

## CONSIDERATION OF NEIGHBOURS

We ask all students to be considerate of the people, communities and institutions in the areas around WQE. We expect you to act as a good representative of WQE as you travel between campuses and when on your way to and from college.

You should avoid blocking pathways and congregating in large groups. It is particularly important you respect that the facilities at the University of Leicester are for the use of their staff and students, and that the play equipment on Victoria Park is for the use of local residents and small children. If you travel to and from college by car, you must be picked up and dropped off well away from College entrances, making sure that this is done in accordance with the Highway Code. If you are parking off-site, ensure you park legally and show consideration for local residents.

## WELFARE AND SKILLS

The College welcomes students who may have a specific learning difference, challenge, impairment or disability and may require additional support in order to be able to access and progress on their courses. We also offer support to students who may be affected by mental ill health, having caring responsibilities or are currently, or have been, in care. WQE provides a free confidential and discreet professional counselling service. Our Welfare and Skills team can discuss your support needs confidentially and provide a range of specialist services, equipment, resources, exam access arrangements and mentoring. For further details, email [welfareandskills@wqe.ac.uk](mailto:welfareandskills@wqe.ac.uk)

## PHOTOCOPYING AND PRINTING

Copiers/printers are controlled by your student card so that your account can be recognised, and its balance adjusted according to the amount of copying or printing that you do. You can add money to your account using WisePay.

## LOST PROPERTY

If you have lost something, enquire at Student Services. Similarly, if you find anything that appears to be lost, please hand it in to Student Services.

## SMOKING

We are a no smoking College. This includes the use of e-cigarettes. This means that you cannot smoke anywhere on either campus. We are able to provide information and links to organisations that support those who wish to stop smoking.



**WHISPER**

STUDENT ASSISTANCE PROGRAMME



## ONLINE RESOURCES - MICROSOFT TEAMS, OFFICE 365 AND WQE ONLINE

The College provide an extensive array of online materials. Teachers set up class teams on Microsoft Teams, enabling you to access all lesson resources and information about your classes. Office 365 enables you to access your college work and resources from any computer, anywhere in the world. It also provides free access to essential software such as Microsoft Word, PowerPoint, Sway, Bookings and Teams. WQE Online is our dedicated learning platform for supporting your learning and providing you with information about what's going on in College. It is the first site you'll see when accessing the Internet from a campus PC and can be accessed from any device connected to the Internet. It carries a wide range of learning materials and information to support your work and your time at WQE. There are areas for all subjects and dedicated sections that you may need to refer to e.g. Exams, IT Services and Careers/ Higher Education.

## MONEY MATTERS

If you are concerned about course-related costs, you may be eligible to apply for financial support from the 16-19 Bursary Fund. More information is available by emailing [bursary@wqe.ac.uk](mailto:bursary@wqe.ac.uk) or on our website: <https://wqe.ac.uk/welcome-to-wqe/support-and-guidance/financial-support/>

## SAFEGUARDING

We take your safety and welfare very seriously, we have a dedicated Safeguarding Team to support all students. To report a safeguarding concern, freephone **0800 061 4222** or email [safeguarding@wqe.ac.uk](mailto:safeguarding@wqe.ac.uk). Our Designated Safeguarding Lead and Single Point of Contact (Prevent) is Donna Trusler, Associate Principal.

Student Assistance Programme - Comprehensive FREE telephone helplines available 24 hours a day, 7 days a week offering practical information and emotional support including: Counselling and emotional support, Family issues, Bereavement, Trauma, Relationship issues, Stress related conditions, Tax information, Money management and debt support, Personal legal information, Medical information (available Monday to Friday, between 9am and 5pm), Online health and wellbeing portal [www.healthassuredeap.com](http://www.healthassuredeap.com) which provides access to extensive well-being resources including four-week programmes, videos and webinars.

Whisper - a new service that allows you report a problem/concern, either in College or at home, ANONYMOUSLY. Text **WQE1 [+ your message]** to **07860 021 323**.

## ATTENDANCE

You are expected to attend punctually ALL timetabled classes and activities, including Personal Progress Mentor (PPM) 1:1 and group sessions as well as additional consultations, seminars and activities when requested. To encourage good attendance and communication, the College sends daily absence alerts to students and parent/carers. All students are expected to provide reasons for any absence. Planned absences must be approved in advance via your PPM. If you are absent due to illness, you or a parent/carer must email [absence@wqe.ac.uk](mailto:absence@wqe.ac.uk) before **10:00am** on each day of absence. You must include your name, your WQE Student Number, the name of your PPM and the reason for your absence. If you do not do this, your absence will be recorded as unauthorised. Holidays are not permitted during term time and we have a strict procedure for requesting term time leave.

## COLLEGE CLOSURE

If the College has to close for any reason, e.g. severe weather, you should check the College website, [www.wqe.ac.uk](http://www.wqe.ac.uk), for details as well as using subject sites on WQE Online/Microsoft Teams for work to do at home.

## SECURITY, I.D. CARDS AND LANYARDS

When you enrol at WQE, you will be issued with your student card and a lanyard. The card enables you to gain access to buildings and facilities, and use a number of services, including printing. You are required to bring and wear your card and lanyard every day with the photo visible. It must be worn at all times whilst you are on the College site and never shared with anyone else. This is a vital part of our security system to keep students and staff safe. You are required to show or hand over your card to any member of staff on request. If you forget or lose your student ID card, you will be required to purchase a new card from Reception. We work closely with the University of Leicester (UOL) Security Team and their Security officers patrol and support our site. They are present to ensure we all remain safe and to help you if required. We also have extensive CCTV coverage, a team of Student Supervisors and (in conjunction with UOL) are working to develop our own Safezone app, akin to that used by many universities.

## WISEPAY

We use WisePay as an online payment system. Catering arrangements are not included. Full information on setting up an account will be provided via email at the start of term.

## WEARING OF THE KIRPAN

The College allows the wearing of the Kirpan by Amrit Sikhs. We require students wearing/intending to wear a Kirpan to inform the College of this. For further information, speak to your PPM in the first instance.

## HEALTH AND SAFETY

The College must be a safe place of work and study for all. You must work safely so not to put yourself or others in danger and must not interfere with anything provided for safety. All health and safety policies, procedures, notices and arrangements in place, written or otherwise, must be complied with. No food or drink is to be consumed in laboratories, workshops or computer suites and no hot food is to be consumed in corridors. Please report all Accidents and Incidents – report forms are available at Reception.

## PROHIBITION SIGN



A sign prohibiting behaviour likely to increase or cause danger e.g. no access for unauthorised persons.

## EMERGENCY ESCAPE OR FIRST AID SIGN



A sign giving information on the emergency exits, first aid or rescue facilities.

## WARNING SIGN



A sign giving warning of a hazard or danger e.g. danger: electricity.

## MANDATORY SIGN



A sign prescribing specific behaviour e.g. eye protection must be worn.

## DETAILED INFORMATION OF THE FOLLOWING CAN BE FOUND ON WQE ONLINE:

- Careers
- IT and Printing
- Learning Resources
- ProPortal
- WisePay
- Academic Calendar
- College Societies
- Safeguarding and Welfare Support

## PROPORTAL

Our online information system is accessible on both campuses and externally via WQE Online. You can use this to see reports and grades and how your courses are progressing, as well as to record self-reflection and the record of meetings with subject staff and Personal Progress Mentors (PPMs).

## LITTER

The College is a zero landfill College, so to keep it pleasant and healthy environment please dispose of wrappers, bottles and cans in bins provided; this is then recycled. Please dispose of chewing gum in the bins provided before entering any building.

## EMERGENCY PROCEDURES

You must familiarise yourself with the location of emergency exits. Information notices are displayed adjacent to alarm call-points and elsewhere. The signal for an Emergency evacuation is a continuous siren. As soon as a continuous siren is heard, obey any instructions from staff and move quickly and quietly to an external assembly point. If you are in a public area, you must evacuate to an assembly point immediately. If you discover a fire and the alarm has not been activated, sound the nearest alarm call-point.

'Lockdown' refers to the way we keep you safe by keeping you in the buildings, away from a perceived threat. Lockdown is indicated by a pulse (rather than continuous) siren. No one will be able to enter a building that is in lockdown. If you are outside and you hear the pulse siren, you should RUN, HIDE and TELL.

## FIRST AID

If you need assistance from a College First Aider, either inform a member of staff or, if you are able, go to the Progress Hub or Student Services. A number of College staff are qualified First Aiders and one of them will be called if necessary. First Aiders are unable to dispense painkillers, you should take responsibility for your own general medication needs.

## DATA PROTECTION

Privacy Policies can be found on our website which explain how we use your personal data, why, and what rights you have. Any queries should be emailed to [DPO@wqe.ac.uk](mailto:DPO@wqe.ac.uk).

## COMPLAINTS PROCEDURE

If for any reason you experience dissatisfaction with any of the College services and wish to make a formal complaint, the College's Complaints Policy is accessible via our website: [www.wqe.ac.uk](http://www.wqe.ac.uk)

## MAINTAINING A PLEASANT ENVIRONMENT

The College Estates and Cleaning teams work hard to provide a clean and attractive College environment. Please help to maintain this by reporting any spillages or other issues to Reception so that they can be dealt with promptly. We also expect you to use the dining areas to eat food bought at College, particularly hot food or food that may spill easily. The organising of deliveries of food to the College site is not allowed due to both the risks associated with unauthorised vehicles and the mess that is often caused as this food is eaten.

## DRESS CODE

We expect you to wear clothes that are appropriate for College and that are in line with the College's values of mutual respect and tolerance of others.

## TERM DATES

Mid-term break: Monday 16 October 2023 - Friday 20 October 2023

Autumn term ends: Thursday 21 December 2023

Spring term starts: Monday 8 January 2024

Mid-term break: Monday 19 February 2024 - Friday 23 February 2024

Spring term ends: Friday 22 March 2024

Summer term starts: Monday 8 April 2024

Bank holiday: Monday 6 May 2024

Mid-term break: Monday 27 May - Friday 31 May 2024

Summer term final day for students - Thursday 4 July 2024

## OTHER IMPORTANT DATES

Careers Fair - Thursday 7 March 2024

HE Fair/University Exhibition - Tuesday 19 March 2024

A Level and BTEC Level 3 Results Day - Thursday 15 August 2024

GCSE and BTEC Level 2 Results Day - Thursday 22 August 2024





# ESSENTIAL INFORMATION FOR STUDENTS

## OUR CAMPUSES

Details of rooms where your lessons will be located can be found on your timetable. Your timetable will be sent to your college email address. If your timetable is doesn't arrive, email [database@wqe.ac.uk](mailto:database@wqe.ac.uk).

