

# College Handbook 2023-2024

Make it  
Coventry  
College

# Welcome



# Welcome to our College



**We want to give you the best opportunity to achieve your personal goals, whether they are to progress to a higher level of study or to secure your dream job. Whatever you want to do, we want you to have the best possible support, guidance and access to the highest quality of education.**

In this handbook you will find a complete guide to the College's services - what and where they are and how you can get in touch with them. Please use these services as they can help you to make the most of your time at the College and prepare you well for your next step.

We also hope that you will get fully involved in the many extra-curricular activities that will be on offer throughout the year. We have fantastic facilities for you to use and many exciting clubs to join alongside areas for you to rest and relax with friends. We believe all of these are just as important as your studies!

We want everyone in the College to be and feel safe. If you have any worries or concerns contact your tutor, or the Learner Services team, who will help you access the support you need.

We wish you well in your learning programme and thank you for choosing Coventry College.

**Carol Thomas**

Principal & Chief Executive Officer

# Term Dates 2023-2024

## Autumn Term

**Monday 4th September  
2023 - Friday 22nd  
December 2023**

### **Half Term:**

Monday 30th October  
2023 - Friday 3rd  
November 2023

## Spring Term

**Monday 8th January  
2024 - Friday 22nd  
March 2024**

### **Half Term:**

Monday 12th February  
2024 - Friday 16th  
February 2024

## Summer Term

**Monday 8th April  
2024 - Friday 21st  
June 2024**

### **Half Term:**

Monday 27th May  
2024 - Friday 31st  
May 2024

## Senior Leadership Team



**Carol Thomas**  
Principal & Chief  
Executive Officer



**Patrick Geary**  
Vice Principal,  
Curriculum  
and Quality



**Rob Moore**  
Chief Finance  
and Operating  
Officer



**Gemma Knott**  
Vice Principal,  
Business Growth,  
Engagement and  
Partnerships

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**Make it  
Coventry  
College**

# A-Z of things you need to know

# A

## Additional Learning Support

We know it can sometimes be hard to ask for support but help is available whenever you need it. That's why, with the right support, you can gain the skills needed to be a more independent learner - the Additional Learning Support Team is here to help to make this happen. If you have a learning difficulty or disability, we have a variety of resources and support options available to you to make sure nothing gets in your way.

We treat each case individually and where possible, make adjustments to suit your additional needs. The Additional Learning Support Team can best advise you on the support that is available. The team can also support you with getting access arrangements for when you take any exams, just come and talk to us.

Come and see a member of the Additional Learning Support Team in Learner Services.

You can also contact the team direct on **02476 791574**.

## Assessments and Appeals

If you feel that a grade or mark you have been awarded for your work does not reflect its quality, or if you want to ask for more information about your grade, you should first see the person who assessed your work. The teacher/assessor will explain their decision. If you are not satisfied with this you can appeal against your grade.

The Assessment Policy and Appeals Procedure is available from tutors.

You must be careful not to plagiarise (copy without referencing the source) other people's work by presenting it as if it is your own. Your teacher/assessor will explain what plagiarism is and how you can avoid plagiarism in your work.

## Attendance and Punctuality

Whilst at college, it is essential to attend classes regularly and on time. Research states that learners who attend all their classes are more likely to pass their learning programme.

Attendance will be closely monitored. It is important to note that non-attendance could result in withdrawal from your course.

If you are on a 16-18 full time study programme, you must attend all components of your course. Attendance to GCSE classes is mandatory for all learners who have not achieved a grade 4.

**We will make considerations if you miss a class for:**

- A medical appointment that cannot be arranged outside college hours (i.e. not a routine doctor or dental check-up but a hospital or appointment with a specialist that cannot be negotiated)
- A religious holiday
- A visit to a university or college either to attend an open day or a career related interview
- An appointment with a careers advisor
- If you have to look after a family member or other person for whom you have a caring responsibility
- Taking part in a sporting, volunteering, performing or other activity as a representative of the College
- Taking part in a competitive activity organised by the College or the Students' Union
- Attendance at a funeral
- Death of a close relative or friend
- Severe disruption to transport (e.g. a rail or bus strike)
- Driving test
- College Learner Rep, learner expert panel or committee meeting

**We will not authorise absences for the following reasons:**

- Holidays
- Illness, except in the case of serious, ongoing illness which results in repeated absences and evidenced in writing by your own doctor or specialist
- Work which is not part of the your programme of study
- Leisure activities
- Birthdays or similar celebrations
- Driving lessons

Your tutor will explain the full absence and punctuality policies to you in a tutorial early in your programme. Failure to maintain a good level of attendance/punctuality will result in appropriate action being taken.

# B

## Bullying and Harassment

If you feel you have been harassed or bullied - don't put up with it. Tell someone, e.g. your programme tutor or a wellbeing coach. The College takes these matters very seriously and the conduct procedures may be used to deal with bullying and harassment.

If you do not feel able to talk, you can email **[safeguarding@coventrycollege.ac.uk](mailto:safeguarding@coventrycollege.ac.uk)** or access the safeguarding button on Moodle.

Details of our policy on bullying and harassment are available on Moodle - your digital learning platform.

# C

## Childcare

The College has a Learner Support Fund that could be used to subsidise child care arrangements depending on household income and funding availability. Please contact Learner Funding Team to discuss applying for funding.

## Complaints and Compliments

If you want to raise a concern, or make a compliment, we will make every effort to help you. The first step usually involves you talking to a member of staff who may be able to help you sort out your complaint. If this does not help, or if you are not sure who to discuss the matter with, you should speak to a member of staff. All complaints are taken seriously, investigated, and the outcome of the investigation is reported back to you.

A copy of the Complaints Policy and Procedure and advice on how to use it, is available on Moodle or, please drop into reception where you can pick up a copy. There is a button on Moodle to make a complaint or give a compliment.

## Computer and IT Facilities and Support

Outside class you can use the computers in the Learning Hubs, provided you present your learner ID card to the Hub staff. All learners aged 16 and over have access to free WiFi whilst on any of the College sites. The College does not tolerate the misuse of IT facilities. Use of another learner's card/username is strictly forbidden as it presents a safeguarding issue.

IT Support is available in the Learning Hub; please feel free to pop in any time to access information about college systems, Wi-Fi and IT information.

### Printing

All learners are given an annual printing allowance. You will be warned how much a print job will cost before it is printed. Your learner ID card will provide access to all multifunctional devices for printing, copying and scanning. Additional print credits can be purchased from the Learning Hubs.

### Digital Learning and Email

To help you, the College has a digital learning environment called Moodle available online 24/7. All learners have an email address to communicate with teaching staff and each other. For IT related queries please visit the Learning Hubs.

## College Pledge 2022-2023

The College will do everything it can to help you to do well at College and has a College Pledge 2022-2023 to tell you what we expect you to do in order to be successful.

If you do not comply with the College Pledge e.g. if you miss classes, or behave inappropriately - your tutor may proceed through the disciplinary process.

In the case of a serious breach of discipline, a learner may be suspended or even excluded from college. If you are under 18 we will inform your parent/carer of any formal conduct meetings.

## Counselling Service

If something is concerning you or you need someone to talk to, the college mentors are here to help.

Pop in to see a wellbeing coach in Learner Services. They will talk to you confidentially and offer you advice or refer you to another service.

# D

## Drugs and Alcohol

The College will not tolerate the use, possession or distribution of illegal substances on college premises.

We also know that alcohol and illegal drugs can affect someone's ability to learn. For this reason a learner may be asked to leave a class if the teacher/assessor suspects they are under the influence of alcohol or illegal drugs and disciplinary action may be taken.

We recognise, however, that learners may feel that they have a drink or a drug problem which they are trying to address. If you are in this position, you can contact a wellbeing coach (see the Counselling section for details of how to discuss your concerns confidentially).

If you are taking any prescribed medication that may affect your college life you should tell a teacher/assessor.

# E

## Equal Opportunities

The College is committed to promoting equality of opportunity and celebrating diversity. We will adopt measures to combat discrimination on grounds of race, colour, nationality, ethnic or national origin, sex, age, health status, disability, sexual orientation and political or religious beliefs.

### We ask you:

- To co-operate with your fellow learners and staff
- Not to use racist, sexist or other discriminatory language, jokes or materials
- To challenge others if they treat people unfairly
- To let us know if you are aware of any discriminatory behaviour
- If you feel that you have been harassed or discriminated against, please do something about it; (See 'Bullying and Harassment' on page 10 of this section)
- If appropriate, you could tell the person whose behaviour is offensive - they may not realise what they have done
- To use the College complaints procedure - your tutor or the Students' Union will be able to help you.

## Exams and Awards

Your teacher/assessor will explain to you which qualifications you will be taking as part of your learning programme. They will tell you if you need to do anything to register with the awarding body and enter for any exams that you will take. Your teacher/assessor will check that you are registered for the qualification and/or entered for any examinations.

Some learners are entitled to special arrangements in their exams - for example, extra time. If you think you may be entitled to special arrangements for your exam, please visit the Additional Learning Support (ALS) Team in Learner Services.

# H

## Health and Safety

The College must provide a safe place for staff and learners - and you have a responsibility to follow the Health and Safety policies and procedures of the College. Together, we can ensure that we work and study in a safe environment. You must tell a member of staff if you see something that you think may be unsafe.

### Fire

If you hear a fire alarm you must leave the building immediately and go to the nearest assembly point. Details of the assembly points will be near every fire exit.

### Emergency Evacuation

Although it is very difficult to plan for every emergency situation; the College has procedures in place to help ensure the safety of learners, visitors and members of staff in the case of rare or unlikely emergencies.

### Safety Notices

In each room, near the door, there is a safety notice. This tells you what to do in the case of fire, emergency or if someone needs first aid.

Please take the time to read this notice in each room that you use.

### First Aid

Inform your tutor or see the staff at Reception if you require First Aid support. We have qualified First Aiders to help and advise you as needed.

### Security/Personal Possessions

Please keep your personal possessions with you at all times unless you are provided with a secure facility. The College cannot be liable for any loss or damage to your personal property.

Never leave your possessions in walkways or by the side of tables as someone could trip over them.

Do not bring anything in to college that could be considered a dangerous or offensive weapon. If your learning programme equipment is potentially dangerous, you must follow the Health and Safety guidance about carrying it. Our security team is here to help and advise you.



### ID Cards

In the interest of improving college security all learners are expected to wear their learner ID cards on a lanyard at all times while they are at college. The ID card must be clearly visible and there will be regular ID checks to ensure all learners wear their ID cards.

### Illness at College

You should advise your tutor as soon as possible if you have any special medical conditions.

If you feel ill at college, contact a member of staff who will call a first aider. We can then discuss with you what the next step will be, from going home to taking you to hospital.



### Learning Hub

Our Learning Hub provides all learners with access to a wide range of information, learning resources, study facilities and IT support.

Go to the Learning Hub to:

- Borrow books, laptops or headphones
- Get help finding resources and information for independent learning
- Get help with photocopying, printing and password resetting

There is an online catalogue for searching books and eBooks.

As an enrolled learner you are entitled to borrow books and other resources; please produce your ID card each time.

### Studying in the Learning Hub

You will find PCs, Macs and independent learning spaces in the Hub as well a range of information sources for your learning programme, such as books, online resources, magazines, newspapers and DVDs.

### **Printing and Photocopying**

Multifunctional devices are for printing, photocopying and scanning. Your learner ID will give you access to these, and staff will advise you on their use.

### **24/7 Virtual Library**

These resources include e-books, encyclopedias, online video streaming and magazine databases covering every subject.

### **Personal Development and Wellbeing Coaches**

The PDWC help learners who want support with anything that may affect them being able to succeed at college.

This help is very practical and can include:

- Help with planning for coursework deadlines
- Resolving problems with other learners
- Signposting to useful services in college and the local community
- Help with housing
- Money management
- Overcoming difficulties on your learning programme
- Accompanying learners to meetings or appointments e.g. Solicitor or Benefits office

Our coaches can be found in Learner Services, on the ground floor of the North building.

### **Lockdown**

Please familiarise yourself with the lockdown video on Moodle. This is to ensure that you understand our lockdown processes and procedures to stay safe while on campus.

# M

### **Money Matters and Funding**

Coventry College recognise that our college support funds have an important role to play in removing barriers for learners who might be struggling with financial issues.

Please come along to Learner Funding Team to find out more about help with help buying kit and equipment, bursaries, travel costs, free college meals, advanced learner loans, childcare funding and more.

### **Multi-Faith and Contemplation**

Multi-Faith and Contemplation facilities are available for all learners to access every day, and is located on the fourth floor of the North building.

# P

### **Parents and Carers of Learners**

Many of our learners' parents/carers are interested to know how they are progressing at college. Many parents/carers are also providing a high level of support for learners.

For this reason we may contact your parents (if you are under 19) for the following reasons:

- To tell them if your attendance has not been satisfactory
- To tell them if you have been involved in an accident or health emergency at college
- To tell them if you have been involved in a serious disciplinary matter
- To ask them where you are if you have been absent from college without contacting us
- To invite them to a meeting with college staff.

# R

## Recycling Facilities

The College has installed highly visible recycling stations around the College campus in an effort to reduce the amount of waste it sends to landfill. These are located in all public areas and circulation spaces, and smaller dry mixed recycling units are located in all staff and photocopying areas.

Please use the bins to support the College's environmental strategy.

# S

## Smoking

The College is an entirely smoke free site (including E-Cigarettes) except for the clear designated areas.

## Safeguarding

We want everyone at the College to be and feel safe.

**If you are worried about anything or anyone, talk to someone. Call or text: 07976 202942**

You can also contact a Safeguarding Officer on email [safeguarding@coventrycollege.ac.uk](mailto:safeguarding@coventrycollege.ac.uk) or **02476 791115**

## Prevent

Safeguarding our learners, staff and visitors is an important issue to us.

Another aspect of safeguarding is the Prevent duty which requires the Further Education sector to have "due regard to the need to prevent people from being drawn into terrorism, supporting terrorism or being drawn into non-violent extremism".

There is a duty to ensure that those identified with vulnerabilities are given appropriate advice and support.

The Government has defined extremism as “vocal or active opposition to British Values”, which include:

- Individual Liberty
- Rule of Law
- Democracy
- Mutual respect and tolerance of different faiths and beliefs.

This includes not discriminating against those with protected characteristics (Equality Act 2010), namely:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion and belief
- Sex
- Sexual orientation

Under the Prevent duty, Coventry College has a dedicated point of contact, who can be reached on **07976 202942**.

College staff have been briefed on the range of vulnerabilities that would indicate that an individual may need support.

Although having one or more of those characteristics will not necessarily drive someone to terrorism, it is a possibility, and staff are being urged to be vigilant and to report any concerns to our Safeguarding Team.

Coventry College also regularly monitors and reviews internet use of staff and learners against safeguarding and Prevent categories.

## Students' Union

As a learner at Coventry College you are automatically a member of the Students' Union (unless you tell us that you do not want to join). This automatic membership allows you to benefit from the hundreds of discounts available on goods and services both locally and nationally by purchasing an NUS Extra card.

The most important functions of any Students' Union are to represent the views of the learner membership and to provide recreational activities. In order to carry out these functions the Students' Union is run by a team of elected learner officers and supported by members of the Learner Experience Team.

### Learners run the Students' Union through the Executive Committee which consists of:

- President
- Vice President
- Digital Media
- Events Officer
- Equality and Diversity Officer
- Sustainability Officer
- Teaching and Learning Officer
- Welfare Officer
- Finance Officer

Elections for these posts will be held in November.

Find us in The Hive!

### Common Room

The Students' Union area is available to all learners; a place to relax and meet your friends. You will find a pool table, table tennis and our enthusiastic staff team.

There is also a space which can be booked for social activities such as clubs and Learner Community meetings.



## Tutors and Tutorial Support

### Tutors for full-time learners

#### What's the difference between a teacher/assessor and tutor?

- Your teacher/assessor is there to provide you with lessons, materials and activities that you need in order to learn in a more formal way
- Your tutor is there to review your progress at college and to ensure you receive the support you need to make the most of your time here. Your tutor may also be one of your teachers/assessors.

#### Your tutor and English/maths teachers/assessors (if applicable) will:

- Provide you with an induction into the College
- Monitor your attendance, punctuality and progress
- Help you get the most from the services the College offers to support you - if you need help, your tutor will know where you can get it
- Help you to set targets that you need to make progress through your learning programme
- Check if you need extra support with your work
- Listen to you if there are personal issues that you want to discuss and advise you of extra support you can have, to help you with these issues
- Organise trips and activities that will give you opportunities outside your learning programme and develop your employability skills
- Write reviews of your progress - and send a copy to your parents/guardian if you are 18 or under
- Can write a reference for you when you complete your programme.

#### Pro Portal

The Pro Portal system monitors your individual progress against your personal targets and presents all the relevant information on one simple system. The data ranges from grades, attendance through to pastoral targets and goals.

Pro Portal helps learners by allowing them to easily assess their individual progress against personalised goals, giving you greater ownership of the learning process and encouraging you to perform to a higher standard.

#### What the College will do for you

In the first six weeks\* of your programme we will provide:

- A thorough introduction to the College, the services we provide and your learning programme
- Help with setting targets for your time at college
- A programme handbook

(\*For full time learners or two weeks for part time learners)

#### To help you achieve on your learning programme we will provide:

- A probationary period for the first six weeks of your learning programme
- Well prepared teaching programmes that are appropriate to your needs and the requirements of the awarding body
- Classes that begin and end on time
- Qualified and experienced staff
- A safe, high quality learning environment
- A Learning Hub, computing facilities and services to support your studies
- A tutor to support you during your time at college
- Regular target-setting and review tutorials
- A caring and supportive environment

- Assignments that are planned to take account of your workload and that are assessed fairly. The results of the assessments will be returned to you within 15 working days  
Information about exam times 15 days before the exam is due to take place
- Advice on your options after your learning programme.

**Parents/carers of learners aged 18 and under on full-time learning programmes can expect us to provide:**

- Parents handbook (online)
- An invitation to a new parent information evening
- An invitation to a meeting to address or discuss progress

**We will ask you to help us to improve the College through:**

- Learner feedback questionnaires
- Discussion groups with the Principal and other senior managers
- Your programme representative
- The Students' Union
- Tutorial discussions
- Programme reviews
- Organise trips and activities that will give you opportunities outside your learning programme and develop your employability skills (when Government guidelines allows)
- Write reviews of your progress - and send a copy to your parents/guardian if you are 18 or under
- Write a reference for you when you complete your learning programme (on request).



## Work Experience and Careers Advice

Our Careers Service is based in Learner Services near to the main reception area. For help simply pop along for a drop-in session or to book an interview simply go the reception. We can help you to progress into your chosen career and we run lots of different workshops such as UCAS, CV writing and how to apply for jobs or Apprenticeships.

A work placement is an essential part of your time at college. During your study programme you will be given the opportunity to gain valuable skills and experience with employers.

Our friendly placement team are here to provide help and support in securing you a quality placement opportunity to provide a real insight into the world of work.

**All learners must complete a work experience placement.**

# COVENTRY COLLEGE PLEDGE

At college we expect you to be:

**READY to learn**

**RESPECTFUL to all**

**SAFE in college**

What you can expect of us:

- ▶ A safe and inclusive learning environment
- ▶ Tutors will create engaging and inspiring lessons that will help everyone succeed
- ▶ Staff will be helpful and support you when you need it
  - ▶ Feedback that will help you to improve your work

# Learner participation

# Enrichment activities to get involved in!

## **The Enrichment Programme is delivered from The Hive Learner Enrichment Centre**

Please see the Enrichment section on Moodle for the full list of exciting and diverse projects, clubs, activities, programmes, trips and communities which all learners are able to get involved in throughout the year.

## **We cannot put on these activities without your help**

We need YOU to tell us what activities you would like to do! We are always open to suggestions so if you have an idea for a trip, volunteering activity or taster session let us know and we will look at putting it into the next programme.

**Look on the Moodle calendar for a full list of activities and trips for this year (in accordance with Government guidelines).**

# Students' Union

## What does your Union do?

- Organises learner events
- Organises weekly activities
- Raises money for charity
- Promotes and supports learner communities
- Raises awareness of learner issues through campaigns
- Represents learners views at learning programme and college level to senior management
- Influences college policy to benefit the needs of learners

## Want to get involved? Here's how...

### Elections

Elections run every November and June to recruit new members to the Students' Union Team. Talk to the President or Learner Experience Team to find out how to get involved.

## Join a Learner Community

Communities are learner led groups that get together to share their common interest. Communities are a great way to meet new people or just to spend time with those that share your interests. Coventry College has the following Learner Communities:

- Film Club
- Gaming Community
- Lighthouse (LGBTQ+ club)
- Art & Craft Club
- Debating Community (Cov Chat)
- Football Club
- Chess Club

## Set up a Learner Community

Don't see a community of interest? Then why not set up your own? You can set up a community for almost anything. You can then attract members and get some funding from the Students' Union to carry out your activity. Pop down to the Learner Experience Team with your new community name and we'll get you started.

## Where to find us

The Students Union is located in **The Hive, Learner Enrichment Centre**. **All learners are automatically enrolled with the National Union of Students** and are able to apply for a TOTUM Card online at any time, which provides a wide range of discounts to learners in stores and online ([www.totum.com](http://www.totum.com)).

# Learner Voice

The Learner Voice programme actively celebrates and promotes the learner voice through the Learner Representative system. Learner Representatives are recruited within their tutor group throughout September and October and there are a range of personal and professional benefits by becoming a Learner Rep. Please simply pop into the Hive at any time to ask staff for more details.

## Learner Reps

### What is a Learner Rep?

A Learner Rep is elected by their learning programme mates to represent their views to the College and share them with us at least three meetings each year.

Reps ask their learning programme mates how things are going at college, discuss any concerns, issues or positive feedback and tell us about these at their department's termly meeting.

These meetings are also attended by the College's Senior Management.

### Benefits

All Learner Reps receive training, they develop a variety of useful skills which will look great on your CV or UCAS application.

### How to become a Learner Rep

Talk to your tutor at the start of the year who will be arranging a class election to appoint the Rep for your learning programme.

# Learner wellbeing

# Personal Development and Wellbeing Coaches

## What can a Personal Development and Wellbeing Coach do for me?

Offer learners the opportunity to talk over their concerns privately and then work with them to identify the best course of action. We cover a range of areas including:

- Housing
- Finance/funding
- Learning programme concerns
- Bullying
- Sexual health advice
- College complaints and compliments
- Personal worries about college or home

## Something else on your mind?

If you have something you would like to talk about but are not sure where to turn, arrange an appointment with a college Personal Development & Wellbeing Coach at a time that suits you.

### **The Personal Development and Wellbeing Coaches can:**

- Talk to staff members on your behalf
- Recommend college based services that could help
- Put you in touch with organisations in the local area
- Help you arrange appointments for extra support

Drop in and see a Personal Development and Wellbeing Coach in Learner Services.

# New to Coventry?

# New to Coventry?

**This section of the handbook is specifically for those new to Coventry.**

If you have any questions or anything that you want to talk about, please speak to someone in Learner Services. Remember, you may be a long way from home but you have many people who you can talk to at the College. We all want you to have a happy and successful time here.

You can find information about the following subjects:

- Driving in the UK
- Finding your way around the College
- Managing your money
- Medical matters
- Other useful telephone numbers and addresses
- Personal details/important information
- Religious support
- Sport and other activities
- Travel

## Driving in the UK

If you are planning to drive while you are in the UK, you will need to make sure that you follow all legal requirements.

For more information on this, please see the UKCISA guidance on driving in the UK.

**[www.ukcisa.org.uk](http://www.ukcisa.org.uk)**

## Working while you are studying (if from outside the UK)

As an international learner studying on a full-time learning programme, you may be able to work, subject to certain conditions.

For more information on working whilst studying, please see the UKCISA guidance notes on working during your studies.

**[www.ukcisa.org.uk](http://www.ukcisa.org.uk)**

## The Law

There can be serious consequences for anyone breaking the law so please make sure that you abide by the law in ALL aspects. The areas which you need to be particularly aware of are:

- immigration regulations
- working in the UK
- driving in the UK
- licensing regulations.

# Learner practicalities

# Managing your money

**We recommend that you do not carry too much cash with you at any one time.**

If you are staying here for a time, you should open a bank account.

## Opening a bank account

You will need a letter from the College before you can open an account. The staff in Learner Services will be able to help you.

There are many large banks in the city centre.

The names of the main banks are:

- Lloyds
- TSB
- HSBC
- Natwest
- Barclays.

### NOTE

**Banks usually close at 15.00 or 17.00 for counter services, but if you have a cash card you will be able to use the external ATM machines 24 hours a day.**

## Exchanging currency

Banks, post offices, travel agents and Marks and Spencers will all convert foreign currency for you.

The rate of exchange will always be clearly displayed so you can compare any variations.

## Credit cards

Paying by credit card is very common in the UK.

The most popular cards in use are Visa and Mastercard.

They are accepted in most restaurants, cafes, shops and cinemas.

If you are unsure about your own credit card, ask before you make a purchase.

# Medical matters

## Doctors

International learners entering the UK to study a full-time learning programme for more than six months will normally be provided with medical treatment without charge under the National Health Service. However, it is possible that these regulations may change. If you are staying for less than six months, you need to obtain private medical insurance.

Register with a doctor at the start of your term. You need to do this so that if you do become ill, you can see a doctor straight away.

You can find a service near you through the NHS [www.nhs.uk/Service-Search/GP/LocationSearch/4](http://www.nhs.uk/Service-Search/GP/LocationSearch/4)

If you prefer, you may wish to register with a surgery that is nearer to your home.

For minor ailments and injuries you can telephone NHS non-emergency number **111**.

## Dentists

There is a charge for all dental treatment. These costs should be covered by your health insurance policy.

## Emergency situations

### Medical emergencies

If you need immediate medical help, you can go to the **University Hospital Coventry & Warwickshire Accident & Emergency, Clifford Bridge Road, Coventry, CV2 2DX**.

### The Samaritans

This is a 24 hour, year-round, telephone support service for people who wish to talk to someone about serious emotional crises. The service is totally confidential.

**08457 909090**  
[www.samaritans.org.uk](http://www.samaritans.org.uk)

### Unplanned pregnancies

For further information and confidential advice you can contact BPAS (British Pregnancy Advice Service). To make an appointment, telephone **03457 30 40 30**.

### Rape Helpline

For victims of sexual assault, contact Coventry Rape and Sexual Abuse Centre on **02476 277777**.

### NSPCC Young Persons Protection Helpline

If you have concerns about yourself or someone you know who you feel is at risk of abuse, you can contact the NSPCC in confidence.

**0808 800 5000**  
[www.nspcc.org.uk](http://www.nspcc.org.uk)

**You can also contact our Safeguarding Team, see page 16 of this handbook.**

# Personal details

Always carry with you some form of personal identification.

Once you have enrolled at the College you will receive a learner identification card which you should wear at all times whilst on college premises. Also, always carry the name, address and telephone number of your accommodation in the city.

## Your Name

It would be very helpful if you could use the same name on all correspondence with the College during your stay. We understand that many international learners have and use several versions of their name and this can make it very difficult for us to find you on our records. We suggest you use the full name shown in your passport on all official college paperwork - thank you!

## Personal Safety

Coventry is a reasonably safe city to live in, but always be as careful as you would be in your home country. Try to stay with friends, travel home together, stay in busy, brightly-lit areas at night and never accept a lift from someone you don't know.

The best advice we can offer is to make sure you use your common sense at all times.

For further information, refer to **[www.educationuk.org](http://www.educationuk.org)**

# Visas and Immigration

The staff in Learner Services will help with general visa and immigration enquiries. Alternatively, you could contact the UK Council for International Student Affairs

**020 7788 9214**

**[www.ukcisa.org.uk](http://www.ukcisa.org.uk)**

## Applications for Extensions to Student Visas

If you need to apply to extend your student visa, you can get the form from Learner Services or from the following website: **[www.ukba.homeoffice.gov.uk](http://www.ukba.homeoffice.gov.uk)**

Workshops will be held to give you some information on how to complete the application form and on what documentation you need to have.

We will be sending the completed applications to the UKBA during the last week of every month so you will need to give us the documentation by the first Monday of each month.

Please note that Coventry College adheres to all the requirements of the UK Border Agency in respect of your application, enrolment, attendance and progress.

# Religious Support

The College has links with many religious groups in the city. For further information please speak to Learner Services.

You can also find meeting places in Coventry for religious groups at **[www.coventry.gov.uk/faithgroups](http://www.coventry.gov.uk/faithgroups)**

# Travel

## National coaches

National Express is a nationwide network of coach services, which offers reasonably priced journeys throughout the UK. Coach travel is cheaper than train travel.

From Coventry there are regular services to London. For more information, visit [www.nationalexpress.com](http://www.nationalexpress.com)

## By Air

Birmingham Airport provides the nearest public passenger terminal for Coventry, which provides flights to destinations across the UK and around the world, including Europe, the Middle East and Indian subcontinent.

Birmingham International train station, located at the airport, offers a quick and direct route to Coventry train station, located in Coventry city centre.

[www.birminghamairport.co.uk](http://www.birminghamairport.co.uk)  
[www.eastmidlandsairport.com](http://www.eastmidlandsairport.com)  
[www.heathrow.com](http://www.heathrow.com)

## By Rail

Coventry is on the West Coast Main Line with regular train services linking it with other major towns and cities. Trains operate every 30 minutes on average to London which is only an hour away on the train. There is also an extensive timetable of local trains linking it to local towns such as Stratford-Upon-Avon, Warwick, Royal Leamington Spa and Rugby.

[www.nationalrail.co.uk](http://www.nationalrail.co.uk)  
[www.londonnorthwesternrailway.co.uk](http://www.londonnorthwesternrailway.co.uk)  
[www.westmidlandsrailway.co.uk](http://www.westmidlandsrailway.co.uk)

## By Road

With easy access to the national motorway network, arriving by road could not be easier. The M6, M6 Toll, M40, M42, M5, M69 and the A45/A46 are the major arterial routes out of and into the city of Coventry and regional Warwickshire, as well as linking central Birmingham which is only around 20 minutes by car from the centre of Coventry.

Visit [www.coventry.gov.uk/directory/30/car\\_parks](http://www.coventry.gov.uk/directory/30/car_parks) for further details on parking charges and space availability

Most bus services in Coventry and the surrounding areas are operated by National Express. For full details on their services please visit [www.nxbus.co.uk](http://www.nxbus.co.uk)

There are many taxi companies operating in Coventry - popular firms are:

**Allen's Taxis** - 02476 555555  
**Lewis Taxis** - 02476 666666  
**Uber** is also available in Coventry.

## By Bike

Coventry and its neighbouring towns have great access for cyclists, with traffic free and cycle friendly routes. Take a look at the Cycle Coventry routes at [www.coventry.gov.uk/cyclemap](http://www.coventry.gov.uk/cyclemap) which help you get to places of leisure by bike more easily. The improved traffic-free paths, which feature on some of the routes, are clearly shown on detailed route maps. There is also a city centre map which shows where the Cycle Coventry routes connect and a map showing other cycle facilities in the city.

## CityMapper App

The app CityMapper is available for Coventry. Covering the entire city, it is a useful tool to help you get around if you're not yet familiar with public transport routes.

# What's on in and around Coventry?

There are so many things for you to see and do in Coventry. From music, theatre and festivals, to museums, Cathedrals and medieval history, the city has something for everyone.

Home to rich history, ancient legends and an abundance of unique arts and culture.

Coventry is just one hour from London by train and with great transport links to surrounding areas, our central location makes the city an ideal destination to visit.

Discover more at [www.visitcoventry.co.uk](http://www.visitcoventry.co.uk)

## Tourist Information

To make your exploring easier you'll find it useful to use the following:

**Coventry Tourist Information Centre**

**Station Square, Coventry, CV1 2FL**

**024 7697 5527**

**[www.visitcoventry.co.uk](http://www.visitcoventry.co.uk)**

Staff at the Tourist Information Centre are well experienced in dealing with foreign visitors who come to the city all year round and will be happy to help. They will give you details of the main places to visit in Coventry and the surrounding area. You can also collect a map and information about what is happening in the city.

## Useful local publications:

You can collect a **free City map** in the information centre within the Herbert Art Gallery or may wish to purchase a more detailed map from local newsagents or the info centre.

The **Big Issue** is sold by vendors around the City.

The **Coventry Native** is a free Coventry magazine which can be picked up in local independent coffee shops and stores. It will give you tips on places to go in Coventry and give you a feel for the people of Coventry!

## Other useful numbers

We have included a number of useful contacts throughout this pack. You will find a few more listed below.

### **Coventry College**

02476 932932

### **Coventry Police Station Non-Emergency**

101

### **Emergency Ambulance/Police/Fire**

999

### **Coventry Central Library**

024 7683 2314

## Leisure

### **Belgrade Theatre**

Belgrade Square, Coventry, CV1 1GS

024 7655 3055

### **Herbet Art Gallery**

Jordan Well, Coventry, CV1 5QP

024 7623 7521

### **Odeon Cinema**

Skydome, Croft Rd, Coventry, CV1 3AZ

0333 014 4501

### **Showcase Cinema**

Gielgud Way, Coventry, CV2 2SZ

0871 220 1000

### **Leisure Centres**

[www.coventry.gov.uk/leisurecentres](http://www.coventry.gov.uk/leisurecentres)

## Shopping

Coventry has a great selection of shopping including a number of precincts, shopping centres and markets.

The main shopping centre in the city centre is West Orchards where you can find a number of high street stores, independent retailers and a large food court.

Wander around Broadgate and the Lower Precinct to find more well-known brands as well as independent stores.

## Eating Out

Cathedral Lanes Complex in Broadgate is home to many restaurants. Here you will find The Botanist, Las Iguanas and Cosy Club among other well-known eateries.

If you're looking for fast food, head to the Food Court in West Orchards where you will find Subway, McDonalds, KFC and many more!

## Chemists

You will find several chemists across the city.

The main stores in the centre of town are:

### **Boots**

Lower Precinct, Coventry

02476 226561

### **Superdrug**

21 Market Way, Coventry

02476223032



COVENTRY COLLEGE

South Building - Reception

# Strategic Plan

# Strategic Plan

**Coventry College is embarking on a huge and exciting change which will ensure both its future sustainability and secure its reputation as a key provider of high quality skills and training fit for purpose in a demand led environment.**

The One College - One Campus approach will align all provision onto one site to streamline economies of scale which can be reinvested in learners, staff and facilities, providing value for money.

Coventry College is working in partnership with the local authority, schools, universities, employers, the Local Enterprise Partnership, the Education and Skills Funding Agency and the West Midlands Combined Authority to provide the education and opportunities which the local economy needs in a demand led environment.

We ultimately want our learners to progress onto careers and/or relevant higher education in order to retain them in the City to improve the skills of the local workforce. Coventry College will be a trusted and reliable partner, responsive to the needs of local businesses.

Coventry College's Strategic Plan for the period 2021 - 2024 reflects the key challenges, opportunities, priorities and objectives for the next 3 years.

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## Our ambition

**To help young people and adults to aspire to change their lives and those of their families, and to help businesses to improve and grow; and through that work, strengthen the communities in which they work.**

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## Our strategic aims

**Together we will:**

- Deliver excellence in teaching, learning and assessment which ensures highly successful outcomes for learners
  - Provide a broad, inclusive and responsive curriculum offer that meets the needs of learners, employers and partners
  - Maximise the talent, expertise and performance of our staff, supporting individual and team growth and development
  - Secure and maintain a position of strong financial health, to ensure we can secure the financial investment required to create a high performing college.
  - Exploit opportunities and develop partnerships for the mutual benefit of learners, employers and the community we serve
- 

## Our values

**Our core values express what the College stands for and how we will conduct ourselves as an organisation.**

- **Learner first:** We will put learners at the heart of everything that we do and have high aspirations that support and challenge everyone.
- **Inclusivity:** We will be open to all learners, offering a safe environment that celebrates diversity.
- **Excellence:** We will strive for excellence in all aspects of our business, enabling everyone to realise their full potential in a positive, caring and inspiring environment.
- **Trust:** We will create a culture of trust and demonstrate value for our staff, learners, stakeholders and partners.
- **Transparency:** We will engage with both internal and external stakeholders, seeking input, welcoming feedback and reporting openly with clarity to continuously improve our performance.
- **Respect:** We will demonstrate respect for each other within our college community and with external stakeholders to build trust, confidence and well-being.

Our core values underpin our strategies, policies, objectives and procedures by providing a basis and a reference point for everything we do. These values and beliefs will guide our conduct and that of our learners.

You can read our full Strategic Plan at [www.coventrycollege.ac.uk/about](http://www.coventrycollege.ac.uk/about)



[www.coventrycollege.ac.uk](http://www.coventrycollege.ac.uk)

02476 932932

[info@coventrycollege.ac.uk](mailto:info@coventrycollege.ac.uk)

**Coventry College**

50 Swanswell Street, Coventry, CV1 5DG