



tyne
metropolitan
college



STUDENT **HANDBOOK**

2024-2025

YOUR GUIDE TO STUDYING WITH US



Welcome to TyneMet College!

We're so glad you've decided to study with us – you've 100%
made the right choice for your future.

IMPORTANT DATES 2024-2025

TERM DATES

Autumn Term

2nd September - 19th December 2024

Autumn Half Term

28th October - 1st November 2024

Christmas Holiday

20th December 2024 - 3rd January 2025

Spring Term

6th January - 11th April 2025

Spring Half Term

24th February - 28th February 2025

Easter Holiday

14th April - 25th April 2025

Summer Term

28th April - 27th June 2025

Summer Half Term

26th May - 30th May 2025

The end date for the summer term may differ between curriculum areas.
Please speak to your lecturer for confirmation.

YOUR JOURNEY STARTS NOW...

This can be a scary time, but don't worry. We'll make you feel right at home in no time. There are so many exciting experiences waiting for you and we want you to make the most of every single one.

Everything we do here at TyneMet College is all about YOU, and that is evident in the money we have invested in supporting each and every student to excel and succeed.

This is the start of something special for you. It's the start of your future career. It's the start of your journey to the real world. We know that you need more than just a qualification to make your dreams happen. So, we make a promise to you now that we will support, guide and encourage you throughout your time with us to make sure you have the confidence, skills and knowledge to stand out from the crowd.

You're now part of our friendly and vibrant college community; a community that offers support in and out of the classroom. Our lively campus offers something new to do every week.

From trying out hair and beauty treatments in our salon, to new fitness classes in our gym, we guarantee you'll find your place.

We need you to play your part in this journey too. This means rolling your sleeves up, getting stuck in and reaping the rewards. Hard work and dedication pays off. FACT. We want you to leave us at the top of your educational game and dive straight into the career you've worked towards.

If you have any questions at all, please reach out to us. You can speak to your lecturer or pop in to our Student Services hub.

We're here for you.

Get ready to glow!



BACK TO THE BASICS

ATTENDANCE AND ABSENCES

We expect students to attend all timetabled sessions, including main programme classes, maths and English, Personal Development and Work Experience as well as arrive on time for each one. After all, how are you going to get the career of your dreams if you don't turn up to learn the skills and knowledge!

Just to make sure we are all on track, we record, monitor and report on the attendance of all learners for all timetabled sessions. All student attendance is monitored, and students aged 16-18 will be recorded.

(Please note: if you have just completed your studies at school before joining the college, you will be automatically included in the monitoring database).

Please avoid taking holidays during term time.

If you are unavoidably absent from college and are aged 16-18 (and/or learners who are vulnerable including those with an EHCP), you (or your parent/carer) should inform your tutor prior to your lesson as to why and for how long.

It is extremely important that you report any absences to us, as we have a legal obligation to report any unauthorised absences to the relevant Local Authority, where there has been no contact made.

If you need to be absent from college, we ask for this to be reported within 24 hours via our 24-hour voicemail centre on 0191 229 5000. Please leave your full name, D.O.B, date and reason for their absence when making the call.

ID CARDS AND LANYARD

ID cards are issued to students during enrolment. The information on the card is used to log on to the college computer system, therefore you must have it with you at all times when on college premises.

You will also be issued with a lanyard during your induction. You **MUST ALWAYS** wear your lanyard and ID on college premises.

It must be visible to staff and students at all times, around your neck.

If you have been reported 3 times for not wearing your lanyard and ID, you will be subject to a disciplinary and your course place could be at risk.

If you lose your card, replacements can be obtained from the MIS enrolment desk at a cost of £5.



SEE SOMETHING?
HEAR SOMETHING?
SAY SOMETHING

**IF YOU HAVE A
SAFEGUARDING
CONCERN, CALL**

0191 427 3545

**IF YOUR CONCERN DOES NOT REQUIRE
IMMEDIATE ATTENTION, SPEAK TO A WELLBEING
ADVISOR IN THE STUDENT SERVICES HUB
OR EMAIL WELLBEING@TYNECOAST.AC.UK**

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BACK TO THE BASICS

CANCELLATION OF CLASSES

The college has the right to withdraw a class if there are insufficient enrolments or attendance falls below the minimum number of students required.

ACCEPTABLE USE OF IT POLICY

All computers on campus are connected to the college IT network, which provides access to the electronic resources and internet. Please abide by the Acceptable Use of IT Policy, which you agreed to abide by during your enrolment.

APPEALS PROCEDURE

If you feel an academic or vocational assessment decision is unfair, or that the assessment procedures were not carried out effectively, the college has an Appeals Procedure in place. If you would like to submit an appeal, please speak to your course tutor.

LOST PROPERTY

If you find any property which you believe to be lost, please take the item(s) to main reception. It is your responsibility to look after your possessions. The college cannot accept liability for the theft, loss or damage to possessions of students. **All possessions are brought in to the college at owners' own risk.**

CHANGING YOUR CONTACT DETAILS

If you change any of your contact details – this could be address, contact telephone number, email and emergency contact details – you **MUST** report them to the MIS Enrolment Desk immediately.

The MIS Enrolment office is located just off main reception and the opening hours are:

Monday - Thursday: 8.30am - 5pm

Friday: 8.30am – 4pm

(Please note: hours will be reduced during holiday periods)

Alternatively you can update them yourself via the ebsOntrack portal (<https://ebsontrackprospect-ontrack.stc.ac.uk/>)

OUR PROMISE TO YOU

Now we have the formalities out of the way – this is our promise to you...

Our INTENT is that:

We provide a curriculum that develops the knowledge, skills and behaviours that you will need in order to take advantage of the opportunities and experiences that prepare you for your next stage in education, training or employment – basically we will give you the skills, knowledge and confidence to take on the world!

We will IMPLEMENT this by:

Providing expert lecturers with industry knowledge in their subject, and a dedicated team offering specialist tutorial and pastoral support and careers advice and guidance. We will be there for every step of your journey with us and beyond.

The IMPACT will be:

You will leave us with the skills, knowledge, confidence and qualification to achieve the career you've worked so hard to get.

You will leave us ready to dive straight into employment or further study.

BEING A STUDENT

Supporting our students is always at the forefront of what we do. We treat each and every person as an individual, and have a team of experts on hand to offer whatever support you need.

MENTAL HEALTH AND WELLBEING

We take the wellbeing and mental health of our students very seriously and we offer specialised services to support you whilst on your journey with us.

We have a dedicated team of Wellbeing Advisors available to provide 1-1 support. They are there to listen and hear you, help with stress and anxiety, promote positive thinking and attitudes, support you in your course, signpost you to get the right help and be a general point of contact. You can ask your lecturer for a referral or email us at wellbeing@tynecoast.ac.uk Find more information about this service on My Student Hub under the Health, Wellbeing & Counselling section.

COUNSELLING

Our onsite counselling service is available to all students aged 16 and above. We offer a free confidential service with a fully qualified counsellor and work around a 6-session model. Our counsellors can help if you are struggling with difficulties in your home and personal life, pressures at college, offer coping strategies and techniques and signpost to more specialist provisions when required. This is a self-referral service and can be accessed via My Student Hub under the Health, Wellbeing & Counselling section, you can also ask your lecturer to help you refer if required.

You can find a range of resources, contacts and external provisions that can help support you with your mental health on the My Student Hub page under the Health, Wellbeing & Counselling section.

STUDENT SERVICES - WE'RE HERE FOR YOU!

You'll find our friendly team based in the Student Services hub near to main reception. We are here to provide wrap around support to ensure you get the most out of your time at college, whether it be careers advice, wellbeing or financial support, we're here for you!

In the hub you'll find the following:

Careers Guidance Advisor

Our friendly, highly qualified Careers Guidance Advisors offer independent information, advice and guidance on career pathways, employment opportunities, training and further study. We can offer one to one careers support to create a personalised careers plan to support you on your journey to an exciting future! We also have a packed programme of careers activities across the year – from employer events, guest speakers, mock interviews and careers fairs to support you to explore what career path is right for you.

Higher Education Advice

Our team are here to support you to explore all higher education options, whether that be university, degree apprenticeships or higher technical qualifications. Activities will include higher education fairs, bringing in guest speakers, taster day visits and much more!

Student Finance Advisor

The student bursary fund is available to support students during their time at college, whether it be for travel to and from college or childcare. If you are 16-18 (or 19-24 with and EHCP) you may also qualify for free college meals. Eligibility criteria applies.

We don't want finance to be a barrier for any student, if you have any queries please come and speak to us.

Check out our page on My Student Hub for more information and to book an appointment with one of the team or pop in and see us in the Hub.

We're open during the following times:

Monday – Friday 09:00-4:30

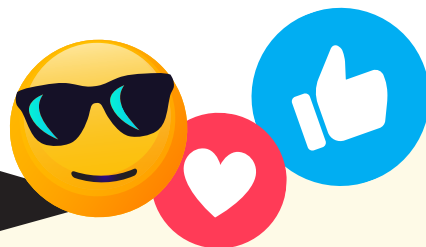
Remember, we're here for you!

"HAVE YOUR SAY"

We always want to hear your thoughts and opinions about how we're doing, what we are doing well and what we could improve on. That's why we have lots of ways you can speak up and voice your thoughts.

- Student Governors – have the opportunity to voice the thoughts and opinions of the student body to our college governors and Senior Leaders
- Student Representatives – we ensure there is a representative for each course who is able to speak on behalf of the group about a range of topics
- Focus Groups – students will be invited to talk to the College Senior Leaders to share their feedback
- Student Surveys – students will be given the opportunity to take part in surveys throughout the year
- Student Forums – Student Representatives will attend Student Forums to give feedback and make suggestions on behalf of the student group
- Student Union – the Student Union supports all students offering a wide variety of activities, clubs and societies as well as being the 'voice of the student'. Register your interest by emailing studentunion@tynecoast.ac.uk

If you would like to join and get involved, please speak to our Student Services team or check out our page on MyStudentHub



MONEY MATTERS

If you need some financial help with your studies, whether that is for fees, equipment or travel, we have a number of support packages available regardless of your age. College Bursary applications are means tested and subject to terms and conditions, which means your behaviour and attendance to college are taken into account.

We want to make sure all students are supported with their technology needs, therefore, we have introduced a Laptop Loan Scheme. Please contact Student Services for more information regarding laptop loans and how to apply.

All Bursary application forms and guidance are available on MyStudentHub.

Travel support funding will be sent on a weekly basis directly to your bank account, based on timetabled days and distance to college. If you received free meals while at school, then you could be entitled to the same at college. Eligibility criteria applies

IF YOU REQUIRE ANY MORE INFORMATION ABOUT FINANCIAL HELP, PLEASE CALL OUR STUDENT SERVICES TEAM ON 0191 229 5211 OR POP INTO OUR STUDENT SERVICES HUB LOCATED NEXT TO MAIN RECEPTION.

ADDITIONAL LEARNING SUPPORT/SEND

We are here for you through every step of your student journey. If you need extra support, our ALS team can help put together a support package bespoke to you.

We provide support for students with a range of additional Special Educational Needs and Disabilities including:

- Learners with EHCPs
- Physical Difficulties
- Learning Difficulties
- Specific learning difficulties such as dyslexia, dyspraxia, and ADHD
- Autism / Aspergers
- Visual Impairment
- Hearing Impairment
- Medical conditions
- Mental Health

The types of support that may be available from the ALS team include:

- Support interview
- Personal care
- Lunch/break support
- In-class
- Specialist equipment and assistive tech
- Adaptions of resources
- EAAs
- Dyslexia
- Support is tailored to each individual learner.

Contact the Additional Learning Support team via email on learningsupport@tynecoast.ac.uk

WORK PLACEMENTS

An essential part of studying with us is participating in meaningful work placements. Getting real work experience gives you the opportunity to put the skills and knowledge you are learning in college into practice. But its more than that. Work placements give you an insight into your chosen career, prepare you for real working life, develop your confidence and introduce you to a new network of people. All of these things make you a more appealing candidate to employers as well as looking great on your CV - highlighting key employability skills to employers.

We have a strong network of employers that we work with so, we can ensure all students get a work placement that really benefits their long-term goals. Our trusted employers are also fully aligned to our work placement policy which means you can be sure your progress is being monitored, your experience is rewarding and you are in a safe environment. Students going out on work placements will be fully briefed on their placement and will receive a pack full of useful information to support them along the way.

FOR MORE INFORMATION ON WORK PLACEMENTS AND HOW THEY WORK WITH YOUR STUDY PROGRAMME, CONTACT BUSINESSENGAGEMENT@TYNECOAST.AC.UK

PERSONAL DEVELOPMENT AND ENRICHMENT

You will attend Personal Development sessions where you will have the chance to be involved in community projects, college wide enrichment, and enterprise activities, your coach will also support you with progression and employability.

ENGLISH AND MATHS

During your enrolment, you would have been asked to supply evidence in the form of exam certificates for your chosen course. If you have not yet achieved a grade 4/C or above, or a Level 2 Functional Skills qualification, you will be advised on which English and maths programme is more suited to you. This could be GCSE English and maths or Functional Skills. Regardless of the programme you study, you will receive dedicated support throughout so you can get the results you need.

Exam Dates

- **Tues 5th November** - Paper 1 GCSE English Language
- **Wed 6th November** - Paper 1 GCSE Maths (non-calc)
- **Thurs 7th November** - Paper 2 GCSE English Language
- **Fri 8th November** - Paper 2 GCSE Maths (calculator)
- **Tues 3rd December** - Paper 1 GCSE English Language (*MOCK EXAM*)
- **Wed 4th December** - Paper 1 GCSE Maths (*MOCK EXAM*)
- **Thurs 13th February** - Paper 2 GCSE English Language (*MOCK EXAM*)
- **Fri 14th February** - Paper 2 GCSE Maths (*MOCK EXAM*)
- **Thurs 15th May** - Paper 1 GCSE Maths (non-calc)
- **Fri 23rd May** - Paper 1 GCSE English Language
- **Wed 4th June** - Paper 2 GCSE Maths (calculator)
- **Fri 6th June** - Paper 2 English Language



WHAT WE EXPECT FROM YOU

What we expect from you

We will educate, support and guide you throughout your time with us but we do expect you to play your part. Don't worry – we aren't going to ask the impossible, just that you remain respectful while on campus and abide by our onsite rules to keep everyone safe and well.

- Be polite and considerate to other students, staff and visitors at all times
- Arrive on time and attend all timetabled classes
- Work to the best of your ability at all times
- Behave responsibly – avoid shouting, swearing, spitting or offensive behaviour
- Avoid the involvement or use of alcohol, drugs or other substances
- Treat college premises and property with respect
- Have your ID card and lanyard with you at all times while on campus
- Support your fellow students
- Adhere to the college's rules and regulations (available from your course tutor and Moodle)

Rules in classrooms, workshops or offices

To ensure your comfort and safety, these rules have been agreed with staff and students after consultation:

- Show respect to others

- Show respect to classroom furniture and equipment
- Do not eat or drink in classrooms, except water in a sealed container
- Turn off your mobile phones and other electronic devices - Use appropriately when requested to do so in lessons
- Remove hats, hoods and coats
- Adhere to health and safety regulations
- Leave the room how you would like to find it
- Be prepared for your sessions with everything you may need
- Ensure work is completed on time

Unacceptable conduct

To protect students and staff, the college retains the right to remove anyone from the premises whose behaviour is deemed unacceptable, and to remove anyone who has no legitimate reason for being on campus.

You **MUST** wear your ID badge and lanyard at all times when on college premises.

You will be asked to show proof of identity when not wearing your lanyard.

We have a Student Disciplinary Procedure in place to deal with learners who have behaved inappropriately or unacceptable. A copy of this is available on our website, from your course leader and Student Services.

WORK AND PLAY

is always on the timetable...

We believe that coming to college should be more than just a qualification. It's also about developing your personal skills, supporting your physical and mental wellbeing, building your confidence, and getting you work-ready. That's why there's loads to do on campus when you're not busy studying.



ENRICHMENT AND WELLBEING



As a student at TyneMet, we have a wide range of exciting enrichment and well-being programmes for you to take full advantage of.

Our enrichment programmes will include a variety of sports academies and clubs to sign up to as well as the opportunity to celebrate important days throughout the academic year including Mental Health Awareness Week, LGBTQ+ week, Black History Month plus much more.

The enrichment activities will also include off-site trips and visits as well as charity fundraising events to support our local community. Be sure to sign up during freshers and look out for more enrichment opportunities throughout the year.

ACCESS TO THE GYM

All TyneMet students will also gain exclusive access to our onsite gym facilities with tailored sessions including female only running throughout the year.

NORTH EAST SPORTS ACADEMY

AT TYNEMET

Here at TyneMet, we want you to be able to pursue your interests and passions, as well as your career. Dedicated coaches from our North East Sports Academy (NESA) bring you first-class, professional sports programmes, delivered in outstanding facilities.

So, if football is your thing, or basketball or rugby, our coaches will help you advance your athletic ability, develop your skills and achieve your potential. Our NESA team are committed to developing the talents, aspirations and health and wellbeing of all students – including you!

In partnership with:



As a student at TyneMet, you can automatically join NESA. It doesn't matter which course you're studying or your sporting ability – there is something for everyone. You will benefit from personalised sports programmes, have access to our leadership and volunteering academy and a range of work experience placement opportunities to help boost your employability. So, you can pursue your sporting interest, have loads of opportunities, you get to keep fit and it runs alongside your course – there's nothing to lose!

To promote access to regional and national competitions, NESA offers the following sports for students:

- Football - delivered in partnership with Newcastle United Foundation
- Rugby Union – delivered in partnership with Newcastle Falcons Foundation
- Basketball – delivered in partnership with Newcastle Eagles
- Boxing / Combat Academy

The academies help students progress in their desired sport, and achieve their athletic potential. We have been recognised by TASS for the support we provide our student athletes. We are also a recognised TASS Dual Career Accredited Centre, which demonstrates our commitment to dual career support for talented athletes who are in full-time education.

We have worked hard to make sure that studying at TyneMet will be the best choice for your career and your future. If you would like more information about NESA, the sports academies or the opportunities available to you, please don't hesitate to contact Ben Pollock by emailing Ben.Pollock@tynecoast.ac.uk.



STUDENTS' UNION

Our Tyne Coast College Students' Union representatives work across TyneMet College, South Tyneside College and South Shields Marine School. The Student Union is led by our Student Union presidents who are employed to make sure you get the most from your College experience.

As a member of our Students' Union you can get involved in loads of activities held throughout the year like student events, entrepreneurial projects, charity support events and challenges, the list goes on. As well as all the fun stuff, you get to have your say about college life and any changes you would like to see. The best part is you can get involved as much or as little as you want – there's no pressure.

WHY JOIN?

- **Make Things Happen:** Got ideas for improving campus life? This is your chance to turn them into reality.
- **Level Up Your Skills:** Get leadership experience that looks great on your CV
- **Meet New People:** Connect with students who care about the same things you do
- **Shape Your College:** Help create a campus that's more fun, inclusive, and supportive for everyone

If you would like to get involved with our Students' Union, please contact our Students' Union directly by emailing studentunion@tynecoast.ac.uk

LIBRARY

Our library is packed full of useful resources to help you with your studies. Alongside our well stocked library of books, journals, etc, we have a computer suite which is available to all students for independent study.

If you need any help while using the library, please head to the main desk and a member of staff will be able to offer support. Our Online Public Access Catalogue (OPAC) allows you to browse the holdings of both libraries, and is available both in the library and on Moodle.

Please note: there are limited computers dedicated for use of email and social networking during break times. If there is a high demand for students wishing to study, these machines will be restricted.

Opening Times

Monday - 8.30am – 5pm

Tuesday – 8.30am – 6pm

Wednesday – 8.30am – 5pm

Thursday - 8.30am – 6pm

Friday – 8.30am – 4.00pm

Saturday – Closed

Sunday – Closed

There will be reduced opening hours during holiday periods.

RETREAT SALON

Relax, unwind and treat yourself at Retreat Salon. Staffed by our talented hair and beauty trainees, customers can indulge in various treatments and services from facials, massages and make up application to stylish cuts and colours – all available at greatly reduced prices.

COMPLAINTS PROCEDURE

We hope you are completely satisfied with all aspects of the service you receive during your time with us. However, if this is not the case, we'd like to know how we could improve.

If you would like to submit an improvement or complaint, please contact Student Services on 0191 229 5000 or email enquiries@tynemet.ac.uk. You can also visit main reception.

CATERING SERVICES

THE DOCK

Situated just off main reception, you can get a selection of hot and cold refreshments, and main meals including vegetarian and healthy options. This facility is open for breakfast and lunch.

Opening times: 8am - 2.30pm*
(Hot food 8am - 1:30pm)

*Please note, all catering facilities will close at 1pm on a Friday.

SHOP

Located next to main reception, the shop offers a wide selection of confectionary and soft drinks.

Opening times: 10am - 2pm*

UPAY CASHLESS APP

We have introduced a new cashless app (Upay) from September 2024 which means you can pay for food and drinks, across our campuses without the need for cash.

Download Upay from the App Store or Google Play (or go to www.upay.co.uk) and register using single sign on with your college email address and password.

For any further assistance, please pop into student services.



GET READY TO GLOW...

Call us on 0191 229 5000 or
email us at enquiries@tynemet.ac.uk
To find out more, visit tynemet.ac.uk

