



**PERSHORE
COLLEGE**

part of WCG Worcestershire

Residential Guide

Pershore College

2019/20



Emergency Duty Warden Number:
07977 144037 or 07879 497863

Please take a moment to read through this guide.

wcg.ac.uk

Meet the **SAFEGUARDING TEAM**



Katherine Skudra
DESIGNATED
SAFEGUARDING LEAD
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COLLEGE MANAGEMENT TEAM



Helen Kinghorn
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WE'RE HERE TO HELP

If you have any concerns about your safety tell any member of staff, your tutor / PLA, or any member of the Safeguarding Team from any college. **In the event if an emergency, call 999.**

MEET THE TEAM



Jennie Harker
Centre Manager
jharker@wcg.ac.uk
T: 0330 135 7151

WARDENING TEAM: 07977 144037 or 07879 497863
reswardper@wcg.ac.uk



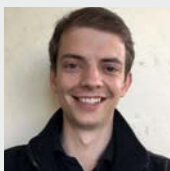
Paul Bearcroft
Senior Residential Support Officer
pbearcroft@wcg.ac.uk
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Matt Carr
Duty Residential Warden
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Phil Woodhead
Duty Residential Warden
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SUPPORT TEAM



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College Nurse
wrogers@wcg.ac.uk
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07724 491686



Lucy Rollett
Residential Support Officer
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Emma Jan
College Counsellor
ejan@wcg.ac.uk
T: 0330 135 7227 or
07717 817130



Alison Conway
Housekeeping Supervisor
aconway@wcg.ac.uk
T: 0330 135 7148

Email: accommodationpershore@wcg.ac.uk

HOW TO CONTACT US



Email: accommodationpershore@wcg.ac.uk

Senior Residential Support Officer

0330 135 7176 | pbearcroft@wcg.ac.uk

Centre Manager

0330 135 7151 | jharker@wcg.ac.uk

Sports and Social Co-ordinator

lrollett@wcg.ac.uk

College Nurse

0330 135 6463 | wrogers@wcg.ac.uk

College Counsellor – Emma Jan

0330 135 7227 or 07717 817130 | ejan@wcg.ac.uk

EMERGENCIES (OUT OF HOURS)



Residential Support Officer

07977 144037 or 07879 497863 | reswardper@wcg.ac.uk

Fire / Police / Medical Emergency

999

NHS Non-emergency

111

Safeguarding – Wendy Rogers

0330 135 6463 / 07724 491686

Katherine Skudra

0330 135 6174 / 07793 118341

Welcome to Warwickshire College.

We hope that you enjoy your stay in our accommodation.

This handbook is intended to help you with your day-to-day life at college. We pride ourselves on being friendly and supportive and the Residential Team will be your first point of contact if you require help or information.

Being part of this great community is dependent on the members who live in it. You and the staff make this a better place by caring for others and yourselves. Inevitably there must be some rules. These are outlined in this handbook.

We wish you every success with your studies.

Nicola Perrett

Director of Student Services.



All information contained within this guide is correct at the time of going to press.

Please remember that you should not access any building outside of residential quarters around campus without prior consent or supervision of a member of staff. You should not enter any other flat / accommodation block that is not your own without permission.

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WCG – FE & HE Student Term Dates 2019 / 2020

2019 AUTUMN TERM

Monday 2nd September 2019	Term Commences (FT FE)
Monday 9th September 2019	Term Commences (PT FE)
Monday 16th September 2019	Term Commences (1st Year HE)
Wednesday 18th September 2019	Term Commences (2nd Year HE)
Monday 28th October – Friday 1st November 2019	Half-term – All under 18's to return home
Friday 13th December 2019	Term Ends (HE)
Thursday 19th December 2019	Term Ends (FE)
Christmas Holidays – All under 18's to return home	Over 18's please complete the fire list at reception

2020 SPRING TERM

Monday 6th January 2020	Term Ends (HE & FE)
Monday 17th February – Friday 21st February 2020	Half-term – All under 18's to return home
Friday 3rd April 2020	Term Ends (HE & FE)
Easter Holidays – All under 18's to return home	Over 18's please complete the fire list at reception

2020 SUMMER TERM

Monday 20th April 2020	Term Commences (HE & FE)
Monday 4th May 2020	Bank Holiday Closed
Monday 25th May – Friday 29th May 2020	Half-term – all under 18's to return home
Friday 19th June 2020	Term Ends (HE) Students to check out by 10am
Friday 26th June 2020	Term Ends (FE) Students to check out by 10am

RESIDENTIAL SERVICES



The Centre Manager is located in Avonbank building on the 1st floor, please ask for directions at Reception.

Alternatively you can email the Accommodation Office on:

accommodationpershore@wcg.ac.uk

RESIDENTIAL SUPPORT OFFICERS

The team work hard to create a community atmosphere whilst maintaining a suitable level of discipline. All are first aid trained and experienced at working with students and are your first point of call in the evenings.

We also have a team of Student Wardens who have lived at the college before – they can help you with lots of information.

We have a college nurse should you wish to speak to her. The nurse works across several campuses so you may need to book an appointment or check the board outside her office for times she will be on-site. You can also call the nurse to arrange a time convenient for you.

Her office is on the ground floor of Marriott hostel - ask at Reception for directions if required.

We have a counselling service available for you to access which allows you to speak with a professional person regarding any concerns you have. The counsellor can be called directly to make an appointment using the number on the contact list.



YOUR ROOM



- Hopefully you like your room. After you have collected your keys you need to check and sign the room inventory. Check your room and the communal areas. You **MUST** return your inventory to Residential services within the first week of term, otherwise it will be assumed that everything is OK.
- You have been provided with a pin board for your notices and posters so please **DO NOT** put anything on the walls.
- Please **DO NOT** change rooms with other students. Room changes must be requested through the Centre Manager.
- Each student is individually responsible for their room. Your room should be kept tidy. Housekeeping staff do not go into rooms but if you leave your bin outside your door they will empty it for you.
- Rooms are inspected **three times** a year and you will be notified in advance when this will be happening. We will check rooms, en-suites and communal areas. If the level of cleanliness does not meet acceptable standards, you will be advised on what you need to improve on and a date for re-inspection. Why not try winning one of the prizes for the best kept rooms?
- Please look after your key and fob. **NEVER** give your key or fob to another person. If you lose a key or fob you will be charged for a replacement.
- You **MUST NOT** sub-let your room, disciplinary action will be taken against you.
- Do not dismantle door closers as they ensure doors are kept closed to stop fires spreading and it is a legal requirement to keep them closed. **DO NOT** unscrew window closers as they are fitted for your safety and security. If you tamper with any of these you will face an associated charge and disciplinary action.
- All staff will lock any bedroom door they find unlocked and empty. This is to maintain security and there may be a delay in gaining access to your room.
- If you have any maintenance problems during the year please report them to the Reception as soon as possible by emailing:
receptionper@wcg.ac.uk
- You will have signed your Licence to Occupy and this gives you lots of information about what you can expect from us and what we expect from you. An outline of some of those expectations are in this guide.

ENTRY TO BEDROOMS



- The college reserves the right to enter your room at any time for room checking and maintenance issues.
- We reserve the right to search possessions / bedrooms if there is suspicion of any breaches of our rules:

» **DRUGS**

The college operates a zero tolerance regarding the supply, possession and use of drugs. Classified drugs (A, B, C) are not allowed on college premises and students found in possession or under the influence of these substances will be subject to the college disciplinary procedure, suspension and possible loss of their place in residential halls. We consider legal highs to fit into this policy. The college also reserves the right to inform the police.

» **ALCOHOL**

Over 18s can purchase and drink alcohol in their own flats / accommodation in over 18 blocks, please drink responsibly. If you are an under 18 student, you are prohibited from drinking alcohol anywhere on / off site and will be sent home immediately if you do so.

» **FIREARMS AND OFFENSIVE WEAPONS**

Anything deemed to constitute a weapon should not be stored in your bedroom. Items, such as knives that are a specific requirement of your course, should be stored with your relevant department. Kitchen knives must not be stored in your room.

» **POSSESSION OF:**

Candles / joss sticks, un-tested electrical equipment, unsafe or unsuitable equipment.

» **FIRE SAFETY DETECTION / EQUIPMENT**

If it is suspected that smoke detection equipment / safety equipment has been tampered with and if it is suspected that someone has been smoking (including vaping) within college buildings.



ELECTRICAL ITEMS

- You can bring certain electrical items with you. These will need to be PAT tested. Look out for our drop in sessions at the beginning of each term. Items not PAT tested will be removed during room inspections until you can arrange for a test to be carried out.

ITEMS THAT YOU CANNOT USE IN YOUR ROOM

- Kettle, toaster, grill, rice cooker, deep fat fryer, sandwich toaster, microwave, heater, stove, fridge*, freezer, halogen lamps, candles, incense burners and shishas. This list is not exhaustive so please check with the Accommodation Office.

TV / STREAMING TO DEVICES

- The law requires that you have a TV licence. Check out tvlicensing.co.uk where there is a section for students.

PROPERTY AND POSSESSIONS

- All property brought onto site is entirely at the owner's risk. You are advised to keep your door locked when you are not in your room and close your window. All students upon paying for their accommodation will have a basic personal contents insurance included with Endsleigh. However it is the students responsibility to check the level of cover and students may wish to take out additional cover at their own cost.

SHARED KITCHEN / KITCHENETTES

- Communal areas will be cleaned by the domestic assistants every day (Monday to Friday). The clearer you leave the work surfaces the more they will be able to clean. They will leave you spare rubbish bags so that you can empty the bins before they overflow. You will be expected to do your own washing up. Items left for more than three days can be bagged up and taken away. Ovens will be cleaned once a term. The outside of fridges / freezers will be cleaned. The inside will be cleaned every six months but this is subject to them being empty.

RECYCLING

- The college is committed to helping the environment. You can help by using the recycling bins in your halls and the large bins outside.

*Except for storing certain medication - approved by the nurse.

NOISE

- We all like music but it does not mean that everyone wants to listen to your music. If your music can be heard outside your room then it is too loud. Please ensure that noise is kept to a minimum especially after 11pm. Large amplifiers, speakers and sub-woofers are **not allowed**.

PARTIES

- For consideration of others in accommodation, parties are not to be held in your accommodation. If you wish to arrange a social event, please get in touch with Lucy Rollett: lrollett@wcg.ac.uk.

LAUNDRY

- You will find the laundrette in the middle of the accommodation block, you will have fob access. A wash costs £2.40 and the tumble dryer, £1.20. You will need to provide your own washing powder. An ironing board and iron are available please contact Reception for more details.

REFECTORY

- The refectory sells hot meals as well as the usual snacks and drinks to eat in or take away. A variety of menus are offered that promote healthy eating. If you are on a catered package you can use your meal card, it is designed to cover two meals a day and the amount does not roll over to the following day.
- Meals are term time only and the refectory is closed on bank holidays. Let the staff know if you have any new ideas or dietary requirements.

The Refectory is open: Monday to Thursday: 8.30am - 4pm
Friday: 8.30am - 2pm

SHOP

- The Plant Centre shop sells stationery, work-wear, drinks and snacks. If you can't find what you are looking for just ask and the staff should be able to order it in for you. Open from 9am to 5pm Monday to Sunday and 10am to 4pm at weekends over the winter.

MAIL

- You can collect your mail from reception, Monday to Friday. You will need your student ID card as proof of identity. Remember to give your room number to anyone sending you post. Please check regularly to see if you have had any post delivered. Please remember that deliveries cannot be accepted out of reception hours and are not permitted to be delivered to halls.

- The correct postal address is:

Your name / room number
Persnore College
Avonbank
Persnore
Worcestershire
WR10 3JP

SMOKING

- We are proud to be a **no smoking campus**. We have provided you with designated smoking areas, please only smoke in these. Vaping is allowed around the campus as long as you are not in side or in close proximity of any building. Please do not smoke or vape in your rooms. Shishas are not allowed.

FIRE DETECTION EQUIPMENT

- We provide a range of fire detection equipment to keep you safe. Tampering with fire detection equipment and extinguishers puts the safety of yourself and others at risk. This would include: covering smoke detectors, letting off fire extinguishers, tampering / moving fire fighting equipment, keeping fire doors wedged open, deliberately setting off the fire alarms, breaking glass panels or misuse of cooking equipment resulting in the fire alarm being activated.
- **This is a breach of our Health and Safety procedures and will result in an associated charge, disciplinary action and possibly police prosecution.**

EVENTS

- From time to time the college hold internal and external events around the site. Please contact the Duty Warden for more information **07977 144037 or 07879 497863.**
- Do not let anyone who is not a resident or is known to you into your accommodation. If you are approached please contact the Duty Warden straight away on **07977 144037 or 07879 497863.**
- ALL visitors must be signed in and have a lanyard. If you see someone within accommodation who should not be there or anything suspicious please contact the Duty Warden **07977 144037 or 07879 497863.**

SAFEGUARDING

- Please make sure that you safeguard yourselves and each other at all times. If you see anything suspicious or something you are not quite sure about, go back to your accommodation flat / block, make sure you are safe and call the Duty Warden on **07977 144037 or 07879 497863**.
- If you are worried about yours or someone else's safety please contact the Duty Warden as soon as you possibly can. If you wish to discuss a safeguarding concern with a member of the Designated Safeguarding Team please contact one of the members of the safeguarding team on posters within your accommodation block main entrance areas, and also on page 2 of this guide.

RESIDENTIAL DEVELOPMENT PLAN (RDPs)

- RDPs must be completed termly by all under 18 full-time students and individuals with a current EHCP in place. These will offer support on an individual basis and form the basis of your progress into adulthood.

COMPULSORY TRAINING SESSIONS

- These will be offered on a termly basis to promote your individual development whilst living within accommodation. All under 18 students **MUST** attend.

GUESTS

- Over 18 students are allowed one other over 18 student to stay overnight at weekends. Guidance can be found in your Licence to Occupy. Under 18 students are not allowed over night guests. If parents / guardians would like to visit you, please can you arrange this with the Senior Residential Support Officer. We cannot allow parents / guardians to stay overnight.
- All guests must be signed in with reception during office hours (9am – 5pm) and the Residential Officer on duty out of reception hours (5pm – 9pm). This helps us to ensure our fire lists and accurate and we know who is on site. Remember you are responsible for the actions of your guests whilst they are on college premises.

ID CARDS

- You are expected to have your ID on you at all times and you will need this to access any of the college facilities. ID cards must be shown in order for you to collect any post from reception.

INTERNET

- Free wifi is provided in the accommodation
- WCG Students need to request their own resnet key to use devices such as the xbox from the student intranet. If you are an external resident please email: itservices@warwickshire.ac.uk
- General Wifi use can be found by selecting “Eduroam” wireless network. When prompted, enter your username and password.

Username: studentID@student.warwickshire.ac.uk

Password: Normal college login password

MEDICAL



If you are unwell you must let the nurse know by going to her office behind the refectory or you can call or text her. If you need medical help or advice you can speak to the nurse. She can offer a friendly, non-judgemental ear.

FOR NON-EMERGENCY MEDICAL HELP OR ADVICE YOU CAN CALL: 111

THE NURSE CAN ASSIST WITH:

- First aid treatments, medical checks, health information and advice and advice on re-medication, advice on giving up smoking, arranging repeat prescriptions, stress related concerns, dental referrals, liaising with tutors if needed, advice on contraception, give out free condoms and do pregnancy tests, chlamydia testing.
- You may like to bring a small amount of over-the-counter medication to help you cope with minor illnesses such as headaches, coughs and colds, but remember if you are worried in any way, or your symptoms are not improving, please contact the Nurse (or the Residential Officer between 5pm and 8am). It is also a good idea to bring a small first aid kit with you including plasters.
- If you take regular medication please ensure you have an adequate supply (though it is not advisable to bring a large amount) and remember: if you need to store medication in the fridge, please speak with accommodation staff or the nurse.

- The nurse can assist in arranging doctors appointments for you and also arrange transport to and from the doctors surgery should you require it.

- | | |
|---|---|
| <ul style="list-style-type: none">• Store your medication out of view• Check the date of expiration• Store your medication in its original container or packaging• Do not share medication | <ul style="list-style-type: none">• Read the labels, ensure that you read and comply with the dosage advised• Do not ask other people to store your medication for you |
|---|---|

- If you need to store medication in the fridge, please speak with accommodation staff or the nurse.
- Remember the nurse cannot store or dispense your medication. If you have any questions relating to medication, please contact the college nurse.
- The new MenACWY will protect you against four types of disease. Teenagers and young adults now have a higher risk of Meningococcal disease so make sure you don't miss out on the vaccine. Try and have this before you come to college, if not contact the nurse when you arrive.

If under 18, the nurse may consider contacting a parent / guardian about medical concerns, unless she feels there is sufficient understanding of your own medical treatment.

DOCTOR

Please register with a local doctor.

Your nearest Doctor's surgery is: Abbotswood Medical Centre,
Defford Road Pershore
T: 01386 552424

Your nearest hospital is: Royal Worcester Hospital,
Hastings Way, Worcester WR51DD
T: 01905 763333

COUNSELLOR

From time-to-time we all may need a little extra support. Our counsellor in Emma Jan who can meet with you and assess what help you may need. You can contact her on **0330 135 7227 or 07717 817130** or email **ejan@wcg.ac.uk**.

FIRE AWARENESS



FIRE EVACUATION PROCEDURE

- Please note that there will be routine testing of the fire alarms in the accommodation where it will sound for a short burst of less than 10 seconds. If it rings continuously it may be a real fire so it is essential that you evacuate immediately.
 - » **If you see a fire, dial 999 straight away**
 - » **Stay calm, don't run**
 - » **Make your way to the nearest exit**
 - » **Go to the assembly point**
 - » **If the Residential Officer is not in attendance, please call them on 07977 144037 or 07879 497863**
 - » **Even if the alarm is turned off you must not re-enter the building until given permission by a member of staff**



ALCOHOL

Things to remember.

Whilst we want you to have an enjoyable time at college, please remember that:

- Alcohol can only be consumed by over 18 students in a student bedroom on communal areas within a flat allocated to over 18 accommodation
- Alcohol can not be consumed on landings, stairways of the accommodation or outside
- No alcohol can be consumed in accommodation allocated to under 18 accommodation regardless of whether the students are aged over 18
- No student over the age of 18 is allowed to purchase or give alcohol to an under 18 student
- Any over 18 student found to be excessively drunk will be dealt with as a disciplinary matter

Any breaches of the above will result in student disciplinary which can include permanent exclusion from college accommodation.

The college reserves the right as stated in the Licence to Occupy that we will confiscate alcohol and dispose of it, from all under 18s, under accommodation, public spaces and communal spaces. This includes removing alcohol from over 18 students should their behaviour be deemed inappropriate even within a designated area.

For further information you can contact WCG residential staff, our student wardens, the college nurse or our counsellor. See pages 3 & 4 for contact details.

DRUGS

Let us be clear!

The college operates a **zero tolerance** regarding the supply, possession and use of drugs. Classified drugs (A, B, C) are not allowed on college premises and students found in possession or under the influence of these substances will be subject to the college disciplinary procedure.

We consider legal highs to fit into this policy.

The college also reserves the right to inform the police.

We care about your wellbeing.

If you are concerned that you or someone you care about has a problem with drugs, there is lots of help available. You can find some useful links and phone numbers here:

WCG Staff

- **WCG Staff and Residential Duty Wardens** are always available to offer advice, guidance and to listen.
- **The college nurse** – You can get in contact with them by calling, texting or via Facebook.
- **The college counsellor** – From time to time we all may need a little extra support. Look in your residential guide to see who your college counsellor is, they can be contacted directly.

Websites

- **www.addaction.org.uk** – Addaction support people to make positive behavioural changes. Whether that's with alcohol, drugs, or mental health and well being, they are here to help people improve their lives in way they never thought possible.

If you are experiencing feelings of distress, call our warden on duty or speak to the **Samaritans free 24-hour helpline on 116 123**.

If you want to talk about drugs, call the **FRANK 24-hour free helpline on 0300 123 6600**.

If you are unwell, **call the college nurse** or the **duty residential warden**. Advice can be given by calling **NHS24 on 111**. However, if it is an emergency, **call 999 or go to your local A&E**.

UNDER 18 STUDENTS



ALCOHOL

- No alcohol can be purchased or consumed by under 18s students. Any under 18 students found doing or attempting this will be dealt with appropriately. This is a serious disciplinary matter which will result in your parents / guardians being called to collect you, you could be sent home and may be given a full suspension from accommodation pending a disciplinary hearing as to whether you can return to your accommodation. This will be filed on your student record and the police may be involved.

No students (regardless of age) are to have or consume alcohol in under 18 accommodation. This will be seen as a serious disciplinary matter.

DRUGS

- The use of illegal drugs and legal highs is absolutely prohibited and any students suspected of this will be reported directly to the safeguarding team. Please see Entry into Bedrooms and Zero Tolerance on Drugs on pages 18 and 19.

CONDUCT AND PERFORMANCE

- As a matter of policy we inform parents / guardians of any issues that any under 18 students are involved in.

FOB IN TIME

You will already have been told about the specific rules and regulations that we have for under 18 year old students, but it is important that you are reminded of one or two related to accommodation:

- All under 18 accommodation is single sex **ONLY** except at negotiated times. Visitors of the same sex may enter these blocks at any time, as long as it is within the visiting guidelines.
- No overnight visitors are permitted. Under 18 students **MUST** sign out if they intend to be off campus during evenings or weekends.
- During the week you must return by 10.45pm and by 11.30pm on Friday and Saturday.
- If you are going to stay off campus overnight at any location other than your parental home, you must first get your parent's permission and parents must also inform the Duty Warden.

PARENTS COLLECTING YOU:

- If parents are collecting you, please ask them to report to the wardens, please contact the warden on **07977 144037** or **07879 497863** to let them know and to save us having to call to check you are at home.
- All under 18's are expected to return home over weekends and holidays. To discuss further please contact the Senior Residential Support Officer.

HOLIDAYS

- **Under 18's must return home during all holidays.**



STUDENTS UNION

- The Union is responsible for social and sporting activities. If you would like to get involved and help there is a lot you can do. Contact Lucy Rollett to find out more. Each year a Sabbatical President is elected. This year it is Paul March who will visit each campus on a regular basis.

ACTIVITIES AND SPORTS

- College is a great chance to try something new! Whether you're a beginner or an expert, all are welcome.
- Throughout the year there will be a range of sport and physical activities for students. If you are interested in developing your sport skills or getting involved with the activities taking place, why not speak to Lucy Rollett or one of the members of the Student Union.

EVENTS		SPORTS
Freshers' Ball	Cooking Sessions	Badminton
Summer Ball	Indoor Golf	Table tennis
Quiz Night	Ice Skating	Pool completion
Water Park	Laser Quest	Climbing wall
Christmas Ball		Other activities on request

An events and activity planner will be displayed in the accommodation.



STUDENT VEHICLES

- If you have your own car please make sure that you register your vehicle at reception and follow the guidelines regarding vehicles on campus relating to speed and use of drop off points. These rules are in place for the general health and safety of people using the site. Any student breaking these rules you may be asked to remove your vehicle from the site.
- The drop off points, as the name implies, are purely for dropping off items and your vehicle must then be parked in the college car parks. These drop off points are also used by emergency vehicles and must be kept clear.

BUS ROUTES

- There is a limited public bus service which goes past the college. There are bus stops on the main road at Wick turn off and two buses that come into college at 9am Evesham and 5pm Worcester. Buses to Evesham and Worcester can be caught from Pershore town centre. Bus timetables are available on the college website and from Reception.

CCTV

- To improve safety and security CCTV operates on this campus. This footage or information taken is only to be accessed and used by authorised members of staff. This footage cannot be used by other students or parents of students to “check on” individuals or groups.

BALL GAMES

- Ball games are not allowed in or near any accommodation or close to any cars or college buildings. If you want to play ball games please speak to one of the residential staff.

BICYCLES

- Bicycles are allowed on campus and we have a cycle store where they can be kept. It is advisable that you keep your bicycle locked and it is stored at your own risk. Bikes are not allowed in your room or residential accommodation.

PETS

- No pets are allowed. Any pets found may be taken to Animal Welfare where a charge of £5 per day for their care may be made until the pet is taken home.

HOLIDAYS

- Any over 18 students wishing to stay during holidays must register dates as to when on campus by completing a form with reception. We must know you are staying on site for health and safety reasons.

DAMAGES

Repairs, replacements or cleaning will be invoiced to the individual.

- Door lock
- Door handle
- Door casing
- Door
- Holes in door
- Door closer
- Toilet
- Mattress cover
- Bed base
- Bedroom chair
- Carpet replace / clean
- Window glass
- Window closer
- Fire call point glass
- Door emergency release (break glass)
- Fire extinguisher repair / check
- Holes in walls
- Graffiti on walls / doors
- Smoke detector

THERE IS A CHARGE TO REPLACE A LOST:

- Key – £10
- Fob – £10

-
- Labour rates (repairs, painting and decorating etc.) are approximately £45 per hour.
 - To meet fire regulations, damaged doors have to be replaced, not repair and cost approximately £500 each.
 - Depending on the circumstances of the damage the student may face the disciplinary procedure. Further acts of wilful damage may result in a student being asked to leave residential accommodation.
 - For damage in communal areas, the cost may be spread across each person in the flat.
 - For further information on charges, costs and fines, please speak to residential staff, remember you are responsible for any damage caused by guests to your accommodation.

THE RESIDENTS' CHARTER



WHAT YOU CAN EXPECT FROM THE COLLEGE:

FACILITIES

- Each student will be provided with a bed, mattress, mattress cover, desk, study chair, drawers and wardrobe for your clothes, book shelf, curtains, floor covering, adequate lighting and power points. The level of provision is reflected in the room rent. There are some rooms which are accessible to wheelchairs.

CLEANING

- Communal areas such as kitchens and entrance halls will be cleaned every day (Monday to Friday) by the domestic staff. The cleaners will **NOT** do any of your personal washing of dishes. Please leave areas tidy and clear of clutter at all times to enable the cleaning team to clean.
- If you wish for your room bins to be emptied, please leave them outside your room in a morning. The cleaners will not enter your rooms to collect your bins.

MAINTENANCE

- When you report a minor defect in your room, the repair will be carried out as soon as possible. If it is a major defect and cannot be rectified within this time and you will be notified of the impending repair date. Where it is necessary for routine maintenance work to be carried out, we aim to give you 24 hours notice, except where the work is of an 'emergency' nature, when we reserve the right to enter your room without prior notice. Any reported maintenance (by student or staff), we will respond without notice.

TELEPHONES

- We aim to provide a pay telephone close to halls of residence. An **Emergency Free Phone** which can phone the Duty Warden or 999 is also available. Telephones can be located at the back of the refectory 24 hours a day.

IDENTIFICATION

- Cleaners and staff working in the halls will wear a uniform and a name badge.

PRIVACY

- We will do everything possible to respect your privacy, subject to your compliance with campus regulations. The residential staff and maintenance staff have the authority to access rooms as part of their duties. They will knock on **ALL** occasions. In the interest of welfare, communal areas of halls may be accessed at any time by staff of either sex. Please be aware of this when using communal areas.

COMPLAINTS

- We will always aim to listen to any complaints you may have about the accommodation and respond accordingly. Complaints should be submitted to the Manager of the Residential Services in the first instance on **accommodationpershore@wcg.ac.uk**. If you are not satisfied with the outcome, you are entitled to use the official complaints procedure as detailed in the student handbook. Alternatively you can email Customer Services on **customerservices@wcg.ac.uk**.

WHAT THE COLLEGE CAN EXPECT FROM YOU:

- To conduct yourself to all staff, students and guests in a respectful manner.
- To keep your room tidy and avoid any unnecessary mess in the communal areas.
- Full co-operation with the residential support officers, cleaners and maintenance staff to enable them to carry out their work.
- To take care of the fabric, furniture and fittings in your room so that you vacate the room in the same condition in which you occupied it (fair wear and tear expected).
- To report accidental damage straight away to Residential Services.
- To obtain permission for overnight guests from the Residential Support Officer.
- No unreasonable noise from you or your visitors which may disturb other residents.
- To ensure that all electrical equipment meets the college's safety standards.
- To vacate your room by the time requested and remove your belongings including posters and blu-tac.
- To read and make yourself familiar with the Licence to Occupy prior to moving in.
- To uphold the campus regulations detailed in the Licence to Occupy, Student Handbook, Code of Conduct and Residential Guide.

OFSTED

If you have a concern or complaint that you feel you cannot follow up within the college, you can contact an inspector from OFSTED.

OFSTED general enquires: **0300 123 1231**

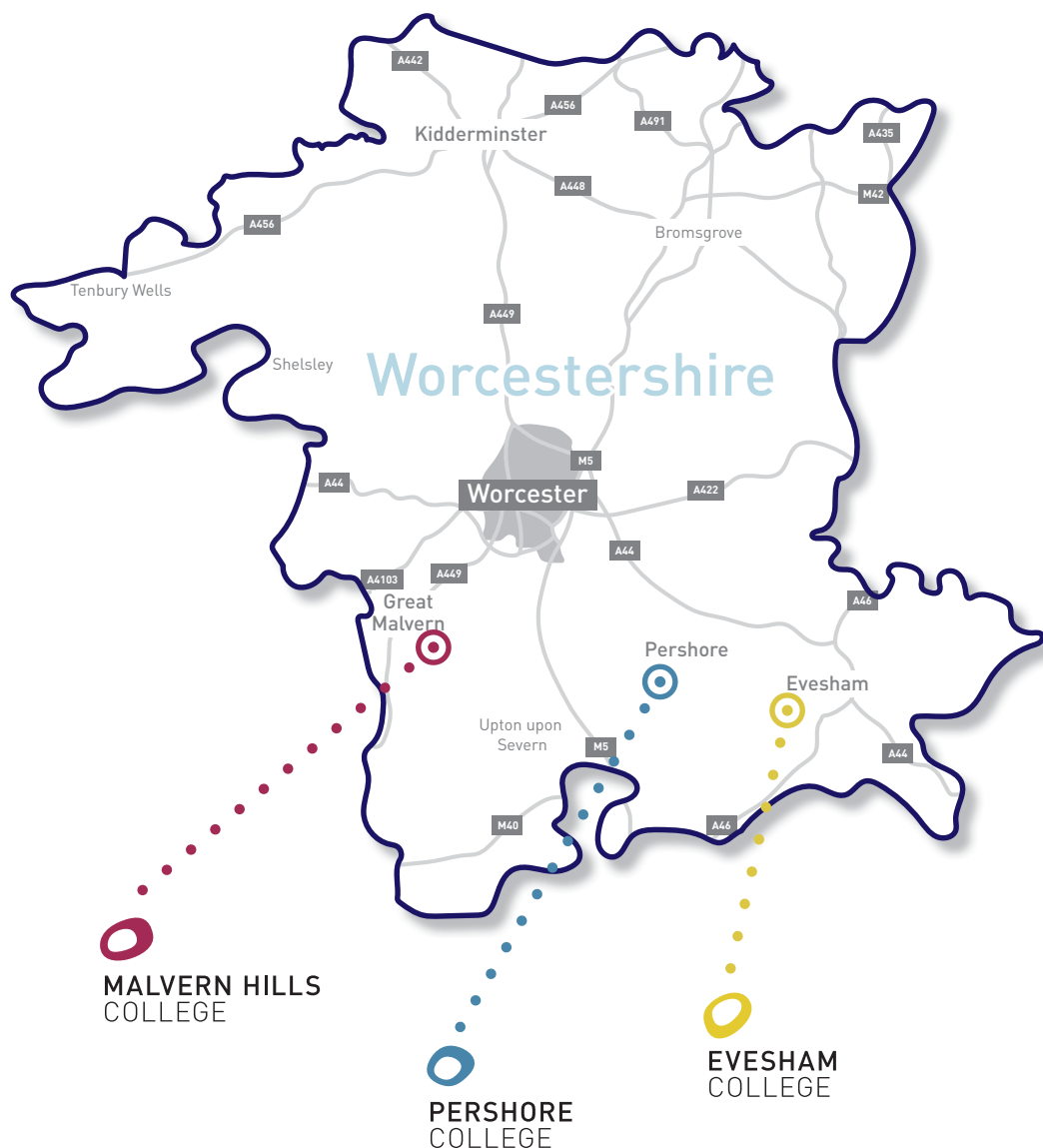
Compliance team: **0300 123 4666**

Email: **enquiries@ofsted.gov.uk**

Address: **OFSTED, Piccadilly Gate, Store Street, Manchester, M1 2DW**



WHAT'S ON IN YOUR AREA





CAMPUSES

- Evesham College
- Pershore College
- Malvern Hills College



ACCOMMODATION

- Pershore College



TRAVEL LINKS

- Birmingham International Airport is approximately 40 minutes away
- Worcestershire also has excellent road links to the major motorways (M5, M6, M40, M42, M50) and London is just 2½ hours away
- Worcestershire has many major train stations throughout the county with a regular main line train service to and from London, Birmingham, the north and the south west of England
- There are many bus and coach operators that travel to Worcestershire



POINTS OF INTEREST & THINGS TO DO

- West Midlands Safari Park
- Broadway Tower
- Worcester City and Cathedral
- Severn Valley Railway
- Croome Court – National trust property and gardens designed by Capability Brown located 6 miles from the college
- Regal Cinema – Art deco cinema showing main stream and arthouse films in Evesham
- Aztec Lower Moor – Water sport centre offering sailing and paddle sports between Pershore and Evesham
- Explore the royal tombs, medieval cloisters and beautiful grounds of **Worcester Cathedral**, or visit one of their exhibitions or concerts
- Walk, cycle or horse ride the **iconic landscape of the Malvern Hills**. Prepared to be wowed, but make sure you make a stop at one the cafés and attractions along the route
- Take a day out, or spend an evening, at one of two renowned racecourses. Visit the home of jump racing at **Cheltenham Racecourse**, or the stunning riverside location of **Worcester Racecourse**
- Worcestershire offers an array of sporting venues and fixtures, including cricket, rugby and football and is the home of the **Worcester Warriors**
- The annual metropolitan **Worcester Music Festival** supports emerging artists, whilst raising money for charity. It takes place in more than 20 venues across the city centre, and is host to 250 bands over three days

LOCAL FOOD SHOPS



Tesco Express – 1.1 miles

15-17 High Street,
Persore, WR10 1AA

Asda – 1.2 miles

Off King George's Way,
Cherry Orchard,
Persore, WR10 1QU

Costcutter – 1.9 miles

2 Hurst Road,
Persore, WR10 1NX

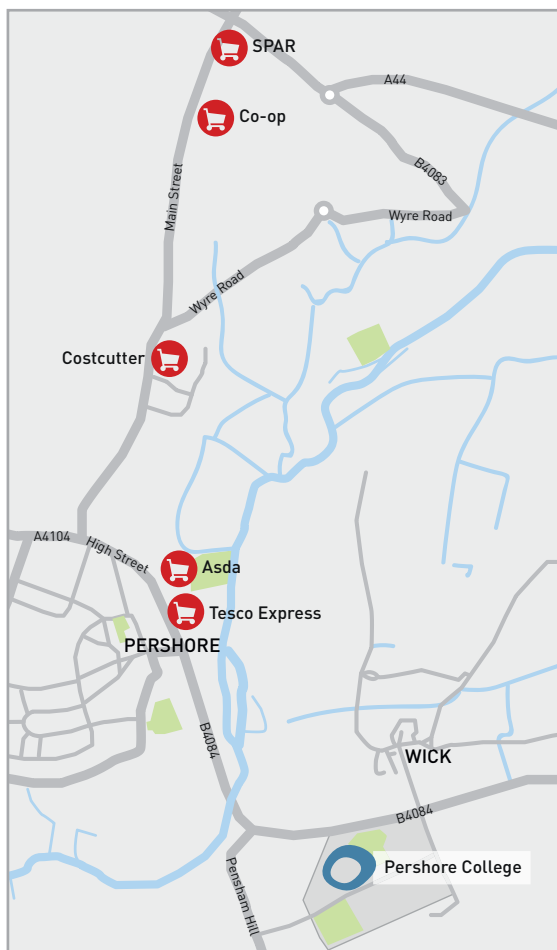
Co-op – 2.6 miles

Racecourse Road,
Persore, WR10 2EY

SPAR – 2.7 miles

Station Road,
Persore, WR10 2DJ

**Other shops are available in
the local area and city centre.**



SUPPORT FOR STUDENTS

Did you know there are people you can talk to in confidence in college?

Please text or call and don't forget to leave your name and a contact number.

Emma Jan
College Counsellor

Tel: 0330 135 7227
Mob: 07717 817130

Tracey Palmer
Health Awareness
Co-ordinator

Tel: 0330 135 6630
01788 863173
Mob: 07955 472046

Katherine Skudra
Student Liaison and
Welfare Manager

Tel: 0330 135 6174
Mob: 07793 118341

Judith Abbott
Specialist Support Tutor
– Mental Health

Tel: 0330 135 6609
Mob: 07928 974568

Wendy Rogers
College Nurse
for residences

Tel: 0330 135 6463
01926 318030
0330 135 6176
Mob: 07724 491686

If you don't feel safe for any reason talk to your PLA / tutor or contact Student Services on 0300 456 0048.

If outside college hours and you feel immediate danger call 999.

WCG RESIDENTIAL DISCIPLINARY PROCEDURE

Stage	Disciplinary Issues (Not exhaustive)	Outcome	Carried out by
Stage 1: Informal	• Not using designated smoking areas, swearing • Not fobbing into buildings • Not signing out • Late for curfew • Leaving after curfew • Under age drinking • Creating disturbance with loud music • Keeping pets in accommodation • Parking / driving offence	• Verbal warning • Parental Involvement if under 18 • Residential comment on promonitor • TNF for block apprentices • Possible monetary charges	• Any residential staff member
Stage 2: Informal	• A repeat of any issue from stage 1 • Abusive language towards others • Failing to follow residential rules • Mild damage to property • Under age drinking and intoxicated • Tampering with fire equipment • Not signing guests into accommodation	• Written warning • Possible 24hr suspension from accommodation • Meeting with Senior Warden and parents if under 18 • Residential Behaviour plan issued • Residential comment on promonitor • TNF for apprentices on block • Possible monetary charges	• Any residential staff member • Senior Residential Support Officer • Manager of Residential Services

Students have the right to appeal at any stage throughout this process by Vice Principal of Student Services, Helen Kinghorn.

Stage	Disciplinary Issues (Not exhaustive)	Outcome	Carried out by
Stage 3: Formal	• A repeat of any issue from stage 1 or 2 • Fighting / physical abuse • Major vandalism • Damage to property • Bullying / harassment of others	• Final written warning • Possible suspension of up to 10 days from accommodation • Meeting with Residential Manager and parents if under 18 • Behaviour action plan • Residential comment on promonitor • TNF for block apprentices • Possible monetary charges	• Director of Student Services
Stage 4: Formal	• All issues from stages 1 - 3 dependant of severity • Severe bullying / harassment of others • Sexual harassment of another • Constant repeat of unwanted behaviour • Major damage to property • Physical abuse • Use of drugs	• Possible permanent exclusion from accommodation / course • Possible suspension from accommodation and college of up to 10 days • Meeting with VP and Director of Student Services and parents if under 18 • Full Investigation by investigating officer • TNF for block apprentices • Possible monetary charges	• Director of Student Services / VP Helen Kinghorn • Residential Manager • Police may be called in if needed • Customer Services involvement

SANCTIONS THAT COULD BE IMPOSED FOR LOW LEVEL DISCIPLINARY ISSUES:

- Early curfews
- Bar bans
- Event bans
- Cleaning of damage
- Vehicle ban
- Litter picking
- Grounds keeping with staff
- Pot washing in the refectory
- Low risk maintenance work
- Window cleaning
- Warden duties with staff wardens
- Tidying the common room
- Glass collecting in the bar where applicable

contacting the Director of Student Services, Nicola Perrett and / or

CUSTOMER SERVICES

we welcome your feedback

Compliments Comments Complaints

Email

customerservices@wcg.ac.uk

Call

01926 318059

Visit

wcg.ac.uk/customerservices

If you would prefer to provide written feedback, forms are available from the reception desk.

Customer Services Team, Warwickshire College Group,
Warwick New Road, Leamington Spa, CV32 5JE

Anything that is sent to the Executive Office will be dealt with by the Customer Services Team.



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