



**PERSHORE
COLLEGE**

Care | Growth | Excellence

Residential Guide

Pershore College

2023/24



Emergency Residential Support Officer
Number: 07879 497863

Powered by
 **WCG**

Please take a moment to read through this guide.

wcg.ac.uk

Meet the SAFEGUARDING TEAM



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DESIGNATED SAFEGUARDING LEAD ON SLT

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



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Residential Services Manager
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RESIDENTIAL SUPPORT TEAM: 07879 497863
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Matt Handy
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SUPPORT TEAM



Wendy Kane
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Mia Tayler
Housekeeping Supervisor
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HOW TO CONTACT US



Email: accommodationpershore@wcg.ac.uk

Senior Residential Support Officer

0330 135 7176 | pbearcroft@wcg.ac.uk

Residential Services Manager

0330 135 7151 | jharker@wcg.ac.uk

Sports and Social Co-ordinator

lrollett@wcg.ac.uk

College Nurse - Wendy Kane

0330 135 6463 / 07724 491686 | wkane@wcg.ac.uk

College Counsellor

0330 135 7227 / 07717 817130

EMERGENCIES (OUT OF HOURS)



Residential Support Officer

07879 497863 | reswardper@wcg.ac.uk

Fire / Police / Medical Emergency

999

NHS Non-emergency

111

Safeguarding

Katherine Skudra – 0330 135 6174 / 07793 118341

Welcome to Pershore 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 2023 / 2024

2023 AUTUMN TERM

Tuesday 5 September 2023	Term Commences (FT FE)
Monday 18 September 2023	Term Commences (1st Year HE)
Monday 30 October – Friday 3 November 2023	Half-term All under 18's to return home.
Friday 22 December 2023	Term Ends (FE & HE)
Christmas Holidays	All under 18's to return home. Over 18s please complete the fire list at Reception to let us know if you intend to stay onsite at any point.

2024 SPRING TERM

Tuesday 9 January 2024	Term Commences (FE)
Monday 15 January 2024	Term Commences (HE)
Monday 12 – Friday 16 February 2024	Half-term All under 18's to return home.
Friday 22 March 2024	Term Ends (FE & HE)
Easter Holidays	All under 18's to return home. Over 18s please complete the fire list at Reception to let us know if you intend to stay onsite at any point.

2024 SUMMER TERM

Monday 8 April 2024	Term Commences (FE & HE)
Monday 6 May 2024	Bank Holiday – all colleges closed
Monday 27 – Friday 31 May 2024	Half-term All under 18's to return home.
Friday 14 June 2024	Term Ends – HE Students to check out by 10am
Friday 28 June 2024	Term Ends – FE Students to check out by 10am

RESIDENTIAL SERVICES



The Residential Services Manager is located in AV228 which is located on the top floor of Avonbank, please ask for directions at Reception.

Alternatively you can email the Accommodation Office on:
jharker@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. Residential Support Officers are on duty and contactable on **07879 497 863** or **07977 144 037** from 5pm – 8am weekdays and from 5pm Fridays until 8am Monday for weekend cover.

COLLEGE NURSE

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 Bredon hostel - ask Reception for directions if required.

COLLEGE COUNSELLOR

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** complete your room inventory by filling out the google form that is linked with the QR code that is in your residential pack.
- 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 Residential Services Manager.
- Each student is individually responsible for their room. Your room should be kept tidy. Housekeeping staff are not responsible for cleaning your individual bedroom.
- 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** sublet your room, this will lead to disciplinary action being 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 your stay, please report them to Reception by emailing receptionper@wcg.ac.uk. The duty residential support officer can also be reached after 5pm, however, if the problem is non-emergency then this will be directed to the maintenance department the next working day.
- 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 / psychoactive substances 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. Alcohol is not permitted in outside areas or communal areas such as the common room / laundry facilities.
 - » **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, untested electrical equipment, unsafe or unsuitable equipment. These items are not permitted within halls of residence.
 - » **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.

Any breaches of these rules can lead to disciplinary action, suspension and possibly the loss of your place in college halls of residence.

IMPORTANT INFORMATION



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 if.

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 if you are unsure.

TV / STREAMING TO DEVICES

- The law requires that you have a TV licence to watch or record TV on any channel, watch TV live on any streaming service or to watch BBC iPlayer. This applies to all devices, check out tvlicencing.co.uk where there is a section for students for further information.

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 may 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 emptied in advance.

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.

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 your hall of residence, 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, your fob will give you access to this. 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.
Until further notice the refectory is open Monday to Friday:
Breakfast: 8.30am - 10am | Lunch: 12noon – 1.30pm
- If you are on a catered package, this package is Half Board only at a £12 spend per day - this should cover two meals a day, depending on what is purchased.

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. Deliveries cannot be accepted out of reception hours and are not permitted to be delivered directly 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 which are identified on the site map at the end of this guide, please only smoke in these. Vaping is allowed around the campus as long as you are not inside or in close proximity to 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 holds internal and external events around the site. If you have queries or worries about unknown people being near the accommodation block, please contact the on duty Residential Support Officer on **07879 497863**.
- Do not let anyone who is not a resident or is not known to you into your accommodation. If you are approached please contact Reception before 5pm on **0330 135 7250** or after 5pm the duty Residential Support Officer on **07879 497 863 or 07977 144 037**.

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 Residential Support Officer on **07879 497863**.
- If you are worried about yours or someone else's safety please contact the Residential Support Officer as soon as you possibly can. If you wish to discuss a safeguarding concern with a member of the Designated Safeguarding Team they can be identified from posters within your accommodation block main entrance areas and their contact details can also be found 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 / VISITORS

- **ALL** visitors must be signed in and have a lanyard. To do this, you must contact the on duty Residential Support Officer and have information of your guest ready to give to them.
- No under 18 guests are allowed on site to stay overnight or to go into over 18 accommodation.
- No guests are allowed to visit accommodation between college hours of 9am - 4pm.
- Under 18's can not visit over 18 accommodation. Any student who turns 18 during the academic year and choose to stay living in under 18 accommodation must abide by the under 18 rules.
- Over 18 students are allowed one guest over the age of 18 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 Support Officer on duty out of reception hours (5pm – 9pm). This must be done 72 hours in advance to ensure our fire lists are accurate and we know who is on site. Remember you are responsible for the actions of your guests whilst they are on college premises.
- If you see someone within accommodation who should not be there, or anything suspicious please contact the on duty Residential Support Officer **07879 497863**. We reserve the right to remove any visitors to the site.

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@wcg.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 on the ground floor of the Bredon hall of residence 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

FOR A MEDICAL EMERGENCY CALL 999 and CALL THE RESIDENTIAL SUPPORT OFFICER on 07879 497863

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 assist in making plans for you to book your transport. Please be aware - that we can not fund or provide transport.
- We are unable to provide certain types of care and if you are unwell, the Nurse / Residential Support Officer may recommend that you return home until fit to reside.

- | | |
|--|--|
| <ul style="list-style-type: none"> • Store your medication out or 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

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 - these will be pointed out to you during your Induction and are also identified on the site map at the end of this guide**
 - » **If the Residential Officer is not in attendance, please call them on 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:

- Only students over the age of 18 are permitted to have and consume alcohol on site
- Alcohol can only be consumed by over 18 students in a student bedroom or kitchen within a flat allocated to over 18 accommodation
- Alcohol can NOT be consumed on landings, stairways of the accommodation, outside or in the residential common room / laundry facilities
- 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 to confiscate and dispose of any alcohol found in the possession of a student under the age of 18 or in their accommodation block. We will also remove alcohol from over 18 students should their behaviour be deemed inappropriate, even within the allowed designated areas.

For further information you can contact WCG Residential Staff, 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 / psychoactive substances 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 support officers** are always available to offer advice, guidance and to listen.
- **The college nurse** – You can get in contact by calling, texting or emailing.
- **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.wearewithyou.org.uk** – We are with you offer free confidential support with alcohol, drugs or mental health. They work with you on your own goals to make positive behavioural changes.

Health Assured Free 24-Hour Helpline: 0800 028 3766

The Health Assured support line is a separate service offered to Residential Students of WCG from Endsleigh. Health Assured provides a confidential service and the information you discuss with their helpline support workers is not routinely provided to the college unless your health, wellbeing or welfare is judged to be at imminent risk.

If you are experiencing feelings of distress, call our Residential Support Officer 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 **Residential Support Officer**. 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



CONDUCT AND PERFORMANCE

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

CHECK 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 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 10.30pm.
- 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 Residential Support Officer.

GOING HOME

- You will need to let the Residential Support Officer on duty know that you are going home for the weekend and then text them to let them know when you return to campus.

GOING OFF SITE

- If you are going off site, then you must text the Residential Support Officer's phone to let them know where you are going and approximately how long you will be. Make sure you text them again once you are back on site.

PARENTS COLLECTING YOU:

- If parents are collecting you, please ask them to report to the Residential Support Officer when arriving on site, they can contact them by calling **07879 497863** to let them know and to ensure we don't call to check you are 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 - this includes half terms and bank holidays.**
- The signing in and out procedure must be adhered to as this was agreed to at Induction and in your Licence to Occupy, by yourself and parent / guardian. Failure to follow this procedure will result in disciplinary action.
- Please be aware if you have to return home due to illness / personal circumstances / disciplinary your parent / guardian must collect you from the college on request, please be mindful if you have other commitments e.g. on-site horse livery arrangements, or live a distance from the college





STUDENTS' UNION

- The Students' Union is responsible for social and sporting activities. If you would like to get involved and help, there is a lot you can do. Each year a Sabbatical President is elected and they will visit each campus on a regular basis. Contact Declan Maguire, Student Engagement Officer, for further information dmaguire@wcg.ac.uk.

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
Cooking Sessions	Ice Skating	Badminton
Indoor Golf	Laser Quest	Table tennis
Quiz Night		Pool completion
Water Park		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 Lucy Rollett.

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

Any damage caused by you or your guest will be repaired, replaced or cleaned and the cost of this will be invoiced to the individual(s) responsible. Examples are below:

- 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

-
- Labour rates (repairs, painting and decorating etc.) are approximately £45 per hour.
 - To meet fire regulations, damaged doors have to be replaced, not repaired and cost approximately £800 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.

THERE IS A CHARGE TO REPLACE A LOST:

- Key – £10
- Fob – £10

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 the 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.
- If you have any maintenance problems during your stay, please report them to Reception receptionper@wcg.ac.uk. The duty residential support officer can also be reached after 5pm, however, if the problem is non-emergency then this will be directed to the maintenance department the next working day.

TELEPHONES

- We aim to provide a telephone close to halls of residence. An **Emergency Free Phone** which can phone the Residential Support Officer or 999 is available located on the side entrance of Avonbank.

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 **accommodationpersshore@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, 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 enquiries: **0300 123 1231**

Compliance team: **0300 123 4666**

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

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



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

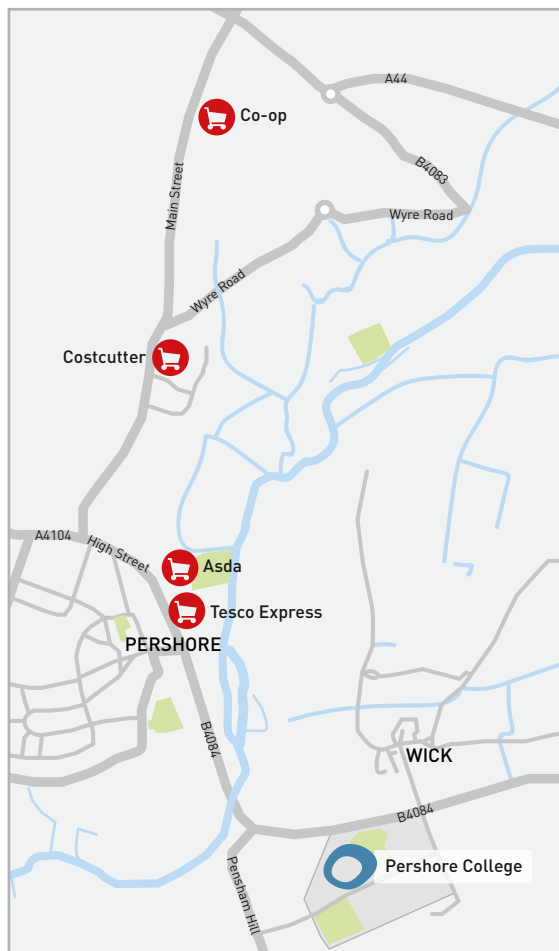
Co-op – 2.6 miles

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 that 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

T: 0330 135 7227

M: 07717 817130

Katherine Skudra

Head of Student Welfare

T: 0330 135 6174

M: 07793 118341

Millie Knight

Specialist Support Tutor
- Mental Health

T: 01788 863123

M: 07858 300188

Wendy Kane

College Nurse for Residences

T: 0330 135 6463

M: 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.

STAGES OF POOR BEHAVIOUR IN RESIDENCIES

STAGE 1

Behaviour Issues (Not exhaustive)

- Not using designated smoking areas
- Swearing
- Not fobbing into buildings
- Not signing out (under 18)
- Late for curfew
- Leaving after curfew
- Under age drinking but not intoxicated
- Being in possession of alcohol (under 18)
- Consuming alcohol within college grounds but outside of accommodation and licensed area
- Creating disturbance with loud music / noise
- Keeping pets in accommodation
- Parking / driving offence
- Not signing guests into accommodation

Process (can include any of the following)

- Record on diary
- Verbal warning
- Phone call and email to parents if under 18
- Residential comment on Pro Monitor
- Pro Monitor for block apprentices / WBL to inform Employer directly.
- Meeting with the student to allow them the opportunity to respond

Once three verbal warnings for separate incidents have been issued the behaviour will be escalated to Stage 2 and a written warning issued by the Senior Residential Support Officer.

Carried out by

- Any member of the Residential Team

STAGE 2

Behaviour Issues (Not exhaustive)

- A repeat of any behaviour listed in Stage 1
- Abusive language towards others
- Failing to follow residential rules
- Mild damage to property
- Under age drinking and intoxication

Process (can include any of the following)

- Record on diary
- Possible 24 hour suspension from accommodation
- Meeting with Senior Residential Support Officer alongside parents if under 18
- Written warning issued by Senior Residential Support Officer
- Meeting with the student to allow them the opportunity to respond
- Phone call and email to parents (under 18)
- Residential comment on Pro Monitor
- Pro Monitor for block apprentices / WBL to inform employer directly.
- Possible monetary charges to the student
- Behaviour Plan dependant on severity

Once three written warnings for separate incidents have been issued the behaviour will be escalated to Stage 3 and a final written warning will be issued by the Residential Services Manager with a Residential Behaviour Support Plan agreed if not already in place.

Carried out by

- Any residential staff member
- Senior Residential Support Officer to initiate written warnings
- Manager of Residential Services to be notified

STAGE 3

Behaviour Issues (Not exhaustive)

- A repeat of any behaviour listed in Stages 1 or 2
- Fighting / physical abuse
- Major vandalism
- Damage to property
- Bullying / harassment of others
- Indecent exposure
- Possession of drug paraphernalia
- Tampering with fire equipment

Process (can include any of the following)

- Record on diary
- Possible suspension of up to 10 days from accommodation
- Letter home to parents if under 18
- Over 18 letter / email to student to explain process on day of suspension
- Meeting with parents and student if under 18
- Final written warning
- Residential comment on promonitor
- Possible monetary charges to the student
- Full Investigation by investigating officer
- Ban of vehicle on college premises
- Police can potentially be involved depending on the situation / severity.
- Behaviour Plan dependant on severity

Carried out by

- Coordination with the Senior Residential Support Officer
- Residential Manager
- Director of Student Services to be notified and investigation to be completed
- Head of Quality FE to be notified if suspension carried out
- Head of Work Based Learning to be notified immediately if an apprentice
- Customer Services involvement

STAGE 4

Behaviour Issues (Not exhaustive)

- All of the previous behaviours dependant of severity / current disciplinary stage
- Severe bullying / harassment of others
- Sexual harassment of another
- Constant repeat of unwanted behaviour
- Major damage to property
- Physical abuse
- Use of drugs / possession of drugs
- Knowingly / with intent supplying alcohol to under 18 students

Process (can include any of the following)

- Record on diary
- Possible suspension from accommodation and college of up to 10 days
- Meeting with student and parents
- Full Investigation by Investigating Officer
- Possible permanent exclusion from accommodation / course
- Possible monetary charges to the student
- Letter sent to student / student parent
- Police can potentially be involved depending on the situation / severity

Carried out by

- Director of Student Services / Group Deputy Principal to be notified immediately
- Residential Manager to be notified
- Coordination with the Senior Residential Support Officer
- Police may be called in if needed
- Head of Quality FE to be notified if suspension carried out
- Head of Work Based Learning to be notified immediately if an apprentice

Students have the right to appeal at any stage throughout this process by contacting the Director of Student Services, Nicola Perrett and / or Vice Principal of Student Services, Helen Kinghorn.

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CUSTOMER SERVICES

We want your feedback

Our online feedback form is the ideal way to provide your **compliments, comments and complaints.**

Find the form online at:

wcg.ac.uk/customerservices

or scan this QR code:



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

Customer Services Team

customerservices@wcg.ac.uk

WCG, Warwick New Road, Leamington Spa, CV32 5JE

Anything sent to the Executive Office will be dealt with by the Customer Service Team.

health assured

Feeling homesick?

Spending a long time away from family & friends can be difficult. We're here to support international students 24/7, 365 days a year.



Our friendly team can help, and we also have a translation service available. Simply get in touch today:

0800 028 3766

Download My Healthy Advantage today



Unique code:



SITE MAP

Pershore College
Avonbank, Pershore,
Worcestershire, WR10 3JP

