



Student Handbook 2018/19

Everything you need to
know about life at College

Welcome to Greenbank College

We are pleased that you have decided to join us at Greenbank College.

On behalf of all staff, we hope you have a successful year with us and achieve all your learning goals. We have high expectations of all our students and staff will work with you to develop your skills and help you achieve your potential. You will receive a good quality of teaching with interesting and creative sessions matched to your needs. Welfare and guidance support and financial help are also available.

Please use this handbook to find out more information about College life, ways you can get involved and services available to you.

We believe in giving you a learning experience to prepare you for further or higher level learning or to enter the world of work. Our Moving On and Careers Week activities are also designed to help you make this transition.



Anne Kinsella

Anne Kinsella

Education and SEND Manager

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Your College Journey

Throughout your time at Greenbank College you will be encouraged to take part in discussions with tutors and advisors and contribute to your own learning plans to help you to get to where you want to be.

At the Start

Discussions with tutors and advisors – self assessment and initial assessment to find out where you are now.

Where do I want to get to?

Setting goals and progression routes to help you on your way.

Do I want a qualification?

What skills do I need to work on?

Discussions with tutors and advisors will help you make informed decisions.

How do I get there?

Take part in classes and other individual learning/enrichment activities.

Attend a placement or undertake other practical experience to develop employability skills and support progression into work.

These will help increase your confidence, independence and personal development.

What next?

Do I want to move on?

What do I want to do?

Discussion with tutors and advisors about progression opportunities for further learning and employment.

How was my learning experience?

You will be asked to provide feedback to College staff at various stages of your course, including at the end. This will help them provide a quality service for all students.

At the end of the course

Final assessment & reflection

How did I do?

How did I get there?

Am I happy with my progress?

Reviewing

Take part in regular assessments of work and discuss your progress with tutors.

Contribute to the planning of your future learning by helping to set new goals and targets.

Staff

Education and Training Services

Education & SEND Manager: Anne Kinsella
Quality Assurance Manager: Pauline Sharma
Student Welfare Coordinator: Lisa Turner

Art, Design, Sewing and Textiles

Tutors: Paula Burke, Colette Dwyer

Business & Administration

Tutor: Christine Maguire

Catering & Hospitality

Coordinator: Steve Jones
Tutors: Ann-Marie Edgar, Judith Jenkins

Customer Service

Tutor: Rachael Willoughby

Employability

Tutor: Jane Bentley
Placement Officer: Tom Waddell

English

Coordinator: Jacqui Maylor
Tutors: Helen Dring, Jeanette Farrelly,
Ann Hunter

Exercise, Fitness & Sport

Tutors: John Cole, Andrea Mitchell

Foundation Degree

Coordinator: Rachael Grace
Tutors: Pete Wyman, Laura O'Callaghan

Hairdressing

Tutors: Beverley Mellor, Katherine Pulman

Horticulture

Tutor: Lindsey Kinsella

Health & Social Care

Tutor: Caren Martin

Information Technology

Coordinator: Simon Taggart
Tutor: Lindsey Jones

Learning Support

Communication Support Worker: Helena Bannister
Learning Support: Roy Bagen, Mark Bradley,
Emma Boswell, Caroline Bromley, Terri Clucas,
Lee Ellis, Stephen Fitzpatrick, Candice Gavan,
Charles Hardisty, Karen Haskayne, Mike Hendrick,
Winifred Orleans, Jenny Lewis, Diane McLoughlin,
Eilis McMulkin, Becky Sherlock
Job Coach (Supported Internship): Ben Dunster

Maths

Coordinator: Mark Canty
Tutors: Owen Burns, Ingrid Dutton, Dan Squire

Student Services

Administration Manager: Ian Grice
Guidance and Recruitment Coordinator:
Alison Stoddart
Recruitment and Admissions Officer: Mary Weir
Finance Manager: Margaret Brown

General Information

Term Dates 2018-19

Autumn Monday 10 September 2018 to
Wednesday 19 December 2018

Spring Monday 7 January 2019 to
Friday 5 April 2019

Summer Tuesday 23 April 2019 to
Friday 12 July 2019

Review Weeks

Autumn Monday 22 October 2018 to
Tuesday 30 October 2018

Spring Monday 18 February 2019 to
Friday 22 February 2019

Summer Monday 27 May 2019 to
Friday 31 May 2019

Course Delivery Hours

Classes take place on:

Monday - Friday 9am - 4pm

Check your timetable for your class times.

Most vocational courses have a work related placement (hours to be agreed).

Please note: Foundation Degree and short course delivery times vary.

Break Times

10.20 - 10.40am Morning Break

12 noon - 1pm Lunch

2.20 - 2.40pm Afternoon Break

Please note: Break times for catering, hairdressing and sports students may vary and all break times may be subject to change.

Safe Learning and Prevent Duty

Greenbank College wants all students to be safe whilst at College. This includes making sure that:

- You show respect to other students and staff.
- You are safe from any kind of harm, threats or bullying.
- You are prevented from being drawn into terrorism and radicalisation. We promote British Values - democracy, the rule of law, individual liberty and mutual respect and tolerance of those with different faiths and beliefs.
- You remain safe when using computers, social media and the internet.
- You are safe when attending any work placement.

We want you to understand what risks there are and work with us to protect yourself and others from harm.

Any safety concerns should be reported to one of our named safeguarding officers:

Greenbank College

Anne Kinsella - Named Senior Lead & Prevent Lead

Lisa Turner - Vice Safeguarding Lead

Tel: 0151 733 7255

Greenbank Sports Academy

Mark Palmer

Tel: 0151 280 7757

In their absence, report any concerns to a senior member of staff or your tutor as soon as possible.

Student Reviews

You will review your progress with your tutor against your individual learning plan each term.

If you are aged 16-18 (and up to 24 if you declare a disability and have an EHC Plan) you will be given an appointment with your tutor and parents/guardians will also be invited to attend.

These reviews will take place on:

Wednesday 31 October 2018, 1 - 6pm

Wednesday 27 March 2019, 1 - 6pm

Attendance

We have a minimum attendance requirement on courses, work placements, etc of 95% (excluding authorised absences that have been agreed in advance by your tutor).

In cases of absence and sickness, contact should be made with your tutor via:

College reception - Telephone 0151 733 7255

or email: reception@greenbank.org.uk

Facebook: www.facebook.com/greenbankcollege

Notification of absence should be made before 9.30am on the first day of absence.

All external appointments should be organised on days and times when you are not due at College.

If you record unauthorised absences, erratic attendance patterns, persistent lateness/leaving early, absence from one class but not others, etc, you will be referred to the 'At Risk Group' and allocated a personal tutor who will work with you and your subject tutors and, where applicable, your parent/guardian, to improve attendance and punctuality. We will offer you a range of support to help you comply with College attendance targets. Failure to improve attendance over 6 consecutive weeks will mean you could be withdrawn from your course as you will be deemed to have broken your learning agreement.

Attendance Reward Scheme

The 2018/19 attendance reward scheme recognises the value of full attendance and punctuality.

All students who achieve 95% or higher attendance / no late or early leaving, will be eligible to be entered into a prize draw to receive a cash prize / voucher worth £25 on a termly basis.

Terms and conditions apply.

Certificates

Certificates may take several months to arrive from the awarding body. You will be notified when your certificate(s) arrive by post or email and asked to collect in person and sign for them as soon as possible. Replacement copy certificates will be charged for.

Learning Support

The following support is available:

- The assistance of Learning Support staff to help you on a one-to-one or small group basis (subject to assessment and availability).
- Accessible furniture and equipment in classrooms, including height adjustable desks.
- Specialist IT equipment including screen reader software, large screens and IT technical support to offer specific advice as needed.
- Help with transport and independent travel (subject to assessment and availability).

English, Maths and IT

Improving English, maths and IT skills can help you to manage your money, get a job, assist children with their homework, fill in forms and increase confidence.

English and maths are compulsory for all students aged 16 to 18 (or up to 24 with an EHC Plan) if you have not already achieved a GCSE grade A*-C / 9-4 in the subject.

Adult students can study English, maths and IT courses independently or combined with study in another College department and are offered courses from Entry Level up to Level 2.

We also offer GCSE English and maths for students who did not gain A*-C / 9-4 in these subjects. If you have achieved a Level 2 functional skills qualification you may also be considered for the GCSE qualification.

Enrichment Activities

If you are aged 16 to 18 (or up to 24 if you have an EHC Plan) you will be timetabled to complete Enrichment activities.

Enrichment activities are designed to help you to develop your confidence and skills and try new things. You will be given the programme of activities at enrolment.

Activities usually take place on Wednesday afternoons during term time, between 1pm and 2.20pm.

The Hub

The Hub is a quiet area where you can study independently, using computers with internet access. Open daily, Monday - Friday 9am - 4pm.

College Email Account

When you start on your course, you will be given a College email address with the format:
firstname.lastname@my.greenbankcollege.ac.uk

Keeping in touch

Your email will be used to send you relevant information about College. You are encouraged to check your emails regularly.

You can also stay in touch by:

Facebook at www.facebook.com/greenbankcollege or Twitter - @greenbankcoll

Look at the notice boards, sited around the College and Sports Academy for information that might be useful to you.

Car and Cycle Parking

Greenbank College has its own car park (with limited spaces available) at the front and rear of the building. (Rear car park accessed via the 'drive through' in front of the 'in gate'.)

Cycle parking is available in the front courtyard of the College and outside the Sports Academy entrance.

Vehicles and cycles are parked at the owner's risk.

Signing In / Out of Buildings and ID Badges

It is essential that you sign in and out of Greenbank College and Greenbank Sports Academy via the touch screen signing in system. You will be issued with a photo identity badge which we use to record your attendance. Your ID badge must be worn at all times when in the College or the Sports Academy to comply with Fire and Health & Safety requirements.

Replacement ID badges will be charged at £5 per badge.

Personal Possessions

We accept no responsibility for loss or damage to your property whilst on our premises. Please bear this in mind and take extra care of your belongings.

Lockers are available for students in the catering and sports departments which may be used at your own risk.

Mobile Phones

You can not use your mobile phone during lessons unless you have permission from your tutor.

You must turn your phone to silent when in the classroom or risk tutors removing it until the end of the session.

Smoking

Smoking or the use of e-cigarettes is not permitted in any of our campus buildings. A designated smoking area, located in the rear garden as indicated on the building plan on p.22, is provided.

Smoking is not allowed anywhere else on site. Failure to comply will result in disciplinary action and possible dismissal.

Food and Drink

Food and drink cannot be consumed in teaching rooms.

We offer two catering facilities:

Subsidised Canteen

Opening Hours

10.20 - 10.40am Morning Break
for hot and cold drinks and snacks

12 - 12.30pm Lunch

for a range of hot and cold food

2.20 - 2.40pm Afternoon Break

for hot and cold drinks and snacks

Time Out (Greenbank Sports Academy)

Opening Times

8.30am – 10.30pm daily

Food is served until 6pm Monday to Saturday (8pm Wednesday). There is also a limited menu on a Sunday.

Re-cycling

Greenbank College is committed to reducing waste. Recycling bins for paper and card are located throughout the College and Sports Academy.

Photo Consent

The enrolment form includes a question about photo consent, giving your permission (or not) for the College to use photographs for marketing purposes. This is valid for your time at the College.

Photographs may be used in print material, websites and social media as well as making them available to local media such as newspapers, etc.

Students' Union

We have our own Students' Union and if your course lasts 4 weeks or more you will automatically be a member.

The Union committee is made up of Departmental Representatives (Reps) who help organise events and make College wide improvements; meeting several times a term.

Reps will be recruited during the Autumn Term.

National Union of Students (NUS) and the Totum Card

Our Students' Union is affiliated to the National Union of Students (NUS). This means that you can apply for a Totum Card* which costs £12 per year. The card entitles you to a wide range of discounts.

Cards are available for purchase online at <https://www.nus.org.uk/en/nus-extra/>

*Totum Card is the new name for the NUS Extra card.

Student Feedback

It is important that we get feedback from you. At the end of the academic year, or end of your course, you will be asked to complete an electronic questionnaire. A paper copy is also available on request. Learning Support staff can help you fill it in if you need them to.

Greenbank also hold regular focus groups and you will be asked to participate and express your views on your experience of College.

A Comments Box is also available in reception which you can use to give feedback at any time.

We will use your feedback to develop services at the College and improve things for future students.

Support for Learning and Work

Information, Advice and Guidance



We can help you to make clear, informed choices about career and learning opportunities.

This free service is Matrix accredited and enables you to access a one-to-one interview to discuss:

- Current information on learning opportunities, entry requirements and progression routes.
- Referral for assessments and taster days to help inform your choice of course.
- Advice and referral for in-learning support issues including, learner support, personal care, access, transport, childcare, benefits and welfare.
- Signposting / referral service to other learning provision.

Contact Alison Stoddart / Mary Weir

Help to Find Work

Gaining work related knowledge and experience is really important. We can help you in the following ways:

- Organise a relevant work placement to support your learning and add experience to your CV.
- Provide an Employability Skills course (from Entry Level 2 to Level 1) – subject to availability and timetable restrictions.

- Arrange employer talks and workshops including activities as part of Careers Week.
- Assist with completing CVs and job application forms.

Careers Week

A Careers Week will be held from Monday 4 to Friday 8 March 2019 to give you the opportunity to focus on your future and prepare for entering employment, voluntary work or further study.

Students will be able to attend a variety of workshops where support will be available in the following areas:

- Vocationally related careers information
- Talks given by local employers

Contact Jane Bentley / Tom Waddell

Moving On

Wednesday 30 January 2019

Moving On is an opportunity for you to find out about the options open to you once you leave college. Information and advice will be available on employment, further education and training, apprenticeships, supported internships and volunteering.

Contact Alison Stoddart / Mary Weir

Student Welfare and Support

Your welfare and well-being is important to us. We have a Student Welfare Coordinator who works directly with tutors, learner support, guidance staff and others to deal with any issues that you have, which affect your learning. We have links to many specialist agencies who can offer free confidential support and advice in areas including counselling, substance misuse and mental health services.

Contact Lisa Turner

Welfare Rights Drop-in Sessions

Free help and information about benefits and other financial matters, is available at welfare rights sessions offered at College in partnership with an

independent Welfare Rights Adviser from 9.30am to 12pm on 1st and 3rd Tuesdays of the month.

Make an appointment with Helen Green at Reception

Studying Whilst in Receipt of Benefits

Free help and information about benefits and other financial matters that's personal to you is available from:

Citizens Advice Bureau

Visit: www.adviceguide.org.uk

Raise (if tenant of a registered social landlord).

Visit: www.benefitsadviceteam.co.uk

Call: 0151 482 2475

Useful Contacts



Help and advice about sexual health



www.addaction.org.uk

Help and advice for people with alcohol or substance misuse



www.selfharm.co.uk

Support and advice for those affected by self harm



Free information and advice on a wide range of subjects such as benefits



www.stophateuk.org

Working to challenge all forms of hate crime and discrimination



Help for young people when they are having problems to do with their emotional and behavioural wellbeing



116 123

For when you need to talk to someone about your problems

Money Matters

Course Fees

The cost of your course (if applicable) should be explained to you before you enrol, so you know in advance what you need to pay. In brief, courses are free for all students aged 16 to 18 (up to 24 if you have an EHC Plan) on 1 September 2018.

For adults aged 19+ the rules are complex and dependent upon your circumstances and previous education. If fees apply, you will be told before you enrol.

Financial support which may be available

Financial or in-kind support may be available while you are at College:

Young Students

Funds administered by Greenbank College

- Payment is not automatic and an application, with supporting documentary evidence, must be supplied. Application forms are available from our Student Services department.

16 – 19 Bursary Fund (Vulnerable Students)

You are eligible to apply for a bursary of up to £30 per week for courses which last 30 weeks or more (less for shorter courses) if you are aged over 16 and under 19 on 31 August 2018 and you:

- Are in care, a care leaver, in receipt of Income Support (or Universal Credit in place of Income Support) in your own name or are a disabled student in receipt of both Disability Living Allowance (or new Personal Independence Payment [PIP]) and Employment Support Allowance (ESA) or Universal credit in your own name.

- Satisfy college attendance and behaviour criteria.

This bursary is paid in weekly instalments by BACS into your bank account or in-kind as a travel pass.

Young Persons' Discretionary Bursary Fund (aged 16-18 or up to 24 if you have an EHC Plan)

If you are facing genuine financial difficulties, you may be awarded a grant at our discretion (subject to making an application and availability of funding). This can be used, for example, to cover the cost of coming in to College or buying protective clothing.

You can apply for funds if:

- You are aged over 16 and under 19 on 31 August 2018 or aged up to 24 if you have an EHC Plan.
- You satisfy college attendance and behaviour criteria.

Free Meals

You can apply for a meal voucher (redeemable in the College canteen or Time Out) for each full day that you are timetabled on your programme.

To qualify you must:

- Be aged over 16 and under 19 on 31st August 2018 or aged up to 24 if you have an EHC Plan.
- Your parent or guardian must be in receipt of one of the following: Income Support, Universal Credit, Guarantee element of State Pension Credit, Income-Based Jobseekers Allowance, Child Tax Credit (annual gross income of no more than £16,190) Income-related Employment and Support Allowance, Support under part VI of the Immigration and Asylum Act 1999.

Other financial help for young students

Care to Learn

If you are under 20 and have one or more children, you may be eligible for help with the cost of childcare up to the value of £160 per child per week, whilst you study.

You can get Care to Learn if:

- You're a parent under 20 at the start of your course.
- You're the main carer for your child.
- You live in England.
- You're either a British citizen or a national of a European Economic Area (EEA) country.
- Your course qualifies.
- Your childcare provider qualifies.

More information including how to apply is available at www.gov.uk/care-to-learn/eligibility

Help with Transport Costs

If you were eligible for assistance from your local authority to transport you to school, you may be eligible for continued support until you are 18.

Contact Liverpool City Council on 0151 233 6511 / 0151 233 6513 / SEN.Transport@liverpool.gov.uk or your local authority (if you are not a Liverpool resident).

Students Aged 19+

Funds administered by City of Liverpool College

Payment is not automatic and an application, with supporting documentary evidence, must be supplied. Application forms are available from our Student Services department.

Discretionary Learner Support Fund

City of Liverpool College has an allocated budget for Discretionary Learner Support for students aged 19 and above.

You can apply for funds if:

- You are aged 19 or over on 31 August 2018.
- You are studying a vocational course and are experiencing specific financial hardship.
- You satisfy college attendance and behaviour criteria.

They can be used to help with:

- Financial hardship and emergencies.
- Childcare costs (for Ofsted registered childcare).
- Accommodation costs, for those who have to access specialist courses or who are unable to access courses locally.
- Essential course-related equipment, materials and trips.
- Travel costs.

Funds administered by Greenbank College

Payment is not automatic and an application, with supporting documentary evidence, must be supplied. Application forms are available from our Student Services department.

Advanced Learner Loans Bursary Fund

You can apply for a grant / loan / in-kind contribution from this fund if you:

- Are aged 19 or over on 31 August 2018.
- Are studying a Level 3 course.
- Have been approved for a Advanced Learner Loan for the full fees for an eligible Level 3 course.
- Satisfy college attendance and behaviour criteria.

Support can cover for example, childcare, travel or protective clothing costs.

Other financial help for students aged 19+

Advanced Learner Loan

If you are 19 or older and studying a Level 3 qualification, you can apply for an Advanced Learner Loan to help with the costs of your course.

Key points about the loan are:

- The minimum level of loan that can be applied for is £300.
- You pay back your loan when your course has finished and you are earning £25,000 a year.
- The loan is paid directly to College.

Apply online for eligible courses:

www.gov.uk/advanced-learning-loans/overview

Professional and Career Development Loan (PCDL)

Please note: This will no longer be available after 25 January 2019.

A PCDL is a bank loan available for students wanting to gain the experience, training and qualifications to improve job skills.

Key points about the loan are:

- You make an agreement with a participating bank to borrow an amount between £300 and £10,000. Once you've stopped studying, you pay it back in the normal way.
- The Government pays the interest on the loan while you're studying and for one month afterwards. After this, you'll pay interest at the rate fixed when you took out the loan. Interest rates on the loans are set so they're competitive with other unsecured personal loans that are commercially available.

There are three areas that a PCDL can cover:

- Course fees (up to 80% of the total - or up to 100% if you've been unemployed for three months).
- Other course costs, such as books, travel and childcare.
- Living expenses, such as rent, food and clothing (if you are unemployed or working less than 30 hours per week).

Contact the National Careers Service on 0800 100 900 or visit www.gov.uk/career-development-loans/overview for more information.

College Statements and Documents

In signing your enrolment form and learning agreement you are giving your agreement to abide by all Greenbank policies and procedures.

If you are aged 16 to 18 (or up to 24 with an EHC Plan) your parent / guardian will also be expected to sign a Home College Agreement supporting our code of conduct, policies, procedures, etc.

This section provides an overview of Greenbank's policies and procedures listed alphabetically. Copies of the full documents can be viewed at Greenbank College's reception.

What Greenbank College provides for you

- Clear information about its courses to help you make an informed choice about what to study.
- An induction programme.
- A good standard of care and support.
- Support from tutors and additional in-college learning resources.
- Clear progression information about your next steps.
- Help for students to become confident and independent.
- The chance to give feedback about your course(s).
- A quick response to problems you tell us about and confidential support if necessary.
- Information about developments within the College which may affect you.

The College has a Comments, Compliments & Complaints Policy and Procedure to help you if you have any comments about the way that we have delivered our service.

What Greenbank College expects from you

- To abide by all College policies and procedures.
- To attend regularly and punctually, studying hard and completing all your work on time.
- To ask for help if you need it.
- To be considerate of the rights and interests of other College users.
- To respect the College buildings and furnishings and the property of other people.
- To respect and take pride in the reputation of the College.
- To help make the College a safe place for all.
- To let us know quickly if you have any problem or are concerned about the service you have received.

The College has a Student Behaviour Policy which sets out the different kinds of bad behaviour and what we will do about it.

Accessibility Statement

It is important that you receive the correct help and support if you have a disability. The following assistance is available:

Greenbank College

- Designated disabled parking spaces
- Viewing panels in doors
- Changes in floor texture
- Changing bed
- Clos-o-mat toilet
- Evac Chairs
- Ramps
- Sensor taps in toilets

- Hand rails on stairs and in toilets (left / right transfer)
- Hoists
- Lifts
- Wide corridors
- Some automatic doors
- Toilet alarm system
- Hearing loop availability
- Phonic for communication support
- Website offers different text size display / colour schemes and contrast

Student Support

- The assistance of Learning Support staff to help you on a one-to-one or small group basis.
- All classrooms include accessible furniture and equipment, including height adjustable desks.
- Specialist IT equipment including screen reader software, large screens and IT technical support to offer specific advice.
- Help with transport and independent travel.
- Course material available in alternative format eg large print, colour specific, easy read.

Greenbank Sports Academy

- Some automatic doors
- Viewing panels in doors
- Wall guide
- Braille signage
- Hearing loop availability
- Automatic showers
- Angled walls
- 1,500 lux lighting in Sports Hall
- Level access
- Hoists available
- Hand rails in toilets (left / right transfer)
- Website offers different text size display / colour schemes and contrast

Time Out

- Wide, low bar
- Wide access around tables and chairs
- Colour contrasting walls

Gym

- Accessible gym equipment eg. weights equipment with flip out seats and handbikes.

Assessment Statement

Assessments will be carried out on all accredited courses to ensure that appropriate standards are being met. All Greenbank assessors are qualified and familiar with the course and the requirements of the awarding body and all assessments will be carried out fairly.

You will be given the opportunity to discuss the assessment procedure in advance with your assessor:

- To agree the time and place for assessment.
- To discuss what is expected.
- To make appropriate arrangements for any additional support you need.

Your assessor will consider all possible sources of evidence and following the assessment will provide you with full prompt feedback and where appropriate will agree with you arrangements for further learning or practice.

If you are not happy with the outcome of assessments you will have the right to appeal.

Relevant Document: Assessment Policy and Assessment Procedure

Attendance Statement

Greenbank College sets targets for student attendance and you are expected to commit to 95% attendance in order to complete your course in a reasonable time and progress with your work or educational goals. This includes all classes and practical sessions, work placements, functional skills and employability sessions, student reviews and external visits where it is deemed an essential part of your course.

If you record unauthorised absences, erratic attendance patterns, persistent lateness/leaving early, absence from one class but not others, etc, you will be referred to the 'At Risk Group' and allocated a personal tutor who will work with you

and your subject tutors, and where applicable your parent/guardian to improve attendance and punctuality. We will offer you a range of support to help you comply with College attendance targets.

Failure to improve attendance over 6 consecutive weeks will mean you could be withdrawn from your course as you will be deemed to have broken your learning agreement.

Relevant Document: Attendance Procedure

Behaviour Statement

Greenbank values all students and believes in treating them fairly and equally. We want to make sure the College is a safe and supportive place for everyone. We have high expectations of our students and their welfare, attendance, achievement and behaviour is important to us.

We will deal with any unacceptable behaviour which disturbs, upsets or offends other people or which stops you doing as well as you could at College.

Levels of unacceptable behaviour are categorised as follows:

- Start of a concern
- Minor misbehaviour
- Serious misbehaviour
- Gross or major misconduct

There are no specific rules about what sort of behaviour falls into each level. It will very much depend on the situation. For example, using abusive language might be minor misconduct if you are talking to a friend who doesn't mind. If you direct it to someone who does mind and felt upset or offended, then this might be serious. If you threaten someone with such language, then this may be gross misconduct.

Certain behaviours such as vandalism, theft, bullying, taking or supplying drugs or alcohol and violence are usually gross misconduct.

Unacceptable behaviour is dealt with using Greenbank's Disciplinary Procedures which are listed in the Student Behaviour Policy.

Students have the right to appeal the outcome of a disciplinary hearing. The decision of the Chair of the appeal hearing is final and there is no further right of appeal / review.

Relevant Policies: Student Behaviour Policy, Equality & Diversity Policy, Health & Safety Policy

Comments, Compliments and Complaints Statement

Greenbank is always looking to improve on what it does and your comments, compliments or complaints help us evaluate and improve our service.

Comments and Compliments

A number of systems are in place to help you make a comment:

- Comments Box - Completed forms should be placed in the box attached to the feedback board in College reception.
- Focus groups so you can tell us what you think.
- Have your Say questionnaire.
- Students' Union - Greenbank College Students' Union has representatives in each department and any issues can be raised with them. They meet regularly with senior staff to discuss issues
- Email: via info@greenbank.org.uk

Greenbank will inform users of its services of any resulting actions to improve services via the feedback board which is situated in the College reception.

Complaints

It is Greenbank policy that it will handle complaints confidentially, fairly and promptly.

An initial response will be made within 14 days of receipt of a complaint. A further, more detailed response will be made if appropriate. Information on how to take the complaint further will be provided if you are not satisfied with the response from Greenbank.

Every attempt should be made, in the first instance, to resolve a complaint informally, through prompt, direct, sensible dialogue between those immediately concerned.

In cases where the seriousness of the complaint or a failure to resolve it, at the informal stage, demands the use of further action - a formal stage of the procedure will be implemented.

Relevant Policy: Comments, Compliments & Complaints Policy

Environmental Statement

It is the intent of Greenbank that its activities have the minimum adverse effect upon the environment and the quality of life of the local community.

Greenbank is committed to comply with all laws and regulations, especially those that serve to protect the environment. Greenbank will use policies and procedures that will ensure conservation of natural resources whilst minimising any adverse environmental impact from our operation.

Please help to minimise waste by using the recycling bins provided.

Relevant Policy: Sustainability & Environmental policy

Equality and Diversity Statement

Greenbank is committed to encouraging diversity and wholeheartedly supports equal opportunities in its service provision. It is our policy that no student is treated unfairly on the grounds of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage or civil partnership, pregnancy or maternity.

Students should tell their tutor/coordinators if they feel they are being discriminated against, bullied or harassed whilst at College and support will be given. You also have the right to complain over alleged discrimination, bullying or harassment and complaints will be dealt with in line with Greenbank policy.

Relevant Policies and Documents: Equality & Diversity Policy, Student Behaviour Policy, Student Code of Conduct

Fees Statement

Fees are set to ensure that when public funding is taken into account (if public funding is available), Greenbank is able to at least cover the full costs of each programme of study.

Objectives:

- To ensure fees are set consistently, fairly and with transparency across the College.
- To inform when and how College fees are payable.
- To set the College's refund policy.

Relevant Policy: Fees Policy

Hardship Statement

Financial or in-kind support is available for some people taking courses and is targeted at supporting those who are most likely to be disadvantaged by financial constraints and by the impact of study on their finances.

Greenbank operates 5 different funds in accordance with Government guidance:

- 16 – 19 Bursary Fund
- Young Persons' Discretionary Bursary Fund*
- Free College meals
- Adult Discretionary Learner Support Fund (This will be administered by City of Liverpool College under sub contract.)*
- Advanced Learning Loans Bursary Fund*

*Funds are cash limited

Applications can be made through completion of the relevant form which are available from Student Services. Applications are assessed regularly by a panel of 3 staff and decisions will be notified in writing.

Applications for the Adult Discretionary Learner Support fund has to be submitted to City of Liverpool College who will assess them and notify students of the outcome.

Relevant Policy: Hardship Fund Policy

Health, Safety and Welfare Statement

Greenbank recognises its responsibilities under The Health and Safety at Work Act 1974. It places clear obligation and responsibility on all to take all reasonable practical precautions for the health and safety of ourselves and others.

You:

- Have a personal responsibility for the health, safety and welfare of yourself and others whilst you are a student at the College when on College premises, work placement or visits.
- Will be instructed on safety practices and procedures during induction.
- Must not misuse, damage or interfere with equipment provided for the health, safety and welfare of people at College.
- Must familiarise yourself with the College fire and evacuation procedure and note the fire exits. Your

tutor will show you the way to the fire exits and assembly points outside of the building.

- Must report any dangerous incidents or hazards to a member of staff.
- Must not consume alcohol on College campus.
- Must not bring any dangerous weapons onto College premises.
- Must not use or bring illegal substances onto College campus or encourage other people to use them.
- Must not consume food or drink in teaching rooms.
- Must not access unauthorised websites.
- Must not use social media to bully / intimidate others.

Failure to comply may result in disciplinary action.

Please Note: It should be noted that CCTV operates both inside and outside Greenbank's buildings and it is monitored regularly.

Work placements

Greenbank has procedures in place to undertake employer health and safety assessments for students on work placement, including risk assessments which take account of your needs.

You may be required to sign and agree to abide by a confidentiality agreement if you are on a work experience placement with certain employers.

Relevant Policies and Documents: Health & Safety Policy, Student Behaviour Policy, Student Code of Conduct

ICT, Electronic Mail and Internet and Intranet Use Statement

All students have to agree to follow the Greenbank Electronic Mail, Internet & Intranet Policy before they can access IT equipment and services at the College.

Computer, internet and intranet access is provided for educational purposes and it is essential you adhere to safe usage of all equipment and services.

You will receive information at induction about security and lawful usage and how Greenbank prohibits unacceptable use. Greenbank's network is monitored and any breaches of the policy will be dealt with as a disciplinary matter.

Relevant Policies and Documents: Electronic Mail, Internet & Intranet Policy, Student Behaviour Policy, Student Code of Conduct

Information and Data Security Statement

Greenbank needs to store information about you in both manual files and on computer. All such data is maintained under the rules of the Data Protection Act 1998.

The Act gives you the right to find out what personal data is held about you, why it is held and who it is disclosed to. Such a request is called a Subject Access Request (SAR) and must be made in writing to Ian Grice, with a fee of £10.

Relevant Policy: Information & Data Security Policy

Quality Assurance Statement

Greenbank aims to be the first choice for high quality education, training, employment service and sport and recreation in its community.

The purpose of quality assurance is to ensure both the effectiveness and the efficiency of teaching, training, learning and all service provision.

Relevant Policies: Quality Assurance Policy, Comments, Compliments and Complaints Policy

Safeguarding and Prevent Duty Statement

As an educational provider, Greenbank has a responsibility to ensure the safety of children and adults. We work closely with Liverpool Children and Adult Safeguarding Board on all matters of concern.

We are committed to safe recruitment practices within our paid and volunteer workforce and have

a number of checks in place to support the safety of all including identity and enhanced DBS checks. We value and respect all our students and staff and want you to study, learn and work in a safe environment.

You have a responsibility not to cause another person harm, physical, emotional, sexual, financial, actual or threatened abuse. Abuse can also include domestic violence, modern slavery, neglect, discriminatory practice, organisational harm and extremist behaviours. Behaviour of this nature will not be tolerated.

We also have a duty to prevent you from being drawn into terrorism and radicalisation. We promote British Values – democracy, the rule of law, individual liberty and mutual respect and tolerance of those with different faiths and beliefs.

If you have any concerns about Safeguarding issues or Prevent Duty you should report them to one of our named safeguarding officers. You should not discuss your concerns with other people.

We act as an alerter only and report actual or alleged incidents to the relevant authority for investigation.

Our safeguarding officers are:

Greenbank College

Anne Kinsella - Named Senior Lead & Prevent Lead

Lisa Turner - Vice Safeguarding Lead

Tel: 0151 733 7255

Greenbank Sports Academy

Mark Palmer

Tel: 0151 280 7757

In their absence, report any concerns to a senior member of staff or your tutor as soon as possible.

Relevant Policies: Safeguarding Children, Safeguarding Adults, Security of Disclosure and Recruitment of Ex-Offenders

Social Media Statement

Greenbank encourages students, staff, and clients to use social media (Twitter, Facebook, etc.) as a way to connect with others, share resources, and enhance the education and work experience. While social networking is fun and valuable, there are some risks that should be kept in mind when using these tools. In the social media world, the lines are blurred between what is public or private, personal or professional.

In using social media students should:

- Use good judgement.
- Be respectful.
- Be responsible.
- Be a good listener.

Cyberbullying, harassment or disrespectful conduct on social media towards others will not be tolerated by Greenbank and will result in disciplinary action.

Relevant Policy: Social Media Policy

Student Support Statement

Greenbank believes that all students should have access to appropriate learner support and where support is limited it should go to those in greatest need.

The values which underpin this policy are:

- Treating people fairly and equally regardless of whom they are, their background or their lifestyle.
- Recognition of individual difference and support needed to progress in learning.
- Development and progress can take place through the provision of appropriate support.
- Continuous improvement in the quality of support provided.

Relevant Policy: Student Support Policy

Volunteer Statement

Recruitment of Volunteers

Greenbank will use appropriate means to advertise for volunteers locally that take into account the principles of our Equality and Diversity Policy. The applicant will have to complete an application form, but help can be given with this if necessary. The applicant will be interviewed by the relevant departmental Line Manager and if this is successful the two references asked for will be contacted.

An identity and enhanced DBS check may be required.

Greenbank has a responsibility to provide volunteers with:

- Appropriate induction and training.
- A regular review (12 months).
- Reimbursement of reasonable out of pocket expenses.
- A professional service.

Relevant Policy: Volunteer Policy

Please be aware of the content of all Greenbank policies and that they are subject to regular review and updates.

Campus Facilities

Greenbank College's campus includes a number of other buildings:

Greenbank Sports Academy

Greenbank Sports Academy is open to the public and offers a range of services on a fee paying basis. You can receive a discount for the Gym and Time Out. To take advantage, you must have a valid Greenbank College ID Card and be attending a current course.

Greenbank Sports Academy offers a range of sport and physical activity sessions throughout the week.

Visit www.greenbanksportsacademy.co.uk for more information

Gym

A fully equipped fitness gym which includes a range of cardiovascular and specialised lifting equipment is available on site.

Opening Times

Monday	8.30am – 9pm
Tuesday	8.30am – 9pm
Wednesday	8.30am – 9pm
Thursday	8.30am – 9pm
Friday	8.30am – 9pm
Saturday	8.30am – 9pm
Sunday	8.30am – 8pm

You are able to use the gym facilities at Greenbank Sports Academy at a reduced rate of £15 per month, following an induction and development of a personal fitness programme. Terms and conditions apply.

Time Out

Time Out is a spacious, fully licensed, family friendly café that is available for private parties, individual meals or a drink.

Opening Times

8.30am – 10.30pm daily

Food is served until 6pm Monday to Saturday (8pm Wednesday). There is also a limited menu on a Sunday.

Visit www.greenbanksportsacademy.co.uk for more information

Salon HQ

Salon HQ is a training hairdressing salon which is open to the public and offers cutting, colouring, perming and styling at low cost.

Opening Times (Term times only)

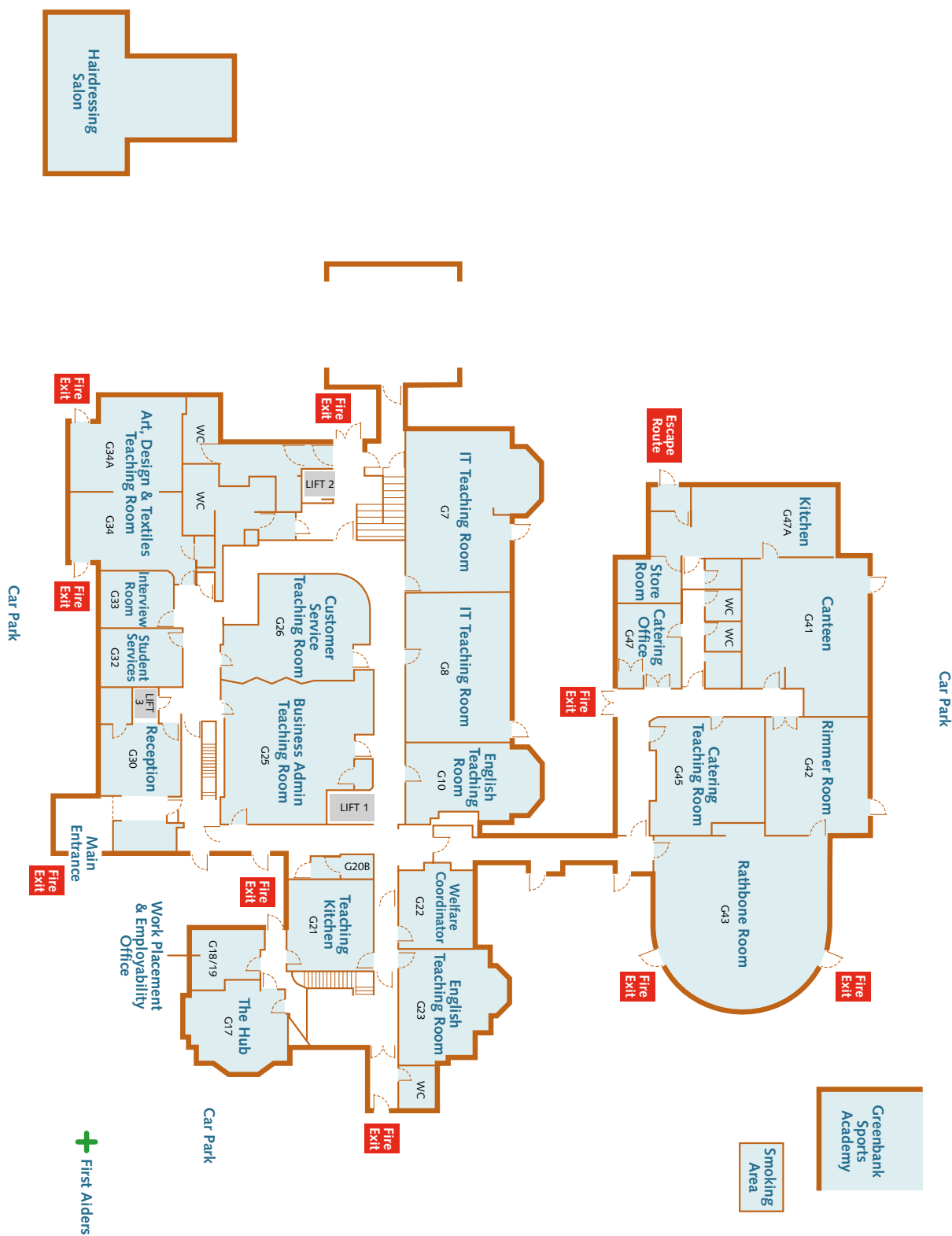
Monday	Closed
Tuesday	9am - 12 noon & 1pm- 4pm
Wednesday	1pm - 4pm
Thursday	9am - 12 noon
Friday	9am - 12 noon
Saturday	Closed
Sunday	Closed

Visit www.salonhq.org.uk for more information

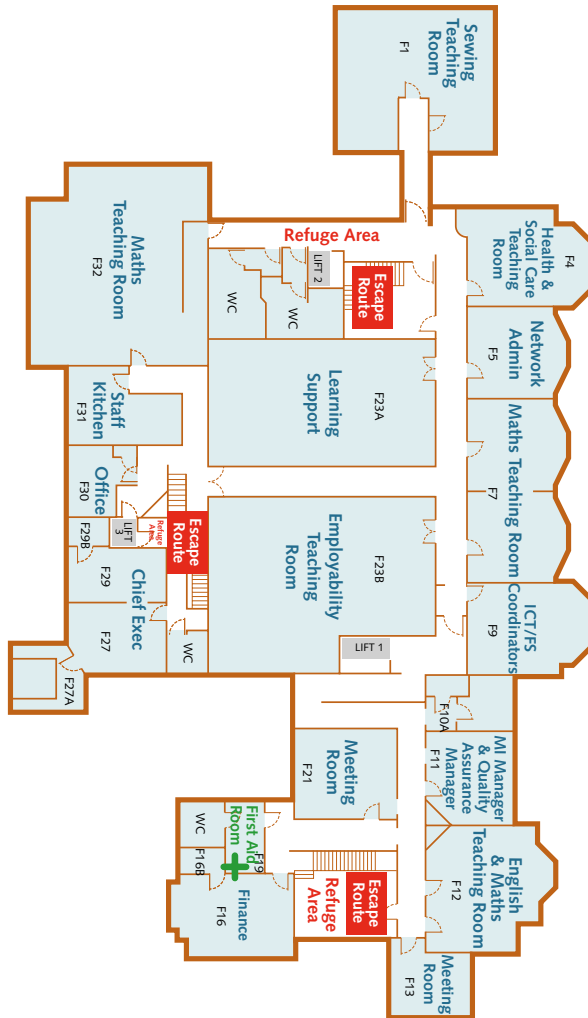
Building Plans

Greenbank College

Ground Floor



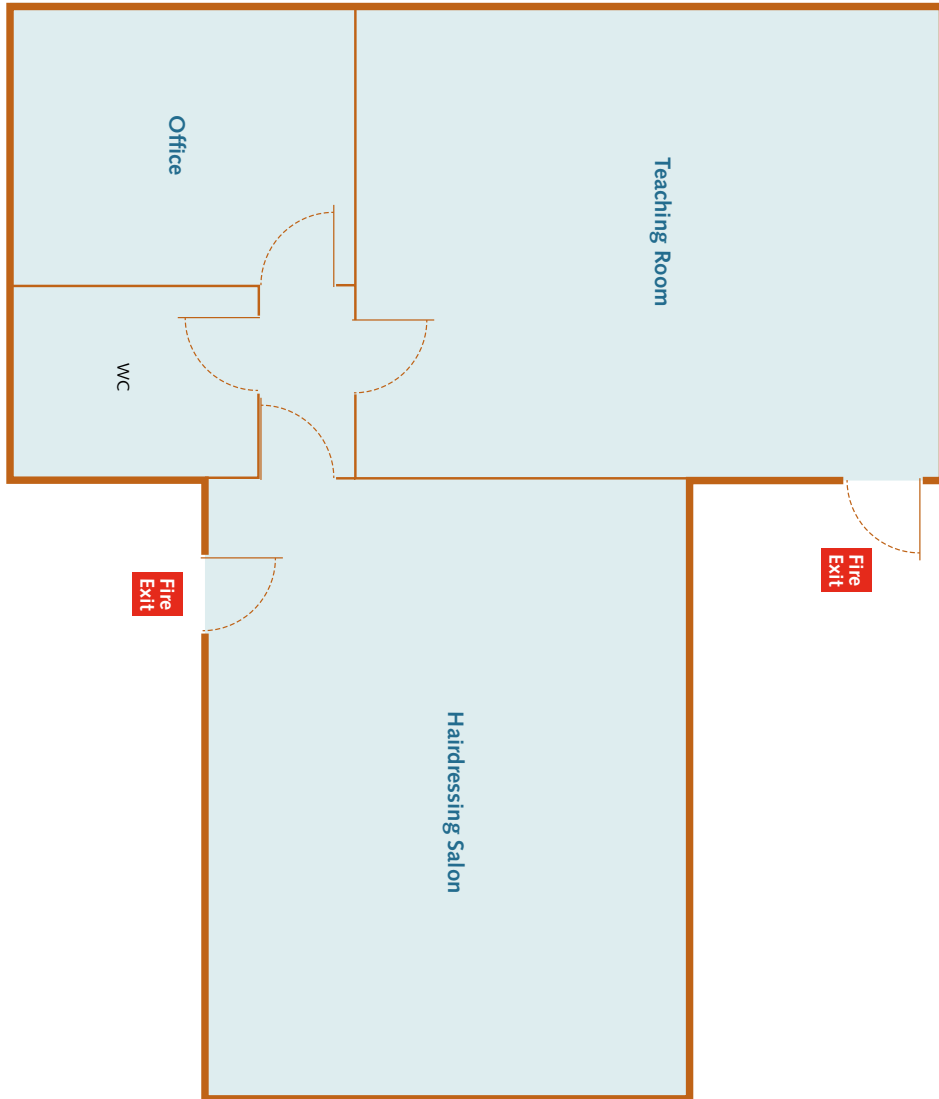
First Floor



Greenbank Sports Academy



Salon HQ



Dates for the Diary

SEPTEMBER 2018

10 Start of Autumn Term

18 Open Event
10am – 12 noon

21 National Doodle Day –
Epilepsy Action

24 - 30 Sexual Health Week

OCTOBER 2018

1 – 31 Black History Month

1 – 31 Stoptober
(Stop smoking campaign)

10 World Mental Health Day

22 – 30 Review Week

31 Study Programme
Student Reviews 1 – 6pm

NOVEMBER 2018

12 – 16 Anti-bullying Week

14 World Diabetes Day

19 – 25 Road Safety Week

20 Open Event 4 – 6pm

DECEMBER 2018

6 Come Dine With Us
5 – 8pm

19 End of Autumn Term

JANUARY 2019

7 Start of Spring Term

30 Moving On
Progression Event

FEBRUARY 2019

1 – 28 LGBT History Month

5 Safer Internet Day

7 Open Event
10am – 12 noon

18 – 22 Review Week

22 International Stand
up to Bullying Day

MARCH 2019

4 – 9 Careers Week

7 Come Dine With Us
5 – 8pm

7 World Book Day

12 World Maths Day

27 Study Programme
Student Reviews 1 – 6pm

APRIL 2019

2 World Autism
Awareness Day

5 End of Spring Term

23 Start of Summer Term

MAY 2019

15 – 21 Deaf Awareness Week

17 International Day Against
Homophobia / Transphobia
/ Biphobia

27 – 31 Review Week

JUNE 2019

1 – 7 National Volunteers Week

17 Open Event 2 – 4pm

19 Hair Show

20 Come Dine With Us
5 – 8pm

JULY 2019

12 End of Summer Term

12 End of Year Awards



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Email: greenbankiag@greenbank.org.uk

www.greenbankcollege.org.uk



Greenbank College is part of Greenbank. Registered Charity No. 513814. www.greenbank.org.uk

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