

Higher Education Student Handbook 2024-25



If you require this document in an alternative format, please contact Helen Booth via hequality@tameside.ac.uk (phone 0161 908 6763).

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Welcome to Tameside College

At Tameside College (we), we want to make sure your learning experience is worthwhile and meaningful. Our College Mission statement:

“Tameside College will transform lives by offering first class education and training in order to improve employability and generate economic prosperity” ensures that each student’s (you) time with us is not just about academic achievement, but also about personal growth and preparation for your future.

In this handbook, you will find essential information about our academic programmes, student services, college facilities, and college behavioural standards. It also includes important dates, resources for student support, and guidelines for maintaining a safe and respectful learning environment.

About Us

- 1.1. The purpose of our Higher Education (HE) courses is to develop you as professional, self-reflecting individuals able to meet the demands of employers in the various employment sectors and adapt to a constantly changing world. The qualifications aim to widen access to higher education and enhance the career prospects of those who undertake them. We welcome you to the Higher Education community at Tameside College and we hope you enjoy your studies.
- 1.2. This handbook is essential reading as it provides important information about what you can expect from us and what we expect from you in return.
- 1.3. Please read carefully and familiarise yourself with its contents and, if you are unsure, feel free to ask questions of your teacher or any other member of HE staff about it. We will be happy to help you if we can.

Key Information

HE Staff Information

Name	Role	Tel
Lorna Fegan	Assistant Principal for HE	0161 908 6779
Victoria Birchwood	Head of Department Professional Studies	0161 908 5758
Joanne Bennett	Head of Department Computing	0161 908 6802
Charlotte Thornton	Head of Department Engineering	0161 908 6710
Helen Booth	HE Quality Officer	0161 908 6763
Rhiannon Brown	Adult Admissions Officer	0161 908 6774

College Calendar

Our calendar for the Academic Year 2024-25 is set out below.

All **Full-time** and **Part-time** programmes will follow this pattern. Term dates & Holidays:

Term/ Holiday	First Day	Last Day
Autumn Half Term 1	9th September	25th October
Autumn Half Term Holidays	28th October	1 st November
Autumn Half Term 2	4 th November	20th December

Christmas Holidays	23th December	3rd January 2024
Spring Half Term 1	7th January	14th February
Spring Half Term Holidays	17th February	21th February
Spring Half Term 2	24th February	4 th March
Easter Holidays	7 th March	21 st April
Summer Half Term 1	22 nd April	23 May
Summer Half Term Holidays	25 th May	30 th May
Summer Half Term 2	2 nd June	20 th June
Public Bank Holidays/Inset days/College closure days:		
Friday 27 th September	College Closure Day	
Friday 18 th October	Inset 1	
Wednesday 25th December	Christmas Bank Holiday	
Thursday 26th December	Boxing Day Bank Holiday	
Friday 27 th December	College Closure Day	
Monday 30 th December	College Closure Day	
Tuesday 31 st December	College Closure Day	
Wednesday 1st January	New Year's Day	

Thursday 2 nd January	College Closure Day
Friday 3 rd January	College Closure Day
Monday 6 th January	Inset Day 2
Friday 28 th March	Inset Day 3
Friday 18 th April	Good Friday
Monday 21 st April	Easter Monday
Monday 5 th May	Early May Bank Holiday
Monday 26 th May	May Bank Holiday

Before you Start your Studies

Recognition of Prior Learning and Exemptions

- 2.1. You may not have to study the full qualification you are enrolled on, if through informal learning elsewhere, you already meet some of the outcomes. This means that if you have relevant experience through employment or voluntary work, this can be used to count towards your qualification. In this case, you will need to provide evidence of how your experience meets the qualification outcomes. The type of evidence required will be decided by the awarding body. Examples of evidence include witness testimonies, reflective reports, verbal testimonies (Viva Voce), artwork and designs. If you think that your prior learning should be taken into consideration, please talk to your tutor.
- 2.2. You can claim an exemption from some parts of the qualification you are studying if you have already achieved an equivalent qualification previously. For example, you may be studying qualification which has the same units as one you have achieved previously. If you think that you could be eligible to claim an exemption, please talk to your tutor.

- 2.3. For full details on recognition of prior learning please refer to the [HE Admissions and Recruitment Policy](#).

HE Terms & Conditions

- 2.4. The [HE Terms and Conditions](#) set out the responsibilities of the College and the expectations of the students, our academic regulations (and those of our University Partners) ensure that all students are treated in a fair way from the moment you enrol through to the completion of the qualification you are awarded.

Unspent Criminal Convictions

- 2.5. We prioritise the safety of our college community and require the disclosure of any relevant unspent criminal convictions or cautions prior to admission or as soon as you are aware of a possible unspent conviction or caution.
- 2.6. This sensitive information is handled confidentially and does not automatically disqualify you from studying with us. If disclosed, a risk assessment process will be initiated by our Safeguarding team. You must inform us of any court or Criminal Justice Agency restrictions that could affect your course engagement. The risk assessment outcome will be communicated in writing and can take up to 4 weeks.
- 2.7. Non-disclosure of relevant convictions may lead to disciplinary actions. For further details, please refer to the [HE Admissions & Recruitment Policy](#) and the [HE Terms & Conditions](#).
- 2.8. If you are unsure on whether you have a relevant unspent conviction and would prefer to seek external assistance with this you can find further information within the [Rehabilitation of Offenders Act 1974](#) or get support and advice from the [Unlock](#) organisation.

HE College Charter

- 2.9. We believe that there are certain commitments we should make to you. These commitments help us to ensure that you are treated fairly and provide you with every opportunity to succeed. Our [HE College Charter](#) sets out our commitment to you as well as our expectations of you as a student.
- 2.10. Any enquiries about the [HE College Charter](#) should be made to: The Principalship, Tameside College, Beaufort Road, Ashton-under-Lyne, OL6 6NX or telephone 0161 908 6631.

Studying at Tameside College

Induction Week

3.1. Week commencing 9th September 2024 is the start of your course. The actual dates you need to attend and the content to be covered will alter between departments and course content to be delivered. This is a time to get to know both staff and peers along with the environment you will be working within. Typical areas covered will include:

- [HE policies and procedures](#)
- Timetable
- Course Content
- Assignment submissions
- Study Skills including necessary e-learning skills
- Library/Learning Hub
- Campus familiarity
- Trips/ work placements

Course Contents

3.2. Information on the units in your programme of study can be accessed via the college [Higher Education website](#) and on Microsoft Teams (MS Teams) as a platform to support learning. If you need support in accessing MS Teams, contact your course lead in the first instance.

Assessment Schedule and Processes

3.3. Prior to starting your programme all the necessary information about the assessment methods, pass marks etc are available on the course page of our [website](#). Your Tutor will go through this information with you to ensure you are aware of when your assessments will be set and when they should be submitted.

3.4. These submission dates must be adhered to. Failure to meet these dates may result in a sanction (for example your grade being capped at a Pass), see the [HE Assessment and Examination policy](#) for further details.

3.5. You will be provided with the following information:

- Hand in date and time
 - Electronic submission details through Learning Box/MS Teams (unless otherwise arranged)
- 3.6. If you feel that you are unable to meet the hand-in date, then you will need to contact your teacher who will discuss this matter further.
- 3.7. If your circumstances are affecting your performance, you may be able to apply for an extension or extenuating circumstances under the [HE Extension and Extenuating Circumstances Policy](#). Please refer to the [Extensions and Extenuating Circumstances section](#) for further details.

Reading List

- 3.8. You will have access to all of Tameside Colleges' library resources and electronic systems. The majority of your research will probably be obtained via the internet or one of the many portals provided to you by your tutors. Each unit is supported via a Unit Specification or Unit Information Pack; this provides information on learning outcomes, content, assessments and reading lists and is available on your MS Teams Homepage or other electronic platforms used by our University partners. If you require this information prior to starting your course, please contact the Head of Department for your course see Key Information and Page 4 for contact details.
- 3.9. There may be recommended/essential purchases listed that will support your success on the programme, these should be purchased where possible.

Study Skills

- 3.10. Learning will be achieved via an array of suitable learning methods. These include:
- Tutorials
 - Workshops
 - Practical activities
 - Online learning
 - Visits
 - Lectures (face to face or electronic)
 - Presentations

Submitting Your Work

- 3.11. Work should be submitted on time; it is your responsibility to meet submission deadlines. Assessment plans and deadlines will be available to you from your Course Leader or teacher and can be viewed on MS Teams area.
- 3.12. Standardised submission time across all courses is 11.59pm on day of submission through MS Teams/Learning box. Work that does not meet the deadline may incur a penalty.

Late Submissions

- 3.13. If you fail to meet the deadline with no 'good cause' reason you will have 7 calendar days to submit from original date. This work will be marked but the late submission will incur a penalty in line with our or our Partner University Regulations. The level of penalty and procedure is set out in the [HE Assessment and Examinations Policy](#).

Assessment of Your Work

- 3.14. Assessment is at the centre of your learning experience. It provides a means of evaluating your progress and achievement and must reflect your individual achievement. Full details of how your work may be assessed can be found in the [HE Assessment and Examination Policy](#).
- 3.15. For Qualifications delivered by us in partnership with awarding bodies the assessment requirements of that award must be followed.
- 3.16. If you require advice and guidance or have any questions about the processes used for assessment, you should contact your teacher in the first instance. Alternatively, your Head of Department or the HE Quality Officer (hequality@tameside.ac.uk) can be contacted with your enquiry.

Resubmissions for Higher National (HNC/HND)

- 3.17. Providing you have met initial submission deadlines; you may be given one opportunity to retake a completed assessment after a summative grade has been given if the work has **not met the pass** criteria.
- 3.18. The original evidence for an assessment that has been submitted can remain valid and can be extended, or it may need to be replaced partially or in full. You will not have further

guidance and support in producing further evidence. You will have 15 working days from the date of your assignment feedback to resubmit this piece of work, for more information refer to the [HE Academic Rigour Policy](#). Arrangements for retaking the assessment will be made in such a way that it does not adversely affect other assessments and does not give any student an unfair advantage over others.

- 3.19. If you do not take advantage of the formative assessment process or you have tried to submit work late, tutors are not required to include Merit and Distinction criteria in the resubmission assignment brief, therefore capped at a pass.
- 3.20. You may be required to conduct a retake of the assignment under supervised conditions, even if this was not necessary for the original assessment. For example, this may be necessary to ensure that plagiarism cannot take place. However, the department is **not required** to provide an opportunity for a retake if you have not taken full advantage of the first assessment opportunity and formative assessment process and if this retake would be unfair to other students. Work is typically assessed, and marks awarded within 15 days of the hand-in date unless otherwise specified. Any work that is not submitted within these time frames may be marked as a fail.

Extenuating Circumstances & Extensions

- 3.21. There are times when personal reasons or illness may affect your ability to complete assessments and meet deadlines. In line with the HE Extensions and Extenuating Circumstances Policy you may be given an extension for legitimate reasons, such as unforeseen illness at the time of submission.
- 3.22. It is important that extensions are requested in advance, where possible. It is also important to remember that not all extensions will be granted. Extenuating Circumstances differ from extensions as these are situations that will impact on your ability to meet assessment for a longer period of time, and often across many units/modules. For example: hospital stay/personal illness or any significant occurrences that impact your ability to continue. These can be applied for using the [Extenuating Circumstances Form](#) and will need evidence to support the application.
- 3.23. Both of these are taken on a case-by-case approach. For information on how to apply for an extension or extenuating circumstances request please refer to the [HE Extensions and](#)

[Extenuating Circumstances Policy](#). All extension and extenuating circumstances forms can be found on our [Policies](#) page on the website.

Academic Misconduct

3.24. Academic Misconduct is an action which gains, tries to gain, or assists others in gaining or attempting to gain an unfair academic advantage, these include but not limited to the following examples:

- Plagiarism
- Self-plagiarism
- Cheating
- Contract cheating
- Fabrication, falsification, or misrepresentation
- Collusion
- Impersonating someone or being impersonated
- Failure to meet ethical and professional obligations.

3.25. To make sure that you are not suspected of academic misconduct you must:

- Only submit your own original work for assessment.
- Make sure that when you use information provided by someone else you give their name. This is known as referencing; you will be following the Harvard/APA referencing system whilst on this course. Your tutor will be able to help you create references and help is also available from the Learning Hub. Make sure you ask for advice if you are unsure.
- Show when you have downloaded information from the internet.
- Never use anybody else's work as if it were your own. Do not copy work from a storage device belonging to someone else and use it as if it were your own.
- Never use someone else's artwork, pictures, or graphics (including graphs, spreadsheets) as if you made them. If you are using someone's artwork or graphics, acknowledge the source, even if you have changed them substantially.

- Never let other students use or copy from your work and pass it off as if they had done it themselves.
- 3.26. When you submit a piece of work for assessment, you may be asked to sign to certify that it is your own work.
- 3.27. If you are discovered or suspected of doing any of these things we will investigate and may take action against you under the [HE Academic Misconduct Policy](#).

Academic Appeals Procedure

- 3.28. An academic appeal is an appeal against the decision of an academic body that makes decisions on student progress, assessment, and awards (e.g., boards of examiners, teachers, etc). If you would like to appeal an academic decision you must refer to the [HE Academic Appeals Policy](#) which ensures that you will:
- have a full opportunity to raise matters of proper concern without fear of disadvantage and in the knowledge that privacy and confidentiality will be respected.
 - ensure that procedures are fair, and decisions are reasonable and have regard to any applicable law.
 - ensure that appeals are dealt with in a timely manner, using simple and transparent procedures.
 - ensure that where an appeal is upheld, appropriate remedial action is implemented.

Attendance, Punctuality, Discipline and Performance

Attendance and Punctuality

- 4.1. Good attendance is vital to success on the course. Your course involves only a few hours of in person attendance which means that each hour is really important. You should only miss a class if you are sick or for genuinely unavoidable reasons. The course allows enough free study time for you to arrange non-urgent doctor's and dentist's appointments outside class times.
- 4.2. The first few minutes of every lesson are an important time when your tutors may want to introduce a new topic or activity, so it is very important to arrive on time. Arriving late affects your own learning and distracts others.

- 4.3. If you are too sick to attend college, you should contact the absence line – 0161 908 6601. Calls will be answered between 8.30am to 5.00pm Monday to Friday in term time. The rest of the time you are welcome to leave a message on the automated message service.
- 4.4. For information and guidance on our rules and procedures, including how to ask for support associated with non-attendance and/or any consequences that non-attendance may incur please refer link to the [HE Attendance and Active Study policy](#).
- 4.5. If you do not engage with our attempts to contact you regarding your attendance and your attendance drops below 85%, this may lead to action being taken under the [HE Attendance and Active Study Policy](#) and for more serious concerns a referral to the [HE Acceptable Behaviour Policy](#). This could lead to you being withdrawn from the course in line with the [HE Terms and Conditions](#) and you may be liable for outstanding fees as per the [HE Tuition Fees Policy](#).

Discipline and Performance

- 4.6. The vast majority of students complete their courses successfully and happily, but we will take action if you do not follow the code of conduct set out in the [HE Acceptable Behaviour Policy](#) or fail to keep up with the course in line with the [HE Attendance and Active Study Policy](#). The disciplinary and performance procedures applies once you enrol on your HE courses.

Student Support Services & Guidance

- 5.1. For the most recent information on the student support available at Tameside college you can visit one of the Student Support Hubs (situated in reception at Beaufort Rd, Tameside One) or refer to the HE at Tameside website [Student Support - Tameside College HE and Access](#) or [Student Space](#) website.

Role of Academic Advisor/Personal Tutor

- 5.2. Your personal tutor/academic advisor is there to support you to achieve your goals at college. Your personal tutor/academic advisor will:

- offer you advice and support on how to settle into your programme and understand your rights and responsibilities.
- make sure you are getting the support and help you need.
- monitor your attendance, progress, and achievement on the course.
- carry out a periodic progress review with you and agree a personal action plan with you if necessary.
- make sure you know about college policies, facilities, events, and opportunities, including student forums and enrichment.
- help you plan for progression to further courses, university, or employment.
- be your first contact to help you to resolve any issues you may have.

Additional Learning Support

5.3. We have Additional Learning Support (ALS) staff who will work with you to help you get the most out of your course. They can provide you with or advise you were to get support to help you overcome problems that you may experience because of:

- Reading and writing difficulties
- Maths difficulties
- Language difficulties because English is your second language.
- Disabilities such as Dyslexia, Dyspraxia, ADHD, Autism
- A visual or hearing impairment
- A physical disability
- Emotional and behavioural difficulties

5.4. The ALS team will work with you and your teachers/ tutor to set up the most appropriate help and support.

5.5. If you think your support needs are not being met or need extra help at any stage of your course, please talk to your tutor or you can also contact the learning support team directly:

- Learning Support Team Leader on 0161 908 6675, Additional Learning Support Coordinator: 0161 908 6884.
- Additional Learning Support Coordinator: 0161 908 6884. They will be able to advise and guide you to external services if necessary.

- 5.6. You may also be able to apply for [Disabled Students' Allowance \(DSA\)](#). This is supported to cover the study-related costs you have because of a mental health problem, long-term illness, or any other disability. For more information, please see [disabled-students-allowance website](#).

Student Services

- 5.7. The Student Services Team is here to support you during your studies and help you get the most out of studying at Tameside College. They offer the following range of services:

Careers Information Advice & Guidance

- 5.8. We are committed to supporting your career aspirations every step of the way. Our dedicated Careers Officer is on hand to provide personalised guidance, helping you explore career options, prepare for job applications, and connect with potential employers.
- You can have an individual interview with an Advisor where you can discuss your career ideas and alternative options.
 - You will be able to obtain up-to-date information about possible progression as well as access details of current employment and training opportunities.
 - You can access a range of up-to-date information on computer as well as make use of careers and education handbooks, prospectuses, and leaflets.
 - For more information contact us on 0161 908 6600 or email us via progressandwelfare@tameside.ac.uk

Personal & Welfare Support

- 5.9. Student Support officers are here to help you overcome any barriers which are preventing you from successfully completing your course. You can contact them via progressandwelfare@tameside.ac.uk.
- 5.10. The type of issues/barriers that students generally tend to face can range from the following:
- Attendance and punctuality issues
 - Failure to complete coursework deadlines

- Homelessness
- Financial issues
- Substance misuse
- Finding the transition period difficult
- Mental Health

Student Union

5.11. You can choose to become a member of the Student Union and enjoy the advantages that this brings, for more information or follow the link; <https://www.nus.org.uk/>

Financial Support

5.12. Student finance in respect to HE should have been considered prior to attending your chosen programme of study. However, if this is not the case or you require help or guidance, please contact our Financial Support Team via E-mail or call: 0161 909 5722. For more information about government support available to you please refer to our [Finance page](#) on the HE website.

College Services

Library and Learning Services (Learning HUB)

- 6.1. We actively encourage you to learn independently through the library/ learning hub. These combine traditional learning materials like books and journals with online learning resources.
- 6.2. Learning Hubs are located on F floor at T1 and the second floor of the ATC. Students can refer to Microsoft Teams for opening hours.
- 6.3. The Learning Hub has:
- A Multi-Functional Device (MFD) - printer/scanner/copiers
 - Drop-in facilities to access computers and learning materials.
 - A facilitator to support you.
 - Higher Education resources.

- The Learning Online resources and study skills sessions

6.4. What can I do in the Learning Hub?

- Access computers and learning materials – borrow a book or journal to support your studies or use a computer to complete your work.
- Borrow fiction and DVDs – we have a wide range of fiction, graphic novels, and DVDs to keep you entertained.
- Reset your IT password – bring your student ID card to the desk and we can reset your password
- Top up your printing credit – if you have run out of printing credit, bring your student ID card and cash to the desk

6.5. How do I use the Learning Hub?

- Borrow – Borrowing resources is easy. Just bring your student ID card with you and take the item you want to borrow to the desk. You can borrow up to ten items for a loan period of 28 days.
- Return – When you no longer need an item either put it in the returns box outside the Learning Hub or pass it to a member of Learning Hub staff at the desk.
- Renew – You can renew your resources by asking at the desk, calling, or emailing us at learninghubs@tameside.ac.uk or use Teams Chat.
- Reserve – If an item you want is on loan to another learner you can call in and we will assist you in making a reservation.

6.6. For more information call The Learning Hub on 0161 908 6662 or Email:

learninghubs@tameside.ac.uk.

The HE Student Quiet Study Room

6.7. In response to the student forums that took place in 2018/19, a room has been allocated for all HE students use to carry out quiet study and relax between lectures. This room must not be abused and has several rules in place to help maintain its purpose:

- No smoking
- No loud music

- No computer gaming
 - Dispose of all rubbish and keep tables clean
 - Do NOT allow anyone other than HE students in the room
 - Be respectful to other students working
 - Do not display inappropriate materials
- 6.8. The room usage will be monitored and if found to be used inappropriately, the decision may be made to remove access under the [HE Acceptable Behaviour Policy](#). This room is in the Victoria building, room: F8.

IT Services

Use of Internet

- 7.1. The College is well equipped with networked computers from which you can access the Internet to support your studies. You will be encouraged by your tutors to use the Internet for:
- Research
 - Browsing for information to broaden your knowledge
 - Downloading relevant facts
 - Using on-line databases to which we subscribe to
- 7.2. When using the IT services and college equipment available to you, you will need to ensure that you have read and understood the [IT Acceptable Use Policy](#). Any breach of this policy may result in disciplinary action under the [HE Acceptable Behaviour Policy](#).

Connecting Your Laptop or Wireless Enabled Device to WIFI

- 7.3. You are actively encouraged to bring your own laptop or wireless enabled device into the College to use while you are studying. You may connect this device to the College's 'TC Student Access' wireless network to access to the internet. Be advised; to access the internet, you will have to authenticate using your college ID and password, this will be given to you as part of the induction process, on your first day at college by your course teacher. If

you require further support or guidance, please contact the IT Services Helpdesk on 0161 908 6680 or alternatively, email helpdesk@tameside.ac.uk.

- 7.4. By using the 'TC Student Access' wireless network, you will be able to access web-based services such as M365, SharePoint, Outlook and Microsoft Teams and the use of these services should be in line with the [IT Acceptable Use Policy](#).

Microsoft Teams

- 7.5. Tutors will update MS Teams regularly therefore it is important that you consistently access this area on a daily basis, this typically includes:
- Learning materials (MS Teams)
 - Independent study tasks (MS Teams)
 - Course Handbooks and module workbooks (MS Teams)
 - Portal to submit your work for marking (MS Teams)

Email, Electronic File Storage and Free Software

- 7.6. You are automatically assigned an email address when you enrol at the College. You can access your emails from the [Student Portal](#).
- 7.7. With your email account, you are given 7GB of online storage through Microsoft OneDrive. This allows you to access your documents anywhere you want if you are connected to the internet. For example, you could upload a document that you are working on at college and access it later at home.
- 7.8. In addition, all students are allocated 1GB of storage space on the College network via the G: drive. Please note that you cannot access this drive from outside of the College.
- 7.9. As a student at Tameside College, you are also entitled to a free edition of Microsoft Office for use at home. You can download your copy when you access your on-line email account from home. Contact helpdestIT@tameside.ac.uk if you require assistance.

Printing your work at college

- 7.10. You will receive £6.00 of print credits each year - £2.00 per term. Mono (black and white) prints cost 2p per page and colour printing is charged at 15p per copy. This means that you

can print the equivalent of 300 pages in mono or 40 pages in colour. A print counter will be displayed on your computer to show you how much credit you have remaining. You can purchase additional print credits in Active Learning Hub.

IT Support at College

- 7.11. If you require further support or guidance, please contact the IT Services Helpdesk on 0161 908 6680 or alternatively, email helpdesk@tameside.ac.uk.

Work placements

- 8.1. Work placements gives you an opportunity to put your learning into practice and help you to develop your understanding of the world of work. In some circumstances, work experience is a requirement of the course. Where work experience involves contact with children or adults at risk you will need to tell us if you have a criminal record and undergo a Disclosure and Barring Service (DBS) check.
- 8.2. For more information on the need to disclose a criminal conviction and the process to disclose refer to the [HE Recruitment and Admissions policy](#) or contact the HE Quality Officer for hequality@tameside.ac.uk.
- 8.3. **Having a criminal record will not necessarily bar students from undertaking a planned placement.**
- 8.4. This will depend on the nature of the placement and the type of criminal offence. For further details you can refer to the [HE Terms and Conditions](#).

Enrichment

- 9.1. Why not get involved in some enrichment activities in your free time?
- 9.2. We offer a wide range of sporting and non-sporting activities throughout the week and with at least 1 activity available each day, there is something for everyone. You are able to take part in as many activities as they like throughout the year. Why not make the most of it? For more information, please contact enrichment@tameside.ac.uk

Student Protection Plan

- 10.1. Our [Student Protection Plan](#) sets out what measures we have in place to protect our students in the event that risks arise to the continuation of their studies, and the type of events which might cause such risk. The plan aims we have effective and appropriate arrangements in place to protect continuation of study. The measures contained in the Plan are in addition to the protections students have under consumer law and do not impinge on your consumer rights. The plan aligns with provisions in our [HE Terms and Conditions](#).
- 10.2. The Plan outlines the risks and explains what we will do to minimise the impact of these events if they occur. In recognising that a 'one-size fits all' approach is not appropriate, the Plan recognises that the risks to continuation of study and the impact of changes will be different for students with different needs, characteristics, and circumstances.

What to do if things go wrong

- 11.1. If you are not happy with any aspect of your course or any College service or facility we would like to hear of your concerns, and we will strive to deal with them effectively and promptly. For many day-to-day issues you can take up the matter with either your personal tutor or course tutor. If this is not possible you should contact the Head of Department where your course is based or contact the [HE Quality Officer](#).
- 11.2. For further information on submitting an informal or formal complaint, please refer to the [HE Complaints Policy](#).

Health & Safety

Health & Safety Policy

- 12.1. We are committed to ensuring that as an employer and educational institution we provide a safe and healthy working environment for all students. Within each programme area of the college, systems are in place to ensure that all students receive appropriate information, instruction, training, and supervision to perform their work safely.
- 12.2. You are required to comply with all aspects of Health & Safety to ensure you act in a safe manner and do not expose yourself or anybody else to any risks. Upon commencement of

your chosen course, you will be made aware of Health & Safety requirements through induction training and referred to the [Health and Safety Policy](#).

Responsibility

- 12.3. We accept responsibility providing Health & Safety training for members of staff and delegate the responsibility for student training to managers within each programme area. Before commencement of your chosen course, you will receive a Health & Safety Induction, where you will receive instruction on safe working practices, Fire Evacuation, First Aid arrangements and Accident Reporting.
- 12.4. You are required to comply with these arrangements and follow all guidance issued on the correct conduct for the use of College facilities, premises, and equipment in line with the [Health and Safety Policy](#) and the [HE Acceptable Behaviour Policy](#).

Fire Evacuation Procedure

- 12.5. In the event of hearing the Fire Alarm, your responsibility will be to carry out the following.
- Switch off any equipment, which must be supervised at all times (such as Bunsen burners, ovens ect) in your work area.
 - Obey any instruction given by your tutor and proceed to your nominated assembly point. Your assembly point will be indicated by an evacuation plan situated in the room in which you are studying.
 - Remain at the assembly point with your tutor so that your name can be marked off against the register.
 - Do not re-enter the building at any time until your tutor has given permission.

First Aid Procedure

- 12.6. In the event of an accident or sudden illness please inform your tutor. If necessary, a First Aider will be contacted by the college reception staff, to administer treatment. Or refer to the First Aid Posters, for ext. number, around college.

Accident Procedure

- 12.7. All accidents that have taken place on college premises must be reported and recorded on a college accident form. If you have an accident but do not need the assistance of a First Aider, inform your tutor so that they can record the incident.
- 12.8. First Aider information is displayed around the college and in each classroom, rest area and college service areas.

Personal Protective Equipment

- 12.9. Personal Protective Equipment (P.P.E) is an essential requirement for all students when working in programme areas where practical work is undertaken.
- 12.10. P.P.E depends on the task being undertaken; advice will be given by your tutor to inform you which type of additional P.P.E is required. The costs of these are NOT included in the fees. This information will be provided on a worksheet to students as part of the application interview and at enrolment.
- 12.11. In the event of further outbreaks/pandemics you may be asked to wear suitable PPE in and around the College campus.

Security Procedures

- 12.12. Security is on site 24 hours to maintain and monitor the wellbeing of all students and college property. Security cameras are installed in various locations of the college to help eliminate theft and vandalism. For security purposes you may be asked to present your college badge at any time. **Disciplinary action will be taken against you if you fail to identify yourself.**

Identity Cards

- 12.13. When you enrol at the College, you will be issued with an Identity Card. You will also be provided with a lanyard and/or fastening clip. While you are on college premises, you must wear your identity card at all times. This helps us to maintain a safe environment for all students. If you lose your identity card, you can purchase a replacement from Student Records/reception.

Smoking and Vaping Policy

12.14. We maintain a 'no smoking or vaping' environment within any building or vehicle owned by the College. You cannot smoke or vape anywhere on the College grounds except for designated smoking/vaping areas. Your tutor will tell you where designated smoking/vaping areas are located. **If you fail to observe these rules you will face disciplinary action under the [HE Acceptable Behaviour Policy](#).**

Staying Safe

12.15. Your safety is very important to us. If you are concerned about your own safety or the safety of someone you know speak to your personal tutor or a member of Student Services. You can also talk to us if you are concerned about Forced Marriage. Whilst the safety of our students is everyone's responsibility, we have designated staff to deal with these issues. You can contact the Progress and Welfare Team Leader (Pastoral) on 0161 908 6767 Or email us safeguarding@tameside.ac.uk.

Safeguarding & Prevent

Safeguarding

- 13.1. we actively safeguard and promote the welfare of all students, especially those at risk of significant harm. We have designed our [Safeguarding Policy](#) to meet the legal obligations outlined in '[Working Together to Safeguard Children](#)', '[Keeping Children Safe in Education 2023](#)', and the '[Care Act 2014](#)'.
- 13.2. We are committed to promoting the welfare of all its students specifically ensuring it protects those who are suffering or are likely to suffer significant harm. This policy has been developed to address the legal duties set out in: '[Working Together to Safeguard Children](#)', "[Keeping Children Safe in Education 2023](#)" and the "[Care Act 2014](#)".
- 13.3. For more information refer to the [Safeguarding Policy](#).

Prevent

13.4. Our strategy references the “Prevent Duty” in section 26 of the [Counter-Terrorism and Security Act 2015](#), obliging us to have due regard to the need to prevent people from being drawn into terrorism. We play a crucial role in preventing both violent and non-violent extremism, which can create an environment conducive to terrorism and promote terrorist ideologies. For further information, please refer to our [Prevent Strategy 2023- 24](#).

Equal Opportunities

14.1. We welcome people from all sections of the community. In all aspects of college life, we value diversity.

14.2. This means:

- If you think you are being treated unfairly because of your age, pregnancy or maternity, disability, race, sex, sexual orientation, gender reassignment or marriage/civil partnership, religion, or belief we promise to investigate thoroughly and take appropriate action.
- We have a personal harassment/anti-bullying procedure to deal with all cases of harassment or bullying. For more information refer to the [Safeguarding and Harassment policies](#)
- Any form of hate crime will be treated as gross misconduct and dealt with in line with the [HE Acceptable Behaviour policy and process](#).
- If we are going to help you, we need you to tell us about your needs. Please inform your tutor if, for reasons of health or disability, you have any difficulty attending classes, need any special arrangements, need any extra help, or want us to change things to meet your needs.
- We will advance equality of opportunity and foster good relations between people.
- We want to hear your views on how we can improve the College for all students.

14.3. For further information please see our [Inclusion Policy](#) and [Access and Participation Statement](#).

Learner Voice

15.1. Your opinions and feedback on your experiences of all aspects of your course and College, are extremely important. We want you to be involved in important decisions about college life. The information of how you can get involved can be found in the [HE Student Engagement Policy](#). As well as taking part in a range of surveys, you will be given the opportunity to.

- Choose a course representative and attend a student meetings
 - Duties include attending Board of Studies meetings.
- Join in with student surveys.
- Complete the NSS (only some courses are eligible)
- Elect and be represented by a Student Governor

15.2. We want you to take an active part in your own learning by:

- Telling us what is helping or getting in the way of you learning and achieving.
- Gradually taking more responsibility for your learning
- Gradually becoming more independent in your learning.

15.3. You can expect that teachers and Heads of Department will let you know how they have taken your views into account.

Data Protection

15.4. It is important that we have accurate information about you. When you enrol you will be asked to provide us with your personal information and permission to process this information. This will be done in line with our [Data Protection Policy](#) and [Privacy Policy](#).

- 15.5. We will protect the information that you give us and will never pass it on or sell it to other organisations who want to sell you things, in line with the [Data Protection Act 2018](#)..
- 15.6. Please make sure that you inform us of changes to your personal information using the facility on Student Portal.

Related documents

All of the below documents can be found on our [Policies](#) page on the HE site.

HE Academic Rigour Policy

HE Extensions and Extenuating Circumstances policy

HE Admissions and Recruitment policy

HE Attendance and Active Engagement policy

HE Academic Misconduct policy

HE Acceptable Behaviour policy

HE Academic Appeals policy

HE Complaints policy

HE Student Engagement strategy

IT Acceptable Use policy

Data protection policy

Privacy Policy