



Undergraduate Student Handbook

25-26





Disclaimer

Information provided is correct at the time of print and the college accepts no liability for errors or omissions.

Details can be subject to change without notice, including the provision of courses, times, and dates. Fees and charges can be levied.

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WELCOME



Dear students,

It is my privilege to welcome you to the 2025/26 academic year at Loughborough College, after, what I hope was a fantastic summer break.

Over the next year, we aim to provide an amazing experience at Loughborough College, where you will receive a high-quality education as well as a variety of opportunities to hone the skills that will unlock your potential.

I am so proud to lead an organisation that puts students at the heart of everything it does. This begins with our dedicated staff who aim to inspire and encourage you to be the best version of yourself by nurturing life-long learning skills that will empower you in your future life and career aspirations.

As well as recruiting fantastic staff, Loughborough College is investing millions of pounds in improving our campus. Our modern classrooms, versatile study areas, well-catered social-spaces and high-tech facilities ensure that you have the best possible learning environment to develop your talents.

It makes me so proud to see students exceed their limits by pushing themselves in ways they never thought possible. It is one of the many reasons my team and I love working in education.

Everything we achieve at Loughborough College stems from our values: Respect, Innovation, Success and Empowerment (RISE). The RISE values drive what we do and how we do it.

And our values are underpinned by our inclusive and diverse culture which is embedded across our campus by our unwavering focus on Fairness, Respect, Equality, Diversity, Inclusion and Engagement (FREDIE).

Celebrating your individuality, independence and intelligence is a key priority and our ever-growing learner welfare and student support team are always on hand to help. We also have four-legged faculty members, including fully-trained therapy dog Mylie and her other furry friends that are currently in training. They are guaranteed to put a smile on your face, so don't be afraid to say hello.

Finally, I'm really looking forward to meeting you around our campus over the next year. Please read through all of the information contained in this pack and don't hesitate to get in touch with your curriculum area if you have any questions.

Remember, this year is about you and your journey to success. We want to help you find your feet, experience real-life opportunities and ultimately achieve your goals.

Best wishes,

Corrie Harris
Principal & CEO

YOUR COLLEGE - OUR SHARED VALUES

OUR VISION

Broadening horizons.
Transforming lives.
Shaping futures.

OUR MISSION

To transform and
enrich lives through
lifelong learning,
empowering the
workforce of tomorrow.

OUR CULTURE

An inclusive,
supportive and
welcoming culture
that embodies our
values and thrives
on innovation and
achievement.

OUR RISE VALUES

RESPECTFUL

We are inclusive, respectful and
embrace the rich diversity of our
college community.

INNOVATIVE

We continuously move forward,
innovating to improve everything
we do and enhance the positive
impact we have on lives and the
environment.

SUCCESSFUL

We strive for excellence in every
aspect of our performance and share
the aspiration to be one of the best
places to learn and grow in the UK.

EMPOWERING

Everyone is trusted to take
ownership of and accountability for
their work, making honest open,
ethical, and fair decisions.

CAMPUS MAP - Loughborough College



THE EXECUTIVE TEAM



Corrie Harris
Group CEO



Heather Clarke
Deputy CEO



Helen Van Aardt
Principal -
Loughborough College



Hari Khurmi
Chief Finance and
Operating Officer



Lucy Howes
Vice Principal -
Learner Services,
Safeguarding and
Quality



Ian Jones
Director of
Legal and Governance



Chris Cockerton
Vice Principal -
Dean of Higher
Education and
Adult Skills



Ben Docherty
Executive Director of
Strategic Planning,
Performance and MIS



Emma Kilby-Brooks
Executive Director of
People and Culture



Dale Richardson
Executive Director
of Estates

THE HIGHER EDUCATION MANAGEMENT TEAM



Chris Cockerton

Vice Principal -
Dean of Higher
Education and
Adult Skills



Sarah Larnder

Associate Dean -
Higher Education
of Curriculum



Nick Ashley

Associate Dean -
Higher Education
Quality



Mat Hobday

Deputy Head
Social Sciences and
Subcontract Provision



Ashwin Dobariya

Curriculum Manager,
HE Engineering



Hannah Knatt

Deputy Head
HE Sport



Emma Kingzett

Curriculum Manager
HE Blended Learning



James Eccleshare

Curriculum Manager
HE Sport

YEAR CALENDAR 25-26

DATE (W/C)	INDUCTION/TEACHING/EXAM/SUPPORT/ DEVELOPMENT WEEKS
22nd Sept	INDUCTION
29th Sept	WEEK 1
6th Oct	WEEK 2
13th Oct	WEEK 3
20th Oct	WEEK 4 (FE Half Term)
27th Oct	WEEK 5
3rd Nov	EXAM, SUPPORT & DEVELOPMENT WEEK
10th Nov	WEEK 6
17th Nov	WEEK 7
24th Nov	WEEK 8
1st Dec	WEEK 9
8th Dec	WEEK 10
15th Dec	WEEK 11
22nd Dec	CHRISTMAS
29th Dec	CHRISTMAS
5th Jan	WEEK 12
12th Jan	WEEK 13
19th Jan	WEEK 14

DATE (W/C)	INDUCTION/TEACHING/EXAM/SUPPORT/DEVELOPMENT WEEKS
26th Jan	INTER-SEMESTER BREAK
2nd Feb	WEEK 1
9th Feb	WEEK 2
16th Feb	WEEK 3
23rd Feb	WEEK 4
10th Mar	EXAM, SUPPORT & DEVELOPMENT WEEK
9th Mar	WEEK 5
16th Mar	WEEK 6
23rd Mar	WEEK 7
30th April	EASTER
6th April	EASTER
13th April	WEEK 8
20th April	WEEK 9
27th April	WEEK 10
4th May	WEEK 11
11th May	WEEK 12
18th May	WEEK 13
25th May	WEEK 14

Weeks **HIGHLIGHTED IN BLUE** will require attendance but may follow a different timetable to that of the teaching weeks. This timetable will be disseminated by your curriculum team. Students are not required to attend college during the weeks **HIGHLIGHTED IN YELLOW**

HIGHER EDUCATION STUDENT CHARTER

Loughborough College prides itself on creating a fantastic student experience, which has been measured by our students annually as being above the sector average. Many features of our college contribute to this great experience, including our teaching staff who have a breadth of academic and industry-relevant experience who bring this to life in the classroom.

They are complemented by the quality of our campus setting, extra-curricular activities, Library and IT resources, and social activities, sports and other facilities supported by one of the best Students' Unions in the country.

ABOUT THE STUDENT CHARTER

All students are encouraged to read the Charter so that they know what they can expect and what is expected of them during their time at Loughborough College

The Charter is not a binding contract but outlines a common set of principles that students and staff agree will result in an outstanding student experience.

THE COLLEGE

In order to provide a high-quality learning experience, the College will:

- Provide consistently high standards of teaching and access to high quality learning resources and facilities, sharing the excitement of contemporary research and encouraging student engagement with rigorous scholarship.

- Provide students with clear and accessible information relating to their studies, including:
 - Details of what to expect in their programmes and modules.
 - A clear and accessible academic timetable.
 - Clear information about how and when they will be assessed and receive feedback on their work.
 - Information on fees and additional charges.
- Offer activities and opportunities within and beyond the curriculum for students to enhance their employability prospects and personal development.
- Listen to students: being open to constructive student feedback and encouraging and supporting student participation in shaping the quality of their experience.
- Provide support and advice to students in areas such as careers, finance, health and wellbeing, and accommodation.

THE STUDENTS

In order to get the best out of their College experience, students will:

- Take responsibility for managing their own learning by being an active participant and positively engaging in their programme of study: attending lessons, attending meetings with lecturers, supervisors and Academic Tutor and ensuring they spend sufficient regular time in private study.

- Adopt a scholarly approach and demonstrate integrity in all aspects of their studies.
- Be a reliable and committed student, submit assessed work by stated deadlines and reflect on the feedback provided.
- Support course representatives and participate in processes which will lead to improvements in the quality of learning and teaching, such as the National Student Survey and module feedback questionnaires.
- Take advantage of the opportunities the College and Students' Union provides to help them reach their potential, enhance their employability prospects and personal development.
- Make prompt payment of charges made by the College, respect the physical environment of the College and behave respectfully towards staff, fellow students and neighbours on campus and in the local community.
- Represent the interests of students at local and national level;
- Support active student/community engagement, especially with regard to combating anti-social behaviour; and provide a range of clubs and societies to enhance personal and professional development.
- Those students who are not studying on Loughborough University awards may have support available via their own awarding institution. Please contact the Student Registry for further details.

APPEALS AND COMPLAINTS PROCEDURE

We anticipate that most students will have an outstanding experience while at Loughborough College. Should you have concerns about your own experience, the college has processes in place for you to be able to raise these with us.

If you have a complaint about an aspect of your student experience provided by the College, you should normally raise your concern in the first instance with the member of staff, Department or service directly involved as soon as possible. Our Complaints Procedure can be accessed [here](#)

If your complaint relates to the marks you have received, or another decision of your examiners, then you should contact your Module Leader in the first instance to discuss this. Our Academic Appeals Policy can be found in our policy found on the website [here](#)

https://files.loucoll.ac.uk/cms/s3fs-public/2025-02/he-p001_he_academic_appeals_policy.docx.pdf

THE STUDENTS' UNION

In its commitment to the student experience, Loughborough Students' Union will:

- Work with the College towards the betterment of the student experience;
- Support all students to ensure they receive fair treatment and are aware of their rights and responsibilities;
- Support student participation in quality enhancement activities – especially through the election, development and training of representatives;
- Assist students with academic and welfare problems;



PARTICIPATION AND ENGAGEMENT

'I agree to participate fully in the programme of study for which I am enrolled. This will include regular and prompt attendance and participation in each module. I understand that my lecturers will keep a register of attendance on all modules. If I am unable to attend a module for a good reason i.e. health, unexpected family commitment etc, I will inform the College and agree what steps are needed to compensate for missing any sessions. I recognise that engagement includes wider participation and contributions than simply attending lectures and includes examples such as working independently in the library on study tasks, projects, research, group work, online forums, presentations, work-based learning and laboratory projects/experiments. Where my engagement and/or attendance become an issue, on notification, I agree to attend a meeting review any issues, and understand if these cannot be resolved, then I could be at risk of being withdrawn from my programme of study. If such a risk exists, the college will have sought a meeting and will inform me in writing of the risk. Any decision to withdraw or termination of registration of a student will normally be confirmed at an appropriate exam/progression board and is always subject to agreement by the Head/Dean of Higher Education'.

ATTENDANCE

We have high ambitions for you and attendance is one of the most critical factors in achieving success. We expect you to attend all lessons (online and on site), and this will be closely monitored. You will be notified if we have concerns about your attendance and you will have access to support and guidance to get you back on track. Failure to engage in this and improve your attendance may result in disciplinary action and ultimately withdrawal from your course.

ABSENCE

- If you are not able to attend college for whatever reason, it is essential that you log your absence on your Individual Learning Plan (ILP). Make sure you give examples e.g. family emergency or sickness as you may be asked to provide evidence. Information on how to do this can be found on our website.
- Failure to notify us will result in an unauthorised absence (A), which may lead to disciplinary action.



DRESS CODE

It is important that you dress ready to learn.

Whilst we do not have a formal dress code/uniform, we do ask all students to be mindful that the College is a professional learning environment. Therefore, we ask you not to wear:

- Clothes that cause offence to others.
- Clothing with discriminatory, explicit or sexual slogans or images.
- Hoods, helmets or hats whilst inside (unless this is PPE as part of your programme).
- Excessively high heels (for health and safety reasons).

When attending online sessions/meetings, we ask that you also dress appropriately in line with the above guidelines, as this still forms part of your professional learning environment.

Sports students must wear Loughborough College undergraduate kit when taking part in practical sessions.



CAR PARKING

In line with promoting our mission to reduce our carbon footprint and striving for a sustainable environment, there will be **no student parking** on the Loughborough College Campus - except for Blue Badge holders or those with an exceptional parking permit.

To find out whether you are eligible to apply for an exceptional parking permit, please read our **Student Parking Policy** and use the application form within the policy.

The application and supporting evidence will be reviewed by a panel who will decide whether an exceptional parking permit is granted.

If you are an evening student and require parking, please use this **application form** to apply for a permit.

Illegally parked cars will be ticketed and fined £40 by an external company from 1st September. This is to ensure the safety of everyone on campus, including access for emergency vehicles. The college will not profit from fines and any proceeds will be donated to our selected charity.



We encourage our students to contribute to our commitment to low carbon emissions by taking advantage of Loughborough's public transport services and biking or walking to college.

There are **FREE bike lockers** available on campus, a refundable £20 deposit secures your locker for the year and this is returned when your key is handed back. To request a locker, please drop in to our Estates Team in L011.

There are a multiple bus routes that come through Loughborough from the neighbouring cities. You can find the bus routes, including to and from the train station, [here](#).

If you need to drive, there is a list of alternative Car Parks below:

Market Street Car Park; LE11 3EP	14 minute walk to college	£3.50 between 7am-8pm
Granby Street Car Park; LE11 3DU	13 minute walk to college	£6.00 between 6am-6pm
Beehive Lane Car Park; LE11 2TY	17 minute walk to college	£6.00 between 6am-6pm
Carillon Court Car Park; LE11 3XA	15 minute walk to college	£6.00 for 6 hours
Regent Retail Park; LE11 5AB	13 minute walk to college	£5.00 between 9am-8pm

We remind all students that electric scooters are not legal in Leicestershire and should not be used.



FIRST AID

At Loughborough College we have an on-call first aid system and we have a team of first aiders that answer calls on a rota basis. Our Science, Sport and Technology departments have their own dedicated first aiders.

Ways to obtain first aid assistance:

- Ask your tutor to contact the first aid team for you.
- Contact reception who will send a first aider to you.
- We have a medical room on site in the HUB for basic first aid.
- For more specialist care 'Loughborough Urgent Care Centre' is located on Epinal Way.

EMERGENCY EVACUATION PROCEDURE

During your induction onsite, you will be made aware of the emergency assembly points across the campus.

If you discover a fire:

- Immediately activate the nearest or safest fire alarm.
- Ring 555 to inform 'Estates' of the emergency – if safe to do so.
- Do not attempt to extinguish the fire – unless trained to do so.

On hearing the fire alarm:

- Leave the building sensibly by the nearest exit.
- Proceed to the nearest assembly point to your building – see blue 'fire action' signs posted in each building above the break glass points.

EMERGENCY ASSEMBLY POINTS

Hub & Performing Arts	Radmoor Road end of car park 1 (front doors)
	Car park 4 (rear doors)
B Block	Car park 4
L Block	Epinal Road end of car park 1
Technology & AG Block	Car park 4
HE Centre	Epinal Road end of car park 1
2012 Centre	Radmoor Road end of car park 1
Radmoor Centre	Epinal Road end of car park 1
Nursery	Radmoor Road end of car park 1
Sport Pavilion	Car park 5
S Block	Epinal Road end of car park 1
EMIOT	Car park 1
Digital Skills Hub	Car park 1
Sports Centre	3G pitch

SMOKING

- This is a non-smoking and non-vaping campus. This includes E-cigarettes and vapes.
- Smoking/vaping is only permitted in the designated areas.
- There are two smoking shelters - one at the front on the college next to the coach park and one behind the Technology Centre.



FREDIE

Loughborough College promotes and celebrates equality, diversity and inclusion. As a college we are proud to embrace and demonstrate the FREDIE values, of Fairness, Respect, Equality, Diversity, Inclusion and Engagement. We are all responsible for ensuring that all individuals receive the same opportunities to develop, grow and achieve their full potential, regardless of personal circumstances and individual differences.

These values are relevant to the whole college community and support the way in which we work and communicate with each other. You will learn more about these values and how these can be demonstrated within your induction and throughout your studies with us.

If you would like further information, advice and guidance, or feel that you would like to report an issue relating to the FREDIE values, please contact

FREDIE@lough.ac.uk

CATERING

Our catering facilities offer a range of healthy food and beverage options:

RADMOOR RESTAURANT OPENING TIMES:

Tuesday - Friday: 10am - 12pm (coffee, cakes, biscuits)

Tuesday - Friday: 12pm - 1:30pm (lunch)

Thursday Gourmet Special: 6pm - 10pm (last orders at 7:30pm)

CAMPUS CAFE:

Monday - Thursday: 7.30am - 3.00pm

Friday: 7.30am - 2.30pm

Breakfast: 7.30am - 11am

Lunch: 11.30am - 2pm

Snacks, hot and cold sandwiches:
all day

CAFE CHINO:

Monday - Friday: 8am - 2pm

CAMPUS KITCHEN:

Monday - Friday: 11:30am - 2pm

1909 LOUNGE

The 1909 Lounge is a dedicated student space for learners to "eat, chill, and study".



POLICIES AND PROCEDURES

All policies and procedures can be found on our website here:
www.loucoll.ac.uk/documents-and-policies

ENROLMENT AND WITHDRAWAL POLICY

We have a clear policy related to attendance, and failure to adhere to this could lead to disciplinary action and ultimately withdrawal from your programme. To view the full policy please visit: **www.loucoll.ac.uk/documents-and-policies**

ACADEMIC TUTOR TEAM

We have an Academic Tutor team who work with our undergraduate students to track and monitor your progress, as well as supporting you to develop the study skills required at degree level, such as referencing, essay writing, presentation skills and searching for literature. You are able to book 1:1 meetings or attend group workshops throughout the year. Contact our team by visiting them in **F006** or by e-mail: **academicsupport@loucoll.ac.uk**

PROPORTAL

You can view your academic progress via our online system called ProPortal.

This system enables you to track and view your own progress at any point during the year. The system provides information about your attendance, and your timetable, the amount of assessments completed and units completed.

You can find ProPortal - 'ILP' on the Student Dashboard as depicted below:

Useful Links

Student Handbook	The Box Office Menu
Office 365	LearnZone
Email	HLEarnZone
One Drive	ILP
WisePay	Library

Clicking on the 'ILP' link above will take you to your proportal dashboard. On this dashboard you will find several 'blocks' of information as described below.

Clicking on the more... button on any of the blocks will take you to that page where you will find more in-depth information:

MY ATTENDANCE & PUNCTUALITY

A brief summary of your attendance and punctuality.



GRADES

A summary of your current grades.



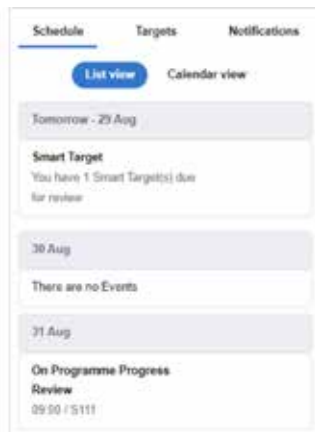
MY LEARNING DIARY

On the right panel, you will find:

Schedule – this can be viewed either as a list or a calendar and will show upcoming events such as meetings.

Targets – this will show targets due for review in the next 7 days (or any overdue targets).

Notifications – here you can view the notice board (with a link to ILP guidance) and recent comments that staff have made on your ILP.



TIMETABLE

You can view your timetable by visiting ProPortal using the instructions above and clicking 'Personal Information' on the menu then selecting 'Lesson Timetable'.

Grades

Quals on Entry

Assessment Schedule

Lesson Timetable

ASSESSMENT SCHEDULE

To view your assessment schedule, log into ProPortal, click on the personal information menu and select Assessment Schedule.

Personal Details

Grades

Quals on Entry

Assessment Schedule



UNDERGRADUATE CENTRE AND FACILITIES

The Undergraduate Centre is a designated building for the delivery of degree level courses and will be where the vast majority of undergraduate sessions will be delivered. Within the Undergraduate Centre you will find a range of classrooms and computer rooms, which you are welcome to use when timetabled sessions are not taking place. Laptops are also available to borrow to support your learning.

The Undergraduate Centre has a student common room on the ground floor. This modern space features a microwave, hot water tap, and vending machines. Exclusively available to degree-level students, it offers a comfortable environment to socialise, relax, or work between lessons.

UNDERGRADUATE STUDENT REGISTRY

The Student Registry is the administrative hub for our undergraduate programmes and is housed on the ground floor. It is responsible for a wide range of functions, from governance through to student administration. The Student Registry is responsible for all matters relating to student administration, from enrolment through to graduation, including the maintenance of student records and the administration of transcripts, module changes, extenuating circumstances, complaints and appeals as well as general student queries. Please visit the Student Registry reception which is situated in **F001** on the ground floor of the Undergraduate Centre.

Contact details are: **student.registry@loucoll.ac.uk**
Telephone: **01509 618110**



COLLEGE STUDENT SERVICES

The Student Services Team comprises of a range of specialist support staff to support you with your studies and to promote wellbeing. The Student Services Team includes the following areas:

THE LIBRARY

The Library is the main study environment at Loughborough College and provides students with access to books and resources required for all courses offered. The Library also provides access for specialist software and laptops which students are able to borrow for use within the Library.

In addition, the Discovery search engine allows students to access a vast range of electronic resources and e-books both in college and from home, ensuring that students are always able to access the resources that they need.

The Library offers the RFID self-service system which is a teaching tool to ensure that students moving on to Higher Education are confident in accessing resources in a university library environment.

There is a HE only study space located upstairs in the library, which is designed to provide a quiet study space for students studying a degree level.

COLLEGE STUDENT SERVICES (CONTINUED)

LEARNING SUPPORT NEEDS

It is important that any additional learning support needs are communicated at the earliest opportunity. If you have concerns regarding your support needs please speak to your tutor.

It is important that you identify to us any previous support you have received in school, including exam concessions. Please contact **he.welfare@loucoll.ac.uk** for further information and also read page 37 for information about the Disabled Students Allowance.

HIGHER EDUCATION WELFARE TEAM

The **HE Welfare Team** is here to support higher education students with a range of welfare and wellbeing related needs. This one to one support is free, impartial, non-judgemental and confidential. This may include, but is not limited to:

We understand that transitioning to higher education can be difficult. For many,

- Housing Issues
- Finances and Budgeting
- General Wellbeing and Mental Health
- Social Isolation
- Anxiety
- Relationship Breakdown
- Sexual Health
- Bereavement
- Homesickness
- Extenuating Circumstances
- Liaising with academic tutors and curriculum leads on your behalf when needed
- Liaising, signposting and referring to external professionals and agencies as appropriate

moving away from home for the first time can make this more challenging and be a daunting and overwhelming time. You may have worries about how you will find the transition, be experiencing feelings of anxiety or simply have lots of questions. This is completely normal and you will not be alone if you experience this.

If you are struggling, please contact us and we will be happy to support you.

Email: **he.welfare@loucoll.ac.uk**

MENTAL HEALTH SUPPORT

If you're already seeking support for mental health difficulties outside of college, we can work with you and anyone involved, in maintaining your mental health to support your studies and help you to progress towards your goals. If you aren't already accessing support for your mental health, but feel this would be beneficial, we can support you and help you to access services as appropriate.

The College also has a team of mental health first aiders who are trained to support with mental health related needs and can be utilised when experiencing challenges on site.

DROP IN SERVICES

The College offers a range of drop in related services to support with student wellbeing. Available to higher education student only, information or to discuss any concerns or questions prior to joining, please contact **he.welfare@loucoll.ac.uk**

COLLEGE COUNSELLING SERVICE

Students who feel they would benefit from a face to face counselling service can access this through our college counsellor. The counsellor offers 6 face-to-face sessions which students can be referred to via the HE Welfare Coordinator.

If you have any concerns or questions prior to joining, please contact **he.welfare@loucoll.ac.uk**

SEXUAL HEALTH

You can access sexual health support and advice, as well as the as well as free condoms through the sexual health drop in.

Please contact **he.welfare@loucoll.ac.uk** for more information.

LGBTQ+

We offer LGBTQ+ one to one support from a specialist LGBTQ+ consultant.

CHAPLAINCY

Chaplains are available to anyone wanting to understand or explore world faiths, their own spirituality, or just in need of someone to listen.

Telephone: **01509 223741**

Email: **cfschaplains@lboro.ac.uk**

COLLEGE STUDENT SERVICES (CONTINUED)

COLLEGE THERAPY DOGS

Loughborough College also has therapy dogs, which are shown to provide a range of benefits including:

Cognitive – companionship with a therapy dog stimulates memory, problem solving and game-playing.

Social – a therapy dog provides a positive mutual topic for discussion, encourages responsibility, wellbeing and focused interaction with others.

Emotional – a therapy dog improves self esteem, acceptance from others and lifts mood, often provoking laughter and fun. Therapy dogs can also teach compassion and respect for other living things as well as relieving anxiety.

Physical – interaction with a furry friend reduces blood pressure, provides tactile stimulation, assists with pain management, gives motivation to move, walk and stimulates the senses.

Environmental – a therapy dog in a college increases the sense of a 'college family' environment, with all of the above benefits continuing long after the college day is over.



STUDENT ASSISTANCE PROGRAMME

Powered by Health Assured, the Student Assistance Programme is bespoke for HE students, delivering a free 24 hours a day, 365 days a year confidential helpline, online portal and app.

The programme also gives access to the following:

- Unlimited access to the 24/7 counselling helpline with translation services available in over 200 languages.
- Structured telephone and online counselling options are available.
- Legal information services.
- Debt and financial information support.
- Free access to My Healthy Advantage mobile app and online portal.

Call: 0800 028 3766

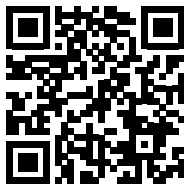
or

Visit: The Health and wellbeing portal - www.healthassuredeap.com

Username – Wellbeing

Password – RoleMissTake20

Download: the Wisdom App





DISABLED STUDENTS' ALLOWANCE (DSA)

If you have a disability, long-term health condition, mental health condition or learning difference, we encourage you to apply for Disabled Students Allowance (DSA).

These include:

- Computer equipment and assistive software e.g. voice recognition.
- Other equipment e.g. digital recorders, radio aids, personal CCTV.
- Assistance from specialise mentors or study skills tutors.

For more information see <https://www.gov.uk/disabled-students-allowances-dsas>

If you think you may be entitled for DSA funding please make an application as soon as possible so that support is in place when you start your studies.

The Learning Support Centre are the College's chosen provider of this support. They are a local specialist provider who have been supporting students for over 23 years.

You can contact The Learning Support Centre directly or provide your assessor with their contact details.

info@learningsupportcentre.com

0116 2548881

www.learningsupportcentre.com

If you are applying for DSA, or have any questions, please contact The Learning Support Centre.

To speak to The Learning Support Centre's Loughborough Support Coordinator, Rhiann Pugh you can email: **info@learningsupportcentre.com** or call **0116 2548881**

FINANCE

We have dedicated support to help you with your student finance queries, or in the event you were to get into financial difficulty during your time with us.

For more information, advice, and guidance please do not hesitate to contact us on **01509 618375** or send an email to: **studentfinance@loucoll.ac.uk**
We are here to help.



CAREERS

The College Careers Service consists of a team of qualified career, guidance professionals who are dedicated to helping people to progress successfully into further, higher education, employment, Apprenticeships or gap year opportunities.



CAREERS

Shaping Your Future

Meet the Team

Careers

Alka Prinja

Careers Leader

Natalie Bowles

Careers Adviser

Ailsa Boa

Careers Adviser

Sessional Advisers

Based at The Careers and Enterprise Hub in the Loughborough Town Centre

Contact Information:

Telephone: 01509 618262

Email: careershubs@loughborough.ac.uk

Opening times of the Careers & Enterprise Hub:

Monday - Thursday 9am - 5pm

Friday 9am - 4.30pm

Careers Drop-in service at College (The Hub):

Monday to Friday 12pm - 1pm

First Saturday of the month at The Careers and Enterprise Hub, Loughborough Town Centre

Saturday 9am - 1pm

STUDENT FACILITIES AND SUPPORT

OUR SAFEGUARDING TEAM



Keira Hand

Safeguarding and
Learner Welfare Manager

“

As Safeguarding and Learner Welfare Manager and one of the College's deputy designated safeguarding leads, I work alongside the Wellbeing Mentors, Mental Health Co-ordinators, Inclusion Officer and the Higher Education Student Welfare Co-ordinator to ensure that all students feel safe and know how to access help and support when they need it.

Our students can access help and support for a range of reasons, including mental health, housing needs, LGBTQ+, sexual health, drug and alcohol misuse or support to improve their lives outside of college. Working with a wide range of external partners, we can help students and their families feel supported.

”

Meet the Team

Health, Wellbeing and Inclusion



Dannii Donovan

Equality, Diversity and Inclusion Manager and DDSL



Keira Hand

Safeguarding and Learner Welfare Manager



Zena Aherne

Learning Support Manager and DDSL



Michelle Hought

Safeguarding Coordinator and DDSL



Chantelle Bramley

Higher Education Welfare and Support Manager



Emma Vaughan Ginns

Higher Education Welfare Officer



Deborah Houlton

Mental Health Coordinator



Laura Myatt

Mental Health Coordinator



Southerney Chapman

Mental Health Coordinator



Natasha Warnaby

Wellbeing Mentor



Robyn Leader

Wellbeing Mentor



Joanna Platt

Inclusion Officer



Jasmin Patel

Learner Welfare Information Officer



Mylie

Therapy Dog



Dusty and Lottie

Therapy Dogs in Training



THE ADDITIONAL LEARNING SUPPORT TEAM

The team has skills and experience in a range of specialisms to support students. It is important that any additional learning support needs are communicated at the earliest opportunity. If you have concerns regarding your support needs please speak to your tutor.

The Additional Learning Support Team are located behind reception in The Hub and can be contacted on **01509 618313** or **support@loughcoll.ac.uk**

LEARNER WELFARE TEAM

Our Learner Welfare Team are here to assist and support you with a wide range of difficulties you may face during your time at Loughborough College from mental health, sexual health, LGBTQ+ to your general wellbeing.

We will work with you and anyone involved in maintain your wellbeing to enable you to focus on your studies. We offer this support in a wide variety of ways.

For more information or to access support, please email **learner.welfare@loughcoll.ac.uk** or speak to a staff member who can do this for you.

PREVENT

As a student at Loughborough College we expect you to;

- Take part in induction activities regarding safeguarding and PREVENT.
- Develop your continued knowledge of safeguarding and PREVENT through 'Your Passport' and tutorial activities.
- Wear your lanyard whilst you are on site at all times.
- Be mindful of your behaviour at all times and comply with the student agreement and college code.

If you have any concerns about your own behaviour, safety or welfare, talk to one of your tutors. Your tutors may contact the safeguarding team, as they cannot promise you confidentiality based on what you have told them (disclosure).

Alternatively, if you feel you are not able to talk to one of your tutors, call the Safeguarding Team on **07979 737474**

Loughborough College has a legal duty within PREVENT to have 'due regard' to the risk of students being drawn into terrorism. Government guidance makes clear the importance of the college in supporting students at risk of extremist influences.

BRITISH VALUES

At Loughborough College, we actively promote the British Values of democracy, rule of law, individual liberty and mutual respect & tolerance of others with different faiths and beliefs. We will help you to develop understanding and experience of these values during your time at college.

EMERGENCY PROCEDURES

If you discover a fire:

- Immediately activate the nearest or safest fire alarm break glass point.
- Do not wait until you have informed a responsible person.
- Ring **555** or **01509 618395** to inform reception of the emergency – if safe to do so.
- Do not attempt to extinguish the fire – unless trained to do so.
- If you are unable to leave the building unassisted or have mobility issues, you must wait in one of the building refuge areas. Our fire marshals will note where you are and arrangements will be made to evacuate you as necessary.

On hearing the fire alarm:

- ✓ Leave the building sensibly by the nearest exit.
- ✓ Proceed to the nearest assembly point to your building – see blue ‘fire action’ notices posted in each building.
- ✗ Do not use the lifts.
- ✗ Do not run.
- ✗ Do not stop to collect personal belongings.
- ✗ Do not attempt to leave campus whilst evacuation is in progress.
- ✗ Do not re-enter the building – until given the all clear through Central Control in the assembly point.

Lockdown on Campus

During your induction as part of your Prevent training you will go through a tutorial video, demonstrating what to do in the event of a lockdown situation on campus. We will also deliver a range of live drills on campus following your induction. In the event that this should happen, computer screens will display the lockdown message and staff will instruct you on what to do. It is really important to stay calm and stay out of visibility. The video as part of your Prevent training module, shows you exactly what you should do. For further information about this, please contact the Safeguarding Team on **07979 737474**

IT SERVICES

Loughborough College provides a range of Information Technology (IT) facilities for use by our staff and students. By using the college computers and WiFi you agree to abide by college IT policies on eSafety, acceptable usage, Safeguarding and the proper use of IT Services provided by Loughborough College. Failure to follow the rules may result in disciplinary action.

CYBER SECURITY

Loughborough College takes Cyber Security very seriously. The college follows best practice and has completed the Cyber Essentials certification to ensure the college operates at a secure level.

Year on year, we continue to improve the college security facilities to ensure that we are Cyber Safe and that we promote awareness.

IT FACILITIES

The College has a variety of facilities that students can access whilst onsite.

Some of the key facilities are:

- Free wireless – Eduroam is the college free wireless access portal.
- This is secure and requires a log on.
- Library PCs – Access these by visiting the library and booking a slot.
- Breakout space PCs – We have a range of terminals where you can log into the Remote Desktop.
- Laptop loans – You can borrow a laptop from the self-service machine in the HE common room.

For any additional requirements, please contact the IT Services team or your tutor.

ACCESSING THE COLLEGE NETWORK

Your college username is for your individual use only. You are responsible for all activities carried out whilst logging onto the college systems. You should never reveal your password to anyone else in the college, not even the IT Support team.



IT SERVICES (CONTINUED)

LOUGHBOROUGH COLLEGE WIFI ACCESS

All users of the wireless system will be subject to the same monitoring and filtering as the wired network. We have several monitoring platforms that monitor all internet traffic and provide reports to IT Management. Accessing illicit sites will be flagged and reported to your tutor and/or Curriculum Manager.

Carrying out any of the following actions will result in your account being suspended, subject to a full investigation:

- Accessing or modifying other users' data or system software.
- Using the IT facilities for any illegal or unauthorised purpose.
- Storing or making publicly accessible any data, text, image or program which is unlawful or offensive.
- Storing, processing or distributing material that infringes the copyright of another person or organisation.
- Sending unsolicited, commercial, unauthorised or illegal advertising material.
- Anything that does not accord with the aims or objectives of the college.
- Anything that, whether lawful or not, could bring the college into disrepute.

COLLEGE IT SECURITY

All college systems are protected by several aspects of Cyber Security functions. Loughborough College uses Web Filtering, Anti-Virus and SPAM protection across all of our services. This helps the college stay safe and secure for all our students.

Whilst using the college network, you must not deliberately introduce a virus, worm or other potentially harmful program to the college.

SOFTWARE REQUIREMENTS

Only software provided by college is to be used.

Installation and or modification of software on college devices is not allowed without authorisation from the IT Services team.

All requests for software installations are to be made to IT Services or your tutor to raise this request for you.

Users will not be permitted to run applications from externally attached devices

IT SERVICES (CONTINUED)

(USB drives etc). All software used at the College must be legal; this includes your own laptops or tablet.

EMAIL

The college provides all students with access to Loughborough College's Office 365 platform.

To access the Office 365 platform, you will need to log on using your College username and password.

Here you will have full access to all packages such as Word and Excel and also have the ability to download a copy of Office to your personal device.

SAVING YOUR WORK

The College will provide you with a personal space called your "P Drive". Here you can store College-related files which are backed up daily.

We also provide you with access to OneDrive using Office 365 where you can save your personal work. This location would be the preferred location to save your data as accessing data stored here is easily accessible from anywhere.

The College does not allow files to be stored on your P Drive that are personal; only College related files are to be stored here.

REPROGRAPHICS AND STATIONERY

All students are given £5 printing credit per term for free. This can be used on all photocopiers that are positioned around the college.

When printing from a college PC or laptop, you must select the Follow-You printer from the drop-down list.

Your student ID card will provide access to all multifunctional devices for printing, copying and scanning. You need to swipe your card on the reader to access your print job or other printing facilities. Additional print credits can be purchased from the library.

We also provide a range of printing facilities in our Repro Department, such as A0 printing and also poster printing to a high standard.

We also provide a shop or online shop where you can access a variety of stationery that you can order and purchase either online or in the shop.

LEARNZONE

At Loughborough College we provide two online learning environments LearnZone and Microsoft Teams.

LearnZone is available for FE and HE students providing self-guided access to class resources including Word documents and PowerPoints, engaging in activities like quizzes and submitting assignments and coursework.

Microsoft Teams provides students with space for online discussions, access and collaborate on class resources such as PowerPoints and Word documents as well as live online classes. Along with your Teams account you also get the complete Microsoft 365 Office suite free to download and install on your own devices.

If you need support with these systems please check out the student helpdesk (helpdesk.loucoll.ac.uk). It has lots of resources to support you or alternatively contact your course tutor.

E-SAFETY AND ACCEPTABLE USE OF TECHNOLOGY POLICY FOR STUDENTS

We ask all students to use the college IT systems in a responsible way, to ensure their own personal safety, the fair treatment of others, and the security of the IT systems.

When using college systems and devices students

Should:

- Create a strong password and do not share it and other personal information with other people.
- Use college devices primarily for work and educational purposes.
- Use AI to support them with their studies.
- Refrain from making large downloads unless necessary.

Should NOT:

- Use college systems for online gambling or illegal activities.
- Use college systems for gaming or file sharing unless permitted to do so.
- Download or view illegal or inappropriate material.
- Install software, open attachments from unknown sources or suspicious websites.
- Tamper with the college equipment.

Must take responsibility for their digital conduct:

- Do not use other people's intellectual or copyrighted property without permission.
- Do not present other people's content as their own including content generated using AI in line with the college plagiarism policy.

To ensure the safety of our students the college monitors all digital activities across the network. To help us to keep you safe please report anything you find inappropriate or unsettling online to us at ithelpdesk@loucoll.ac.uk

The College uses E-safe Technology that monitors key strokes to identify safeguarding concerns online. When a safeguarding concern is identified the Safeguarding Team are notified automatically and will arrange to speak to you arrange support.

The College takes the wellbeing of our student seriously and will investigate any instances of cyberbullying and computer misuse even if it occurs outside of the campus and may result in disciplinary or police action.

All of the College policies can be found on the College website **loucoll.ac.uk**
Guidance and support can be found on **helpdesk.loucoll.ac.uk**
Alternatively, contact the IT team at **ithelpdesk@loucoll.ac.uk** we are always here to help, and keep everyone safe online.

For further advice and guidance for keeping safe online, you can contact the Safeguarding Team on **07979 737474** or **learn.welfare@loucoll.ac.uk**

When using the internet for research or recreation, recognise that:

- You should ensure that you have permission to use the original work of others in your own work.
- Where work is protected by copyright, do not try to download copies (including music and videos).
- When using the internet to find information, you should take care to check that the information that you access is accurate. Understand that the work of others may not be truthful and may be a deliberate attempt to mislead you.

Understand that you are responsible for your actions, both in and out of College:

- Understand that the College also has the right to take action against you if you are involved in incidents of inappropriate behaviour, that are covered in this agreement, when you are out of College and where they involve your membership of the College community. This includes the use of personal social media which breaches the code of conduct. (Examples would be cyber-bullying, use of images or personal information).
- Understand that if you fail to comply with the Acceptable Use Policy Agreement, you will be subject to disciplinary action. This may include loss of access to the College network/internet, suspensions, permanent exclusion, contact with parents and/or partner educational institutions. In the event of illegal activities, police may also be involved.

STUDENT BEHAVIOUR POLICY AND PROCEDURE

DISCIPLINARY STAGES

Where possible, we will attempt to resolve any minor issues informally. In some instances, a support meeting may be held which identifies action plans and further support you may need moving forwards.

Where informal strategies do not work, or when a more serious disciplinary breach is alleged, then an investigation will take place, which may lead to a disciplinary hearing. Outcomes can be no case to answer, written warning and action plan, allegation upheld, final written warning and withdrawal.

Learner Disciplinary Policy & Procedure – Quick Guide

Loughborough
COLLEGE est. 1909

Stage of Discipline	Stage 1 Minor Misconduct	Stage 2 Major Misconduct	Stage 3 Gross Misconduct
Examples of reasons for each stage of the disciplinary procedure (not exhaustive)	Occasional lateness; unauthorised absence; 'low level' disruptive behaviour; non-submission of work; poor performance	Repeating a minor breach; failure of a Stage 1 Action Plan; offensive language or behaviour; refusal to show ID; acting in an unsafe manner; smoking; disrupting others; plagiarism	Failure of a Stage 2 Action Plan; theft; violence or threat of violence; inappropriate use of social media; use or possession of drugs or alcohol; damage to property; gambling; insubordination; harassment; misuse of college ID
A meeting or a hearing will occur at each stage of the disciplinary process			
Possible outcome of a disciplinary	Stage 1 Written Warning Stage 1 Action Plan	Stage 2 Written Warning Stage 2 Action Plan	Stage 3 Written Warning Stage 3 Action Plan or Withdrawal
Hearing type	Stage 1 Disciplinary Meeting	Stage 2 Disciplinary Hearing	Stage 3 Disciplinary Hearing
Chair	Subject/Study Programme Lead (or nominated representative)	Curriculum Manager (or nominated representative)	Head of Department (or nominated representative)

APPEALS

Students have the right to appeal against a disciplinary outcome and sanction at any stage.

The College decision after an appeal is FINAL and is the end of the disciplinary process.



HOW TO GUIDES

To assist all students in accessing information help and support Loughborough College has created the Student Helpdesk found at **helpdesk.loucoll.ac.uk**. The Helpdesk website can be accessed 24/7 from any device with an internet connection. NO login needed.

The Helpdesk contains all the information found within this Student Handbook alongside other helpful guides, covering:

YOUR ACCOUNT

- Usernames and Passwords
- Emails
- Wi-Fi access
- And more...

FE AND HE LEARNZONE

- Login
- Your course materials
- Turnitin submissions
- And more...

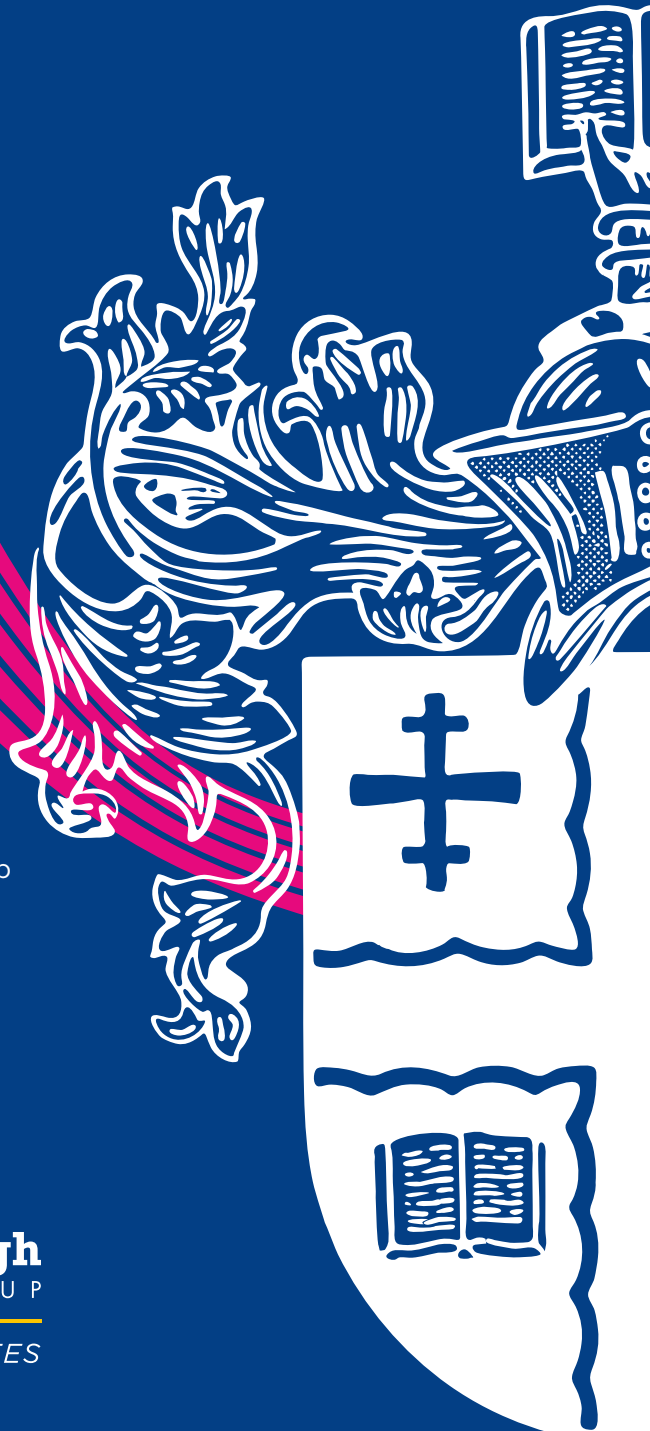
MICROSOFT TEAMS

- Getting started
- Installing and logging in
- Meetings/online classes
- And more...

MICROSOFT 365

- Access and installing the apps
- OneDrive
- MS Word
- MS PowerPoint
- And more...

- **MY ILP, APPS AND SMART ASSESSOR**
- **FACILITIES AND SERVICES**
- **ACCOMMODATION**
- **WELLBEING AND SUPPORT**
- **ACCESSIBILITY**



Loughborough College Group
Radmoor Road
Loughborough
Leicestershire
LE11 3BT

01509 618110

www.loucoll.ac.uk



DEGREES