



**tyne**  
**metropolitan**  
college

# **STUDENT** **HANDBOOK**

**2021 - 2022**

# 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.**

# START YOUR JOURNEY

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.

As the highest Ofsted rated college in Tyneside, you know you're starting the journey to your future career at the BEST college for you. 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 hair and beauty treatments to try out in our salon, to speciality lunches in our Retreat Bistro, 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 a College Counsellor, your Tutorial Coach or lecturer.

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 classes, tutorials and workshops and 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. Progress reports are sent home every six weeks to inform your parent or

carer of your attendance and how you are progressing.

(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 do need to be absent from college, please report this within 24 hours to your Tutorial Coach. Make sure you let them know the reason for your absence.

## SAFEGUARDING

We're committed to safeguarding anybody using our services. That's why it is important for any visitors to sign in and out of reception.

If you have a safeguarding concern, please contact a Safeguarding Officer by speaking to a member of staff, or via our Gateway Team on 0191 229 5000.

## IDENTIFICATION CARDS

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

## 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.

# BACK TO THE BASICS

## 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.

The College offers access to a 24/7 clinically managed online community designed to help and support mental health. 'Togetherall' is a safe place where our students can feel safe to share feelings, access support and start to feel better.

Our onsite college counsellor is available to all students and offers scheduled confidential appointments. To arrange an appointment with our counsellor, please email [als@tynecoast.ac.uk](mailto:als@tynecoast.ac.uk), follow the link on Moodle or speak to your Tutorial Coach.

## Gateway and Financial Support

Our friendly Gateway team can help with a range of support including course information, careers advice, available financial support, welfare and general enquiries.

If you have any queries, our Gateway team are always on hand to help. You can get in touch via the following:

- LiveChat. This is accessed via our website in the chat button at the bottom right corner. The team are available 9am-5pm (Monday-Thursday) 9am-4:30pm (Friday)
- Email at [enquiries@tynemet.ac.uk](mailto:enquiries@tynemet.ac.uk)
- Call on **0191 229 5000**
- Alternatively, you can pop in to the office located next to our Flourish Shop.

## Careers Guidance and Higher Education Advice

We have a dedicated team of advisors who are on hand to take you through your next steps after you complete your studies with us. We can offer help with university and job applications, interviews, UCAS application and CV writing – the list goes on. Appointments are available through Gateway. Please call **0191 229 5000**.

# “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'.

If you would like to join and get involved, please speak to our Gateway team, check our website and Moodle. The College policy of Student Voice is available at <https://www.tynemet.ac.uk/useful-information/downloads>

# 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. Applications are means tested and subject to terms and conditions, which means your behaviour and attendance to college are taken in to account.

We want to make sure all students are supported with their technology needs, therefore, we have introduced a Laptop Loan Scheme. To apply for a laptop you will need to complete a short application\* form which your Tutorial Coach can help you to complete.

Applications must be made to the college's bursary fund regardless of previous eligibility at your previous school, and must meet the government's own eligibility criteria. All application forms and guidance are available on your website, [www.tynemet.ac.uk](http://www.tynemet.ac.uk), and at the Gateway office.

**IF YOU REQUIRE ANY MORE INFORMATION ABOUT FINANCIAL HELP, PLEASE CALL OUR GATEWAY TEAM ON 0191 229 5000 OR POP IN TO THE GATEWAY OFFICE LOCATED IN MAIN RECEPTION.**

\*Laptop Loans are means tested

# ADDITIONAL LEARNING

## SUPPORT

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.

Examples of additional support that our students receive:



In class support via a learning support assistant (LSA), communication support worker (CSW) or note taker



Specialist equipment and assistive technology e.g. laptops, specialist software, digital recorders



Lesson materials prepared in advance or in an alternative format e.g. large font, electronic version, braille



Access to specialist services such as dyslexia support and teacher of the deaf

Contact Additional Learning Support team via email on [als@tynecoast.ac.uk](mailto:als@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 and look great on your CV - highlighting that you will be able to adapt to working life.

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**

**EMMA CANHAM – [EMMA.CANHAM@TYNECOAST.AC.UK](mailto:EMMA.CANHAM@TYNECOAST.AC.UK)**

**CLAIRE TIPTON – [CLAIRE.TIPTON@TYNECOAST.AC.UK](mailto:CLAIRE.TIPTON@TYNECOAST.AC.UK)**

## PASTORAL SUPPORT

All full time 14-18 students are allocated their own Tutorial Coach, who will work with you to monitor your progress every six weeks. They can also arrange any additional learning support, provide information and advice and will be there for a chat if you need it.

You will have group tutorial sessions with your classmates on a weekly basis which will cover key personal development and welfare topics – all of which are important to get you ready for the world of work.

We also have a team of Intervention Mentors who will support you during your Independent Study sessions. They can also provide 1-1 mentoring support if you are struggling or just need someone to talk to.

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.

## ENGLISH AND MATHS

# 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 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** carry your student ID with you at all times while on campus – you may be asked to show staff as proof of identity.

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 Gateway.





# LIFE OUTSIDE THE CLASSROOM

**WE BELIEVE THAT COMING  
TO COLLEGE SHOULD BE  
MORE THAN JUST THE  
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.**



## NORTH EAST SPORTS ACADEMY

Here at TyneMet, we want you to be able to pursue your interests and passions, as well as your career. We work closely with The North East Sports Academy (NESA), a dedicated team of expert coaches, to bring you first-class, professional sports programmes delivered in outstanding facilities.

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

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!

NESA offers the following sports for students which promotes access to regional and national competitions:

- Men's Football - delivered in partnership with Blyth Spartans AFC
- Women's Football – delivered in partnership with Newcastle United Foundation
- Men's and Women's Rugby League – delivered in partnership with Newcastle Thunder
- Men's and Women's Rugby Union – delivered in partnership with Newcastle Falcons
- Basketball – delivered in partnership with Newcastle Eagles
- Individual Athletes (e.g. athletics, archery, figure skating): We are a TASS (Talented Athlete Support Scheme) Dual Career Accredited centre, proof of academic flexibility
- Pan-Disability Football - delivered in partnership with Newcastle United Foundation

The academies help students progress in their desired sport, and academically to achieve their athletic potential. We have been recognised by TASS for the support we provide our student athletes. We are currently the only recognised TASS Dual Career Accredited Centre in the North East.





## 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.



## STUDENTS' UNION

Our Tyne Coast College Students' Union representatives work across Queen Alexandra Sixth Form, TyneMet College, South Tyneside College and South Shields Marine School. The Student Union is led by our Student Union President who is employed full-time as a Sabbatical Officer 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 charity events, 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.

If you would like to get involved with our Students' Union, please contact our Students' Union directly.



## STUDENT AMBASSADORS

Student ambassadors play an important role in supporting students and staff throughout our campus. As an ambassador, you will help out at events throughout the year and offer support when needed. Being an ambassador can not only help us out, but will enhance your CV, or university application, and you'll gain invaluable experience working with a diverse range of people and different teams throughout the college. We value the help our ambassadors do for the college, and as a thank you each volunteer will receive a voucher. If you would like to become a student ambassador, speak to our Students' Union team.



## FLOURISH FLORISTRY

Whether you want a beautiful bunch of blooms for a birthday, anniversary or just because, we've got you covered. Flourish is based on campus and offers a range of bouquets, arrangements, cards and gifts in traditional and contemporary designs, all beautifully created by our trainee florists. You'll find something for every occasion.



## RETREAT BISTRO AND COFFEE SHOP

Situated in the heart of our Coast Road campus, Retreat Bistro and Coffee Shop is our commercial restaurant ran by our team of trainee chefs and front of house service students. Using locally sourced, top quality seasonal ingredients, it offers diners a high-quality dining experience at a fraction of the price. Themed nights held throughout the year offer something a little different to enjoy.



## LIBRARY

Our library is packed full of useful resources to help you with your studies. Alongside our well stocked library of books, journal periodicals, 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 – Thursday: 8.30am – 7pm**

**Friday – 8.30am – 4pm**

There will be reduced opening hours during holiday periods.

# 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 Gateway on 0191 229 5000 or email [enquiries@tynemet.ac.uk](mailto: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 - 1.30pm**

## COSTCUTTER STORE

Located in main reception, the shop offers a wide selection of products including confectionary, patisseries and tea and coffee, not to mention all your usual essentials.

**Opening times: 10am - 3pm**

# YOUR GLOW UP BEGINS HERE...

Call us on 0191 229 5000 or  
email us at [enquiries@tynemet.ac.uk](mailto:enquiries@tynemet.ac.uk)

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To find out more, visit [tynemet.ac.uk](http://tynemet.ac.uk)

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