

STUDENT/APPRENTICE

HANDBOOK 2019/20

HIGHBURY COLLEGE PORTSMOUTH

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COLLEGE CALENDAR 2019/2020

AUTUMN TERM

(9 September – 20 December 2019)

3-6 September 2019	Induction week
9 September 2019	Full-time teaching commences
16-20 September 2019	Freshers' Week
25 October 2019	Staff Development Day (College closed for students)
9 December 2019	Parents' Evening

Christmas Break

Monday 23 December 2019 – Friday 3 January 2020

SPRING TERM

(7 January – 3 April 2020)

24 February 2020	Staff Development Day (College closed for students)
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Easter Break, including Bank Holidays

Monday 6 April - Monday 17 April 2020

SUMMER TERM

(20 April – 3 July 2020)

27 April 2020	Parents' Evening
7 May 2020	Staff Development Day (College closed for students)
8 May 2020	Early May Bank Holiday
3 July 2020	Celebration of Achievement/Graduation

College Facilities

Contact number for all College centres: 023 9238 3131.

College Receptions

Reception staff will be pleased to assist you with general enquiries and put you in touch with members of staff. Appointments for Careers Guidance and referrals for Mentoring and Financial Guidance can also be arranged.

Highbury Campus

Tudor Crescent, Portsmouth PO6 2SA

Opening Hours	Term time	Vacation
Monday-Thursday	8am-7pm	8am-5pm
Friday	8am-4:30pm	8am-4:30pm

Security

For your own safety, the College manages security in a comprehensive but discreet manner. CCTV combined with specialist equipment allows the College to provide a welcoming environment, while maintaining your safety and security. All staff, students and visitors are asked to wear ID badges.

Car Parking

Student parking is available at Highbury Campus and Highbury Northharbour Centre. All cars must be registered and display a current valid car parking pass in a visible position on the windscreen. At certain times spaces are limited and having a parking pass does not entitle the user to a parking space. Anyone bringing a car onto College property must abide by the conditions in the Highbury College Parking Policy. There is a speed limit of 5mph and car tax, MOT and insurance must be up to date. Parking is only permitted in the marked student parking bays - parking in any other area will be subject to penalty and could lead to an immediate penalty and/or withdrawal of the permit.

Nursery Facilities

Highbury College offers first-class childcare provision. Honeypot Nursery is based at the Highbury Campus and provides childcare from two months to four years. All nursery staff are experienced in childcare and the nursery has an Outstanding Ofsted grading.

For further information please contact **Honeypot Nursery**.

Tel: 023 9232 8964

Opening Hours: Monday-Friday, 7.30am-6pm

Highbury Campus Library Service

Tel: 023 9232 8989

Email: library@highbury.ac.uk

Opening times may vary and are advertised at the entrance to the library.

Highbury's Library Service, situated at Highbury Campus, offers a variety of equipment, resources and services, staffed by friendly, professional staff to support teaching and learning.

Resources include:

- a well-equipped library with large numbers of academic and leisure titles to support teaching and learning
- a wide range of newspapers, magazines and journals
- study spaces for group, individual or quiet study
- a good collection of DVDs.

Services include:

- computers and internet access
- wireless network and space to use personal laptops

- stationery sales
- induction and training sessions on using resources
- black & white/colour photocopiers
- laminating and binding
- book reservations.

Post Box - Highbury Campus

Location: Next to the Estates Control Room

Collection: 5pm every day

CANVAS Virtual Learning Environment

CANVAS is a Learning Management System which will be used to support your studies at Highbury College. It is simple to use and available on your PC, tablet or mobile device so you can use it whenever and wherever is best for you. To access CANVAS open a web browser and navigate to <http://canvas.highbury.ac.uk>

Use your College network credentials to log in.

Accident Reporting

All accidents must be reported promptly, or within 24-hours. Please contact a member of college staff for the accident to be reported via the online accident reporting form.

First Aid

First Aid for accidents and sudden illness is available at all College campuses. Please contact the campus reception should you require a first aid responder. Please note first aid responders do not have access to over-the-counter medicines, such as paracetamol.

Health Issues

If you have any concerns about your health during your time at Highbury College and how it may affect your course studies, please speak to your tutor to discuss these concerns.

Food & Drink

The College offers a wide range of food and drink. Please note, food and drink are not permitted in corridors or classrooms, although water can be taken into classrooms in a sports bottle.

Highbury Campus

Highbury Campus offers a broad selection of snacks, meals and drinks in the following food outlets. There are also vending facilities across the Campus.

The Galley

Situated behind reception, The Galley provides a range of freshly prepared food including cooked breakfasts, lunches, freshly made salads and jacket potatoes, plus healthy eating options.

Opening Hours	Term time only
Monday-Friday	9:30am-1:30pm

Amigo Shop

Amigo offers light bites, snacks, confectionery and hot and cold drinks at competitive prices for those on the go.

Opening Hours	Term time	Vacation
Monday-Thursday	8:30am-6pm	8:30am-2.30pm
Friday	8:30am-3:30pm	8:30am-2.30pm

Highbury Northarbour Centre

Highbury Northarbour Centre refectory offers breakfast and grab-and-go hot snacks.

Opening Hours	Term time only
Monday-Friday	8:30am-12:30pm

Disabled Access

All Campuses have full disabled access to all areas via lifts and ramps.

Estates

If you have an estates request, please contact 023 9232 8600 or email caretakers@highbury.ac.uk.

Highbury Campus

Location: Room 0.059, situated on the ground floor.

Highbury Northarbour Centre

Location: On the first floor, adjacent to Reception.

Highbury Arundel Centre

Location: Ask at Reception.

Hair & Beauty Salons

Location:	Highbury Campus, Tudor Crescent
Contact:	Eden 023 9232 8965

Eden hair and beauty salons at Highbury Campus offer a wide range of hair and beauty therapy treatments. Treatments are carried out by students under the direct supervision of highly-qualified staff. All students are encouraged to have a good working knowledge of current trends alongside their traditional learning.

* Highbury College students receive a 20% discount on already discounted prices.

Sport & Recreation

Location: Sports Centre, Highbury Campus
Contact: Sports Centre Reception 023 9232 8690

Opening Hours	Monday-Friday	9am-10pm
	Saturday	9am-1pm
	Sunday	9am-6pm

The College's Sports Centre consists of a full-sized sports hall, a fitness suite and aerobics studio. Students and the public can choose from a variety of sporting activities including Zumba, several martial arts groups, football, badminton and roller derby. We also provide provision for disabled people, enabling everyone to participate in their favourite activity.

Membership is £10 for students and £15 for non-students per month. Pay-as-you-go prices are £2 per session for students and £3 per session for non-students. All memberships are no contract – cancel any time.

College Services

Student Central Admissions Team – Information, Advice & Guidance Services

Contact: 023 9238 3131 (option 4)

Whether you require course or payment information, guidance on changing your course or need advice about your next steps on completion of your current course, our team is here to help you. You can visit the Advice Centre at Highbury Campus without an appointment or contact the team directly by calling the number above.

Opening Hours

Highbury Campus Advice Centre

Monday-Thursday	8:30am-5pm
Friday	8:30am-4:30pm

Please note, the Advice Centre is closed between Christmas and New Year

Information & Advice

Our qualified and experienced Admissions Officers are available in the Advice Centre to discuss your course options and assist you through the admissions process. All discussions can be held in a confidential setting if required.

Lost Property

Any lost property should be handed in to Reception. If you need to report that you have lost any property, please ask at Reception.

Welfare

Available: All sites
Contact: 023 9232 8947
Email: welfare@highbury.ac.uk

Students who are experiencing problems while at College or who need impartial advice about a range of issues, including finance and welfare can speak to a member of the Student Engagement Team.

Financial Support

Available: All sites
Contact: 023 9232 8947
Email: student.finance@highbury.ac.uk
Enquiries: Please enquire in the Advice Centre at Highbury Campus and Student Support/Recreation Areas at Highbury Northharbour Centre and Highbury Arundel Centre.

If you would like to know about the financial support available, including bursaries, speak to the Student Engagement Team. They may be able to help with the cost of many College-related expenses, including uniforms, equipment, childcare and travel. Ask at any Reception to find out when someone is available to speak to you or call 023 9232 8954 or email welfare@highbury.ac.uk

Student Accommodation

Available: On site (The Tower) or Host Family accommodation

Email: accommodation@highbury.ac.uk

Host Family Accommodation: 023 9232 8947

Mentoring and Emotional Support

Available: All sites

Contact: 023 9232 8219 / 8232 / 8862 / 10561 / 8870

Email: mentoring@highbury.ac.uk

Mentoring and emotional support is available at the College and can help students and apprentices who are experiencing problems in and out of College. If you would like a mentor or emotional support, speak to your tutor or contact the team by using the email or phone numbers above.

Careers Advice

Available: All sites

Contact: 023 9232 8806 / 8956 / 8748 or ask at Reception

If you have any questions about your career, where to look for a job or how to apply for university, our Careers Team offers impartial and confidential advice about your options for further and higher education, employment and training.

Highbury Employment Service/Apprenticeships

Available: All sites

Contact: 023 9238 3131 Option 1

Email: employment.services@highbury.ac.uk

Highbury Employment Service can help you look for an apprenticeship, support you in finding your work experience placement, part-time work alongside your studies or full-time positions once you finish. The team is available at Highbury Campus, Monday to Friday, 9am-4.30pm. During term time you can arrange an appointment at Highbury Northarbour Centre by emailing them on employment.services@highbury.ac.uk

Apprenticeship Vacancies online

Available: All sites
Visit: highbury.ac.uk/appvacancies

Support for Students with Special Educational Needs or Disabilities

Highbury Campus: 023 9232 8735 / 32 8848
Contact number for Hearing Impaired: 07957 832 830

If you have a special educational need or disability, then please let us know immediately so that we can make all reasonable adjustments to help you succeed on your course. Support may be given on an individual basis or in a small group.

International Students

Contact: 023 9232 8683 or 023 9238 8714
Email: international@highbury.ac.uk

Throughout your Highbury College experience, International Office is your first point of contact. We are here for you should you need a friend or family to lean on. Whether you are feeling homesick and need someone to talk to or you need advice and support for general day to day things about living and studying here, we are here to help, so please feel free to contact us.

Services we provide:

- help and guidance on registering online with police
- opening a bank account
- arranging social activities.

For academic guidance please ensure that you speak to your teachers who will give you the support required or direct you to the appropriate staff member.

Students' Union

Contact: 02392 328 734

Email: students.union@highbury.ac.uk

The Students' Union is part of the National Union of Students (NUS), one of the largest student organisations in the world, representing over five million students in the UK. You will automatically become a member of Highbury College's Union, unless you choose to 'opt out'.

The NUS Extra card is every student's must-have card!

It gives you access to more than 170 exclusive discounts on top brands. The NUS Extra card costs just £12 for 12 months. You can also buy a multi-year card at £22 for 24 months and £32 for 36 months. To purchase your card, please talk to one of the College recreational areas or visit www.nus.org.uk/extra

Your Feedback

The College values your feedback as it helps us to know what we do well and what we need to improve.

You can make your views known by:

- standing for election as the President of the Student Union and attending College committees and corporation meetings
- becoming a Course Representative and attending Student Voice meetings
- taking part in student surveys
- taking part in programme quality reviews
- taking part in student sweeps (when staff will ask you questions about your experience of college life).

Sharing your News and Views

If you have any news, stories and comments that you would like sharing, please contact the Marketing Department on 023 9232 8816.

College Vision

A world-class learning enterprise, leading the way, transcending borders.

The College achieves this by:

- transforming and enriching lives
- pioneering innovative approaches to education and training
- inspiring ambition and co-creating sustainable futures with individuals, entrepreneurs, business and communities
- serving our diverse stakeholder communities with pride and passion
- an influential organisation, recognised for excellence locally, nationally and intentionally.

College Mission - To enable all our students to succeed

College Values

Our ambition for excellence is linked to our shared core values:

- learning for life, work and global citizenship
- leadership, accountability, trust
- innovation, creativity and entrepreneurship
- teamwork
- championing equality and diversity
- celebrating success
- high expectations
- sustainability matters.

Student/Apprentice Code of Conduct

What we want you to achieve

The College key priority is for students and apprentices to be successful, resilient and employable. The College has identified skills and behaviours that enable students and apprentices to succeed. We have put them together to describe a “Highbury Student.”

A “Highbury Student” is:

- confident, committed and an expert learner
- skilled, qualified and proud of their achievements
- a critical, analytical thinker able to recognise and experience excellence
- adaptable, and able to plan their own career to take advantage of local, national and international opportunities
- aware of local, national and global issues
- aware of the need to keep safe emotionally and physically
- entrepreneurial and innovative
- confident with digital technologies
- a good communicator with excellent interpersonal skills
- respectful and considerate of others.

Our commitment to you

We are committed to offering you opportunities to develop the knowledge, skills and behaviours associated with the Highbury Student. We will do this by providing you with:

- a safe, supportive and secure environment in which to learn and achieve
- pre-entry impartial advice and guidance
- a thorough induction to the College
- help and support should you have any difficulties
- well prepared courses/apprenticeships that meet your needs and help you to progress
- individual targets that stretch, challenge and help you to achieve
- assignments planned to take account of your workload and assessed fairly
- regular feedback about your work which helps you improve
- opportunities for you to take part in democratic “student voice” activities and contribute ideas and opinions about aspects of College life that impact on you
- the freedom and liberty to express your opinions without fear of reprisal (providing you do so within the law)
- impartial advice and guidance about progression opportunities
- opportunities to take part in work related learning
- opportunities to contribute to College and community life.

High Expectations

The College sets high standards. The College values, which include championing equality & diversity, high expectations and leadership, accountability and trust, are rooted in our expectations of students and apprentices. The British values of mutual respect, tolerance, individual liberty, the rule of law and democracy are also embedded in the standard of behaviour required.

Your commitment to us.

We expect that you:

- are honest and truthful
- show your support for equality & diversity and British values by refusing to take part in behaviour that is disrespectful of others including bullying and harassment
- report bullying and harassment
- accept that others are different from you
- respect and listen to the views of others
- be aware of how your behaviour impacts on others
- use respectful and appropriate language
- attend for 100% of the time and participate in all parts of your programme, including maths, English and work experience
- be punctual to classes and arrive with the equipment necessary for the lesson
- work collaboratively with teachers, other students and apprentices so that College is a successful experience for everyone
- submit work on time
- seek help when it is needed and engage with the support offered
- dress appropriately for College and when necessary for the workplace
- use your mobile phone in class only when asked or given permission to do so
- eat or drink in designated areas only
- wear your ID badge at all times while at College except when it is not safe to do so (for instance in some workshop situations)
- take pride in the College and keep all areas clean tidy and free from litter.

We do not tolerate serious misconduct such as:

- bullying, harassment or victimisation
- discriminatory behaviour
- the use of inappropriate or offensive language
- possessing or accessing extremist material, using extremist language or expressing extremist views
- radicalising other members of the College community
- actions that endanger other members of the College community
- physical violence
- sexual violence
- threats of physical or sexual violence
- actions that harm others or encourage injury to others
- criminal activity on or off College centres
- actions that break the College health & safety policy
- carrying weapons or using an item as a weapon
- behaviour that disrupts the learning of others
- copying of others work
- inappropriate use of IT including cyber bullying or viewing extremist materials
- wilful damage to College property
- the consumption or being under the influence of illegal drugs or alcohol.

We expect students and apprentices to demonstrate a positive attitude to learning and College life.

Students and apprentices that fail to meet the high standards expected of them will be subject to the College Student Disciplinary Policies, including the Anti-bullying policy. Incidents of serious/gross misconduct may lead to exclusion from the College.

Policies

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Academic Appeals Procedure

The College has an Academic Appeals Procedure.

The grounds for appealing an assignment decision can only be made for one or more of the following reasons:

- you have submitted evidence of factors that have affected your work but this evidence has not been considered
- you were unable to inform the College of factors affecting your performance due to exceptional reasons
- the assessment procedures were not followed in accordance with regulations
- some other material irregularity.

If you wish to appeal against an assessment decision, you should follow the stages below.

Stage 1 – Discuss your concerns with your Programme Leader within three working days of the assessment decision. Your Programme Leader will then discuss your concerns with the assessor and/or the Student Progress Board and let you know the outcome of these discussions in writing within five working days.

Stage 2 – If you are still not happy, you can submit an appeal in writing to your Head of Curriculum, Operations and Standards or Team Leader within five working days. Your Head of Curriculum, Operations and Standards or Team Leader will discuss your concerns with you and your Programme Leader and decide if there are grounds for a review of the assessment decision. You will receive a written copy of his or her decision within 10 working days of the meeting.

Stage 3 – If you are not happy with the Head of Curriculum, Operations and Standards or Team Leader's decision you can appeal in writing to the Managing Director of the Learning Company your programme is in – within five working days of the Head of Curriculum, Operations and Standards or Team Leader's decision. They will decide whether or not your case should be put before an Academic Appeals Panel.

Anti-Bullying Policy

Highbury College has a zero-tolerance policy towards bullying (including online bullying). If you are being bullied, recognise and be comfortable with the fact that it is not your fault and that you need to deal with the situation in order to resolve it. Try to keep a diary of what happens.

Do not 'give as good as you get' or seek revenge. Tell a member of staff who will help you to resolve the situation.

If somebody tells you they are being bullied, encourage and support them to take appropriate action, as above. If you feel that the person being bullied is in danger of physical harm then speak to a member of staff immediately.

If you are bullying someone and/or a complaint has been made against you, discuss it with a College Mentor or your Tutor; they will welcome the opportunity to help. If a complaint is made against you, take it seriously. However, you should not automatically feel that it is your fault and that there is nothing that you can do about it.

Assessment Policy

The College's Assessment Policy sets out what you can expect in relation to the planning, setting and marking of the assessments on your programme. Student success is the College's overriding priority.

The College will ensure that:

- the assessment process is free from bias and is carried out with rigour and fairness
- the assessment process is inclusive and recognises the diverse needs of all students
- the scheduling of and the number of assessments support students' learning and achievement of their qualification

- students are given detailed written and oral feedback on their work to support learning
- coursework with clear feedback is returned usually within 10 working days or, where work needs to be internally verified, 15 working days
- records are kept of all assessment decisions
- assessments, when submitted, are stored securely
- all programmes have a Programme Handbook for students that clearly sets out the assessment arrangements, the schedule for assessments and any penalties related to assignment/assessment/test deadlines
- progress is measured on a regular basis.

Attendance & Punctuality

Regular attendance and punctuality at lessons are fundamental to your success and show that you respect your teachers and the other students in your group. The College Attendance and Punctuality Policy sets out what is expected from students.

We expect:

- 100% attendance
- you to arrive on time for all lessons.

If, for exceptional reasons such as illness, you cannot attend your lessons, you must contact the Absence Management Team. If you are under the age of 18 your parents/guardians must contact the Absence Management Team.

Phone: 023 9232 8966

Email: absence@highbury.ac.uk

Remember you or your parent/carer must give your full name and the name of your programme. If you are not attending regularly or you are continuously late to lessons your tutor will arrange for a one-to-one tutorial where you will draw up an action plan. If there is no significant improvement your tutor will take action under the Student Disciplinary Procedures.

Careers Education & Guidance Policy

Highbury College will ensure that all users of the College have access to impartial individual careers guidance.

The College is committed to providing a planned programme of careers education for all students and apprentices. We will help you develop the skills to make informed choices about your future.

This will include:

- understanding your strengths and weaknesses
- achieving your potential
- developing your research skills
- developing an entrepreneurial mind-set
- implementing your career plans
- understanding the local, national and global labour market
- developing your employability skills.

Feel Safe at Highbury College

The College is committed to providing a safe learning and living environment for all students. We want to ensure that you are safe all types of potential harm including:

- financial abuse
- physical abuse
- sexual abuse
- emotional abuse and bullying
- neglect
- radicalisation (the College has a duty to prevent people becoming or supporting terrorists. This is known as the Prevent Strategy).

If you are experiencing or concerned about any of the above issues please contact Reception on 02392 383131. The receptionist will put you in touch with one of the Safeguarding team.

Comments, Compliments & Complaints

You can give feedback on your experience at College and on your programme through the College's Feedback form. These forms are available from Reception at all College Centres.

If you are unhappy about your programme or the service the College provides, you can also make a complaint using the College's Complaints Procedure. If you have a complaint you should follow the stages set out below:

Stage 1 – Tell your Head of Curriculum, Operations & Standards about your concerns. They will help you find a solution within 10 working days.

Stage 2 – If you are still not happy, you can make a formal complaint in writing, by filling in a College Complaints Form, or by asking to speak to a member of the Quality & Standards team. You will receive a written acknowledgement of your complaint and the matter will be investigated. We will write to you with the outcome of your complaint within 15 days wherever possible.

Stage 3 – If you are not happy with the outcome of your complaint, you may write to the Principal within 10 working days of the resolution letter.

Data Protection

The personal information you provide us may be shared with third parties for education, training, employment and well-being related purposes, including for research. This will only take place where the law allows it and the sharing is in compliance with data protection legislation. Please note that if you are under 18, your information will also be shared with your parents, carers and/or next of kin. Your information will be kept for six years and then securely deleted.

During this time, you retain the following rights:

- the right to access your personal information, using the College's Subject Access Request process
- the right to have inaccurate personal information changed
- the right to restrict the processing of your personal information
- the right to object to the processing of your personal information

- The right to lodge a complaint with the Information Commissioner's Office in relation to how Highbury College has processed your data. You can do this by visiting – <https://ico.org.uk/make-a-complaint/>

To update your information or if you have any questions about the above, please contact our data protection officer Zoe Martin at dpo@highbury.ac.uk or by phone on 02392 328829.

Disability Statement

Highbury College is committed to equality of opportunity for all students, including those with special educational needs or disabilities. The College aims to provide appropriate support to enable students to benefit from their studies, and intends to continue developing such provision within the guidelines of the Disability Discrimination Act and the Children and Families Act 2014.

Student Disciplinary Procedures

A full copy of the procedure is available from the Quality & Standards Office.

Highbury College and the Environment

Green Travel

The College seeks your help in reducing pollution and congestion from car use. For more information about alternative 'green' travel choices to or from College centres, contact Student Engagement team on 023 9232 8947.

Energy Efficiency

The College is reducing its use of non-renewable energy sources and encourages all students to make every effort to minimise their own energy usage by turning off PCs after use and switching off lights. Students should also dispose of cans and bottles in the separate bins provided, which are located in food halls/refectory areas at College centres.

Equality & Diversity

Highbury College is committed to promoting equality and celebrating diversity in all activities. We respect and value the diverse groups that make up the College community.

We are committed to:

- equality and breaking down barriers to access
- challenging prejudice in all its forms
- embracing and celebrating the diversity of our staff, students and local communities
- celebrating success and supporting all students to succeed, progress and realise their ambitions
- treating everyone with respect and courtesy.

Everyone studying and working at the College or visiting the College has the right to feel comfortable, valued and productive in what they are doing. The College's Equality Policy sets out what we believe and how we operate as a College community.

The College will not tolerate:

- bullying, harassment or victimisation
- discriminatory behaviour
- the use of inappropriate or offensive language
- possessing or accessing extremist material, using extremist language or expressing extremist views
- radicalising other members of the College community
- actions that endanger other members of the College community
- physical violence
- sexual violence
- threats of physical or sexual violence
- actions that harm others or encourage injury to others
- criminal activity on or off College centres

- actions that break the College health & safety policy
- carrying weapons or using an item as a weapon
- behaviour that disrupts the learning of others
- copying of others work
- inappropriate use of IT including cyber bullying or viewing extremist materials
- wilful damage to College property
- the consumption or being under the influence of illegal drugs or alcohol.

We expect students and apprentices to demonstrate a positive attitude to learning and College life. Students and apprentices that fail to meet the high standards expected of them will be subject to the College Student Disciplinary Policies, including the Anti-bullying policy. Incidents of serious/gross misconduct may lead to exclusion from the College.

Fee Remission/Payment

All course fees are payable at the time of enrolment unless an instalment plan is agreed with the College. You may, however, be eligible for a full reduction in tuition fees (see below).

Financial Support for students

A range of financial help is available - depending on your personal circumstances - to support you with your studies at Highbury College. For further information please see below or telephone 023 9232 8947.

Financial Support

There are a number of ways in which you can get financial assistance to help with the cost of materials, travel, equipment and childcare costs. Please complete an Application Form for Financial Support, available from the Student Engagement team in the Advice Centre or recreation areas at all Centres.

Bursary Fund (Students with Special Financial Needs)

You could be eligible for a Bursary of up to £1,200 if you are 16-19 and studying for more than 12 hours a week and are in care, or recently left care, or are independently receiving Income Support/Universal Credit, or are in receipt of Employment Support Allowance and Disability Living Allowance/Personal Independence Payment.

Please complete an Application Form for Financial Support, available from the Student Engagement team in the Advice Centre or recreation areas at all Centres.

Bursary Fund (All Other Students)

All other students with low household incomes (normally up to £31,000) may be eligible for help with College-related costs. The money is normally used for students who need help with kit/uniform, travel and childcare expenses.

If you wish to apply for financial support please complete an Application Form for Financial Support, available from the Student Engagement Team in the Advice Centre at the Highbury Campus.

19+ Advanced Learning Loans

If you are 19 or older, you may be able to apply for a loan to help with the costs of a college or training course. The course must be at Level 3 or Level 4 (such as Access, a Higher or Advanced Apprenticeship). You won't have to pay anything back until you are earning over £25,725 a year. For more information, please contact the College on 023 9238 3131 or www.gov.uk/advanced-learning-loans.

Care to Learn (C2L)

If you are under 20 and have one or more children, Care to Learn can help with the cost of your childcare while you are learning. For more information, please contact Care to Learn on 0800 121 8989.

Local Authority—Travel Assistance

If you are a Hampshire resident under the age of 19, in receipt of benefits you may be able to receive assistance with your travel expenses. Please see further information at

<https://www.hants.gov.uk/educationandlearning/schooltransport/eligibility>

For a full listing of the eligibility criteria for Portsmouth residents, please contact Portsmouth City Council on 023 9284 1345.

Health & Safety Policy

It is the policy of Highbury College to provide a safe and healthy working and learning environment, and to protect the health and safety of all employees, temporary workers, students, members of the public and any other persons that may be affected by the College's operations or activities.

We all bear a responsibility for the safety of ourselves, our colleagues, students and others, who we may encounter during the course of employment or study. We should all co-operate and strive constantly to achieve high standards of health and safety in the working/learning environment.

You must:

- take reasonable care of your own health and safety and that of other students on College premises
- know the programme hazards/risks and cooperate with the College in keeping risks low
- use equipment provided at College correctly, in keeping with staff instruction and training
- not misuse safety equipment provided for your own or other persons' protection
- know the Student Code of Conduct
- report an accident sustained at College immediately to staff.

Fire & Emergency Procedure (All College Centres)

If you discover a fire:

- sound the fire alarm
- leave the building by the nearest emergency stairways and exits
- go to and remain at the Assembly Point.

If you hear the alarm:

- leave the building by the nearest emergency stairways and exits
- go to and remain at the Assembly Point.

Do not:

- attempt to fight the fire
- stop to collect personal belongings
- use the lifts
- congregate at building exit doors
- re-enter the building unless authorised to do so.

You should inform the College/your tutor of any disability you have, so a 'Personal Emergency Evacuation Plan' (PEEP) assessment can be carried out with you.

Information Technology (IT)

Logging In

All students at the College automatically have a computer account created once they enrol. Your username is your student ID (EBS) number. This can be obtained from your teacher or Information Technology (IT) Services.

Your password is initially set to Unlock123. You will be prompted to change your password when you first log in. If you forget your password you can reset it by visiting <https://login.microsoftonline.com> and following the "Forgot my password" link.

Student Email

You have a student email account. This account is used frequently by the College to communicate with you.

Your email address is <student id>@students.highbury.ac.uk

You can access your email via <https://www.highbury.ac.uk/landing-pages/student-homepage/>

Remote Access & Bring Your Own Device (BYOD)

You can access College software (licence permitting) on your own device, both on and off campus, by visiting <http://citrix.highbury.ac.uk>

For further information on this service, please visit highbury.ac.uk/itservices

Additionally, the college is moving to Office 365 which will enable you to use your college account and download the full suite of Office products on up to 5 of your own devices. For information on how to do this please go here: highbury.ac.uk/itservices

Open Access

Open Access computers can be found at the library. Scanners, printers and copiers are available at the library. You can bring your own devices into College and connect them to the internet via the College wireless network.

Wireless (eduroam)

The College is wireless enabled. Students are encouraged to bring their own devices into College, which can then be safely connected to the College network. You will need your College email address and network password to access this service. Further information on how to connect to the wireless network can be found at: highbury.ac.uk/itservices

IT Support

You can access IT support by dialling 023 9288 2800 (internally ext 2800). Help materials are also available at: highbury.ac.uk/itservices

IT Support is available:

Monday-Thursday 8:30am-5pm

Friday 8:30am-4:30pm

e-Safety

Remember to stay safe online and when using your mobile.

Advice about e-Safety can be found at highbury.ac.uk/itservices

IT Acceptable Use Policy

By using the College's IT facilities you accept the College's IT Acceptable Use Policy, a copy of which is available at highbury.ac.uk/itservices

IT Code of Conduct

- you must take responsibility for your own use of IT ensuring that you use technology safely, responsibly and legally
- you must be an active participant in e-Safety education, taking responsibility for your awareness of the opportunities and risks posed by IT
- no communication device, whether College provided or personally owned, may be used for bullying or harassment of others in any form
- no applications or services accessed by users may be used to bring the College, or its members, into disrepute
- you have a responsibility to report any known misuses of technology, including the unacceptable behaviours of others
- you have a duty to respect the technical safeguards, which are in place. Any attempt to breach technical safeguards, conceal network identities or gain unauthorised access to systems will result in disciplinary action

- you have a duty to report failings in technical safeguards, which may become apparent when using the systems and services
- you have a duty to protect and are not permitted to share passwords and personal network logins. Remember to log off or lock workstations if you leave them unattended. Any attempts to access, corrupt or destroy other users' data, or compromise the privacy of others in any way, will result in disciplinary action
- you should use network resources responsibly. Wasting staff effort or network resources, or using the resources in such a way so as to diminish the service for other network users is unacceptable
- you should understand that network activity and online communications are monitored, including personal and private communications made via the College network
- you should be mindful of using the internet and should not download and install any software which may not be licensed (see Software Policy) or contain viruses and spyware unless authorised to do so by the Director Digital Innovation.
- you are permitted to use your personal devices on the College's wireless network, however you will ensure that these devices have the relevant updates and virus definitions. Use of these devices remains subject to this policy.

The full version of the IT Acceptable Use Policy can be found at: highbury.ac.uk/itservices. Violation of the IT Acceptable Use Policy may result in either the disabling of your user account and/or disciplinary procedures.

Plagiarism, Cheating & Collusion Policy

Introduction for students

The following are dishonest and therefore unacceptable and not allowed by the College:

- taking someone else's work, words, images, ideas, opinions or discoveries and passing it off as your own (this is called plagiarism)
- using the computer, either the internet or information stored on a memory stick or other removable drive which belongs to someone else, and passing it off as your own
- cheating, that is, acting unfairly or dishonestly to gain an advantage secretly agreeing with others to cheat or deceive (this is known as collusion).

All these are academic misconduct. If you are discovered or suspected of doing any of the things shown in the list above, the College will investigate and may take action against you under the Disciplinary Procedure: Academic Misconduct.

This is what is expected of you whilst you are at the College:

- you will only hand in your own original work for assessment
- you will show when you have used information provided by someone else by giving the person's name and where you found the information in your work (or in your portfolio) as you go along.

For example, if you use someone else's words you will enclose the quote with inverted commas. You will also repeat this information at the end of the piece (this is called a bibliography/ references section). The same applies if you have received help. This is the standard practice in the world of learning. Your tutor or teacher will give you help with this. You should seek advice and guidance from your teachers if you are unsure how to do this properly.

- you will show when you have downloaded information from the internet
- you will never use another's disk or memory stick as if it were your own work, nor copy work from a disk or memory stick belonging to someone else and use it as if it were your own
- you will never use someone else's artwork, pictures or graphics (including graphs, spreadsheets etc.) as if they were made by you
- you will never let other students use or copy
- from your work and pass it off as if they had done it themselves
- you will never forge the signature of a teacher or an assessor.

Disciplinary Action

You can expect all cases of suspected academic misconduct to be fully investigated using the College Disciplinary Procedure. If proved, you can expect the College to take action against you. What happens will depend on the seriousness of what you have done.

Disciplinary action taken by the College may include the following:

Stage 1 – Disciplinary Interview – when what you have done is thought to be a minor case of academic misconduct:

- what you have done will be discussed with your tutors in a Stage 1 Interview
- you will be given a warning about how you must act in the future
- you may have marks from your piece of work taken away, or you may have work returned to re-do and hand in for re-marking. This will be agreed by the Student Progress Board
- if this has happened before, you will go straight to a second stage interview
- if you are working towards an exam, the relevant awarding body will be told what has happened in accordance with the examination board's policy
- external examiners/verifiers will also be told what you have done, in accordance with the examination board's policy.

Stage 2 – Disciplinary Interview with your Head of Curriculum, Operations and Standards or Team Leader – when what you have done is thought to be a moderate case of academic misconduct:

- your mark or assessment grade may be reduced or you will be awarded zero, depending on how serious what you have done appears to the College. This will be decided at the Student Progress Board
- you may not be allowed to take the unit/exam/test again. This will be decided at the Student Progress Board
- the relevant awarding body will be told what you have done, in accordance with the board's policy
- external examiners/verifiers will also be told what you have done, in accordance with the examination board's policy

Stage 3 – Disciplinary Hearing with a Head of Curriculum, Operations and Standards or Team Leader – when what you have done is thought to be a serious case of academic misconduct:

- a penalty will be awarded. This will be decided by a Managing Director and the Student Progress Board and will depend on the seriousness of what you have done. Any of the following may be given:
 - a zero grade in the exam/test/module is given or the assessed work is not awarded a grade
 - you are not allowed to re-sit the exam or test, or you are not allowed to re-do the piece of assessed work
 - reduction of marks for the whole programme, by reducing the grade by one or more categories or by reduction of grand mean for the programme by up to 10%
- the relevant awarding body will be told what you have done, in accordance with their policy
- external examiners/verifiers will also be told what you have done, in accordance with the examination board's policy
- you may be disqualified from the award of the programme
- you may be excluded from the College.

In all cases, a note will be made on your file of the allegation, the outcome and any penalty you are given. You need to know that this information may be used by the College when it is asked to provide a reference for you, for example if you want to go to another College or get a job.

Smoking/Vaping Policy

Highbury College does not allow smoking/vaping at its Centres or in the grounds around the buildings. Smoking at Centres or in the grounds around buildings will be a disciplinary matter. Specialist support is available, via a GP, to help smokers who wish to stop smoking.

Student Substance Misuse Policy

The College is committed to providing a safe and healthy working environment and recognises this may be compromised by those who misuse alcohol, drugs or other substances to an extent that it affects their health, performance or conduct. Therefore, appropriate action to safeguard all users of the College facilities will be taken. If you have a substance misuse issue and would like support, please contact our mentoring team or call 023 9232 8219/8862/10561/8870 or email mentoring@highbury.ac.uk.

Locations

Highbury Campus

Tudor Crescent, Portsmouth PO6 2SA

Highbury Northarbour Centre

Unit 1 Harbourgate, Southampton Road, Portsmouth PO6 4BQ

Highbury Arundel Centre

Arundel Street, Portsmouth PO1 1SA

How to get to Highbury

Highbury College has three sites in and around Portsmouth to make learning more accessible.

Highbury Campus is situated next to the A27 in Cosham, north of Portsea Island. Walking from Cosham railway or bus station: head south on Portsmouth Road, at the end of the parade of shops on your left, continue into The Old Road. Cross Highbury Grove and continue. This road will bear left into Tudor Crescent (Army Reserve centre on right). Follow this road and you will arrive at the College.

Highbury Arundel Centre is located in Arundel Street in the centre of Portsmouth.

Highbury Northharbour Centre is situated on Southampton Road, Northharbour. For more details on public transport to centres, please call 023 9238 3131 for a leaflet.

By train

Main line rail services call frequently to the four stations that serve our sites.

Highbury Campus: Cosham station

Highbury Northharbour Centre: Cosham station/Portchester station

Highbury Arundel Centre: Portsmouth & Southsea station

For information on train services contact:

National Rail Enquiries

0845 7484 950

www.nationalrail.co.uk

By bus

There are regular bus services to the bus stops that serve our sites.

Highbury Campus: Cosham main bus stops (Health Centre, Northern Road, Railway Station & Hawthorne Crescent)

Highbury Northarbour Centre: Allaway Avenue shops and Southampton Road

Highbury Arundel Centre: Arundel Street and Commercial Road

For information on bus services and timetables contact:

FirstBus

023 9286 2412

www.firstgroup.com/firsthampshire

Stagecoach

0871 200 22 33

www.stagecoachbus.com/south

By sea

There are frequent daily services to and from the Isle of Wight by hovercraft, passenger catamaran and passenger/ car ferry. Services are to and from Portsmouth Harbour, next to the station where students can either get a taxi, train or bus to the desired site.

For more information contact:

Wightlink

0871 376 1000

www.wightlink.co.uk

Hovertravel

0843 487 8887

www.hovertravel.co.uk

Bikes

The College has secure bike cages at Highbury Campus and Highbury Northarbour Centre.