

# Services for Students

KendalCollege  
a brighter future



# What is support for students?

Support for students covers everything the college does to support you and your learning: the information, advice, guidance and support that you need to achieve your learning goals.

This kind of support includes:

- The Tutorial System
- Study Support
- Financial Support
- Careers Advice
- Learning Centres
- Enrichment

## Where can I get help?

For most of what you need, go to Student Services. There you can make an appointment to see whoever you need to see.

If Student Services cannot help directly, they will explain where you need to go and who you need to see.

If you have any suggestions about improvements to our services, please let our staff know.

If you have any complaints please see or write to Carole Drury, Head of Business Development and Client Services



# Tutorial

## Tutorial System

Personal tutors are the central element in the system of support for students at Kendal College. Every student is allocated to a tutor group with a Personal Tutor, and they are the most important person in your life at college.

### Your Personal Tutor will:

- Encourage you to succeed
- Support you to ensure that you meet or exceed your learning goals by setting challenging targets
- Agree your personal needs, and help you to plan and set targets reflecting these in your personalised learning plan
- Monitor your attendance, punctuality and achievement
- Encourage you to take part in enrichment activities

You will have a group tutorial session of one hour each week. These sessions are compulsory.

The set activities in group tutorial are intended to support your learning goal and ensure you are a safe learner who makes a full meaningful contribution to society and the local community.

Tutorial topics will include for example:

- Writing or updating your personalised learning plan
- Conducting surveys to find out what you think about your course and the college
- Exploring enterprise
- Master classes
- Participating in activities or games
- Examining issues of general interest to learners
- Planning and carrying out community activities
- Developing your study skills
- Arranging your placements and/or enrichment activities



# Study Services

## Study Services at Kendal College

We can provide confidential individual advice on making your time as a student as productive as possible.

“You have made such a difference to how I see myself. Now I can write an essay... and spell better!”  
Diploma Student 2009”

Services include:

- Additional individual tutorials
- In-class assistants: note takers, interpreters
- Specialist dyslexia assessments and teaching
- Identifying requirements for specialist equipment and resources eg: laptops, assistive software, hearing loops, radio aids
- Adapted teaching and learning resources, such as large print, audio tapes.

## Vocationally Specific Support

At Kendal College the Study Services team work closely alongside your subject tutors to enable them to communicate with you about the different aspects of your course and their demands.

Support for the subject content of your courses specifically can be arranged with your tutor on a one-to-one basis in sessions outside lesson time or course specific workshops.

However, our service is organised in such a way as to provide you with a Study Services tutor who has worked with the department where you are based

and is familiar with the topics, exams and demands of the course. This tutor is used to working closely with the subject specific tutors from your course and this provides an holistic, all round approach to enabling your success.

## Special Access arrangements for Exams

If you think you might need specialist arrangements for your exams or you have been advised they would be helpful or you have had them in the past – Study Services can arrange this for you.

These arrangements depend very much on allowances granted by the exam board and have to be processed under particular rules and guidance (JCQ). This can take some time and so we advise you to speak to us as soon as you can to allow there to be time to make the arrangements on your behalf. In some cases this might involve us updating dyslexia assessments or associated reports.

Special arrangements might include:

- 25% extra time
- Taking your exams in a separate room that is quiet
- Enlarged or coloured exam papers
- Reader and/or writer
- Rest breaks

If you think that you might need any of these then please do let your personal tutor or a member of the Study Services Team know as soon as you can when you start college.

# Study Services

## How do I make contact with Study Services?

Before you start college fill in your application form and there will be an opportunity to tick a box to ask for us to arrange an informal chat. This will enable you to have an opportunity to discuss your needs with us and how you would like us to support you at college.

Don't worry if you can't tell us until you start the course, it does not mean that we can't help you, it just might take a while to organise.

The college works in partnership with many local organisations. If we are unable to provide the particular service you require we will attempt to put you in touch with the appropriate organisation or service.



# Learning Centre

The Learning Centre (LC) is a vital part of your learning experience and the staff in the various areas are all there to help you make best use of the Centre.



- Flexible Learning Opportunities: enabling you to study at a pace and time to suit yourself
- Library: this area houses books and journals that you can borrow or use within the LC.
- Connexions Library: Careers and Welfare information.
- Study Areas including quiet study booths.

- Access to Computers: you are entitled to make full use of our computer network for research, preparation of assignments and communications. The centre is equipped with up-to-date hardware and software accessed via individual user accounts and passwords. You are required to adhere to the code of conduct in using the equipment and Internet facilities.

The Learning Centre currently offers students access to a wide range of books, journals, magazines, videos, DVDs and CD roms.

The Learning Centres also offer students access to a number of flexible use computers and on hand support and advice.

# Student Services



Student Services at Kendal College aims to provide an accessible and wide-ranging service to meet the individual needs of all our students. A guidance and welfare service is provided throughout the day and at regular intervals in the evening. Staff can travel to outreach centres as required.

## Careers Guidance

The College has been awarded national accreditation through Matrix for information, advice and guidance services. College staff work closely with career advisors from Connexions.

## Aims and objectives of the service in line with national quality standards

- We will provide you with a comprehensive overview of services available from the college and other learning providers including the scope of the service

- We adapt our programme to meet the demands of different groups of students and covers a range of issues including higher/further education, employment and training
- There is a well stocked and up-to-date Connexions library at both main site and the Allen building providing browsing and research facilities in both paper and electronic formats

All the above services can be accessed by calling into Student Services and talking to one of our Student Advisers. Appointments for guidance can be made on request. Where more appropriate, IAG services can be delivered away from college, at an employers premises, a charitable organisation or at school.

We can provide support for specific difficulties and disabilities including information available in different formats, loop system, tours of the college facilities to suit your needs. Please request what would best assist you in accessing the college.

- We will help you to make informed choices following the range of information, advice and guidance provided including one-to-one guidance with a trained guidance advisor
- Information, advice and guidance we supply is impartial although it includes the range of provision offered by the college but can include referral to other specialist organisations
- All information, advice and guidance services are delivered in line with the college equality and diversity statement and offer a level of confidentiality in line with data protection act
- We continually seek to improve and expand services based on feedback received
- The College attend annual careers conventions and higher education days offering advice to prospective students
- A careers education package is also led by personal tutors within the tutorial programme

# Student Services

## Higher Education Guidance and applications

All second year advanced students (National Diplomas and all Level 3 ) are encouraged to apply to University, though we understand that you may later decide to postpone starting your course or even seek employment. The admissions office will help you to prepare and submit your electronic application. Students should aim to complete and submit applications by the October half term in their second year. There are a range of activities to inform students about higher education courses, universities/colleges, entrance requirements, applications, personal statements and funding. These include the following

- You will receive advice about applying for university in your first year and intensive support from your personal tutor in year two to help you complete your application

- You will receive individual help in drafting your personal statement so that you can present yourself to the best advantage
- The College will write a supportive reference which you will be able to see before it is sent
- You can attend higher education conventions, university and college open days our own higher education day and evening to which parents are also invited
- You are encouraged to take part in additional open days
- Individual advice is available via Connexions staff or our student advisors. Make an appointment in reception.

Kendal College is part of the University of Cumbria and is currently an associate college of UCLAN. We aim to ensure our learners have the opportunity to study university courses within their local community and as such will be pleased to advise you of

the most suitable programmes on offer. The college is involved in the aim higher initiative which encourages students to participate in higher/further education as well as to aim high. Various events are held throughout the year focusing on progress to higher education and enhancement opportunities.

## Financial support

Student services administers various sources of funding for students

### Full time students

- Free tuition and exam fees for main programme of study and associated courses for 16-18 year olds
- 19+ learners pay £150 tuition and £100 exam fee but this is reviewed on an annual basis and the fee may be reduced if you are in financial hardship
- Free bus pass for 16-18 year olds or assistance with transport costs for 19+ via the Learner Support Fund



# Student Services

## Education Maintenance Allowance (EMA)

These are offered by several local education authorities to support 16-18 year olds at College. The funds can be used to fund travel and equipment costs. The allowances are intended to support students whose family income is less than £30,810 (06/07 figures). Applications are made to the EMA team and payments are made by them into your bank account. In order to receive weekly payments you must have 100% attendance and punctuality - college supplies this information to the EMA team. Bonus payments are also available in January and July on successful achievement of your personal targets agreed by yourself and your personal tutor.

For more information see the EMA leaflet available in student services.

## Learner Support Fund

The College receives a Learner Support Fund to help if you are not able to study without financial assistance. We are therefore able to provide limited support for essential course equipment, travel, exam fees etc. Funds are limited and need to be distributed as fairly as possible to those who need it most, therefore we cannot guarantee that you will receive all you apply for.

Priorities will go to:

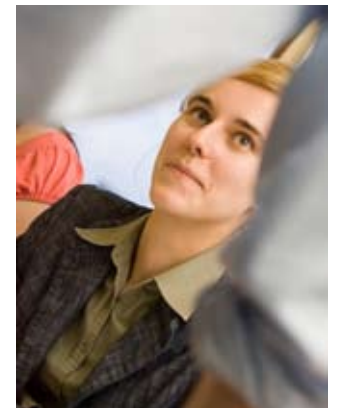
- Students who are economically or socially disadvantaged, disabled, medically ill and/or have learning difficulties who need support with transport, childcare or other associated learning costs.
- Students aged 19+ without a first Level 2 qualification.
- Those who have been in care, on probation, or are young parents or otherwise considered to be at risk.
- Lone parents.
- Those taking programmes where the primary learning goal is adult basic education or English for speakers of other language and those with visual impairments.
- Unemployed people receiving job seekers allowance (JSA).
- Those eligible for fee remission because they are themselves, or they are the dependent of someone who is, receiving an income assessed state benefit or tax credits; particularly where benefits are reduced when the learner attains the age of 19.
- Learners on low income or from low income families, identified by appropriate means testing.
- The unwaged dependants of those listed above.

## Transport

You can apply for assistance with your travel to college from your Local Education Authority. For students living in Cumbria you will need to be under 19 on 1 September in the year you start college, attending a full-time course and the distance you travel must exceed three miles (most direct route). Contact Cumbria LEA at: 5 Portland Square, Carlisle, CA1 1PU Tel: 01228 606060.

For more information and an application form contact the Admissions Team in room 107 who has a supply of travel application forms. For students are not resident in Cumbria, please contact your Local Education Authority to enquire about assistance with travel costs as the schemes vary from County to County.

If you have any difficulties please do let us know and we will try and help you.



# Student Services

For more details see the leaflet Support yourself at College.

## Childcare

If you need childcare or need assistance with the cost of childcare for children up to the age of 15, at Busy Bees Nursery, other Nurseries, using a child minder or even an after-school club or baby sitter, then our Nursery Manager will be pleased to help you. Contact the Nursery in the first place on 01539 814617 and they will help you sort out your childcare needs.

## Care to Learn

If you are under 20 years old when you start learning, or if you are continuing a course at College that you started before you were 20, Care to Learn can pay your childcare and any necessary travel costs up to £155 per child per week. Pick up a booklet from Student Services or speak to our Student Services Co-ordinator in

room 111 who will help you with the application process.

## Residential Support Programme.

The Further Education Residential Support Programme is there to help you access education that is not available within reasonable daily travelling distance of your home.

You are eligible to benefit from the residential support programme if you are aged 16 or over, and you are:

- From a household where the income is less than £30,810
- Need to attend a course where similar provision is not available locally

- Are on a LSC funded course in England
- Are ordinarily resident in England and
- Are wanting to attend a course that involves at least 25 hours attendance per week and is of at least 10 weeks duration
- Have term-time lodgings which are within daily travelling distance using public transport

Pick up a booklet from Student Services or speak to our Student Services Co-ordinator in room 111 who will help you with the application process.

## Welfare

Student Services offer general advice on welfare and accommodation issues, they work with local agencies such as housing and Connexions to provide solutions to accommodation difficulties.

# Supporting Disabled Learners

We are committed to ensuring that you will be welcomed and supported in your needs. It may be that you have an impairment, disability or specific learning difficulty or are in need of assistance in accessing our courses and college facilities. We will make sure you are provided with the right type of information so that you can make an informed choice about how you will best learn and the environment we need to create to make sure you have a good experience of learning. There are many ways we can help you and below we have identified some of these.

## Information on courses

There is an information sheet produced on every course giving you further detail about its content and entry requirements. If you would benefit from reading about our courses in a different format, we can arrange for Braille translation, large font printouts or an audio version.

## Guidance and enrolment

Once you have found a course that you are interested in, you may want to talk to someone about it or we may need to interview you to see if it is appropriate to your needs. Student Services is open until 7pm Mondays to Wednesdays and our staff would be happy to arrange an appointment for a one-to-one meeting to discuss your options and to show you around our premises. If you prefer, appointments can be made

during student holiday periods when the college is quiet, giving you the chance to explore the building to see if it will suit your needs.

## Assistive services

When we meet you, we will talk to you about how we can assist you at college. Here are some examples of the assistive services we offer:

## Equipment

- Infra-red hearing loop system in many teaching rooms and also including the restaurant
- Laptops
- Magnification equipment
- Software such as Inspiration 8, Jaws, Dragon etc
- Height-adjustable workstations

In class support: one to one to group assistance in the classroom and in college social areas or additional support with your work from a Study Services tutor.

Dyslexia support: screening, assessment tutorials and support in class as well as materials provided in formats that best suit your needs.

Exam support: if you think you might need special arrangement for your exams or you have had this in the past you may find that you are entitled to additional time, readers and writers. We will help set this up for you as well as offer various exam support suggestions.

## Access to college sites

We have redeveloped many parts of the college over the last year to ensure you can access all areas of the college. Both the Milnthorpe Road site and the Allen Building have lifts and there are marked disabled car parking spaces by entrances that can be pre booked through Student Services.

## Consulting with Disabled Learners

We are very keen to involve disabled learners in our decision-making processes at the college. You can get involved by attending focus groups, talking to your personal tutor about issues that affect you or informing Student Services about improvements we can make. The more you work with us, the more we can ensure our college practices reflect equality for disabled learners.



# Useful phone numbers

At the college we are concerned not just about your progress on your course but about your welfare generally. Your course tutor will be able to provide advice on many subjects but there are other people you can also contact.

## College confidential e-mail:

help@kendal.ac.uk . You can write to this address with any concerns you may have and will receive a confidential reply.

## Child Protection Officer:

Carole Drury, 01539 814719

## Complaints Officer:

Carole Drury, 01539 814719

**Counselling:** If you feel you would like to talk to a counsellor talk to your tutor or student services or you can self-refer if you are under 30 to the YMCA at 01228 525817

**CADAS:** advice and support on any drug-related issues 01539 742615

## Commission for racial equality:

020 7939 0000

## Connexions:

a one-stop shop for advice. Connexions can give advice about careers, housing, welfare issues and benefits 01539 730045

**Citizens Advice Bureau:** a confidential service which can help with legal and financial difficulties 0870 126 4061

**Cruise Bereavement Care:** help if you have lost someone close to you 0870 167 1677

**DIAL UK:** Gives information and advice relating to disability. 01302 310123

**Drinkline:** Freephone 0800 917 8282

**Job Centre Plus:** 01539 795000

**Lesbian and Gay Switchboard:** 24 hour help line offering support and information 020 7837 7324

**National Drugs Help line:** 0800 77 66 00

**NCPCC Child Protection Help line:** If you are at risk yourself or worried about a friend - 0808 800 5000

**NHS Direct:** a 24 hour confidential help line if you are feeling ill or have any health concerns 0845 46 47

**Samaritans:** a 24 hour confidential service if you are suffering a crisis 08457 90 90 90

**Saneline:** help and support relating to mental health issues 0845 767 800

**Sexual Health Direct:** Provides information and advice on contraception and sexual health 0845 310 1334

**Sexwise:** confidential help for under 18s. 0800 28 29 30

**South Cumbria Rape and Abuse Services** 01539 734743

**Spiritual guidance:** Please contact student services who will provide a contact suited to your own particular needs.

**Remember if you have a problem it is much better to share it!**