

Brockenhurst College

Learner handbook & Learner terms and conditions

Academic year 2019/20



Brockenhurst College
Lyndhurst Road
Brockenhurst
Hampshire
SO42 7ZE

Please note - All the information in this handbook is correct at the time of publishing.



Brockenhurst College is a Grade 2 Ofsted rated FE College (link to Ofsted report situated in 35 acres of the New Forest. With over 100 years of academic excellence, it is a large tertiary college situated in the heart of the New Forest, Hampshire. We serve our local and wider community highly successfully with our strong focus on enabling learners to make the most of their lives through learning. We have an outstanding reputation locally and nationally and indeed internationally, with learners travelling to study with us from a wide regional catchment area and international learners from over 30 countries worldwide. Currently we have 2500 16-18 year olds and a total of 6435 learners across our provision. In addition we offer 42 apprenticeship pathways across levels 2,3,4 and 5 and have 802 learners. The full Ofsted report can be found at <https://reports.ofsted.gov.uk/inspection-reports/find-inspection-report/provider/ELS/130690>).

Our breadth of curriculum covers academic technical and vocational specialisms, including A levels, BTECs, Apprenticeships and Degree level. A highly inclusive college with learners from all backgrounds and ability levels, our holistic approach to education and training and excellent achievement and progression records show that our learners consistently achieve the right qualifications and life skills they need for their future success. We achieve this through our focus on outstanding learning, outstanding outcomes, sustainability and growth.

Our commitment to excellence and strong belief in social mobility can be seen in our “Brock” approach to everything that we do. Our governors, teachers, trainers, managers and professional support staff believe in, inspire and support our learners to achieve their full potential and be proud to be part of an exceptional college.

The College’s Higher Education provision is currently regulated by the Office for Students (OfS) and is required to comply with the UK Quality Code for Higher Education and associated academic quality standards, as maintained by the Quality Assurance Agency for Higher Education (QAA).

QAA inspection during June 2014 results:

The full report can be found at: http://www.qaa.ac.uk/docs/qaa/reports/brockenhurst-college-her-14.pdf?sfvrsn=6dacf581_4

The outcomes are summarised below:

- The maintenance of the threshold academic standards of awards offered on behalf of its awarding organisation **meets** UK expectations.
- The quality of student learning opportunities **meets** UK expectations.
- The quality of the information produced about its provision **meets** UK expectations.
- The enhancement of student learning opportunities **meets** UK expectations.

QAA identified the following features of **good practice** at Brockenhurst College:

- The thorough and comprehensive assessment process which is over and above the requirements of the awarding organisation.
- The range of vocational learning opportunities at programme level which develop and enhance employability skills.

Through our partnership with Chichester University we also comply with their quality assurance requirements.

If you require this Handbook in hard copy, large print, different colour or an alternative format please contact Student Services.



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1 Welcome and Introduction

Congratulations on obtaining your place at College. We wish you happiness and success.

There are some formalities which need to be addressed so that you completely understand what the College offers, what you can expect from us and what rules and guidelines you need understand and follow. All of this information can be found on the College's website. <https://www.brock.ac.uk/the-college/>

1.1 Community values

Our community values demonstrate how we connect with and contribute to the welfare and success of our region.

We continuously review our strategic priorities and key initiatives to ensure that they are succeeding and that they benefit not only our designated learners but also our wider community.

Our aim is to provide information that illustrates how we are responding to the needs of our learners and our community as a whole

1.2 Principal's Welcome

My name is Di Roberts, principal of Brockenhurst College and I welcome you to Brockenhurst College in the heart of the New Forest National Park.

We are committed to providing the highest quality education for all. I believe that the key to our success is our passion for learning and our commitment to each individual student, whatever you have chosen to study with us and whatever stage you are at in life. Our provision is delivered within a friendly, inclusive and stimulating environment where everyone is encouraged and enabled to fulfil potential and realise ambitions.

We are the first choice sixth form for more than 2,700 school leavers across the region. Success is evidenced through progression to higher education and a range of careers, locally, nationally and internationally. Our students' consistently achieve high results and progress to top universities. This is a fantastic testimony to our academic excellence.

To meet the needs of all our students, we also offer vocationally-based and higher education courses that lead to employment opportunities, enhance promotion within current employment or lead to additional HE study at university. Our Higher Education provision reflects local needs and offers a real opportunity to obtain cost-effective higher level qualifications in a well-supported learning environment.

We also enrol more than 8,000 adult students each year across a range of skills and qualification courses, apprenticeship programmes and tailor-made courses for business and industry.

I invite you to come and visit us to find out more and discover how we can help you fulfil your personal ambitions.

Di Roberts

We are committed to providing the highest quality of education for all. I believe that the key to our success is our passion for learning and our commitment to each individual learner, whatever they have chosen to study with us and whatever stage they are at in life. Our provision is delivered within a friendly, inclusive and stimulating environment where everyone is encouraged and enabled to fulfil their potential and realise their ambitions.



We are the first choice sixth form for more than 2,700 school leavers across the region; their success is evidenced as they progress to higher education and a range of careers, locally, nationally and internationally. Our learners' consistently high results and progression to top universities stands testimony to our academic excellence.

To meet the needs of all our learners, we also offer vocationally-based higher education courses that lead to employment opportunities, enhance promotion within current employment or lead to additional HE study at university. Higher Education provision reflects local needs and offers a real opportunity for learners to obtain cost-effective higher level qualifications in a well-supported learning environment.

We also enrol more than 8,000 adult learners each year across a range of skills and qualification courses, apprenticeship programmes and tailor-made courses for business and industry.

For HE Learners: When you accept the offer of a place at the College you should check that the details in the offer are complete and accurate if you have any questions please email highereducation@brock.ac.uk.

When you accept the offer of a place and your contract with the College takes effect you agree to be bound by the College's Terms & Conditions, policies and procedures. This includes the Learner Handbook for your programme of study, any additional agreement that is required as part of your programme. You are advised to read all documents referred to and all College policies carefully. Links to these are provided in this document.

1.3 Privacy Policy

This can be found at www.brock.ac.uk/privacy-notice.

2 Learner Support

2.1 Enrolment

The enrolment process consists of key processes for learners joining the college. These are:

- Confirmation of robust contact details
- Certification of previous qualifications scrutiny – this will be relevant to the programme you wish to study
- Learning style assessments
- Signing Learner Agreements
- Completion of medical forms/documentation
- Completion of Equality and Diversity documentation
- Learning Resource Centre training
- Enrichment Selection (where appropriate)
- Obtaining identification card/lanyard
- Following enrolment every learner is invited to attend:
 - Principal's briefing
 - Personal, Development, Behaviour and Welfare briefing (including safeguarding)
 - Orientation activities through the tutor programme, including Next Steps (where appropriate)

2.2 Immigration Requirements



The College is under a legal obligation to ensure that all learners comply with relevant visa or immigration requirements and we may report any non-compliance to the Home Office or UK Visas and Immigration or any other relevant body or replacement bodies. The College may ask for further documents to be provided by you to ensure compliance. Failure to comply may result in you being withdrawn from the programme.

Please read the College's International Policy for further details [link needed](#)

2.3 Changes to your Programme of Study or this document

If we decide to make significant changes to your programme of study, we will consult about the change in advance. This is except from circumstances where the changes are required for regulatory or legal reasons or because of events beyond our control. You will be notified as soon as possible and kept up to date. We will do all we can to minimise any adverse impact on you.

We may also change this document from time to time to comply with any legal or regulatory requirements. If we are required to make significant changes to this document, we will notify you as soon as possible.

2.4 Your Programme of Study

You will need to fully engage and participate in your programme. If your record of academic engagement is considered unsatisfactory, you may be invited to a meeting to discuss how this issue can be addressed. Please refer to the College's Fitness to Study policy. [Link needed](#)

2.5 Intellectual Property

You will own and retain the rights to any intellectual property (such as copyright, trademarks and patents) that you create during the course of your study programme or research, unless you agree otherwise with the College.

2.6 Health and Safety

Please read and understand the College's Policy

2.7 Contact with the College

If you need to contact the College you can do this by email

For 6th form programmes [??????????](#)

For apprenticeship programmes [??????????](#)

For HE programmes highereducation@brock.ac.uk

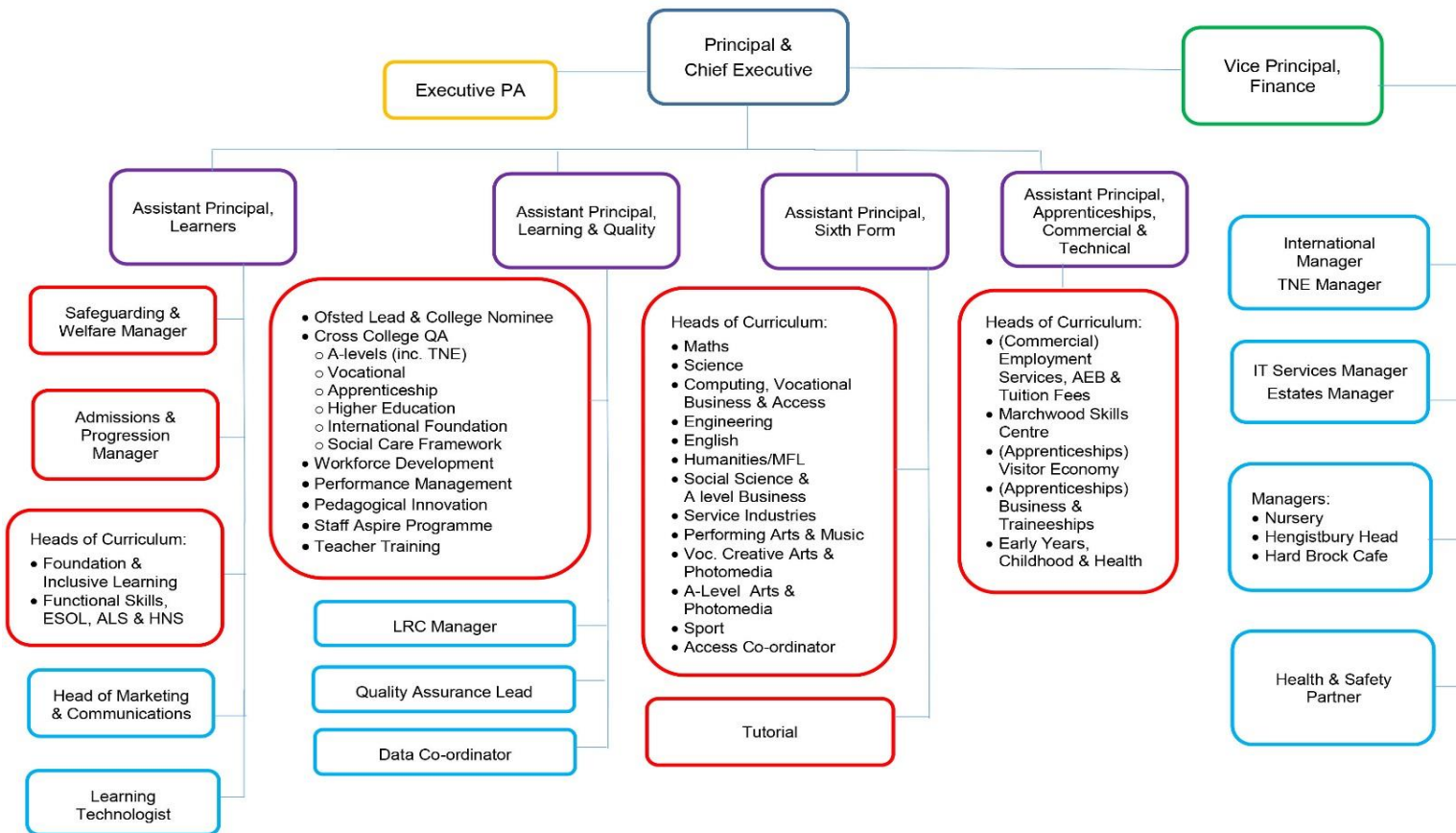
2.8 College Code of Conduct

<https://www.brock.ac.uk/conduct>



2.9 Organisational Chart

MANAGEMENT TEAM ORGANISATION CHART APRIL 2018



2.10 Learner Voice

- LGBT
- Christian
- List of vulnerable groups
- Young Carers Group
- Reflections Room
- Learner Parliament and Learner representatives
- Surveys and questionnaires
- Student Union

Information is advertised in September through flyers, the website and promoted during tutorials.

Alexa Phillips is the person to contact for further information aphillips@brock.ac.uk



2.11 Student Services

Your health and well-being is very important to us, which is why we have lots of support in place if you need it.

The first point of contact for students is our Student Services team. The team is experienced, helpful and friendly and will always treat your questions or concerns with respect and confidentiality.

Student Services can help with a range of topics including finance, health and wellbeing, learning difficulties, personal issues and anything else relating to your life or study at Brock.

2.12 Counselling Service

If things get on top of you, we have experienced and qualified counselling staff who can listen to your worries in a confidential environment, and offer support to help you to move forward.

Problems you may wish to discuss could include eating disorders, drug-use, bereavement, sexuality, relationships, depression or any other issue you may be experiencing.

2.13 Skills Development & Learning Assistants

We offer advice and support for students who may require additional help with their studies. This could include help with study skills such as time management, organisational skills, exam revision technique, coursework support or literacy.

Specialist tutors can also offer assistance across the full range of curriculum areas. The one-to-one support is friendly and confidential. In some cases, assistive technology can be provided to support specific needs; the team will also assess for special exam arrangements.

The Learning Assistant team is made up of fully trained professionals. There is learning assistant support on courses at foundation level and level two. In a small number of cases, individuals can be allocated one-to-one learning support if there is a specific need (for example a physical mobility or visual impairment).

Disabilities & Learning Differences

Your needs will be assessed prior to joining us and any necessary adjustments will be put in place for your timetable of study.

If you have physical, sensory or other support needs, please contact our Learning Difficulties and Disabilities Coordinator who will be happy to discuss your requirements with you.

2.14 The Inspiration Room

We have a specially-designed 'Inspiration Room', which is staffed by members of the learning support team. This pleasant facility is available for students on the autistic spectrum and for other vulnerable students who could benefit from a quiet space to work and study.

To achieve your full potential it is important that you discuss any learning differences with someone at the start of your programme.

If you are studying one of our Higher Education programmes then you may be eligible for Disability Learner Allowance (DSA).



2.15 Learning Resource Centre and STEM Centre Study Space

The Learning Resources Centre (LRC) and STEM Centre Study Space provides a light and spacious environment for studying, with friendly staff always on hand to help.

The Information and Learning Technology (ILT) Centre is on the first floor of the LRC. There are a further 70 study spaces and more computers available to book.

By using the LRC you agree to abide by the Learning Resources Centre regulations. These regulations include paying the full replacement cost of any items lost or damaged whilst in your possession, including laptops.

LRC Regulations

Introduction - These regulations apply to all Brockenhurst College LRC services wherever they are being delivered. They are in place to help ensure that all College users are able to fully and fairly benefit from the services offered by the LRC.

Anyone who fails to abide by these regulations may be subject to the College's disciplinary procedures. These regulations form part of the College regulations relating to acceptable behaviour, copyright, data protection and information technology.

LRC use - All current students and staff at the College can use the LRC for study and research. LRC users may borrow resources to support learning and the delivery of the curriculum.

All LRC users are required to wear lanyards with a current College id card in order to access services and borrow resources.

LRC users must not lend their id cards to other users and all items must be borrowed using the correct procedure.

Items borrowed from the LRC have different loan periods and restrictions depending on the category of the item and the course being undertaken.

Items not returned on time will incur a fine and/or may lead to deactivation of the users IT account until the item is returned or paid for.

Any item lost or damaged will be charged for at the current replacement price.

Before leaving College all staff and students must ensure they have no outstanding items on loan from the LRC.

LRC visitors must sign in at reception and obtain a visitors lanyard before reporting to the main LRC counter.

LRC resources can be used for reference but cannot be borrowed.

Behaviour - All LRC users are expected to comply with the LRC code of conduct at all times. The code is clearly displayed in the LRC as well as on the LRC pages of e.Brock.

All LRC users must treat the LRC staff with respect and consideration as indicated in the College Positive Behaviour policy.

Anyone behaving inappropriately will be asked to leave and may be subject to the College's disciplinary procedure.



Noise levels must be kept to a minimum in the LRC and users must respect the different study zones which include group study and silent study areas.

For access to group study rooms, students must book in at the main counter before entering the room.

You may bring bottled water into the LRC but all other food and drink is prohibited.

Mobile phones should be in silent mode.

Security

There is a security system in place to protect LRC resources from theft. If the alarm is activated a member of LRC staff will investigate the cause of this activation and may ask to see what is about your person or in your bag.

If the fire alarm sounds you must leave the building immediately by the nearest fire exit. You must comply with any instructions given by LRC staff.

2.16 Induction Process

Different induction processes will be delivered in accordance with the learning programme. However, they will include

- Screening for any learning support required.

2.17 Student Liaison and Security

It is everyone's responsibility to ensure that the College is a safe and secure environment (please see Code of Conduct). **Link needed**

The College has a Student Liaison Officer on site to help with security issues of concern and he can be contacted via Reception.

2.18 Term Dates

For term dates, please see here: <https://www.brock.ac.uk/the-college/term-dates/>

3 Communication between Learners and Staff

3.1 Staff in the Team

Teaching - Each programme will issue a list of team members with the relevant contact details.

Support – as listed in section 2.

3.2 Communication Channels

College staff will communicate with learners through the following ways:



- Email
- e.Brock
- College website
- Newsletters
- Course representatives

4 Attendance

4.1 Expectations

Brockenhurst College aims to provide all its learners with an environment that will help them maintain the highest standards with regard to their personal behaviour, so that they are able to make the most of their lives through learning. The College is committed to developing the individual holistically and an important aspect of this development includes the learner taking responsibility for their own learning by meeting clearly defined expectations and targets.

As such, the College recognises that full attendance and attention to punctuality is key to success and as such the College expects 100% attendance. Learners are required to attend all scheduled sessions and to be punctual in doing so. This covers all sessions identified on the learner's timetable or e-portfolio system including functional skills, GCSE English and mathematics, tutorial, enrichment, directed study, skills development, work experience/placement.

For learners who are under 19 or considered vulnerable, parents/guardians/host families/supporters including employers, will be kept informed.

Purpose

- To foster a positive learning environment for all learners.
- To ensure that all learners understand the importance of attending and engaging with all sessions and learning opportunities, including work experience/placement as required by their course.
- To highlight and ensure that all learners understand that failure to attend all learning sessions disadvantages them and negatively impacts on academic success.
- To understand the responsibility of learners to attend where group work and collaborative learning is taking place and the negative impact non-attendance makes to other learners.
- To provide staff with the necessary resources to support learners at the College.
- To ensure the College complies with its statutory Tier 4 sponsor licence obligations to UK Visas and Immigration for learners who are subject to immigration control.

Definitions:

Attendance means being physically present at the learning session, arriving on time and staying for the duration of the session.

Being punctual means entering the class at the published 'start' time.

4.2 Policy

Please see the full Attendance and Engagement Policy at <https://www.brock.ac.uk/the-college/college-starter-standards-feedback/>



5 **Study Skills**

5.1 **Directed Study**

This is predominately for learners within the Sixth Form (16-19 years of age). Learners will be set work to be completed outside of the classroom.

6 **Finance**

6.1 **Learner Financial Support**

Bursaries & Financial Support

We have a designated member of staff in position to assist with (through signposting) questions relating to financial hardship and the support available from the College. The Student Finance Support policy is available on the College website.

TURN2US

Turn2us helps people in financial need gain access to welfare benefits, charitable grants and other financial help – online, by phone and face to face through our partner organisations.

www.turn2us.org.uk/find-grants

6.2 **Tuition Fees**

All fees must be paid before the start of any course. The only exception will be where stage payments have been agreed with the College before the start of the course. The College's Tuition Fees Policy can be found at <https://www.brock.ac.uk/the-college/college-starter-standards-feedback/>

6.3 **Payment of Fees** (where applicable)

Payments can be made by cash, cheque, and credit/debit card. This can be done in full or by a maximum of 3 Direct Debit instalments. The option to take out a Tuition Fee loan from Student Finance is also available.

To apply for a HE loan from Student Finance England, please use the link below.

<https://www.gov.uk/student-finance>

You will need to select the course that you want to study and also note that the learning provider is Brockenhurst College. You can take a loan for all or part of your fees depending on your personal circumstances.

If your employer has offered to pay all or part of your fees then please provide the College with your employer details. We will need their name, address, phone number and also a purchase order reference number.

Once you have provided this, an invoice will be sent to them requesting payment.

Available Financial Support



Learners on full time HE courses can apply for a Maintenance Loan from Student Finance. This loan can help towards living costs whilst you are studying. For more information please go to <https://www.gov.uk/student-finance>.

If you wish to withdraw after the course has started, please see the Tuition Fees Policy on our website. <https://www.brock.ac.uk/the-college/college-starter-standards-feedback/>

6.4 Refund of Fees

Please see Tuition Fees Policy on our website. <https://www.brock.ac.uk/the-college/college-starter-standards-feedback/>

6.5 Additional course costs

There may be additional costs associated with your chosen course for example for trips, stationery or equipment. All additional costs are included in the course details and it is important to know all of the costs involved before you start your learning. If you have any questions, please contact the relevant Head of Curriculum.

7 Policies

To ensure fairness and compliance there are a list of policies which every learner must be aware of, read and understand. These are:

- Academic Offence Policy – Overarching which includes the following policies:
 - Assessment Malpractice Policy
 - Conflict of Interest Policy
 - Controlled Assessment Policy
 - Plagiarism Policy
 - Recognition of Prior Learning Policy
- Academic Appeals
 - Procedure for Formally Assessed Work
 - English and maths Policy
- Health and Safety
- Child Protection and Safeguarding
- The Prevent Duty
- Complaints Policy
- Equality and Diversity
- Examination Boards Policy and Procedure
- Attendance and Engagement Policy
- Fitness to Study
- Keeping Children Safe in Education
- Learner Disciplinary Policy
- Progression Policy
- Reflections Room Policy
- Tuition Fees Policy (including refunds)
-
- Debt Management Policy
- Student Finance Support Policy
- Trans Equality Policy Statement
- Continuous Professional Development



- Social Media and Networking
- Work Experience
- Submission of Formally Assessed Work

8 *Progression and Careers*

Progression & Careers Advice

Each year our students participate in community projects such as charity work, fundraisers; exhibitions, performances; work placements, ambassadorial roles and cultural visits in the UK and abroad.

These events help to build confidence and independence and give students a real flavour of the future opportunities awaiting them as adults.

Next steps & university

Whether you plan to progress to university, or are planning to start your career immediately, we provide one-to-one support to help you plan for your future.

Each year we hold events to help you understand your options and gain useful advice. In recent years, this has included a gap year and volunteering fair (attended by major global companies offering work experience opportunities) and a seminar from a 'Dragon's Den' entrepreneur.

We also hold a number of Higher Education events throughout the year, which we encourage you to attend. Over 60 universities exhibit, giving you the opportunity to speak to them and research the huge number of choices available to you.

To further this, we will also discuss these choices on an individual basis and will help you with the UCAS application process.

Apprenticeships??

Work experience

Whether you are studying an A level or vocational course, we know what an important part work experience can play in securing a place at the university of your choice, or a successful job application. That's why we have developed excellent relationships with companies across a wide range of areas, offering crucial experience to our students.

9 **Social**

9.1 **Enrichment**

For Enrichment Options see: <https://www.brock.ac.uk/sixth-form/enrichment/>

Please follow the link to enquire or sign up <https://www.brock.ac.uk/sixth-form/enrichment/>



Your choice will be confirmed when you visit us for your enrolment appointment. If you have any questions, please contact: enrichment@brock.ac.uk.

9.2 Students' Union



You may also be interested in our Students' Union

As well as dealing with important College issues, the SU arranges social functions such as:

- Freshers' events
- Children in Need and Comic Relief fundraising
- Christmas Fayre
- Leavers photos

Find out more by emailing enquiries@brock.ac.uk.

10 Learner Evaluation, Representation and Feedback

We'd love to hear your views and opinions in order to enable us to continuously improve. There will be many opportunities for you to give feedback during your studies.

You can do this through:

- Students' Union
- Student Parliament
- Evaluations in class
- Focus groups
- Course representatives
- Surveys – local and national
- Student governors

11 International Learners

Our annual A level results are proof of our excellence. In 2018 an overall pass rate of 98% was achieved, which is a 0.3% improvement from 2017.

Students achieving A*-B grades were up 3% to 47%, with almost three quarters achieving A*-C grades across all their subjects.

Vocational course students collectively achieved another incredible 100% pass rate.



12 How to apply

You can apply for all programmes online by following the instructions on our website or alternatively, you can apply via post using the following instructions.

How to Apply for Sixth Form

Print and complete an application form then post to:
Student Admissions
Brockenhurst College
Lyndhurst Road
Brockenhurst
Hampshire
SO42 7ZE

For further information contact: enquiries@brock.ac.uk or call 01590 625555
<https://www.brock.ac.uk/sixth-form/how-to-apply/>

How to apply for a Higher Education course

Print and complete an enrolment form then post to:
Higher Education Team
Brockenhurst College
Lyndhurst Road
Brockenhurst
Hampshire
SO42 7ZE
Contact highereducation@brock.ac.uk or call 01590 625555
<https://www.brock.ac.uk/higher-education/how-to-apply/>

Adult Skills & Training

Print and complete an enrolment form then post to:
Business Services Team
Brockenhurst College
Lyndhurst Road
Brockenhurst
Hampshire
SO42 7ZE
For further information please contact admissions@brock.ac.uk or call 01590 625500
<https://www.brock.ac.uk/adult/adult-education/how-to-enrol/>

Access to HE course

Print and complete an application form then post to:
Adult Education Team
Brockenhurst College
Lyndhurst Road
Brockenhurst
Hampshire
SO42 7ZE
<https://www.brock.ac.uk/higher-education/how-to-apply/>
For further information contact: adulteducation@brock.ac.uk or call 01590 625500