

# CALLYWITH COLLEGE STUDENT HANDBOOK

2023/24





Within this handbook you will find a small number of rules and regulations. Any community such as this College can only function smoothly if its members observe such basic rules.

Remember that what you gain from your studies in the College will depend largely on your own efforts. The staff and facilities at the College are here for you to make the most of, and staff will support you every step of the way. We hope that you will really enjoy your time at the College as well as gain the education, training and qualifications that you seek so that you can progress onto your intended next step.

Finally, we will work as hard as we can to ensure that things do not go wrong, but if something does, tell us about it and we will do everything we can to address the problem quickly.

## **WELCOME**

We are delighted that you have chosen to study at Callywith College and hope that your time with us will be both enjoyable and rewarding. You will have every opportunity that excellent teaching, high quality resources and expert advice can offer, within a friendly community.

This handbook is intended to help you settle into your courses and find your way around the various areas and facilities of the College. You should keep it with you for reference and to help you keep track of your college work and targets. Callywith College exists for the benefit of its students and we hope you will become quickly aware of, and make full use of, the many opportunities it offers.

**Dr Jon Grey**  
**Callywith College Principal**

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## TERM DATES

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### Autumn Term 2023

#### First year students only:

Thursday 7 September - Tuesday 19 December

#### Second Year A Level & Extended Diploma students:

Monday 11 September - Tuesday 19 December

(Half Term: Monday 23 October - Friday 27 October)

### Spring Term 2024

Wednesday 3 January - Thursday 28 March

(Half Term: Monday 12 February - Friday 16 February)

### Summer Term 2024

Monday 15 April - Friday 5 July

(Half Term: Monday 27 May - Friday 31 May)

## LECTURE TIMES

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Classes at the College start promptly at 9.10am and end by 4.20pm. You will be given your timetable at the start of the course. The timetable will show your classes and lunch breaks. Timings will vary between courses.

## **EQUALITY OF OPPORTUNITY**

Callywith College is committed to meeting its duties contained in The Equality Act 2010. We aim to create a culture of inclusiveness and to challenge discrimination, taking positive action in order to remove barriers to the educational and personal progression of individual learners. To achieve this aim the College will not tolerate unfair or unlawful discrimination.

The College's Equality, Diversity and Inclusion Policy demonstrates that the College will seek to remove any existing barriers to all staff, students, governors and visitors, irrespective of age, disability, gender reassignment, marriage or civil partnerships, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

Callywith College endeavours to promote an inclusive working and learning environment, which supports the individuals within its community irrespective of their background. The College aims to promote equality of opportunity by providing full and equal access to all students who can benefit from its provision, and by encouraging and enabling all members of the College to build and contribute to a society that values cultural and social diversity. A focus on learner voice and involvement in instigating change reflects this commitment.

The College achieved the Investors for Diversity in Schools Award in March 2023. This demonstrates the College's commitment to an all-encompassing approach to equality, diversity and inclusion.

## **STUDENTS WITH LEARNING DIFFICULTIES & DISABILITIES**

The College welcomes applications from students with learning difficulties and disabilities. Students can access a wide range of externally accredited courses whilst at Callywith. Learning support for identified needs and specialist equipment are provided as required via the SEND Team.

## **ENROLMENT**

All students enrol at the start of their course. If the information you give at enrolment changes (e.g. address, telephone number etc.), you must tell your personal development tutor so that we can update our records as soon as possible.

## **COURSE CHANGES**

Should you, for any reason, wish to change your course, you can do so from Monday 11th September. You must first discuss this with your personal development tutor. Your Programme Team Leader will need to agree to the change and ensure it is recorded correctly. You must not make any change to your timetable or course until you have agreed this first.

## **PERSONAL DEVELOPMENT TUTOR**

All full-time students are placed in a Tutor Group. You will see your personal development tutor at least once a week and have contact with them at other times, both in and outside class.

### **ATTENDANCE**

100% attendance is expected of all students. It is the responsibility of students to swipe into lessons using a college ID card. For students who forget their student ID cards a temporary, one day card can be collected from Programme Team Administrators. If you need to be absent from college for any reason, you must seek the agreement of your personal development tutor before the event and complete an Advanced Notice of Absence form, which can be found on the intranet. If you are unavoidably absent for any reason or need to sign out of college, e.g. illness, your parent/carer must let the college know before 9am on each day of absence by telephoning 01208 224490 or emailing [attendance@callywith.ac.uk](mailto:attendance@callywith.ac.uk), giving your student ID number, reason for absence and the likely period of absence.

For each unauthorised absence you and your parent/guardian will be sent a text message alert. If you are unwell during the college day and need to go home you MUST notify your curriculum secretary, lecturer or reception.

Your attendance and punctuality are recorded by the College and will feature as

part of your overall Personal Portfolio. We expect you to attend all aspects of your courses fully and punctually, since there is a clear link between full attendance and successful performance. Attendance must also be above 90% each term to continue to receive bursaries towards bus passes and equipment etc. for eligible students. Parents/carers can monitor attendance via the Parent Advantage system.

### **RECORDING YOUR PROGRESS**

During your time at the College, your progress and achievements will be recorded and monitored by your personal development tutor. Your personal development tutor will help you regularly review your performance and help you develop action plans in response. These progress reviews will be formally recorded. In addition, your personal development tutor will support you in writing a Personal Statement, which will recognise and give credit for a whole range of academic and other achievements.

### **PROGRESS REPORTS**

Reports are prepared for all full-time students at the end of the Autumn and Spring Terms following individual personal development tutorial reviews. Although a copy is sent to parents and carers, we recognise that you will be the main user of the information, guidance and advice included in the report, so the report will be designed to help you develop and improve.

## **PROGRESS EVENING**

All full-time courses hold Progress Evenings each term for parents/carers. In year one these are at the end of the autumn and spring terms. A progress evening will be held in the summer term for those needing to discuss progression to year two. Apart from these meetings, if your parent/carer wishes to discuss any matter, the first point of contact is usually the personal development tutor and after that the Programme Team Leader responsible for your curriculum area.

## **ENRICHMENT OPPORTUNITIES**

Students are encouraged to take part in the College's enrichment activities and to take advantage of a range of sporting and recreational opportunities. Some options within this programme will lead to additional qualifications. These additional aspects of your programme will play an important part in your personal development and will form part of your CV and applications for university, Apprenticeships or employment after college. Arrangements for choosing activities are made during the first few weeks of the Autumn Term, with new activities beginning throughout the year.

## **EXAMS & ASSESSMENT**

The College policy is that students take responsibility for their own examination entries or registration. Entry forms will be distributed during lectures and subject lecturers will give guidance during this time, but it is your responsibility to make

sure that your forms are handed in and your entries/registrations are correct. All students under the age of 19 at the start of their course have their first attempt at a subject exam free of charge, but repeat entries must be paid for at the time of entry. Further information is available from the Exams Office, the examination notice boards and on Moodle.

## **WORK EXPERIENCE**

Vocational courses usually have regular short or block work placements as part of their vocational preparation. All other students will undertake work experience during the summer term of their first year at College. Work experience is also a sign of involvement and evidence of commitment. For many academic and vocational routes out of Callywith College, it strengthens your CV and puts you one step ahead.

Personal development tutors should be informed of all work experience placements. Work experience will follow appropriate safety guidelines and students will receive support from lecturers and staff.

## **DUKE OF EDINBURGH'S AWARD**

By participating in the Duke of Edinburgh's award, you will complete a personal programme of activities; volunteering, physical skills, expedition and for Gold, residential. There are three levels: Bronze, Silver and Gold.

You'll find yourself helping people in the community, getting fitter, developing skills, going on an expedition and taking part in a residential activity (Gold only). The best bit is - you get to choose what you do!

To sign up please email [huwwilliams@callywith.ac.uk](mailto:huwwilliams@callywith.ac.uk). It's everything you need to complete your C.V.

## **TEN TORS**

Ten Tors takes place every year on Dartmoor. All those who attempt Ten Tors will undoubtedly remember it for the rest of their lives and for many it will be a life-changing experience. We will train you during the course of the year to allow you to take part in the Ten Tors 45 Mile challenge in May. Its tough, and it will push you mentally and physically – you will learn so much about yourself! To sign up email [huwwilliams@callywith.ac.uk](mailto:huwwilliams@callywith.ac.uk)

## **CALLYWITH ACTIVE**

Callywith College is committed to providing an environment where students can grow and develop by offering a wide range of free physical activities in addition to our Sport Academies through our Callywith Active student programme.

The menu of activities include gym sessions, basketball, badminton, table tennis and astro pitch activities. The gym sessions take place in our Fox Gym where our Callywith Active Lead, who is Master Practitioner in Personal Training, will be available to offer students guidance and advice on planning gym sessions and how to exercise in the most appropriate way for them to achieve their goals.

The menu of opportunities is fully inclusive and has been established for all students to access regardless of their ability, previous experiences and goals. The programme is provided to support positive mental health and wellbeing, and to help create healthy active lifestyles.

Speak to Callywith Active Lead Julian Wills in Fox Gym or email: [callywithactive@callywith.ac.uk](mailto:callywithactive@callywith.ac.uk).



## **PRIVATE STUDY**

All students should spend some of their time in private study. Your workload will require you to continue your studies for at least 15 hours per week in addition to lecture time. The College Learning Centres are good places to study; Learning Centre staff manage the Learning Centre spaces to ensure that a good working atmosphere is maintained, so that students in these areas can get on with their work without being disturbed.

It is important that work is handed in at the time specified so you will need to establish the habit of using your private study time effectively. If you have difficulties planning, organising or knowing what to do, ask your personal development tutor, subject lecturers or the staff in the Learning Centres for help. To a large extent, your academic success will depend upon the early development and establishment of good study habits.

# **BOGGED DOWN?**

**Bogged down with  
work and finding it  
difficult to prioritise?**

**The Learning Services Team**  
in the Learning Centres are on hand  
to give advice and support.

**LearningServices**

# COLLEGE SERVICES

## LEARNING CENTRES & RESOURCES

On the Callywith campus, there are two staffed Learning Resource Centres (LRCs) located in the Temple and Garrow buildings. Both of the Learning Centres are open Monday to Friday from 8.30am throughout the college day.

The LRCs are open to all students and have a friendly open environment to enable students to study at a pace and style of their choosing. Each LRC is equipped with computers and a printer.

Garrow Library is where you will find course textbooks as well as supplementary texts and journals to enrich your learning. Garrow Library is a silent study area, we ask that voices are always kept to a minimum to allow those around you to study in peace.

Temple LRC is a quiet study area where we welcome collaborative work, to facilitate this we have a comprehensive reference section in Temple LRC, we ask that the books are not removed from this room to enable other students to benefit from the resources.

Coursebooks are loaned out to you on a biyearly basis and are solely your responsibility. It is important that all textbooks are assigned to your library

account and that they are renewed or returned when prompted.

The Library Hub is a dedicated SharePoint site where you will find a range of different journals, databases and other useful resources to help facilitate your independent learning. Many of the online resources can be accessed from home.

We are here to ensure your transition from GCSE into post-16 education is as smooth as possible, and that you feel supported and confident in your studies. We can offer support with a variety of academic study skills such as essay writing, organisation and time management.

Alongside offering a drop-in service, we also provide one-to-one or small group support sessions through Personal Development Tutor referrals.

Remember, the Learning Services team is here to help you, so please do ask if you need any assistance.

## **GCSES**

Students yet to achieve GCSE English and/or Maths at grade 4 or above must be working towards this as part of their college programme. This is a compulsory element for all students and will be added to timetables automatically. There are no exceptions to this rule. Students will be enrolled on the appropriate level and type of qualification based on their qualifications on entry, an initial assessment, a diagnostic assessment and their college programme of study. Where the GCSE qualification on entry is a grade 3, the student will have to study GCSE in accordance with national policy and funding rules.

Attendance at GCSE classes is compulsory and failure to attend will result in the student being withdrawn from college.

## **STUDENTS WITH GRADE 4 WHO WANT TO IMPROVE**

Students with **Grade 4 or above** in GCSE Maths or English who want to achieve a higher grade will be able to attend a GCSE Higher Maths or English re-sit course. Students should see their Programme Team Leader (PTL) to see if this is possible.

## **REFRESHMENTS**

We have two refectories in Temple and Garrow and a snack bar outside the 3G Astro pitch, offering a wide range of food and drink, and a variety of vending options in Garrow and Kilmar. Details of opening times and menus can be seen on the information screens around college and on the intranet.

No fast food purchased off site can be consumed in the refectories.

## **REPROGRAPHICS**

There are black and white combined printers and scanners in every building and self-service colour printing in Temple and Garrow Learning Centres. All college printers and photocopiers operate under a standardised set of prices through the Papercut system (you will need a student ID card to use them). Students with a computer log-in are given an allowance at the start of their course, and further print credits can be purchased.

# STUDENT SERVICES

The Student Services area is situated on the ground floor in Temple building T010. The team can also be contacted by emailing [studentservices@callywith.ac.uk](mailto:studentservices@callywith.ac.uk) or calling 01208 224460.

Our team are here to help you with any issues you may be experiencing outside of the classroom. We have an open-door policy so you can come to us and talk confidentially about anything that is troubling you and access a variety of information, advice, guidance and personal support. We have a dedicated team of staff who are trained in welfare support and we have links with a wide range of support services and agencies who can provide additional support for your emotional and physical wellbeing. Here at Callywith we recognise that being young is hard at times and we are trying to recognise that by providing a variety of support. We can help you with anything non-academic, but to give you an idea, some of the common things we help students with include:

- Personal issues (e.g. relationships, emotional worries, issues at home, bereavement, online/social media problems)
- Safeguarding (i.e. yours or someone else's emotional or physical safety)
- Mental health & counselling
- Drugs & alcohol
- Sexual health & contraception
- Housing, homelessness & benefits
- Money problems
- Careers advice
- Gender, sexuality & identity support

Depending on your situation, we will either provide you with the help you need internally through one of our services or we will help you seek more appropriate or specialist support with an outside agency. Sometimes you may just need a safe space to go during the busy day and that's fine too. If you need to speak to someone regularly about any personal issues you are dealing with, we offer a one-to-one 'check-in' service where you'll get consistent, non-judgemental and confidential support whenever you need it from our dedicated team who are experienced in providing a range of personal support to young people. Our team can also advise you on any online or social media issues you may be experiencing.

## **MENTAL HEALTH**

Sometimes students may experience emotional, personal or mental health issues that need to be shared with a qualified counsellor or mental health professional. We have our own in-house counselling service called Time2Talk which is both free and confidential and can be accessed at any point during your studies. It provides emotional one-to-one support in the form of person-centred counselling and CBT. It also provides an informal listening service which takes place in our quiet contemplation room. It can help with things like anxiety, depression, bereavement, identity and lots more. We also work closely with external mental health agencies in order to ensure you receive the right support, with appointments if required available on the College campus.

## **THERAPY DOG**

Our therapy dog, Macy, is fully trained and forms part of our holistic approach to supporting you. Her presence helps bring a sense of calm and joy to everyone. She is supportive in helping people manage anxiety and stress as well as develop their empathy and emotional resilience. Macy is also part of the Read2Dogs scheme which helps to improve the literacy skills of young people by helping them feel less stressed and self-conscious when reading to others in a group. She can help you if you are feeling stressed, anxious, overwhelmed or sad and you can pop in to see her any time in Student Services; she is here every week.

## **MINDFULNESS TRAIL**

Our new Mindfulness Trail is designed to create a safe journey through nature to help students and staff become more active and improve their mental health.

The trail, which winds around the College's 3G Astro pitch and will eventually lead to our nature reserve, allows students and staff to take a walk through nature and immerse themselves in the natural elements and beautiful surroundings we have here at the College, providing a getaway from the main campus.

The Mindfulness Trail also features a variety of outdoor fitness equipment funded by Sport England's 'Queen's Platinum Jubilee Activity Fund' to help develop physical activity opportunities at the College, situated in-between specifically designed trees, flora and fauna.

Appointments to use the Mindfulness Trail for walking, relaxing or exercise can be booked via our Student Services team by emailing [studentservices@callywith.ac.uk](mailto:studentservices@callywith.ac.uk) or calling 01208 224460.

## **FINANCE & HOUSING**

We can provide support and advice if you are experiencing financial hardship as well as information on student finance and funding for Higher Education. We can also help if you need to speak to someone about your housing situation, benefits or need help with budgeting.

## **CAREERS**

We know that making decisions about your future can be a bit daunting. That's why we are committed to helping and guiding you through those all-important choices about what to do next. All students can discuss their personal progression routes and receive support in making decisions appropriate to their needs with a fully trained and dedicated L6 Careers Advisor. They can help with things like LMI information, CV writing, researching and applying for jobs, apprenticeships and university, interview techniques, mock interviews and more. A range of careers' resources including guidance, templates and software are available to all students via the college's SharePoint and through our tutorial programme.

There are also a range of careers related trips and events over the year which you can access, including visits to universities, apprenticeship shows and the UCAS fair, as well as more subject specific visits, guest speakers and other activities. To find out more, please visit our 'Careers Hub' at [www.callywith.ac.uk/careers](http://www.callywith.ac.uk/careers) or email [careers@callywith.ac.uk](mailto:careers@callywith.ac.uk)

## **ADDITIONAL SERVICES**

We work with a variety of external agencies who can provide specialist support for those who need it. Some of these agencies include Kernow Young Carers, We Are With You (formerly YZUP), Intercom Trust, Young People Cornwall, Early Help, Next Steps South West and many more. They generally offer both informal drop in sessions and one-to-one appointments which can all be booked directly with us.

## **SAFEGUARDING**

The College is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. This means that we have a child protection and safeguarding policy and appropriate procedures in place. All staff, including visitors, volunteers and governors, must ensure that they are aware of these procedures.

Sometimes we may need to share information and work in partnership with other agencies, for example when there are concerns about a child's, young person's or vulnerable adult's welfare. We will always ensure that our concerns are discussed with parents/carers/next of kin first, unless we have reason to believe that such a move would be contrary to the child's, young person's or vulnerable adult's welfare.

**If students are concerned about their, or the safety of someone else, they can speak to the College's Designated Safeguarding Lead Jen Temple, Deputy Designated Safeguarding Lead Jamie Crowle or a member of the safeguarding team by emailing [safeguarding@callywith.ac.uk](mailto:safeguarding@callywith.ac.uk)**

The designated staff in the College for Child Protection and Safeguarding concerns are:

### **Safeguarding Team:**

#### **Jen Temple**

Designated Safeguarding and Prevent Lead

01208 224146 / [jennyb@callywith.ac.uk](mailto:jennyb@callywith.ac.uk)

#### **Jamie Crowle**

Deputy Designated Safeguarding Lead  
01208 224126 / [jamiecrowle@callywith.ac.uk](mailto:jamiecrowle@callywith.ac.uk)

#### **Nettie Long**

Safeguarding Officer  
01208224081 / [nettiel@callywith.ac.uk](mailto:nettiel@callywith.ac.uk)

#### **John Ratcliffe**

Special Educational Needs and Disabilities Coordinator (SENDCo)  
01208224127 / [johnratcliffe@callywith.ac.uk](mailto:johnratcliffe@callywith.ac.uk)

### **Safeguarding Team members**

#### **also include:**

Dr Jon Grey  
Allyn Jefferies  
Julie Penprase  
Colin Bacon  
Tracey White  
Kate Roberts  
Huw Williams  
Anitra Coleman



## **OPERATION ENCOMPASS**

We are proud members of Operation Encompass, a joint project between local schools, colleges and Devon and Cornwall Police. Operation Encompass is the reporting to schools and colleges, prior to the start of the next college day, when a child or young person has been exposed to, or involved in, any domestic incident.

Operation Encompass will ensure that a member of staff, known as a Key Adult, is trained to allow them to liaise with the police and to use the information that has been shared, in confidence, while ensuring that the college is able to make provisions for possible difficulties experienced by young people, or their families. Assistant Principal Jen Temple is our Operation Encompass Key Adult.

## **STUDENT VOICE**

The student tutor representative group exists to represent all full-time students in advising the College Management of educational and recreational matters that are of interest to students of the College. Tutor representatives are elected at the start of the first term. Any complaints regarding the tutorial representative process should be made to the Assistant Principal for Student Experience, Jen Temple.

## **STUDENT COUNCIL**

The formation of a Student Council and full student participation in the voting and election process as part of the Callywith community, will provide a 'real life' experience of the concepts and political language of democracy and representation. Elected members will attend regular meetings with the College leadership team to represent the views of the student body, manage a fund with responsibility of allocating discretionary student bursaries, organise student social and community events and have input into the topics/content of tutorial sessions with regards to current issues affecting young people.

## **STUDENT SERVICES TEAM**

### **Callywith College Student Services**

studentservices@callywith.ac.uk

01208 224460

### **Jamie Crowle**

Student Services Team Leader

Deputy Designated Safeguarding Lead

jamiecrowle@callywith.ac.uk

01208 224126

### **Nettie Long**

Safeguarding Officer

nettiel@callywith.ac.uk

01208 224330

### **Moira Bawden**

Personal Support Advisor

moirab@callywith.ac.uk

01208 224168

### **Jess Dean**

Personal Support Advisor

jessd@callywith.ac.uk

01208 224330

### **Ros Sandercock**

Student Services Admin Assistant

rossandercock@callywith.ac.uk

01208 224330

### **Amy Fagg**

Mental Health Advisor / Counsellor

amyfagg@callywith.ac.uk

01208 224196

### **David Sellars**

Careers Advisor

davidsellars@callywith.ac.uk

### **Sue Wilmott**

Careers Adviser

suewilmott@callywith.ac.uk

01208 224197

### **Nicola Pennicook**

Work Placement Officer

nicolapennicook@callywith.ac.uk

01208 224218

### **College Chaplain**

studentservices@callywith.ac.uk

### **Julian Wills**

Callywith Active Lead

callywithactive@callywith.ac.uk

01208 224207

### **Macy Crowle**

Therapy Dog

# HEALTH & SAFETY

Callywith College considers it important that the management, staff and students work towards achieving a safe and healthy environment for themselves and others. Please report any potential hazard to reception immediately. A Stay Safe session will form part of the first month of the tutorial programme.

## **FIRE**

Anyone discovering a fire should sound the alarm immediately by breaking the glass front of the nearest available alarm call point. These call points are red boxes located in exit routes throughout the College. During your induction your personal development tutor will explain the fire evacuation plan in more detail.

Fire drills are conducted regularly. Please leave the building in an orderly fashion by the nearest available emergency exit and following any instructions given by a Fire Marshal (wearing a high visibility vest). Signage instructing what to do in the event of a fire is posted throughout the buildings along with assembly point locations. **DO NOT** use the lifts in the event of a fire or emergency. Please move well clear of the exits and assemble at the designated assembly point for your building while the buildings are cleared and checked for your safe return. **DO NOT** return into the building until instructed by a Fire Marshal or member of staff. Emergency exits should be kept clear and tidy, free from obstruction with waste materials placed in the dedicated bins provided.

Smoking is not permitted on or around the College campus, except in designated areas. Vaping is not permitted on the concourse between Temple building and Garrow building.

## **FIRST AID**

In case of an accident or emergency notify a member of staff asap who will contact a first aider for you.

## **COLLEGE LIFTS**

Please note that the lifts in all the College buildings are available for use only by people with a disability and members of the College staff who are moving equipment between floors. You must have a valid lift pass to use the college lifts, these are available from student services. All other members of the College must use the stairs. Do not use the lifts in the event of a fire or emergency. To obtain a lift pass please contact your Personal Development Tutor.

## **ACCESSIBILITY**

The College endeavours to provide a fully accessible environment suitable for the needs of all our students. If you experience any problems with access to any of our facilities, then please raise this matter with your personal development tutor or PTL.

## **YOUR HEALTH**

If you have any medical history, that is likely to affect you at college, however minor, it is important that you give full details to the College at enrolment. If you become ill while at Callywith College, please report to the reception or the nearest First Aider and everything possible will be done to assist you and arrangements made, where possible, for you to go home. If details about your ongoing health change, please inform your Personal Development Tutor so that our records can be updated accordingly.

## **DRUGS**

Drugs, other than prescribed medicines, must not be brought onto the College premises. Alcohol is not permitted on site. The use of any behaviour changing substance in, or around, College grounds is considered as Gross Misconduct under our Student Disciplinary Procedure. Any misuse of such substances will result in immediate suspension from College pending a Disciplinary Meeting. These rules also extend to any college organised trip or visit.

# ADMINISTRATION

## COLLEGE ENROLMENT FEE

We ask all students to pay a non-refundable College Enrolment Fee of £30 at the start of their course. This covers your first ID card and lanyard (plus 1 replacement), £10 printing credit, £5 canteen food voucher, a locker and college books and equipment.

The payment page can be found at <https://portal.truro-penwith.ac.uk>

There may be trips and visits organised as part of, or in addition to your course(s). In all instances, the College will ensure that these trips are run with minimal cost to the student. If you need help or advice with bursaries to help with any of these costs, please visit Student Services in Temple T010, call 01208 224460 or email [studentservices@callywith.ac.uk](mailto:studentservices@callywith.ac.uk) to discuss what support may be available.

Eligibility for financial help with essential course-related expenses and travel to and from College is assessed through the Callywith College Bursary Application Form, which can be found on the College website at [www.callywith.ac.uk/transport](http://www.callywith.ac.uk/transport) or obtained from Student Services.

## BUS PASSES

At Callywith College, we work with Go Cornwall to enhance the public bus network with additional services to and from the College at the beginning and end of the College day. Callywith students can buy an annual Go Cornwall bus pass at a heavily subsidised rate that not only gets you from home to college and back, but also gives you anytime (including evenings, weekends and holidays) access to all routes in Cornwall on any Go Cornwall services for around £1.80 per day for the year.

The Go Cornwall pass for Callywith College will cost £650 a year, which can be paid in three termly instalments of £275.00, £240.00 and £135.00 or as a one-off annual payment.

We can help towards bus pass costs if you have a household income of:

Less than £16,000 - Pass cost £65 with a 90% bursary discount of £585\*

Three instalments - £28.00, £25.00 and £12.00

£16,001 - £22,000 - Pass cost £195 with a 70% bursary discount of £455\*

Three instalments - £85.00, £70.00 and £40.00

£22,001 - £31,000 - Pass cost £325 with a 50% bursary discount of £325\*

Three instalments - £140.00, £110.00, £75.00

£31,001 - £70,000 - New transitional discount for 2023 - 2024 with a 10% discount of £65

Three instalments - £260.00, £215.00, £110.00

More than £70,000 - Pass cost £650

Three instalments - £275.00, £240.00 and £135.00

Callywith students can also use the free shuttle service between Callywith College and Bodmin Town and Bodmin Parkway Railway Station.

The College is using the Go Cornwall app to offer virtual ticketing on the bus network. The app will need to be downloaded onto your phone and an account created using your student email address. A physical bus pass will no longer be provided.

Should your bus not arrive or you cannot see it on the live bus app, please call the dedicated morning student telephone line for Go Cornwall on **07976 581324** who will be able to see where the buses are or talk to the drivers direct. The main customer service line is 0808 196 2632 or email [ask@gocornwallbus.co.uk](mailto:ask@gocornwallbus.co.uk).

(\*On application and dependent upon a minimum of 90% attendance each term for financial help the following term.) To apply for a subsidised bus pass and to apply for possible further financial support and/or a daily meal allowance please complete a Callywith College bursary fund application form by visiting [www.callywith.ac.uk/transport](http://www.callywith.ac.uk/transport)

## **PARKING**

There is limited provision for student parking. Parking permits can be obtained from Temple reception at a cost of £30. Once registered, the parking permit must be displayed prominently. To apply for a permit, students will need to provide copies of their drivers licence and insurance. Permits are issued on a case-by-case basis.

Vehicles are brought into Callywith College grounds entirely at your own risk and you must use only the designated parking areas and observe the 10mph speed limit; due consideration must be shown to other vehicles and pedestrians.

If you are observed driving carelessly, your permit will be withdrawn.

Please note, a car park permit does not guarantee that a space will be available. Do not park outside the main college entrance or in the spaces designated for disabled people and visitors.

## **LOCKERS**

Your £30 non-refundable enrolment fee covers access to an individual locker with a key. It is each student's responsibility to ensure that books, personal belongings etc. are reasonably secure. The College can accept no liability for losses. You are asked not to bring highly valuable items or large sums of money into the College.

## **LOST PROPERTY**

Enquiries about lost property should be made at reception and any property found should be handed in there. Unclaimed property will be disposed of after one term. Students are responsible for the security of their own property. The College cannot compensate for the loss of personal items.

## **INFORMATION**

Regular tutorial meetings with personal development tutors and notifications on Microsoft Teams will form the main means of communication to full-time students. In this way, you will hear about changes and events of interest. It will also be important for you to keep a close eye on those notice-boards and plasma screens that display vital information, e.g. exams, careers events, room changes, sports activities. Urgent, day-to-day information is usually displayed on the screens at receptions. You should look at this every morning. Messages cannot be taken for students except in cases of emergency.

**Your college email account is an essential part of how the College communicates with you. Key messages will be sent to this account so please make sure you check it regularly.**

## **COMPLAINTS PROCEDURE**

The College exists to meet the needs of the students and of the community it serves. We will work as hard as we can to ensure that things do not go wrong but, if a problem arises, we will do everything we can to address it.

If you have a complaint about the College, you should speak to the member of the College's staff with whom you have been dealing. If the matter is not resolved by this process you should follow the College Complaints Procedure, a copy of which is available from the Principal's Secretary and the College website.

## **ASSESSMENT**

College policies and procedures relating to the assessment of student work including the assessment policy, assessment appeals policy, examination appeal of results procedure and the malpractice policy are available in the Quality Policies for Students section on the College Intranet.

## STUDENT CODE OF CONDUCT

Everyone in the College community is expected to behave in a mature manner and to show care and consideration for the welfare of others. Students are expected to work hard and take responsibility for their own learning.

### Students should:

1. Have full attendance at all timetabled activities, assessments and exams
2. Be punctual for all timetabled activities.  
You will be marked as late on the register if you are not at the start of your lesson/session
3. Complete your work to the requirements of your course/teacher by agreed/set deadlines
4. Take responsibility for your learning by participating in all learning activities and progress target setting and review processes
5. Make learning successful for everyone by behaving in a way that promotes a co-operative, positive and productive learning environment
6. Play an active part in equality and diversity, by respecting the rights of others and reporting inappropriate and unsafe behaviour
7. Understand that if you are eligible for the learner bursary, payments are reliant on attendance, behaviour and commitment
8. Seek help when you need it and take up the support offered to you
9. Attend all scheduled learning support sessions if they are offered to you
10. Pay all fees promptly when due (if appropriate)
11. Keep all social areas clean and tidy – clearing your litter into the bins provided
12. Wear your student lanyard containing your identify card visibly around your neck at all times.
13. Purchase and clearly display a parking permit in advance if you wish the park your vehicle on site.
14. Respect the college environment by not eating and drinking (water only) in classrooms and workshops and disposing of your litter. Please use the recycling facilities available to you
15. Smoke or vape in designated areas only
16. Do not bring anyone on site who is not a student at the college without prior agreement
17. Report immediately if you see anyone on the premises that you know not to be a student at the college

Failure to adhere to this code may result in disciplinary action. Full details of the College's Behaviour Policy, containing the disciplinary procedure can be found on the Intranet and the College website.

As part of your induction you will be asked to read and sign the Code of Conduct during tutor time.



## DATA PROTECTION

In order to meet the needs of our students and to run their courses effectively it is necessary for the College to collect and process information in line with GDPR 2018.

For all our students we record:

- Name (and preferred name if different)
- Address
- Telephone number
- Attendance
- Qualifications on entry
- Progress on the course
- Qualification on exit
- Destination after completing the course
- Course fee payment record (if applicable)
- Additional support requirements (if applicable)
- Ethnicity

### The information is used:

- For administrative purposes connected with your course
- To notify Careers South West if a young person drops out of College or leaves their course
- To inform students and their parents/ carers, about progress on their course
- To write references and to assist in UCAS, job or Apprenticeship applications
- To provide the Department of Education with statistical information when requested to do so
- To publish College examination results
- To contact you to identify your destination having left college

If you want to see any of the information held about you or if you do not want your examination results to be published, then please contact your Programme Team Leader in the first instance.

# STAFF

## SENIOR MANAGEMENT

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### **Principal**

Dr Jon Grey

### **Assistant Principal -**

#### **Student Experience**

Jen Temple

### **Assistant Principal -**

#### **Teaching & Learning**

Allyn Jefferies

### **Business Manager**

Rae Loom

## KEY STAFF

### **Programme Team Leaders**

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### **Maths, Computing & IT**

Colin Bacon

### **Sport & Business**

Julie Penprase

### **Languages, Art & Media**

Tracey White

### **Humanities & Social Sciences**

Huw Williams

### **Science & Psychology**

Kate Roberts

### **Education and Care**

Anitra Coleman

## **KEY STAFF**

### **Deputy Team Leaders**

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#### **Maths, Computing & IT**

Paul Jordan

#### **Sport & Business**

Helen Hart

#### **Sport & Business**

Richard Siveter

#### **Education & Care**

Cassie Adams

#### **Art, Media & Languages**

Charlie Winterton

#### **Languages, Art & Media**

Laura Villada

#### **Media, Art & Languages**

Lindsey Kennedy

#### **Humanities & Social Sciences**

Matt Andrews

#### **Science & Psychology**

Pete Maunder

#### **Senior Marketing Officer**

Charli Hanney

#### **Senior Admissions Administrator**

Sammie Swabey

#### **Student Services Team Leader**

Jamie Crowle

#### **Special Educational Needs & Disabilities Coordinator (SENDCo)**

John Ratcliffe

#### **Learning Services**

Lucy Clack

Tamsyn Symons

#### **Exams Officer**

Kerry Edwards

#### **Senior Secretaries**

Hayley Tucker

Jenny Queen

Victoria Ellery

#### **Programme Team Administrators**

Emma Hitchens, Temple T108

Fiona Collings, Garrow G016

Sharon Standen, Temple T104

#### **Computer Services**

Tim Rickard

Vince Cunliffe

# CAMPUS MAP

## TEMPLE

### Ground Floor

Reception ★  
Refectory  
Lecture Theatre  
Student Services  
Exams Office  
IT Suites

### First Floor

Science  
General Teaching Rooms  
Principal's Office  
Senior Management  
Team Offices  
Programme Team  
Administrators Office

### Second Floor

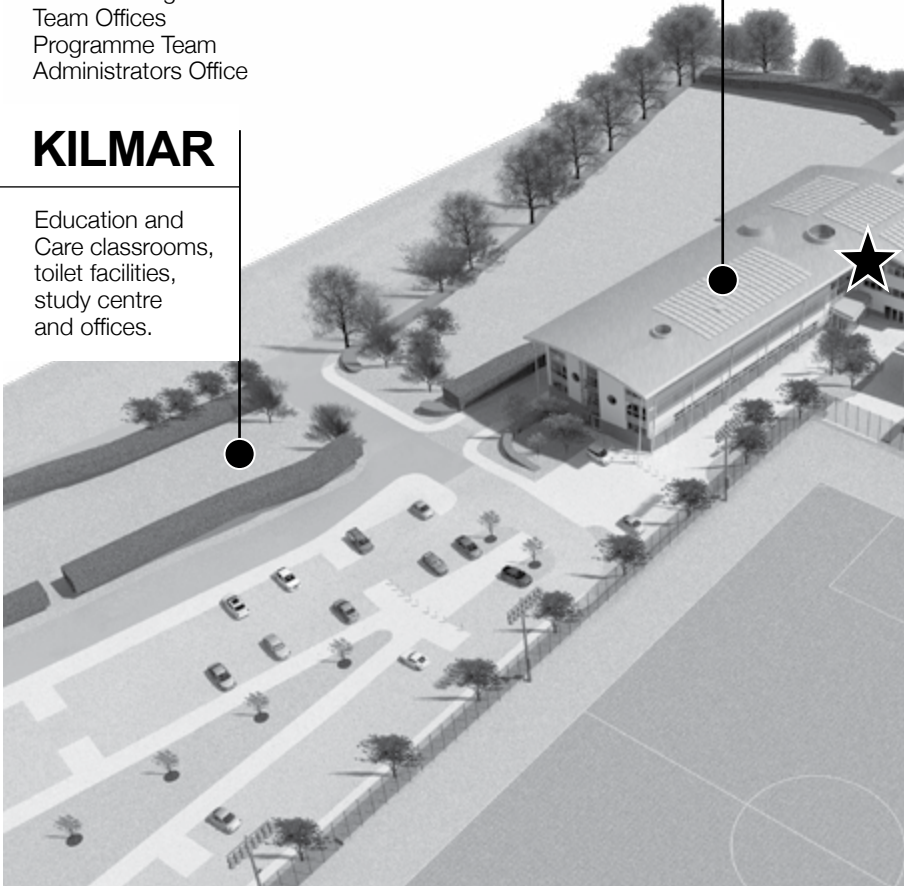
Learning Centre  
IT Suites  
Art and Photography  
General Teaching Rooms

### Third Floor

Learning Centre  
General Teaching Rooms

## KILMAR

Education and  
Care classrooms,  
toilet facilities,  
study centre  
and offices.



# FOX

## Ground Floor

Changing Rooms

## First Floor

Gym

# GARROW

## Ground Floor

Refectory

Sports Hall

Changing Rooms

General Teaching Rooms

Programme Team

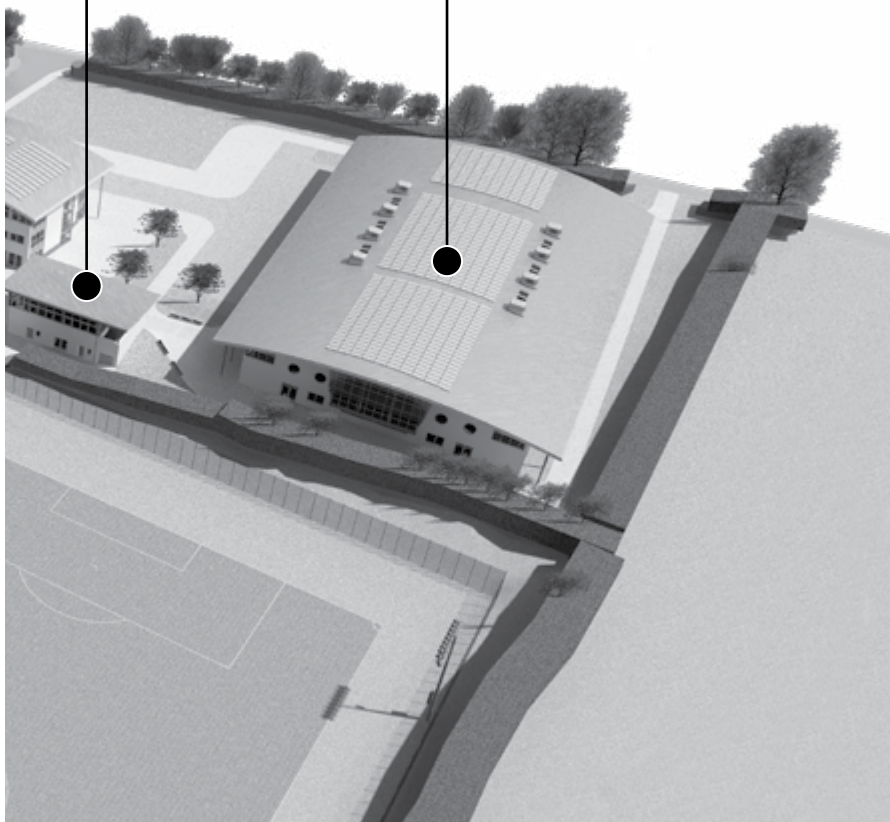
Administrators Office

## First Floor

Learning Centre

IT Suites

General Teaching Rooms



# STRUGGLING?

## Struggling to organise your work?

**The Learning Services Team**  
in the Learning Centres are on hand to give advice and support.





## **Callywith College**

Old Callywith Road, Bodmin, Cornwall PL31 2GT  
01208 224000  
[enquiry@callywith.ac.uk](mailto:enquiry@callywith.ac.uk)  
[callywith.ac.uk](http://callywith.ac.uk)



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Truro & Penwith College

