT FEES

Your liability to pay examination/registration/assessment fees will depend on what type of course you are on and certain other criteria. However, we actively encourage all of our students to be successful on their course and record that by some form of achievement certification. We will try to help those students coming to the College for the first time to quickly establish if their previous examination success can be improved, especially if it was only recently taken.

The College provides a range of courses in English, Maths and Information Technology in order to support your studies.

- On some courses if work is not handed in at previously agreed target dates, additional charges may be made. Please discuss this with your Personal Tutor.
- Where they are relevant to the course and form an essential part of a full-time programme, there is no charge for the first attempt at an examination. However

students should be aware if they fail to attend their examination at the required/advised time they will incur charges as detailed below for re-sit examinations.

- When a student retakes an examination a retake fee of £20, plus the awarding body fee, must be paid prior to the student being entered for the examination. Exemption from payment is only possible if extenuating circumstances apply to the first attempt and evidence, such as a medical certificate, is supplied.
- On part-time programmes, examinations and/or re-sit fees may be included in the initial course costs, or may be an additional fee. Please check with your course tutor.
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Please Note: If students have outstanding financial debts, examinations may not be taken or if already taken results will not be provided for up to six months, nor will examination certificates be released.

COMPLAINTS

How to Complain

Details of the Complaints Procedure can be found in the College Policy Paper No 07 which can be obtained from your Personal Tutor, Department Office or the Student Life Team.

DATA PROTECTION

The information you provide will be processed for the purpose of administration, careers, guidance and statistical purposes. To ensure confidentiality and privacy, all processing will be carried out under the requirements of

Data Protection (Jersey) Law 2005. Highlands College has data sharing agreements with other States of Jersey departments. If you would like to know more about this contact Highlands College on 608506.

GENERAL NOTE

The information in this handbook was accurate when going to print. The College reserves the right to modify or alter, without prior notice, any of the contents. Please contact the Student Life Team if you need any further information.

