

## **Advice for learners on accessing remote resources and student support**

**In these very unusual times, your tutors and the student support team will be continuing to support you to ensure that you remain on track and achieve your qualifications.**

You will either have been provided with printed work to complete, or your tutor will have uploaded work to the College's online platform, Moodle.

As a reminder, you can access Moodle from home by going to <http://portal.bacoll.ac.uk> and logging on using your email address and password as usual. You will find work there to complete and you will be able to communicate with your tutor.

You will be able to contact your tutors either through Moodle or by email; if you aren't sure of their email address, all staff college email addresses follow the same format, e.g. john.smith@bacoll.ac.uk ([forename.surname@bacoll.ac.uk](mailto:forename.surname@bacoll.ac.uk)). Staff will also keep in touch through telephone calls, text messages and social media where that is appropriate.

The College will update its website regularly to keep you informed of important information.

### **Handing in work**

Your tutor may set up the option on Moodle for you to upload any typed work. If this is required they will contact you.

If work is posted out to you we will include a stamped, addressed envelope so that it can be returned to College for marking.

Your progress and targets will be updated as usual in eTrackr. Discussion regarding any targets and progress will take place as usual, but by telephone.

### **Tutorial, progress and pastoral support**

You will receive regular telephone calls from your tutors to check on progress and provide you with support over the telephone. For full-time students, your progress mentor will also be in touch on a weekly basis.

We understand that you may be feeling nervous or anxious at this time and consequently all the pastoral support systems will remain in place, including the emotional resilience nurse. If you have any safeguarding concerns you should immediately contact your tutor or progress mentor.

Progress Mentors can be contacted by email and their mobile between Monday to Friday. The College also has a general enquiries line that will be open from 8.30am until 4.30pm Monday to Thursday and 8.30am until 4pm on a Friday. Details are as follows:

email: [start@bacoll.ac.uk](mailto:start@bacoll.ac.uk) or [enquiries@bacoll.ac.uk](mailto:enquiries@bacoll.ac.uk)

telephone 0800 092 6506 or 01388 443000

### **Safeguarding and mental health support**

If you don't feel safe or you have a concern about someone else the following contacts can offer support:

#### **CAMHS Crisis Team**

(0191) 4415733

#### **Emotional Resilience Nurse**

07392 194283 or 07392 194326

0300 026 1526 or 0300 026 6810

#### **First Contact Durham**

(03000) 267979

## **Police**

101

## **Childline**

Helpline: 0800 1111

[www.childline.org.uk](http://www.childline.org.uk)

**Kooth** – free, safe and anonymous online support for young people

[www.kooth.com](http://www.kooth.com)

We also have a number of links to external services for supporting with a wide variety of Mental Health Issues and these can be found on Moodle under the tile 'Mental Health Handbook'.

## **Student finance**

In the event of a College site closure/remote working from home, eligible students will continue to receive an allowance for free school meals.

The allowance will be paid weekly, whilst funds remain available. The value of the allowance will be £7.80, based on three days per week at £2.60 per day. This amount will be paid directly into the student's bank account.

Should the College site remain closed for an extended period of time, the College allowance will be paid to all eligible learners; this will obviously be reliant upon you remaining in close contact with us and continuing to show progress in each of your qualifications.

If you have any queries regarding finance, please contact [lisa.evans@bacoll.ac.uk](mailto:lisa.evans@bacoll.ac.uk) or telephone 01388 443148.

## **Timetables and staying on track**

Although you will have the flexibility to log on to Moodle and complete work when you choose, to maintain focus and not fall behind, it is recommended that you stick to your college timetable as far as possible. This will mean that your tutors are available when you are working and will be able to respond quickly to any requests for support.

## **Examinations**

No examinations will take place in May/June 2020. The Department for Education is set to announce details today (Friday) about how GCSE and A Level grades will be awarded to students across the country and we will update this advice once this has been published.

## **Progression**

At this time in the year your tutor will be starting to talk to you about your next steps and what you will be doing next year. This may be moving on to the next level of your course, going on to higher education either at College or university, or applying for a job or apprenticeship. The staff here at Bishop Auckland College will continue to help you to decide what the best route is for you, and make sure that you are in contact with the correct staff to support you to achieve your goals. This may be the course tutor, head of school or College careers guidance staff. To contact a careers advisor email [rachael.duff@bacoll.ac.uk](mailto:rachael.duff@bacoll.ac.uk) or [deborah.woods@bacoll.ac.uk](mailto:deborah.woods@bacoll.ac.uk) or call 07764 269222. Alternatively, use our live chat service on the website at bacoll.ac.uk – just click on the speech bubble bottom right to access.

## **Communication**

It is crucial to your progress that you respond to emails, text messages, Moodle messages and phone calls. This may mean that some phone calls may be made from withheld numbers. Please co-operate with us and continue to answer these calls.

It is vital to your progress that you keep in regular contact with Bishop Auckland College throughout this period of remote working.

All staff at the College are committed to your success and we will do everything within our power to ensure you reach your goals. Together we can achieve success in the face of adversity.