

Student Handbook 23/24



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Welcome

Welcome to Bishop Auckland College, I am sure you will find you have made a great decision to join our college, your college.

As the Principal, I am delighted to extend a warm welcome to all students, both new and returning, to the Bishop Auckland College family. We are a very ambitious college, ambitious for you. At the college you will find an environment of high expectations. It is through these high expectations that we will prepare you not only for the next step in your education but also the platform for a successful career.

Success is not achieved in isolation, we all must play our part. Our committed and caring teaching staff will offer the support and challenge you need to do your very best. Our dedicated teams in student services, finance and welfare will help break down any barriers to learning whilst our careers and progression team will create opportunities for high quality placements and positive destinations. The following pages in this handbook will explain each of these areas in more detail – please take advantage of our support packages.

Of course, the final but most important factor in your success is you! In making the decision to join our college you have also shown the commitment to follow the high expectations we set. We expect you to attend on time all of the time. We expect you to work hard, making the most of the wonderful opportunities we will provide. We expect you to be respectful of our community, our environment and our people. Finally, we expect you to be grateful, grateful of this wonderful opportunity you have and for being part of the Bishop Auckland College family. I know, through all my experience, that should you meet those expectations you will not only have a successful career you will also have a great time in doing so.



I look forward to watching your journey unfold.

Sincerely,

Shaun Hope

Principal & Chief Executive

Bishop Auckland College Group

Vision, Mission and Values

Our Vision: Shaping the future

The Bishop Auckland College Group will continue to evolve by responding to individual, community and business needs with high quality specialist provision that builds prosperity for all people and catalyses local economic regeneration.

Our Mission: The passion that drives us

Get the skills, get the job: High quality vocational learning that creates bright futures for all.

CAREER AHEAD with	
C ARING	We are passionate about people and concerned for the wellbeing of all students and staff, our communities and the environment
A MBITION	We empower students and staff to aim high and achieve their full potential
R ESPECT	Regardless of our differences, everyone is valued and treated with kindness
E QUALITY	We are inclusive and enable all members of our community to thrive
E XCELLENCE	We strive for exceptional standards in everything we do
R ESILIENCE	When faced with challenges, we work together to adapt and bounce back more determined than before

Attendance and Punctuality

There is an expectation for all learners to attend 100%. It is important that you attend all your lessons and on time to gain the maximum benefit from your studies and successfully achieve your qualification to progress further and higher. Please do not arrange holidays, driving lessons or any other appointments at times when you should be in class.

There is an absence process in place that you need to follow to let the College know if you are absent for whatever reason. To report an absence:-

Contact Student Support on 01388 443051 or your Student Progress Mentor directly by 9.00 a.m. on the first day of absence. (For HE students, please contact your tutor directly or the HE Student Liaison Mentor using their details provided to you during your Induction).

If you do not follow the absence procedure it might affect any college or bursary financial assistance you are in receipt of.

Repeated poor attendance and punctuality can result in formal disciplinary action, so speak to a Student Progress Mentor if you are having any difficulties with attendance as they will be able to give you support and advice to help you get back on track.

Apprenticeship/employed learners: absences are reported to employers.

British Values

We all live in Britain and we are all different. We should understand that while different people may hold different views about what is right and wrong, we are all subject to British law.

British Values are about:

Democracy	Britain has a government that is voted for by people in the country which is a fair and equal society and gives the people of Britain a voice in how the country is run.
The rule of law	Britain has laws that are made to keep people safe and we need to respect the civil and criminal law of England.
Individual liberty	We can live as we choose and have our own opinions about things as long as we don't break the law.
Mutual respect	We might not always agree with what other people say but we show respect for their thoughts and feelings. We also show respect for and understanding of our own and other people's different cultural traditions.
Tolerance of different faiths and beliefs	People have different faiths and beliefs or perhaps none and this should be respected, accepted and tolerated and not the cause of prejudice and discriminatory behaviour. The freedom to choose and hold other faiths and beliefs is protected in law.

Multi-faith Prayer room

The College has a multi-faith prayer room/quiet contemplation room situated on the ground floor. You can use this room for designated prayer, quiet contemplation, reflection and meditation. Please treat the room with respect. In line with College policy please ensure the environment remains welcoming to people of all faiths, beliefs and those for whom religion has no particular significance. After using the room make sure that all your materials are cleared away and the room is left clean and tidy.

To use the room call at Reception to make a booking and collect the key.

Bullying/Harassment

The College does not tolerate any form of bullying or harassment. If you are experiencing difficulty or distress as a result of someone else's actions including any incident involving discrimination on the grounds of age, gender, disability, gender identity, sexual orientation, race, religion or belief please contact your tutor or a member of the Student Support Team.

A copy of the College's Anti-Bullying and Harassment Policy is available on the College website or from Reception.

Caring for the Environment

Bishop Auckland College cares about the environment and sustainability is an integral and fundamental part of the College operation. We are working hard to reduce and minimise our energy consumption and the use of materials that are harmful to the planet. We now have a climate road map to follow with guidance from the DFE and this should significantly reduce our carbon footprint. We have identified some of areas of the college grounds where we will not be cutting the grass in future to allow these areas to re-wild. This will increase the bio diversity around the college estate, save on costs and reduce our CO2 footprint.

The College Estates and Cleaning teams work very hard to ensure you learn in a clean and pleasant environment. Please ensure all litter is disposed of in the correct recycling bins or general waste bins provided. Cans, paper, plastic cups and bottles, some plastics and glass can all be recycled.

Look after your College!

Catering

Aramark is the contract caterer that provide all the food and drinks on offer at Bishop Auckland College Campus.

United Kitchen is the cafe at Bishop Auckland Campus and provides:

Breakfast: 8.30am – 11.00am

A range of cooked and continental breakfasts are available, including breakfast wraps and sandwiches.

Lunch: 11.45am - 1.15pm

A selection of deli sandwiches, salad bar, hot meals with vegetarian option, desserts and hot and cold drinks are available. A daily branded food concept is available and includes brands such as Joe de Frango's (think Nando's), Wok Street, Mexi-Co burritos to name a few.

Healthy Options

As part of the College's health promotion policy Aramark offer a number of dishes specially planned to provide a balanced and healthy diet. These Healthy Options are low in fat (especially saturated fat) and refined sugars and high in minerals, vitamins and fibre. Aramark run a Healthy 4 Life campaign which features blogs and campaigns.

Starbucks

Serving a selection of confectionery, Starbucks hot and cold drinks, hot grab 'n' go snacks, sandwiches and cold snacks, bakery items.

Monday, Wednesday: 8.30am - 8.00pm

Tuesday, Thursday: 8.30am - 5.00pm

Friday: 8.30am – 12.noon

Technology Block

Vending machines are available stocking confectionary, hot drinks and soup and cold drinks.

For further information or any special requests please call 01388 443013.

Childcare Services

Nursery

The College has a large nursery on its Woodhouse Lane site which is graded 'Good' by Ofsted. It cares for children from 3 months to pre-school age, all year round.

The College provides places for the children of its students as a priority but it is essential to contact the Nursery as soon as possible if you require a place as some sessions become full very quickly.

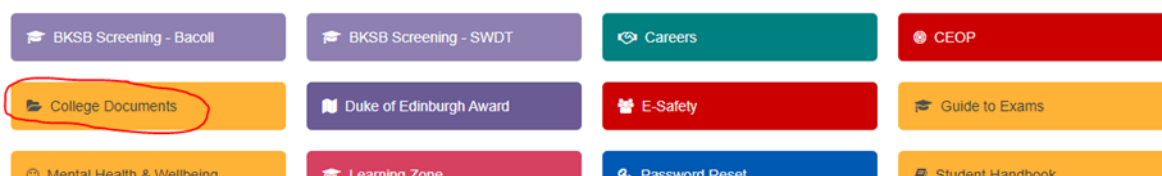
Please note that all visitors to the Nursery, including students and staff, must enter using the appropriate security system. This procedure operates to maintain our security measures and must not be breached.

The Nursery can be contacted on (01388) 443123.

Computing Code of Conduct

There are specific rules and standards of behaviour which you must conform to when using the College computers. The full list of these can be found in the Acceptable Use Policy (POL-IT-07) on Moodle under College Documents → Policies for Students → POL-IT-07 IT Acceptable Use Policy.

Other Resources



Use of the College computers implies that this policy has been read and accepted.

The most important elements of this document are set out in this Code of Conduct.

If you break these rules then the College will take action using the Student Disciplinary Procedure, this procedure is available on the College website. If in any doubt always ask permission first. This can be found here: <https://bacoll.ac.uk/HE>

Username and Passwords

As a registered student at the College you will be allocated your own username and password to access the College computer network. You will need these whenever you use a computer. Protect your work by keeping your password secret. The College cannot safeguard your files if you let others know your password. Always use a password that others could not easily guess. You are advised to use a strong password at least eight characters long. Change your password immediately if you suspect anyone else knows it.

Do not attempt to discover anyone else's password; doing this is a severe breach of College rules.

You will have network and cloud storage allocated for your files and you will be able to save your work in these spaces. You will be responsible for managing this space and removing unwanted files or backups.

The network area where your files are saved will be automatically backed up each evening so that loss of data should not occur. You will also have access to cloud storage which you can use to access your files from anywhere with internet access.

Protect your work by regularly saving it. Remember to log out of a computer when you are finished or other students may be able to access your files.

Use of Computers

Use computer technology to support your studies. Do not use it to simply copy materials or assignments from others. This classifies as plagiarism which is the wrongful claiming of someone else's work, words, ideas or images as your own work. You must ensure that any assessment work you complete is your own and not the work of others eg your peers, downloaded from the internet etc. More info on this is found on pages 12-14 and in our Academic Misconduct Policy which can be found here: <https://bacoll.ac.uk/HE>

Do not install your own software, games or other files which might breach this Code of Conduct. If in doubt check with IT Services before proceeding.

Installing malicious software or any material that is obscene or offensive in nature may be illegal and is a serious breach of College rules. You will be held responsible for the files found in your area.

Do not attempt to take personal copies of College software. This is a serious breach of College rules and may break software licensing laws.

Do not download any copyright files/music/movies (e.g. MP3/MP4 files) from the Internet. Disciplinary action will be taken against any student who has illegal files stored in their area.

Use of the Internet and e-mail

Access to the Internet is made available specifically to support your College studies.

Do not use the College Internet to order goods or services. Do not pass personal details such as your name and address or arrange to meet anyone on the Internet or by e-mail.

Do not send offensive messages to anyone whether inside or outside the College. This is a serious breach of College rules and may be a criminal offence. If you receive offensive messages you should report these to your tutor immediately.

Computing Facilities

You are welcome to make use of the College computers for work associated with your course during times when you are not in classes. These are available in the Learning Zone.

Instructions on using the computer network will be given during induction and will also be available in classrooms with computers. You must have received basic instructions before attempting to use the computer network. If you have any problems with the computer system, please ask a member of IT Services for help.

Criminal Convictions

Disclosure of Criminal Convictions

Bishop Auckland College has a duty of care to all its users (students, staff and visitors) to ensure their safety and wellbeing. It also has a duty to safeguard and protect any of its users who are under the age of 19 and vulnerable adults.

To meet these responsibilities we require all potential students to declare any relevant unspent criminal convictions or pending court cases when completing a course application or enrolment form, to enable the College to make a decision regarding acceptance onto a programme.

The College also requires any student who is on programme who is convicted of a criminal offence or has a pending court case to disclose. Please speak to either your tutor, Student Progress Mentor or obtain the Declaring Criminal Convictions Disclosure Form from Reception. Failure to disclose may result in disciplinary action from College. A copy of the Declaring Criminal Convictions procedure can be found on the College website. This can be found here: <https://bacoll.ac.uk/HE>

Having a criminal record or a pending court case does not necessarily prevent a potential student from studying at the College. It will depend on the nature of the offence, the course applied for and the circumstances and background of the offence.

Health and Social Care, Childcare and other child related courses invoke a work placement that is 'exempt' from the Rehabilitation of Offenders Act 1974 (<https://www.gov.uk/government/publications/new-guidance-on-the-rehabilitation-of-offenders-act-1974>) and require a Criminal Record Check through the Disclosure and Barring Service therefore students must declare any relevant unspent and spent convictions. Applicants for any of the above courses will also be required to complete an Enhanced Disclosure form for the Disclosure and Barring Service (DBS).

Other courses not mentioned above may include a work placement and this would also require a DBS form to be completed.

All completed College disclosure forms are considered by the College Criminal Conviction Disclosure panel. All outcomes will be communicated within 5 working days of the panel meeting.

Additional information is also provided on the Rehabilitation of Offenders Act (<https://www.gov.uk/government/publications/new-guidance-on-the-rehabilitation-of-offenders-act-1974>) which gives information on criminal convictions and what can be considered spent.

All information concerning criminal convictions is treated sensitively, confidentially and managed in accordance with the Data Protection Act 2018

Data Protection

The UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 requires the College to inform you: why we collect personal data about you, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

Bishop Auckland College collects information about all its students for various administrative, academic and health and safety reasons. The College will have directed you to a Privacy Notice when you enrolled.

Information we may collect and process about you:

- Personal information (such as name, previous name, title, gender, address, time at current address, household situation, household income, date of birth, email address, phone number, national insurance number, nationality)
- Qualifications, examinations, assessment and attainment
- Emergency contact number(s)
- Medical reports, assessments, and other related diagnostic information
- Car registration number for the purpose of accessing the College car park
- School last attended (only if under the age of 19)
- Student financial circumstances and financial transactions (if applicable)
- Photograph (for student card) and CCTV images
- Relevant transition information from previous learning provider (where required)
- Employer/employment details (such as unemployed, employed, length of time)
- Attendance data (such as sessions attended, absences, absence reasons, etc)
- Disciplinary, academic misconduct, behaviour information and other information on your student record (if applicable)
- Records of communications sent to you by the Organisation or received from you i.e. complaints, appeals, extenuating circumstances (if applicable)
- Feedback you provide to us i.e. surveys, focus groups, suggestions
- Passport, driving licence and a recent utility bill for obtaining DBS, where required

We also may collect the following special category data:

- Ethnic origin and race
- Disclosure of criminal convictions, Disclosure Barring Services (DBS) checks, (if applicable, certain courses and placements require DBS checks to be carried out)
- Learning difference, additional support, medical information, health and mental health, disability, welfare, safeguarding (if applicable)
- Biometric data – finger print unique identifier (where required)

Your individual rights:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability

- The right to object
- The rights related to automated decision making including profiling
- To exercise any of the above rights please email DPO@bacoll.ac.uk

For further information regarding Data Protection and your individual rights, please visit the Data Protection page on the College website.

For further information on how Bishop Auckland College uses, collects, processes and keeps your personal data secure please refer to the Privacy Notice – Student and Prospective Students.

E-Learning

The College uses a VLE (Moodle) and Microsoft Teams which all students have access to both in College and at home. Other e-learning packages and resources are available.

If you have any problems using our e-learning materials, please get in touch with a member of staff in the Learning Zone who will assist you. You will need an individual login to access the VLE, which you will be given during your Induction. The VLE provides a range of interactive learning resources, which complement lessons and other learning activities.

Equality & Diversity

At Bishop Auckland College we pride ourselves in promoting diversity and equality of opportunity and are fully committed to the principle of equality for all. Every student has the right to be treated fairly and with respect by all students and staff.

The College actively works towards offering equality of opportunity to all learners and staff irrespective of gender, marital status, family responsibilities, caring status, sexual orientation, nationality, religious belief, ethnic origin, disability, age or social background.

If you feel that you or anyone else has been unfairly treated, tell your course tutor, your Student Progress Mentor or any member of staff in Student Support.

Exam and Assignments

The information below is some of the most important things you need to know if you are taking an examination at Bishop Auckland College or South West Durham Training. Check with your tutor to ensure you have full details of examinations entered ie date/time/venue. Alternatively, you can check with the Examination Officer (Room 200). Please ensure your Course Tutor has been made aware of any medical/religious requirements that may affect your examinations.

Please see your course tutor regarding special examination requirements.

Identification

You **MUST** bring photographic ID with you to every exam you attend (College ID card, passport, driving licence etc) as this will need to be checked by the invigilator. In cases where it is impossible to identify a candidate due to the wearing of religious clothing, the candidate will be taken into a private room by a member of staff where they will be politely asked to remove the clothing for identification purposes.

Arriving at your exam

You must arrive at the exam venue 15 minutes before the start. An examination is treated as in progress from the time you enter the room (once advised to do so by the Invigilator) until all examination scripts are collected. You must not talk or communicate in any way with any other students in the room. Failure to observe this requirement will be treated as a disciplinary offence.

Materials permitted in the exam room

Stationery: You are responsible for bringing all necessary equipment for each examination including black pens, pencils, rulers, calculators (including batteries) etc. EQUIPMENT WILL NOT BE SUPPLIED BY THE INVIGILATOR. Equipment MUST be kept in a clear pencil case.

Please be aware: Candidates who have been assessed as requiring a bilingual dictionary must provide these to the exams department to be checked 24 hours prior to the examination date.

On your desk: You should only have the correct equipment needed for the examination on your desk and your Photo ID. Please be aware that only water (in an unlabelled clear bottle) will be permitted in the examination venue - other drinks and food are prohibited (except where prior approval has been granted for medical reasons).

Bags & Outdoor Clothing: Outdoor wear including coats, scarves, hats etc should NOT be worn in the examination venue (except where exemption applies for medical/religious reasons). Place any such clothing, together with any bags/rucksacks you have brought with you, at the designated area as shown to you by the invigilator.

Mobile phones/iPODs/MP3 or 4 players (including headphones, AirPods and ear buds)/Smart watches/watches: Ideally these should not be brought into the exam room. If you do bring any of these items into the exam room, they MUST BE switched off/removed and placed at the designated area of the exam room. If a mobile phone is found on your person or heard sounding during an exam it will lead to disciplinary action and a report will be sent to the Awarding Board and this could result in your examination becoming void.

Where you bring personal possessions into the exam room the College takes no responsibility for any loss or damage.

Headphones: The use of headphones or any electronic devices in exams is prohibited (unless you have been assessed as requiring a reading pen). Students should note that, before sitting an exam, you may be asked to remove any headwear which conceals your ears to enable checking. Students wearing any form of religious or cultural headwear which conceals their ears may ask that a check be carried out in a separate room.

Action in the event of a fire alarm

In the event of a fire alarm sounding during an exam - candidates will be instructed by the invigilator to stop the exam, close their papers and leave all materials on the desk or switch the power button off if undertaking an online test, and make their way to the nearest fire exit as a group. Candidates must not communicate with each other about the examination. Candidates who are unable to use the stairs should go to the safe areas and await assistance.

At the end of the exam

You will be advised of the finish time of the exam by the invigilator and this will be displayed near the clock. The invigilator will advise when there is 5 minutes remaining and when the exam has finished. Students are expected to stay for the full duration of an examination.

Results and Certificates

Results/certificates will be posted out to you once they have been received from the Awarding Body. Examination results will not be given by telephone unless you have made prior arrangements with the Examinations Officer. Please make sure that you inform the College of any change to personal and/or contact details.

If your results or certificates are to be collected by someone other than yourself a 'Permission to Disclose Personal Data' form (available from College reception) must be completed and returned to the Examinations Officer at least 24 hours prior to collection.

Appeals

If you wish to appeal against the result of an externally marked examination or internally assessed assignments or examinations, you should discuss with the relevant Head of School in the first instance. You may then need to contact the Examinations Officer for further assistance about externally marked examinations.

Assignments

All work and assignments must be available for assessment by the specified date. Work submitted late will only be accepted if you can provide a valid reason. Your work will be assessed within a time planned by the course team and agreed with your lecturer.

Plagiarism

Plagiarism is the wrongful claiming of someone else's work, words, ideas or images as your own work. You must ensure that any assessment work you complete is your own and not the work of others eg your peers, downloaded from the internet, copied directly from books etc. Passing off someone else's work as your own could lead to disqualification of the work and disciplinary action. For additional information relating to plagiarism, please refer to our Academic Misconduct Policy. This can be found here: <https://bacoll.ac.uk/HE>

Examination Contingency Dates

Should any national or significant local disruption occur during the June 2024 examination series, Awarding Bodies have added the following ½ day contingency dates, Thursday 6th June 2024 and Thursday 13th June 2024. The standard contingency day remains as Wednesday 26th June 2024. Students taking GCSE examinations should be available up until this date.

Hair and Beauty

Hairdressing, Beauty and Complementary Therapy Salons

Relax and leave the stress and strains of life behind you in the comfort of our salons. The salons offer a wide range of beauty and complementary therapy treatments all at very affordable prices. Treatments on

offer include eyelash tinting, facials, waxing, body massage, nail extensions, manicure, pedicure, face and body electrics and hot stone therapies.

The hairdressing salons offer a wide range of hair treatments at competitive prices, including cut and blow dry, perming, colouring, shampoo and set, highlights, low lights, hair up, colour correction. The barbering salon offers men's cuts, beard and moustache trims along with traditional shaving.

All clients are welcome and we regularly have special offers and group discounts available. If you wish to have a hair colour or eyelash tint you will require a patch test 48 hours prior to appointment date. Please ask at Reception for further details.

The salons operate four and half days and two evenings per week.

To make an appointment please contact Angela (01388) 443010 or call into the Salon at the Woodhouse Lane site. Discounts are available for students.

Health and Safety

Good health and safety practice is the responsibility of everyone, whether you are at college or on a work placement, reasonable care should be taken for your own health and safety and that of others who may be affected by what you do or do not do. This is written in law! (Health and Safety at work act 1974, section 7).

Please read the following health and safety information carefully. You will be given a form to sign confirming that you have read and understood the information. If you do not understand, tell your lecturer who will arrange for someone to explain it to you. The College health and safety policy is a legal requirement and sets out our commitment to maintaining a safe and healthy environment in which you can study and develop your skills. The College complies with all health and safety legislation and safe working practices, in both training and work, safety is proactively promoted. Copies of the policy are held in reception or can be downloaded by a member of staff from the staff intranet.



First Aid

If you are unfortunate enough to receive an injury while on the college premises you should report it immediately to a member of staff or the reception. They will arrange for a first aider to give assistance and report the incident in the accident book. All building telephones have a button to allow you to speak to the duty first aider.



If you have an ongoing condition which the first aiders will need to be aware of prior to administering first aid, please inform student services who will be able to help you.

The College can supply a card which can be kept at the back of your ID Lanyard which details what treatment you may require in the event of an emergency. This is available from the Health & Safety Officer.

Prescribed Medication

If you are taking prescribed medication please make sure that you inform your tutors and student services of your condition, any side effects you may experience from taking the medication and any prohibitions that you have to follow. This information is vitally important in emergency situations. You should also ensure that you have enough of your medication to cover your full day in the College.



Emergency Evacuation Procedure

In the event that the fire alarm sounds you should evacuate the building in a quiet and controlled manner using the nearest available exit. Proceed to your designated assembly point outside the building which will be identified to you at the beginning of your course. The College fire evacuation guide is displayed in each room. This explains the evacuation procedure, assembly points and exit routes from the building along with the location of the assembly points. On arrival at the assembly point you must remain there, to enable staff to quickly check that everyone has evacuated the building. Personal Emergency Evacuation Plans (PEEPs) are available for persons who may need help to exit the building in the event of the alarm sounding. Discuss this with your lecturer at the beginning of your course. There are also designated Refuge points located on each level of the College on the stairwells, with a communication panel to allow you to contact a member of staff in the event of the alarm going off.



If you discover a Fire.

- Operate the nearest alarm call point.
- Leave the building by the nearest exit and report to the assembly point.

Suspect Packages

If you discover a suspect package on the College premises DO NOT TOUCH IT!

You can calmly ask persons in the area if anyone knows who it belongs to.

Inform either a member of staff or reception immediately who will inform the appropriate people who can investigate it. If, after investigation, a suspect package is confirmed, further instruction will be given on the next course of action.

Firearms and dangerous weapons

The bringing to college of a firearm or dangerous weapon within the college premises is strictly prohibited. Anyone seen or being suspected of being in possession of a weapon must be reported to a member of staff or at Reception. (this could be done anonymously by phoning reception or student services on 01388 443000).

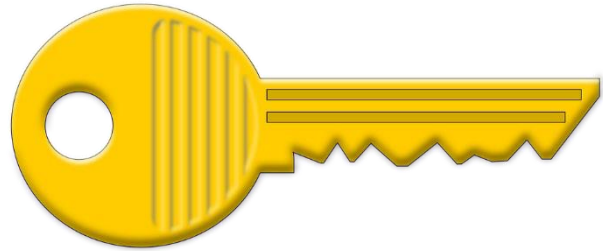
The college takes the safety of everyone very seriously and you will receive further information on this topic during your time with us.

Lockdown procedures

In the unlikely event the college has to go into a lockdown you will be informed by messages across the college screens. A lockdown is the restriction of persons entering or leaving the college for safety or security reasons.

In such circumstance's college staff will assist you.

- You will be asked to move to a lockable room or location.
- To place your phone on silent with no vibrate action.
- To wait silently for further information.



Protective Clothing and Footwear (PPE)

In the College workshops, salons and some specialised areas of work you will be required to wear protective clothing and footwear. If this applies to your area of study, then make sure that you wear it. If you do not have it with you at any time please inform a member of staff. No exception to the rule will be made and disciplinary action may be taken against anyone not following these rules.

Machinery and Equipment

You are prohibited from using any machinery or other equipment until you have been fully trained on how to use it correctly. Make sure that you are familiar with the machinery, the operating buttons, the emergency stops, BEFORE you start operating it. There will be pre-use safety checks you will need to follow. You should ensure all guards and safety devices are in place and you are wearing the correct PPE. Any loose clothing, jewellery or long hair must be secured prior to operation. Machine defects identified must be reported to a member of staff. Any tampering of machinery or equipment that is in place for your health and safety, is against the law, and disciplinary action will be taken against those who tamper with safety equipment or machinery.

Chemicals and Hazardous Substances



The College follows all legislation regarding the control of substances hazardous to health (COSHH). This subject covers, printer toner and correction fluid, up to bleaches used in the salon and mortar mix in the brick workshops. Make sure that you are familiarised with the dangers of these prior to use.

There are safety sheets in the department which informs you on how to stay safe when using these and what do in the event of an emergency such as a spillage. You should also receive training, information, and instruction before you use any substance hazardous to health.

If an incident does occur, please inform a member of staff immediately who can follow the correct procedure to deal with it. Do not attempt to tidy it up yourself, until you are trained on how to do it correctly.

COVID-19

While the Government is no longer placing restrictions in relation to Covid the college is asking everyone to remain vigilante to the risk of infection.

We ask that - "You do not attend college, if you are showing signs of infection." Seek medical advice. Inform the college so we understand what is going on.

Once you have recovered, usually in 5-7 days, you can resume attendance.



Remember to always work safely and ask for assistance if needed.

Heath Promotion

A range of health promotion topics are highlighted in the academic year, giving students a snapshot of different health issues.

The college has good working relationships with a variety of health-related services.

Smoking in College

In accordance with legislation smoking, including the use of e-cigarettes, will only be permitted in a designated area.

Students found smoking, including the use of e-cigarettes inside the College building will be suspended in accordance with the College Disciplinary Procedure. Students smoking in other non-designated areas may also be disciplined.

As a health promoting College we acknowledge the effect smoking has on health and will offer support in the following ways to help individuals who may wish to stop smoking:

- access to support groups for those wishing to give up smoking
- free access to Quitline
- access to information on all aspects of smoking

Alcohol & Drugs

The use of alcohol, drugs or solvents on College premises is not permitted and the College is required to co-operate with the Police in upholding the law and maintaining a safe environment for all students.

Any student who takes drugs (other than those prescribed for medical purposes) or alcohol on College premises or who comes into College under the influence of alcohol or drugs will be suspended in accordance with the College Disciplinary Procedure.

Key Staff

Principal/Chief Executive:

Shaun Hope

Vice Principal Curriculum & Quality:

Judith Layfield

Director of Service Standards:

Clare Groves

Director of Finance:

Lynn Heighton

Heads of Schools:

Aspire and Vocational Access

Sharron Tunstall (Ext: 2259 DDI: 443058)

Art, Photography, Performing Arts and Music

Michelle Andelin (Ext: 2249 DDI: 443045)

Beauty Therapy, Hairdressing and Catering

Geraldine Metcalf (Ext:2367 DDI: 743175)

English, Maths and Counselling, Study Support

Neil Bowden (Ext: 2205 DDI: 443070)

Construction, Motor Vehicle and Employment Skills

Michelle Andelin (Ext: 2249 DDI: 443045)

Health & Social Care, Early Years, Public Services and Access to HE

Paula Taylor (Ext: 2216 DDI: N/A)

Teacher Development, Initial Teacher Training, Sport and eSports

Andrew Dixon (Ext: 3286 DDI: N/A)

If you wish to contact any of the above and are unable to do so directly, you may get in touch via Reception.

Duty Manager

The College operates a Duty Manager rota whereby members of the College Senior Leadership Management Team and Heads of Schools are on duty at all times the College is open. The Duty Manager can be contacted via Reception.

Duty Safeguarding Officer

All Duty Managers are Safeguarding Officers and can be contacted via Reception.

Learning Zone

The Learning Zone is located at the centre of the College and aims to provide students with access to resources for new and existing courses through the provision of library and IT facilities.

The Learning Zone houses a collection of books (including e-books) on a wide range of subjects, with the emphasis on those subjects in which the College has courses of study. As well as books we also have a collection of academic journals, in both hard copy and e-format, study skills materials and reference books.

All students will have access to their own Library Account where they can renew and reserve books on-line. Please ask a member of the Learning Zone Team for details.

There is a network of PCs to allow users to do research, and complete their assignments. These will be allocated to students on a drop-in basis. Students should be aware of the Computing Code of Conduct.

A college card is necessary if you wish to use the computers, and to borrow materials.

There are a number of printers, which also double up as a photocopier/scanners. These are accessible by swiping your student card. Each student is allocated an allowance of £5 at the beginning of their course, then £2 per month to cover printing costs.

Study skills workshops are available throughout the year. These consist of information on: Harvard referencing, e-resources, Moodle/Teams, assignment layout etc, and can be arranged through your tutor. One-to-one or small group sessions are also available. Please ask a member of the Learning Zone Team for details.

Students are encouraged to make full use of the facilities offered, and to ask for assistance if needed from the Learning Zone staff.

Opening Times

Term Time

Monday and Wednesday: 9:00am - 6:30pm*

Tuesday and Thursday: 9:00am - 5:00pm

Friday: 9:00am - 12:00pm ***This may change depending on staffing***

Non-Term Time

Monday - Thursday: 9:00am - 4:30pm*

Friday: 9:00am - 12:00pm ***We may need to close for lunch, depending on staffing***

For further information contact:

Alison Kelsey: Learning Resources Co-ordinator (Ext 3441)

Luke Smith: Learning Facilitator (Ext 3321)

Sharon Bainbridge: Learning Facilitator (Ext 3443)

Kelly Belton: Learning Facilitator (Ext 3443)

Kayleigh Hughes: Learning Facilitator (Ext 3443)

Lockdown Procedure

Bishop
Auckland
College

LOCKDOWN PROCEDURE

For your safety and security, there may be rare occasions when the college will need to go into 'LOCKDOWN'.

You will be notified of a lockdown by messages on all computers and screens, and verbally by college staff.

YOU SHOULD

1 Move to the closest location where you can be safe and the doors can be locked by staff.



2 Follow directions of staff in that location for your own safety.



3 Stay as silent as possible.



4 Switch off lights in rooms.



5 Place your phone on silent with vibrate turned off. Do not phone anyone - send messages- or pictures. This is important!



6 If police officers arrive, follow their directions for your own safety.



If the reason for the lockdown has passed, you will be informed by messages on screens and verbally by staff. The college priority is your safety and the safety of others.

Your co-operation is appreciated.

Online Etiquette

Bishop Auckland College

swdt
South West Durham Training

Online Lesson Etiquette



SET YOUR DEVICE UP IN A QUIET SPACE



JOIN THE LESSON ON TIME



BEGIN WITH YOUR MICROPHONE OFF



TURN THE CAMERA ON ONCE YOU ARE SETTLED AND READY TO BEGIN

TURN ON THE MICROPHONE ONLY WHEN IT IS YOUR TURN TO SPEAK



ONCE THE LESSON IS OVER EXIT TEAMS PROMPTLY

OTHER TIPS:

- KEEP YOUR MICROPHONE OFF UNLESS YOU ARE SPEAKING
- DON'T EAT WHILE IN A LESSON - YOU WOULDN'T IN A REGULAR LESSON
- IF YOU NEED TO GET UP AND MOVE AROUND, TURN YOUR CAMERA OFF
- WORKING OUTSIDE MAKES IT HARD TO SEE AND HEAR

REMEMBER!

THERE IS AN EXPECTATION THAT THE CONDUCT AND BEHAVIOUR OF LEARNERS AND STAFF IS THE SAME AS IT WOULD BE IN A LESSON ON-SITE

Personal Information

The information contained on your Learning Agreement is extremely important to the College. Please ensure that you notify Reception or Student Support of any changes of name, address, telephone number, or employer, so that records can be amended accordingly. This will assist us should we need to contact you at home or at work in exceptional circumstances such as a class cancellation or send course information or examination results direct to you.

At times we will be sending some important information to students by text messaging. It is vital that you inform Reception or Student Support of any change of mobile phone number.

Personal Property

Please take care of your personal property as the College cannot be held responsible for any loss or damage sustained while on College premises. Any property you find should be handed in to Reception. If you have lost something please check if it has been handed in. You can leave your details with Reception who will then contact you if your property is subsequently found.

Quality Matters

We aim to continually improve the service we provide for our students. To do this, we need the involvement of all students, and we will seek your help in the following ways:

Student Surveys

We will ask for your comments on our services after you have settled into your course. Your responses are analysed and the results used to review and wherever possible, help improve our courses and services. A summary of all student feedback is published each year and is available on the Student Views page.

Suggestion Scheme

We are constantly seeking ways in which we can continue to improve every aspect of our business. To do this we welcome your assistance. If you have any suggestions for improvement, the best way of letting us know is via email. Please email your suggestions to Quality@bacoll.ac.uk. Alternatively, please complete a suggestion form and post it into the suggestion boxes located outside of the Job Zone and the Learning Zone. Suggestion boxes can also be found in the College Nursery. Your suggestion will be fully considered by the relevant operational manager and we will contact you to inform you of the outcome. Each term a £20 gift voucher will be awarded to the person offering the most useful suggestion for improving our service.

Complaints

If you have a complaint about any aspect of the College's services, you should discuss it first with your tutor or an appropriate member of staff. If you do not wish to do this, or you are still not satisfied, then ask at Reception and they will arrange for your complaint to be recorded. You can also complete an online Complaints Form.

When making a complaint, make sure you inform us of:

- Your full name, address, telephone number and email address (if applicable)
- As much as you can about the complaint as possible, including dates and times etc.

- What has gone wrong, including any supporting evidence to substantiate the issues raised. Where possible, this may include copies of emails, witness statements, etc. If your complaint is regarding several issues please be sure to separate them out, this will help us to respond properly to your complaint.
- The outcome you are seeking – if your complaint covers several issues outline for each issue the outcome you are seeking.

Your complaint will then be investigated and we will contact you within 15 working days, to advise you of the action taken.

For more information relating to the College's complaints process, please refer to the Complaints page on the College's Website.

College Documents

You may be interested in some of the documents published by the College including the Equality Diversity and Inclusion Policy, Safeguarding/Child Protection Policy, Anti-Bullying and Harassment Policy which can be found at <https://bacoll.ac.uk/Safeguarding>

Customer Complaints Procedure and Guidelines can be found at <https://bacoll.ac.uk/Complaints>

Copies of these documents, along with many others can be accessed through the Student Portal by clicking on the 'College Docs and Procedures' icon. Alternatively, these documents can be requested from Student Services or the Quality Office. If you require any of these documents in an alternative format, please let us know.

Student Views Page

The College has a Student Views Page found on the Student Portal. On this page you will find:

- information about current surveys we have running
- results from previous surveys
- how to submit a suggestion and details of previous suggestions made with feedback
- how to make a complaint

Safeguarding – eSafety

The college is committed to ensuring the safety and wellbeing of its learners. We particularly want your experiences to be positive, educationally meaningful and productive. Whether you are using a computer at home or at the College here are some useful tips that will help you keep safe online.

Top Ten Tips

- Regularly change your password, don't make it easy to guess and don't share it with others.
- Take care when using social networking sites; it's always a good idea to set a profile to private. Think before you tweet and blog, remember in most cases content you post can be read by everyone. Never agree to meet up with a stranger you have met online.
- Avoid email scams, if it seems to be too good to be true then it probably is. Never confirm your bank details via email and avoid opening attachments from unknown sources.
- Protect your data – back it up and carry out regular virus scans. The College machines virus scan automatically but make sure you do this at home. Be careful when using memory sticks as they can

easily be lost (make sure that they don't contain sensitive data) or broken (make sure you have backups – in College save your work to your user area).

- Make sure that your wireless network, if applicable, at home is secure.
- Be careful when disclosing any personal details online e.g. address, date of birth
- Invest in security software and keep your system software at home up to date.
- When shopping online always use a reputable site, one that displays visible security features such as an https address or a yellow icon padlock.
- Consider your health when using technology. Adjust your seating and take regular breaks. Remember too that constantly cranking up the volume could cause long term damage to your hearing.
- If there are any incidents of cyber bullying please inform either your tutor or Student Support as soon as it happens.

Safeguarding

The College is committed to keeping all learners safe from harm which is what safeguarding means and includes abuse and injury.

If you have a concern about yourself or someone else please talk to your tutor or your Student Progress Mentor whoever you feel more comfortable talking to. If at any time you feel worried or uncomfortable please tell someone as staff are here to help.

The Safeguarding & Mental Health Coordinator is Cheryl Hird who is based in Student Support.

The Designated lead for Safeguarding is Shaun Hope, Principal/Chief Executive.

The College Governor with Safeguarding responsibility is Chris Hutchinson who can be contacted via the Principal's office.

If you need to make contact regarding a safeguarding concern please contact the College on (01388) 443000.

The College Safeguarding policy is available on the College website.

If you need any help outside of College you can contact:

<http://www.childline.org.uk> or freephone 0800 1111

Ashleigh's Rules:

1. If ever meeting up with somebody who is alien to you or your friends make sure that you meet them in a group of at least 2-3 and in a public, well lit and populated area.
2. Inform somebody of where you are going and what time you should be back, also the name of who you are meeting.
3. Don't accept anyone on social networking sites that you don't know.
4. Remember never to trust anyone who you have met online, you don't know what they are capable of doing.
5. Never tell a stranger on network sites or chat rooms anything personal about yourself, e.g. where you live, date of birth etc.

Never meet anyone you don't know, simple as!

Report it

For advice, help or to report any internet crimes you can visit <http://ceop.police.uk>

In an emergency always dial	999
Non emergencies	101
Crime stoppers	0800 555 111

Student Code of Conduct

Here at Bishop Auckland College we will work exceptionally hard to give you the best teaching and learning experience and all the support you need to help you achieve your qualification and progress further and higher. That's our promise to YOU!

We expect you to:

- Be respectful to everyone
- Attend and be punctual
- Behave responsibly inside and outside of College including online
- Wear your College id badge

- Report absences
- Follow Health and Safety rules
- Respect College properly

We do not accept

- Using your mobile phone during lessons or exams (unless given permission by your tutor)
- Misuse of College computers
- Violent, bullying or intimidating behaviour
- Foul, racist, offensive or abusive language and/or behaviour
- Smoking including e-cigarettes in non-designated areas
- Spitting
- Carrying and drinking energy drinks
- Carrying, using or distributing alcohol or illegal substances or offensive weapons and/or objects (including laser pens)
- Wearing items, hoods, baseball, peaked caps or other head-wear that obscures the face unless it is integral to your faith or belief

Student and Staff Relationships

Student Relationships with College members of staff

Students under 18 must be aware that close personal relationships with members of staff are strictly prohibited and should this occur the College Student Disciplinary procedure will be invoked.

Students over 18 are strongly discouraged from having a close personal relationship with a member of staff. However, it may be that a close personal relationship already existed prior to enrolment or develops in College between a student and a member of staff. In the eventuality of this being the case the student must inform their Tutor and their Student Progress Mentor/Student Support.

The College will put in place appropriate arrangements to ensure that the student's learning and assessment procedures are free of bias.

Failure to disclose a close personal relationship with a member of staff may result in the College Student Disciplinary procedure being invoked.

Student Finance

Applying for financial support for College

We have a dedicated page on our website which provides detailed information regarding student finance and a range of financial support opportunities that students across the College (Full Time 16-18 year olds, 19+ adults on Adult Learning Programmes and Higher Education students). Please visit:

<https://bacoll.ac.uk/Funding> for more information on this.

Some courses do incur some additional costs for students for additional learning resources and/or mandatory trips/visits, however please visit the individual course page on our website for your course of study for more information on this. Please find your course from the list available here:

<https://bacoll.ac.uk/courses>

Student ID Cards

Students are issued with a photo ID card. You must carry this at all times as it allows you access to the College building and is also your Library card.

Should you misplace or lose your card you should see Reception for assistance. There is no charge for Student ID cards but if it is lost and a replacement is required, then this will incur a charge of £2.00.

Student Views

We aim to continually improve the service we provide for our students. To do this, we need the involvement of all students, and we will seek your help in the following ways:

Student Surveys

We will ask for your comments on our services after you have settled into your course. Your responses are analysed and the results used to review and wherever possible, help improve our courses and services. A summary of all student feedback is published each year and is available on the Student Views page.

[Link to the Student Views Page](#)

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We are constantly seeking ways in which we can continue to improve every aspect of our business. To do this we welcome your assistance. If you have any suggestions for improvement, the best way of letting us know is via email. Please email your suggestions to Quality@bacoll.ac.uk. Alternatively, please complete a suggestion form and post it into the suggestion boxes located outside of the Job Zone and in the Learning Zone. Suggestion boxes can also be found in the College Nursery. Your suggestion will be fully considered by the relevant operational manager and we will contact you to inform you of the outcome. Each term a £20 gift voucher will be awarded to the person offering the most useful suggestion for improving our service.

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When making a complaint, make sure you inform us of:

- Your full name, address, telephone number and email address (if applicable)
- As much as you can about the complaint as possible, including dates and times etc.
- What has gone wrong, including any supporting evidence to substantiate the issues raised. Where possible, this may include copies of emails, witness statements, etc. If your complaint is regarding several issues please be sure to separate them out, this will help us to respond properly to your complaint.
- The outcome you are seeking – if your complaint covers several issues outline for each issue the outcome you are seeking.
- Your complaint will then be investigated and we will contact you within 15 working days, to advise you of the action taken.

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College Documents

You may be interested in some of the documents published by the College, for example the Equality Diversity and Inclusion Policy, Safeguarding;/ Child Protection Policy, Anti-Bullying and Harassment Policy, Health and Safety Policy, Student Behaviour and Disciplinary Procedure, Customer Complaints Procedure and Multi-Faith Prayer Room Policy.

Copies of these documents, along with many others can be accessed through the Student Portal by clicking on the '[College Docs and Procedures](#)' icon or on the HE page of the College website. Alternatively, these documents can be requested from Student Services or the Quality Office. If you require any of these documents in an alternative format, please let us know.

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- information about current surveys we have running

- results from previous surveys
- how to submit a suggestion and details of previous suggestions made with feedback
- how to make a complaint
- Link to the Student Views Page

[Link to the Student Views Page](#)

Student Progression Service

Careers Education, Information, Advice & Guidance (CEIAG), Work Placements & Employability Skills

Bishop Auckland College is a unique, diverse and inclusive environment in which everyone is supported to grow, develop and really flourish. We treat each student as an individual, with their own unique talents, circumstances and aspirations. For all students, our intent is always the same: from the moment they are welcomed into our College community, we aim to transform the life chances of every student, helping them to progress into fulfilling careers and contribute to the productivity and prosperity of our local economy. We focus on really getting to know our students, what motivates them, their career aspirations and supporting students to progress towards a bright future.

Our friendly, highly qualified and experienced Student Progression team offer a personalised service to each individual at Bishop Auckland College main campus, our specialist engineering centre in Newton Aycliffe, South West Durham Training (SWDT) and our Durham Gateway School, providing high quality information, advice and guidance on career pathways, employment and further study opportunities. This journey begins with your very own personalised career plan and the team are dedicated to intensively supporting and nurturing students on their route to an exciting positive destination!

Meet the Team

Jennifer Phillips	Student Progression Manager	jennifer.phillips@bacoll.ac.uk
Emma Tate	Progression Coach (CEIAG Specialist)	emma.tate@bacoll.ac.uk
Julie Shafto	Progression Coach (CEIAG Specialist)	julie.shafto@bacoll.ac.uk
Roxanne Howard	Progression Coach (Work Placement Specialist)	roxanne.howard@bacoll.ac.uk
Laura Baker	Progression Coach (Work Placement Specialist)	laura.baker@bacoll.ac.uk
Kevin Thrower	Progression Coach (Work Placement Specialist)	kevin.thrower@bacoll.ac.uk

The team are located in the Student Progression Hub, located on the ground floor at the main campus. We look forward to discussing your career options so please drop by, call or email to book an appointment to speak to one of our Progression Coaches.

We are available:

Monday to Thursday, 8:30am - 5:00pm

Friday, 8:30am - 12 noon

Evening appointments are also available

Telephone: 01388 825197 | 01388 443092 | 01388 743198 | 01388 443006 | 01388 443059 | 01388

443148 Email: careers@bacoll.ac.uk

Careers Education, Information, Advice & Guidance (CEIAG)

Our service includes:

- Personalised career plan
- Confidential one-to-one career appointments
- Access to a full programme of careers education tutorials
- Support with CVs
- Help with researching and identifying suitable vacancies
- Support with job applications
- Helping you to prepare for interviews
- Employability skills development through individualised mentoring
- Help you to find a job (part-time and full-time employment)
- Help you to find an internship, traineeship or apprenticeship
- Support you with applications into FE & HE programmes
- Support you through the UCAS application process for University
- Access and support you with your eTrackr Careers Student Portal

One-to-one Careers Guidance

If you are unsure about your career pathway or which course to do, book a one-to-one confidential careers appointment with one of our Progression Coaches. We offer appointments for students, apprentices or anyone thinking of studying at Bishop Auckland College, SWDT and Durham Gateway.

Careers Education

Every student and apprentice will be offered the opportunity of a one-to-one careers guidance interview during their time at College and full-time students will have access to a programme of careers education tutorials throughout their learning journey. Progression Coaches work closely with tutors to arrange career sessions that cater to their ability, are linked to vocational areas, and include a range of topics relating to careers and employability.

Additional services include:

- Signposting and referral to college departments and external agencies
- Visits and trips to employers and universities
- Learning Bursary, Advanced Learner and Higher Education Loans

Careers Resources

We offer a wide range of resources including labour market information, routes into employment, apprenticeships, higher education and much more. Students and apprentices have access to our online careers platform which contains fully up to date resources via the College VLE (Moodle), which you can access both in College and at home.

The careers platform also allows you to explore a range of destinations and pathways you may be interested in or may not have thought of before and how these choices can lead to different career paths and further education. You can explore how to successfully apply for employment, an apprenticeship or university course, including universities abroad. The Student Progression team will complete regular tutorials with students to access all resources across the platform throughout the academic year.

Work Placements

The College has excellent, strong links with local employers across a wide range of sectors. All full-time students will undertake a work placement alongside their study programme and many of our part-time students complete work placement to compliment their learning programme. Work placement is a fantastic opportunity for you to perform actual tasks within an external workplace which will be linked to your chosen career. In some cases, placements are so successful that students are subsequently offered apprenticeships or employment.

Your Progression Coach will:

- discuss placement options/choices with you
- Secure a vocationally related work placement linked to your career goal
- Provide you with a DBS check for your work placement
- Access and support you with your Grofar Work Placement Student Portal
- Help you to secure a positive destination following your course of study

You will gain access to Grofar, your very own work placement student portal. Within Grofar, you have easy access to all of your work placement details at any time. You can create action plans and targets to achieve on placement, log all of your placement hours, experiences and photo evidence and your employer will provide feedback on your performance. At the end of your placement, you will receive a personalised placement completion certificate.

The contacts made during placements can be extremely valuable for future job offers. It is your opportunity to show an employer your ability to work to a high standard and that you are keen to develop your career!

Employability & Job Opportunities

Many of our students progress directly into employment from their College course or apprenticeship. We support students and apprentices with CVs, one-to-one application support and mock interviews. Developing your employability skills to help you to progress into your chosen career is an integral part of your College course. Throughout your time at College, you will have the opportunity to work with employers in your vocational area through careers fairs, virtual workshops, visiting guest speakers from employers in a wide range of sectors and visits to employer premises to explore real life businesses.

Higher Education

Progression Coaches provide advice and guidance on higher education programmes including degree, foundation degree and higher national diplomas. They work with students who are making an application to higher education, providing specialist support on a range of higher education topics including how to research course choices and how to write an effective personal statement. The team also support students studying higher education programmes at Bishop Auckland College and SWDT, and have the opportunity to complete a work placement alongside their studies.

Destinations

We are passionate about helping you find that perfect job, university course, apprenticeship plus many more career opportunities!

The positive destination work undertaken by the dedicated Student Progression Team provides a very 'hands on' approach that we term 'FMAB'.

- Facilitation – helping students to locate suitable and realistic opportunities and make applications to a range of potential destinations, including further study in FE or HE, apprenticeships, traineeships, internships, part-time and full-time employment
- Mentoring – providing individualised support with CVs, applications, preparing for interviews and additional training needs
- Advocacy – working with the College apprenticeship team and external organisations to advocate for individual students and maximise their chances of securing a sustainable positive destination
- Brokerage – understanding the labour market needs of target destination organisations, as well as the skills and potential of individual students, in order to broker sustainable positive destinations

National Career Benchmarks (GATSBY)

In 2015, Bishop Auckland College was one of only three colleges in the north east of England who were chosen to take part in a national pilot to identify good practice in careers guidance for young people in schools and colleges. The Gatsby foundation visited a number of countries to look at good practice in careers guidance and careers education. From this, they developed a set of benchmarks to demonstrate good practice for careers provision in schools and colleges. Following the completion of the Gatsby pilot, Bishop Auckland College has continued to work hard to meet those eight benchmarks and deliver a high quality careers service to our existing and future students.

Labour Market Information

Labour market trends play an important part in the decision making process for anyone planning their future career or looking at a career change. There is a broad range of local and national information available to help you make those all-important decisions and to explore the opportunities that may be available in the future. We suggest the following links as a good starting point:

- [Labour Market Overview \(July 2023\)](#)
- [Office for Labour Market Statistics](#)
- [National Careers Service](#)

Careerometer can be used to explore and compare key information about occupations, help you learn about different occupations and identify potential careers. It provides access to a selection of UK headline data relating to pay, weekly hours of work and future employment prospects for different occupations, as well as a description of the occupation.

Simply type in the title of the job you are interested in and the widget provides a series of options from which you can select the most relevant to you. You can then look up another two occupations and compare. You can also select 'display the UK average' and compare the information with the occupation you have selected.

Information for Parents/Carers

We welcome parents/carers to attend careers appointments and to be involved in the progression process. You also have the opportunity to speak to the Student Progression team during College open evenings and tutor parent/carer evenings.

Careers Entitlement Statement

The College is committed to ensuring that high quality, timely, accurate and impartial careers education, information, advice and guidance is provided to support people to make informed decisions. This involves making realistic choices about future plans and developing skills to prepare for progression into further study or employment. We look forward to welcoming you into the Student Progression Hub!

Student Union/Ambassadors

The Student Union here at Bishop Auckland College, allows YOU the opportunity to have YOUR say on what happens in YOUR College. We continuously strive to provide you with the best possible experiences during

your time here, however we also value your opinions and ideas on how we can improve. Becoming part of the BAC SU, gives you the chance to shape your learning experience and positively affect the college as a whole.

Student Ambassadors are official student representatives who help to promote College and courses to young people from a diverse range of backgrounds. The Student Ambassador Scheme supports the recruitment process of the Marketing Department and also provides a Student Voice within the College.

If you are interested in becoming a Student Ambassador please speak with your tutor or Student Support who will be able to provide you with further details about the role.

Study Support

Bishop Auckland College is fully committed to helping you achieve your chosen qualification, and enable you to be successful in progressing to your next steps in learning or gaining your idea career goal. We can often face challenges with the work that we must carry out, but do not panic, help is on hand. We offer a broad range of learning support to help you overcome these common barriers.

Our Study Support Team can help to give you the best chance of success. We can support with you general study skills, including:

- Reading and research, including which sources of information are good and why?
- Identifying and summarising key information and relevant detail to include in your ongoing work and assessment tasks.
- Understanding what a question, or assignment task is asking for, breaking it into more manageable 'chunks'.
- Assignment/Essay planning, structure, layout and content.
- Presenting information in a way that is easy to understand.
- Organisation and proof reading techniques.
- Difficulties with literacy including spelling and grammar, and basic numeracy skills too.
- If English is your second language.

Please discuss these or any other challenges that you face with your course tutor. If you and your tutor feel that you would benefit, a referral form will be completed and then a member of the Study Support Team will contact you to arrange a suitable time for you to meet them.

Support for Students

Our aim is to help you to study with us and to achieve your learning goals. We are committed to providing sensitive and individualised support for all our students.

The team will try to help with any queries or problems you may have and if they cannot help they will try to find someone who can.

Support is wide ranging and includes help with health issues, mental health, anxiety, mentoring and anger management. A personal, confidential service is available and staff can help you access external agencies offering specialist advice and support on many topics including homelessness, pregnancy, drug/alcohol abuse etc and can act on your behalf if necessary.

Support is available to students who are young parents, parents-to-be and also young carers.

If you have a learning difficulty/disability or need assistance when taking an examination you are encouraged to discuss your needs with your tutor, the HE Student Liaison Mentor (HE students only) or the Inclusion Manager as soon as possible to ensure that appropriate support is in place for you.

Emotional Resilience Advisor

The Emotional Resilience Advisor can see any students who are requiring emotional support including anxiety, stress, anger, low mood, self-esteem and building resilience. Support can be offered by talking/listening, providing coping strategies and signposting/referring to the College Counselling service or external services if required.

The Emotional Resilience Advisor can be accessed through completing a referral form with your Student Progress Mentor or Student Support.

College Counselling Service

The College Counselling Service offers you a space to explore issues that are causing you distress – whether they happened in the past, are happening now, or things you have to face in the future.

The Counselling Service can be accessed through speaking to a Student Progress Mentor or the Emotional Resilience Advisor.

Teaching, Learning and Assessment Strategy

The Quality of your Education.

Here at Bishop Auckland College we take great pride in ensuring that you have an excellent and enjoyable learning journey. We will support and encourage you to set short term targets to enable you to achieve your longer-term goals, we will maintain high expectations of you as a student, and you can expect high standards of education from us too. We will challenge you to achieve, and realise your full potential, whilst supporting you to develop the knowledge, skills and behaviours that you will need to progress to your next steps. This could be further learning at a higher level, or directly into employment, helping you to achieve your overall career aspirations. As well as achieving your chosen qualification we will support you to develop a knowledge, understanding and appreciation of the wider aspect of life in Britain to enable you to succeed in all aspects of life.

Our ethos as an inclusive college is to ensure that all students, regardless of background, cultural diversity, or individual needs are able to access learning and achieve their full potential. We celebrate individual differences and harvest these opportunities to tailor and adapt our approaches, planning and implementing ambitious teaching, learning and assessment practices to provide access and broaden opportunities of learning for all.

We recognise that: Exceptional teaching, learning and support mean that students are engaged, inspired and enjoy learning.

The Bishop Auckland College Group aspire to ensure that everything we do is consistently of a truly exceptional standard. We aim to achieve this by:

- Maintaining an underpinning culture of relentless aspiration amongst students and staff, rejecting mediocrity in everything we do and valuing the richness of ideas that diversity brings.
- Creating confident independent students, experienced in their use of advanced learning technologies and study skills.
- Providing exceptional learning resources and staff who take a pride in achieving the very highest standards.
- Nurturing talent in all with personalised learning plans and support that quickly 'wraps around the student' when needed.
Developing skills for jobs; this includes work placements for all full-time students, maths and English for those without good GCSE passes and the development of generic and transferable employability and enterprise skills.
- Place assessment strategies at the heart of learning, with teachers providing rigorous feedback to direct further learning and routine embedding of maths and English skills.

Empowering students to become responsible and active citizens by engaging them in the leadership and quality improvement of the College and wider community activities.
- Engaging with local, regional and national stakeholders to inform our curriculum offer to ensure students are industry ready.

Transport

College Transport Code of Conduct

Learners must be at their bus stop 10 minutes prior to collection/departure time and present their Arriva travel pass to the driver on boarding the bus. Access will be refused otherwise.

Any absence resulting from refusal of travel is the learners responsibility. Learners will not be reimbursed for public transport costs incurred in this instance.

Rubbish must not be left on buses and must be disposed of responsibly.

Learners must not distract the driver.

The College will not tolerate unacceptable behaviour. Learners identified as displaying unacceptable behaviour will have their transport privileges revoked for the remainder of the academic year and will face disciplinary action and deductions to College Allowance or Student Bursary payments. It may also impact on any other financial support provided by the College.

- The following is deemed as unacceptable behaviour:
- Vandalism and destruction to any part of the bus.
- The use of abusive language to drivers, students and passengers
- Use of inappropriate language i.e. swearing or offensive language
- Threatening or argumentative behaviour/bullying/fighting
- Refusal to show your Arriva travel pass when boarding the bus
- Smoking
- Other acts deemed inappropriate by the College or travel provider

Buses are fitted with CCTV. Reports of unacceptable behaviour will be investigated and CCTV evidence will be used if necessary to support disciplinary action.

Any concerns regarding transport or recommendations for improving the provision should be forwarded to the Finance Department. Alternatively, you can call 01388 443115, 01388 443113 or 01388 443037.

Should you have any complaints regarding Arriva or Weardale Travel bus service, this must be raised directly with Arriva or Weardale Travel.

Your Course

The Right Course for You

It is important that you enrol on the right course. The College offers the opportunity for you to discuss and talk over your needs and aspirations with staff.

Induction

There will be an induction at the beginning of your course. This is to help you settle into College and to ensure you are studying on the appropriate course or programme. It will also give you the opportunity to evaluate any additional learning needs you may have and we will try to ensure that these are met. The induction programme will allow you to discuss any further concerns you may have with your tutor or staff in Student Support.

Changing Your Course

If you are thinking of changing your course in some way, you may wish to talk it over initially with your tutor or a member of the Student Progressions Team.

At the End of Your Course

It is your responsibility to ensure that course text books, library books and any other equipment belonging to College are returned before leaving your course. Please ensure that any monies owed to the College e.g. Library fines are paid before you leave.

Leaving Your Course Early

If you feel you are unable to finish your course or have reached a decision to leave, please let us know. Perhaps we could help sort out any difficulties you may be experiencing which are affecting your decision. Speak with your tutor in the first instance or, if you prefer, with the Manager for your area, or a member of the Student Progression Team. If you leave before the end of your course your College Card should be handed in promptly.

The College Fee Policy can be viewed on the College website. This can be found at <https://bacoll.ac.uk/funding>