



Student Handbook 2021/22

Everything you need to
know about life at college

Welcome to Greenbank College

I am delighted to welcome you, either as a new or returning student, to Greenbank College. We aim to make your time at college as happy and rewarding as possible and help you achieve the best qualifications you are capable of.

You will be supported by good quality teaching and learner support and taught in small class groups where you can achieve your potential. You can access welfare support to help with other needs and financial help is also available.

You will be offered a Careers guidance interview to help you make informed choices about your career pathway.

Our "Moving On" event and Careers week, work placement and enterprise activities are also designed to help you plan for your future.

Greenbank has an active Students' Union and you can find out more on enrolment and how you can join the National Union of students.



A handwritten signature in black ink that reads "Mary Beaumont". The signature is fluid and cursive.

Mary Beaumont
CEO

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Your College Journey

Throughout your time at Greenbank College you will be encouraged to take part in discussions with tutors and advisors and contribute to your own learning plans to help you to get to where you want to be.

At the Start

Discussions with tutors and advisors – self assessment and initial assessment to find out where you are now.

Where do I want to get to?

Setting goals and progression routes to help you on your way.

What skills do I need to work on?

Discussions with tutors and advisors will help you make informed decisions.

How do I get there?

Take part in classes and other individual learning/enrichment activities.

Attend a placement or undertake other practical experience to develop employability skills and support progression into work.

These will help increase your confidence, independence and personal development.

What next?

Do I want to move on?

What do I want to do?

Discussion with tutors and advisors about progression opportunities for further learning and employment.

How was my learning experience?

You will be asked to provide feedback to college staff at various stages of your course, including at the end.

This will help Greenbank to provide a quality service for all students.

At the end of the course

Final assessment & reflection

How did I do?

How did I get there?

Am I happy with my progress?

Reviewing

Take part in regular assessments of work and discuss your progress with tutors.

Contribute to the planning of your future learning by helping to set new goals and targets.

Staff

Education & Training Services

Business & Administration

Tutor: Christine Maguire

Catering & Hospitality

Lead Tutor: Alan Harris

Customer Service

Tutor: Rachael Willoughby

Hairdressing

Tutors: Beverley Mellor, Katherine Pulman

Information Technology

Tutors: Estelle Boyle

Sport & Active Leisure

Tutor: Andrea Mitchell

Foundation Learning

Tutor: Judith Jenkins

English & Maths

Coordinator: Mark Canty

English Tutors: Jeanette Farrelly, Eilish McMulkin

Maths Tutors: Owen Burns, Ingrid Dutton, Lee Ellis

Student Support

SEND Team

SEND & Education Business Manager: Lisa Turner

Learning Support Coordinator: Rebecca Mufti

SEND Teaching, Learning & Support Officer: Grace Last

Learning Support

Dionne Allen, Roy Bagen, Emma Boswell, Mark Bradley, Caroline Bromley, Terri Clucas, Ben Coventry, Rachel Cook, Stephen Fitzpatrick, Candice Gavan, Charles Hardisty, Becky Lach, Aleesha Neill, Kerry O'Brien, Leanne Oldfield, Winifred Orleans, Joanne Stephens, Sammy Williams

Communication Support Workers: Louise Bridden, Ian Edwards, Laura Hannaway, Sarah Jenkins, Helena Mulholland

Student Services

Guidance and Recruitment Coordinator:

Alison Stoddart

Work Placements

Placement Officer: Jan Edmond

Education & Business Services

Finance Manager: Margaret Brown

Quality Assurance Manager: Pauline Sharma

Administration Manager: Ian Grice

General Information

Term Dates 2020-21

Autumn Mon 6 Sep – Fri 17 Dec 2021

Spring Tue 4 Jan – Fri 8 Apr 2022

Summer Mon 25 Apr – Fri 8 Jul 2022

Half Term

Autumn Mon 25 Oct – Fri 29 Oct 2021

Spring Mon 21 Feb – Fri 25 Feb 2022

Summer Mon 30 May – Fri 3 Jun 2022

Staff Training Days

Autumn Wed 17 – Fri 19 Nov 2021

Spring Mon 28 Feb – Tue 1 Mar 2022

Course Delivery Hours

Classes take place Monday - Friday 9am - 4pm
Check your timetable for your class times.

Most vocational courses have a work related placement (hours to be agreed).

Break Times

Morning Break 10.20 - 10.40am

Lunch 12 noon - 1pm

Afternoon Break 2.20 - 2.40pm

Please note: Break times for catering, hairdressing and sports students may vary and all break times may be subject to change.

Safe Learning & Prevent Duty

Greenbank College wants all students to be safe whilst at college. This includes making sure that:

- You show respect to other students and staff.
- You are safe from any kind of harm, threats or bullying.
- You are prevented from being drawn into terrorism and radicalisation. We promote British Values - democracy, the rule of law, individual

liberty and mutual respect and tolerance of those with different faiths and beliefs.

- You remain safe when using computers, social media and the internet.
- You are safe when attending any work placement.

We want you to understand what risks there are and work with us to protect yourself and others from harm.

Any safety concerns should be reported to a member of the Safeguarding Team. In their absence, report any concerns to a senior member of staff or your tutor as soon as possible.

The Safeguarding Team



Lisa Turner

SEND & Education Business Manager
Senior Safeguarding Lead



Mary Beaumont

CEO
Prevent Lead

Safeguarding Officers



Grace Last

SEND Teaching, Learning & Support Officer



Rebecca Mufti

Learning Support Coordinator



Mark Palmer

Sport Development Manager
(based at Greenbank Sports Academy)

Student Reviews

You will review your progress with your tutor against your individual learning plan each term.

If you are aged 16-18 (and up to 24 if you declare a disability and have an EHC Plan) you will be given an appointment with your tutor and parents/guardians will also be invited to attend.

These reviews will take place on Wednesday 24 November and Wednesday 9 March.

Attendance

We have a minimum attendance requirement on courses, work placements, etc, of 95% (excluding authorised absences that have been agreed in advance by your tutor).

In cases of absence and sickness, contact should be made with your tutor by any of these methods:

- Telephone: 0151 733 7255
- Email: reception@greenbank.org.uk
- Facebook: [greenbankcollege](https://www.facebook.com/greenbankcollege)

Notification of absence should be made before 9.30am on the first day of absence.

All external appointments should be organised on days and times when you are not due at college.

If you record unauthorised absences, erratic attendance patterns, persistent lateness/leaving early, absence from one class but not others, etc, you will be referred to the 'At Risk Group' and allocated a personal tutor who will work with you and your subject tutors and, where applicable, your parent/guardian, to improve attendance and punctuality. We will offer you a range of support to help you comply with college attendance targets. Failure to improve attendance over 6 consecutive weeks will mean you could be withdrawn from your course as you will be deemed to have broken your learning agreement.

Attendance Reward Scheme

The 2021/22 attendance reward scheme recognises the value of full attendance and punctuality. All students who achieve 95% or higher attendance / no late or early leaving, will be eligible to be entered into a prize draw to receive a cash prize / voucher worth £20 on a termly basis. Terms and conditions apply.

Certificates

Certificates may take several months to arrive from the awarding body. You will be notified when your certificate(s) arrive by post or email and asked to collect in person and sign for them as soon as possible. Replacement copy certificates will be charged for.

Learning Support

The following support is available:

- The assistance of Learning Support staff to help you on a one-to-one or small group basis (subject to assessment and availability).
- Accessible furniture and equipment in classrooms, including height adjustable desks.
- Specialist IT equipment including screen reader software, large screens and IT technical support to offer specific advice as needed.
- Help with transport and independent travel (subject to assessment and availability).

English and Maths

Improving English and maths can help you to manage your money, get a job, assist children with their homework, fill in forms and increase confidence.

English and maths are compulsory for all students aged 16 to 18 (or up to 24 with an EHC Plan) if you have not already achieved a GCSE grade A*-C / 9-4 in the subject.

We also offer GCSE English and maths for students who did not gain A*-C / 9-4 in these subjects. If you have achieved a Level 2 functional skills qualification you may also be considered for the GCSE qualification.

Adult students can study English and/or maths at GCSE level either independently or additional to a work-related course.

It is important that you attend your English and maths classes so that you can progress to the next level in your work-related subject.

Enrichment Activities

If you are aged 16 to 18 (or up to 24 if you have an EHC Plan) you will be timetabled to participate in enrichment activities.

Enrichment activities are designed to help you to develop your confidence and skills and try new things. You will be given the programme of activities at enrolment.

The times you do enrichment is shown on your timetable.

Remote and Blended Learning

Greenbank introduced remote and blended learning in 2020 to make sure that teaching and learning could continue when students and staff were not able to attend college in person for health or other personal safety reasons.

Greenbank has a system in place so that whenever necessary, lessons can be delivered online and students are able to complete their coursework online or through paper based worksheets. Your tutor will explain how this system works so you will understand what to do if it is needed.

College Email Account

When you start on your course, you will be given a college email address with the format:
firstname.lastname@my.greenbankcollege.ac.uk

Keeping in touch

Your email will be used to send you relevant information about college. You are encouraged to check your email regularly.

You can also stay in touch by:

- Facebook: greenbankcollege
- Twitter: @greenbankcoll
- Instagram: greenbankcollege

Look at the notice boards, sited around the college and Sports Academy for information that might be useful to you.

Car and Cycle Parking

Greenbank College has its own car park (with limited spaces available) at the front and rear of the building. (Rear car park accessed via the 'drive through' in front of the 'in gate'.)

Cycle parking is available in the front courtyard of the college and outside the Sports Academy entrance.

Vehicles and cycles are parked at the owner's risk.

Signing In / Out of Buildings and ID Badges

It is essential that you sign in and out of Greenbank College and Greenbank Sports Academy via the card signing in system. You will be issued with a photo identity badge which we use to record your attendance. Your ID badge must be worn at all times when in the college or the Sports Academy to comply with Fire, Safeguarding, Health & Safety requirements.

Replacement ID badges will be charged at £5 per badge.

Personal Possessions

We accept no responsibility for loss or damage to your property whilst on our premises. Please bear this in mind and take extra care of your belongings.

Lockers are available for students in the catering and sports departments which may be used at your own risk.

Mobile Phones

You cannot use your mobile phone during lessons unless you have permission from your tutor.

You must turn your phone to silent when in the classroom or risk tutors removing it until the end of the session.

Smoking

Smoking, use of e-cigarettes or vaping is not permitted in any of our campus buildings. A designated smoking area, located in the rear garden as indicated on the building plan on p.22, is provided. Smoking is not allowed anywhere else on site. Failure to comply will result in disciplinary action and possible dismissal.

Food and Drink

Subsidised Canteen

Opening times:

Morning Break 10.20 - 10.40am

for hot and cold drinks and snacks

Lunch 12 - 12.30pm

for a range of hot and cold food

Afternoon Break 2.20 - 2.40pm

for hot and cold drinks and snacks

Greenbank Sports Academy Café

The café based in Greenbank Sports Academy will be reopening in October after being refurbished.

A selection of food and drink will be on offer for students to purchase. Opening times to be confirmed.

Food and drink cannot be consumed in teaching rooms.

Re-cycling

Greenbank College is committed to reducing waste. Paper recycling bins will be available in classrooms and will be emptied on a weekly basis.

Photo & Video Consent

The enrolment form includes a question about photo consent, giving your permission (or not) for the college to use photographs for marketing

purposes. This is valid for your time at the college. Photographs and/or videos may be used in print material, websites and social media as well as local media such as newspapers.

Students' Union

We have our own Students' Union and if your course lasts 4 weeks or more, you will automatically be a member. The Union committee is made up of Departmental Representatives or 'Reps' who help organise events and make college wide improvements; meeting several times a term. Reps will be recruited during the Autumn Term.

Totum Card

Our Students' Union is affiliated to the National Union of Students (NUS). This means that you can apply for a Totum Card which entitles you to a wide range of discounts.

There are two levels of card:

- Totum Digital which is FREE
- Totum/Totum + Age ID Card which costs £14.99

You can purchase a card online at www.totum.com.

Student Feedback

It is important that we get feedback from you across the year. This is done by the following methods:

- Your Personal Tutor will ask you for feedback comments about your programme of study during reviews of your progress.
- You will have the opportunity to participate in Focus Groups to give your opinion on a specific theme or on the facilities available.
- A Comments Box is also available in reception which you can use to give feedback at any time
- At the end of the academic year, or end of your course, you will be asked to complete an electronic questionnaire. A paper copy is also available on request. Learning Support staff can help you fill it in if you need them to.

We will use your feedback to develop services at the college and improve things for future students.

Support for Learning and Work

Information, Advice and Guidance



We can help you to make clear, informed choices about career and learning opportunities.

This free service is Matrix accredited and enables you to access a one-to-one interview to discuss:

- Current information on learning opportunities, entry requirements and progression routes.
- Referral for assessments and taster days to help inform your choice of course.
- Advice and referral for in-learning support issues including, learner support, personal care, access, transport, childcare, benefits and welfare.
- Signposting / referral service to other learning provision.

Contact Alison Stoddart

Help to Find Work

Gaining work related knowledge and experience is really important. We can help you in the following ways:

- Organise a relevant work placement to support your learning and add experience to your CV.
- Provide a Citizenship and Employability Skills classes as part of your work-related course.
- Arrange employer talks and workshops including activities as part of Careers Week.
- Assist with completing CVs and job application forms.

Contact Alison Stoddart / Jan Edmond

Careers Week

A Careers Week will be held from Monday 7 to Friday 12 March 2022 to give you the opportunity to focus on your future and prepare for entering employment, voluntary work or further study.

Students will be able to attend a variety of workshops where support will be available in the following areas:

- Vocationally related careers information
- Talks given by local employers

Contact Alison Stoddart / Jan Edmond

Moving On

Wednesday 9 March 2022

Moving On is an opportunity for you to find out about the options open to you once you leave college. Information and advice will be available on employment, further education and training, apprenticeships, supported internships and volunteering.

Contact Alison Stoddart

SEND Team

The SEND Team work directly with college staff to deal with any issues that you have, which affect your learning. We have links to specialist agencies who can offer free confidential support/advice in areas including counselling, substance misuse and mental health services.

If you have any issues you can speak with a member of the SEND Team



Lisa Turner
SEND & Education Business Manager



Grace Last
SEND Teaching, Learning & Support Officer



Rebecca Mufti
Learning Support Coordinator

Useful Contacts

Sexual Health

Brook

Sexual health and well-being for under 25s.

www.brook.org.uk

Mental Health

Talk Liverpool

Free NHS service offering therapies to adults in Liverpool who are feeling depressed or anxious.

www.talkliverpool.nhs.uk/

Mind

Provide advice and support to empower anyone experiencing a mental health problem.

www.mind.org.uk

Alumina (formerly Self Harm UK)

Alumina is a free, online 7 week course for young people struggling with self-harm.

www.selfharm.co.uk

YoungMinds

Free advice and support for young people with mental health problems.

www.youngminds.org.uk

Samaritans

For when you need to talk to someone about your problems.

Call free 116 123

CAHMS Mental Health Crisis Support

Emergency Mental Health Support
Cheshire and Wirral Partnership
0800 145 6485

Merseycare NHS Foundation Trust
0800 051 1508

Merseycare Mental Health Trust
0800 145 6570

Alder Hey Crisis Care Team
0151 293 3577 / 0808 196 3550

Bullying & Hate Crime

Stop Hate UK

Independent, confidential and accessible reporting and support for victims, witnesses and third parties.

www.stophateuk.org
0800 138 1625 - Free 24 Hour Helpline

Bully Busters

Provide support and advice for victims of bullying and their families.

Free confidential helpline 0800 169 6928

Substance Misuse

With You (formerly Addaction)

Free, confidential support to people experiencing issues with drugs, alcohol or mental health.

www.wearewithyou.org.uk

Advice

Citizens Advice

Free information and advice on a wide range of subjects such as benefits, housing and debt.

www.citizensadvice.org.uk
0800 144 8848 - Free advice line available Mon - Fri 9am - 5pm

Raise

If you are a tenant of a registered social landlord, Raise can offer you advice on what benefits you could be entitled to.

www.benefitsadviceteam.co.uk
0151 459 1556

Mon to Fri 9.30am - 4.30pm

Kooth

Free web app where you can access online support tools, counselling and peer support.

www.kooth.com

Money Matters

Course Fees

The cost of your course (if applicable) should be explained to you before you enrol, so you know in advance what you need to pay. In brief, courses are free for all students aged 16 to 18 (up to 24 if you have an EHC Plan) on 1 September 2021.

For adults aged 19+ the rules are complex and dependent upon your circumstances and previous education. If fees apply, you will be told before you enrol.

Financial support which may be available

Financial or in-kind support may be available whilst you are at college:

Young Students Funds administered by Greenbank College

Payment is not automatic and an application, with supporting documentary evidence, must be supplied. Application forms are available from our Student Services department.

16-19 Bursary Fund (Vulnerable)

Applications can be made for a bursary of up to £30 per week for courses that last for 30 weeks or more. The following conditions must be met -

- Students must be either in care, a care leaver, in receipt of Income Support or Universal Credit in their own name or must be a disabled student in receipt of both Disability Living Allowance (or Personal Independence Payment) and Employment Support Allowance or Universal Credit in their own name.
- Students must satisfy the college attendance and behaviour criteria.

Entitlement is not automatic and all applications will be subject to a formal financial assessment. Failure to supply the evidence requested will result in an application being declined.

Any payment awarded will be paid in weekly instalments by BACS into a bank account.

Young Persons' Discretionary Bursary Fund (aged 16-18 or up to 24 if you have an EHC Plan)

Young students facing genuine financial difficulties may make an application for a discretionary grant, for example to help with the cost of travel or purchasing protective clothing required for the course of study.

The following conditions must be met –

- Students must be aged over 16 and under 19 on 31st August 2021 (or aged up to 24 with an EHC Plan)
- Students must be from a household where the annual income does not exceed £25,000
- Students must satisfy the college attendance and behaviour criteria.

The Discretionary Bursary Fund is cash limited and subject to a formal assessment of need. An application form must be completed and accompanied by supporting evidence or finances. Failure to supply the evidence requested will result in an application being declined.

Free Meals

Young students may apply for a meal in the college canteen for each full day they are in attendance for their learning programme.

The following conditions must be met –

- Students must be aged over 16 and under 19 on 31st August 2021 (or aged up to 24 with an EHC Plan)
- Parent or guardian must be in receipt of one of the following – Income support; Universal Credit; Guarantee Element of State Pension Credit; Income Based Job Seekers Allowance; Child Tax Credit; Income- related Employment and Support Allowance; Support under part V1 of the Immigration and Asylum Act 1999.

Care to Learn

Students under the age of 20 who have children may be eligible for help with the cost of childcare to the value of £160 per child per week whilst they study.

The following conditions must be met –

- The student must be a parent under 20 at the start of their course
- They are the main carer for their child and in receipt of Child Benefit for the child
- They are a British Citizen or have a legal right to live and work in England
- The course qualifies
- The child's other parent is unable to provide childcare
- The other parent is not claiming childcare paid through any other source, for example, government funded early education places or Childcare Tax Credits
- The childcare provider is Ofsted registered and can provide an official fees notice

If you do not attend your courses, your Care to Learn payments will stop.

Application information available at www.gov.uk/care-to-learn/

Information correct at time of publication August 2021 and may change due to Government funding decisions.

Help with Transport Costs

Students aged up to 19

Young students who were eligible for assistance from the local authority to transport them to school may be eligible for continued support until they are 19. Applications should be made to Liverpool City Council SEN.Transport@liverpool.gov.uk or to the relevant local authority if not resident in Liverpool.

Study Programme Students 19+

Students able to use public transport may apply for help with travel costs under the Young Person's Discretionary Bursary Fund.

Students unable to access public transport should make an application for support in the first instance to Adult Social Care via their social worker (or duty social worker if they do not have a social worker). If Adult Social Care are not able to help, applications may be made via the means tested Young Person's Discretionary Bursary Fund.

Students will be asked to make a contribution towards transport costs which will vary depending on household income

Students Aged 19+

Courses for the majority of adult learners aged 19+ studying at Greenbank are funded under a subcontract partnership with City of Liverpool College.

The City of Liverpool College have their own Discretionary Learner Support fund and are responsible for dealing with applications and administering available funds.

Adult learners requiring support need to apply for financial assistance direct to the City of Liverpool College via their Finance Portal.

Application information will be provided by Greenbank Advice & Guidance staff on request following enrolment.

Support for Students Aged 19+ and Studying for a Second Level 3 Qualification

Advanced Learner Loan

Greenbank students aged 19+ who already hold a qualification at Level 3 or above and are studying for a second Level 3 in a different subject, are eligible to apply for an Advanced Learner Loan to help with the cost of their course fees.

The minimum level of loan that can be applied for is £300 and the loan is paid directly to college. Students will not be expected to start paying back the loan until the April following the course completion and the student is earning at least £27,295 per year.

Apply online for eligible courses:

www.gov.uk/advanced-learner-loan/how-to-apply

Advanced Learner Loan Bursary Fund

Students who fulfil the criteria and have been approved for the Advanced Learner Loan for full fees on their Level 3 course may also apply for a grant / loan /in kind contribution from the Advanced Learner Loan Bursary Fund to provide support, for example with childcare, travel or course materials /equipment.

Applications for support with childcare costs may be made if a student has parental responsibility for a child under 5 years. Childcare costs are payable up to a maximum of £160 per week and childcare providers must be Ofsted registered. (Greenbank expects parents to take up the government funded early education entitlement on offer before applying for funding from Greenbank.)

Adults should make an application to Greenbank's Advanced Learner Loan Bursary Fund. This fund is cash limited and subject to a formal assessment of need. (Total annual household income must be lower than £25,000) An application form must be completed and accompanied by supporting evidence of finances. Failure to supply the evidence requested will result in an application being declined.

Contact Student Services for an application form

College Statements and Documents

In signing your enrolment form and learning agreement you are giving your agreement to abide by all Greenbank policies and procedures.

If you are aged 16 to 18 (or up to 24 with an EHCP) your parent / guardian / carer will also be expected to sign a Home College Agreement supporting our code of conduct, policies, procedures, etc.

This section provides an overview of Greenbank's policies and procedures listed alphabetically. Copies of the full documents can be viewed at Greenbank College's reception.

What Greenbank College provides for you

- Clear information about its courses to help you make an informed choice about what to study.
- An induction programme.
- A good standard of care and support.
- Support from tutors and additional in-college learning resources.
- Clear progression information about your next steps.
- Help for students to become confident and independent.
- The chance to give feedback about your course(s).
- A quick response to problems you tell us about and confidential support if necessary.
- Information about developments within the college which may affect you.

The college has a **Comments, Compliments & Complaints Policy and Procedure** to help you if you have any comments about the way that we have delivered our service.

What Greenbank College expects from you

- To abide by all college policies and procedures.
- To attend regularly and punctually, studying hard and completing all your work on time.
- To ask for help if you need it.
- To be considerate of the rights and interests of other college users.
- To respect the college buildings and furnishings and the property of other people.
- To respect and take pride in the reputation of the college.
- To help make the college a safe place for all.
- To let us know quickly if you have any problem or are concerned about the service you have received.
- To adhere to any specific rules relating to COVID-19, when necessary, such as maintaining social distancing to ensure your safety and that of others.

The college has a **Student Behaviour & Discipline Policy** which sets out the different kinds of bad behaviour and how we will assess it.

Accessibility Statement

It is important that you receive the correct help and support if you have a disability. The following assistance is available:

Greenbank College

- Designated disabled parking spaces
- Viewing panels in doors
- Changes in floor texture
- Changing bed
- Clos-o-mat toilet
- Evac Chairs
- Ramps

- Sensor taps in toilets
- Hand rails on stairs and in toilets (left / right transfer)
- Hoists
- Lifts
- Wide corridors
- Some automatic doors
- Toilet alarm system
- Hearing loop availability
- Phonic for communication support
- Website offers different text size display / colour schemes and contrast

Student Support

- The assistance of Learning Support staff to help you on a one-to-one or small group basis.
- All classrooms include accessible furniture and equipment, including height adjustable desks.
- Specialist IT equipment including screen reader software, large screens and IT technical support to offer specific advice.
- Help with transport and independent travel.
- Course material available in alternative format eg large print, colour specific, easy read.

Greenbank Sports Academy

- Some automatic doors
- Viewing panels in doors
- Wall guide
- Braille signage
- Hearing loop availability
- Automatic showers
- Angled walls
- 1,500 lux lighting in Sports Hall
- Level access
- Hoists available
- Hand rails in toilets (left / right transfer)
- Website offers different text size display / colour schemes and contrast

Gym

- Accessible gym equipment eg. weights equipment with flip out seats and handbikes.

Assessment Statement

Assessments will be carried out on all accredited courses to ensure that appropriate standards are being met. All Greenbank assessors are qualified and familiar with the course and the requirements of the awarding body and all assessments will be carried out fairly.

You will be given the opportunity to discuss the assessment procedure in advance with your assessor:

- To agree the time and place for assessment.
- To discuss what is expected.
- To make appropriate arrangements for any additional support you need.

Your assessor will consider all possible sources of evidence and, following the assessment, will provide you with full prompt feedback and, where appropriate, will agree arrangements with you for further learning or practice.

If you are not happy with the outcome of assessments you will have the right to appeal.

Relevant Document: Teaching, Learning & Assessment Policy and Procedures

Attendance Statement

Greenbank College sets targets for student attendance and you are expected to commit to 95% attendance in order to complete your course in a reasonable time and progress with your work or educational goals. This includes all classes and practical sessions, work placements, functional skills and employability sessions, student reviews and external visits where it is deemed an essential part of your course.

If you record unauthorised absences, erratic attendance patterns, persistent lateness/leaving early, absence from one class but not others, etc, you will be referred to the 'At Risk Group'. Your personal tutor, support staff and, where applicable,

your parent/guardian/carer to improve attendance and punctuality. We will offer you a range of support to help you comply with college attendance targets.

Failure to improve attendance over 6 consecutive weeks will mean you could be withdrawn from your course as you will be deemed to have broken your learning agreement.

See page 6 for further information on attendance.

Relevant Document: **Attendance Procedure**

Behaviour Statement

Greenbank values all students and believes in treating them fairly and equally. We want to make sure the college is a safe and supportive place for everyone. We have high expectations of our students and their welfare, attendance, achievement and behaviour is important to us.

We will deal with any unacceptable behaviour which disturbs, upsets or offends other people or which stops you doing as well as you could at college.

Levels of unacceptable behaviour are categorised as follows:

- Start of a concern
- Minor misbehaviour
- Serious misbehaviour
- Gross or major misconduct

There are no specific rules about what sort of behaviour falls into each level. It will very much depend on the situation. For example, using abusive language might be minor misconduct if you are talking to a friend who doesn't mind. If you direct it to someone who does mind and felt upset or offended, then this might be serious. If you threaten someone with such language, then this may be gross misconduct.

Certain behaviours such as vandalism, theft, bullying, taking or supplying drugs or alcohol and violence are usually gross misconduct.

Unacceptable behaviour is dealt with using Greenbank's **Disciplinary Procedures** which are listed in the **Student Behaviour & Discipline Policy**.

Students have the right to appeal the outcome of a disciplinary hearing. The decision of the Chair of the appeal hearing is final and there is no further right of appeal / review.

Relevant Policies: **Student Behaviour & Discipline Policy, Equality & Diversity Policy, Health & Safety Policy**

Comments, Compliments and Complaints Statement

Greenbank is always looking to improve on what it does and your comments, compliments or complaints help us to do this.

Comments and Compliments

A number of systems are in place to help you make a comment:

- Comments Box - Completed forms should be placed in the box attached to the feedback board in college reception.
- Focus groups so you can tell us what you think.
- Have Your Say questionnaire.
- Students' Union - Greenbank College Students' Union has representatives in each department and any issues can be raised with them. They meet regularly with senior staff to discuss issues
- Email: info@greenbank.org.uk

Greenbank will inform users of its services of any resulting actions to improve services via the feedback board which is situated in the college reception.

Complaints

It is Greenbank policy that it will handle complaints confidentially, fairly and promptly. An initial response will be made within 14 days of receipt of a complaint. A further, more detailed response will be made if appropriate. Information on how to take the complaint further will be provided if you are not satisfied with the response from Greenbank.

Every attempt should be made, in the first instance, to resolve a complaint informally, through prompt, direct, sensible dialogue between those immediately concerned.

In cases where the seriousness of the complaint or a failure to resolve it, at the informal stage, demands the use of further action, a formal stage of the procedure will be implemented.

Relevant Policy: **Comments, Compliments & Complaints Policy**

Environmental Statement

It is the intent of Greenbank that its activities have the minimum adverse effect upon the environment and the quality of life of the local community.

Greenbank is committed to comply with all laws and regulations, especially those that serve to protect the environment. Greenbank will use policies and procedures that will ensure conservation of natural resources whilst minimising any adverse environmental impact from our operation.

Please help to minimise waste by using the recycling bins provided.

Relevant Policy: **Sustainability & Environmental Policy**

Equality and Diversity Statement

Greenbank is committed to encouraging diversity and wholeheartedly supports equal opportunities in its service provision. It is our policy that no student is treated unfairly on the grounds of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage or civil partnership, pregnancy or maternity.

Students should tell their tutor if they feel they are being discriminated against, bullied or harassed whilst at college and support will be given. You also have the right to complain over alleged discrimination, bullying or harassment and

complaints will be dealt with in line with Greenbank policy.

Relevant Policies and Documents: **Equality & Diversity Policy, Student Behaviour & Discipline Policy, Student Code of Conduct**

Fees Statement

Fees are set to ensure that when public funding is taken into account (if public funding is available), Greenbank is able to at least cover the full costs of each programme of study.

Objectives:

- To ensure fees are set consistently, fairly and with transparency across the college.
- To inform when and how college fees are payable.
- To set the college's refund policy.

Relevant Policy: **Fees Policy**

General Data Protection Statement

Greenbank needs to store information about you in both manual files and on computer. All such data is maintained under the rules of the General Data Protection Regulation 2016 (GDPR).

The Regulation gives you the right to find out what personal data is held about you, why it is held and who it is disclosed to. Such a request is called a Subject Access Request (SAR) and must be made in writing to Ian Grice by emailing dpo@greenbank.org.uk.

Relevant Policy: **General Data Protection Policy, Information Security Policy**

Hardship / Bursary Statement

Financial or in-kind support is available for some people taking courses and is targeted at supporting those who are most likely to be disadvantaged by financial constraints and by the impact of study on their finances.

Greenbank operates 5 different funds in accordance with Government guidance:

- 16 – 19 Bursary Fund (Vulnerable)
- Young Persons' Discretionary Bursary Fund (aged 16-18 or up to 24 with an EHC Plan)*
- Free college meals
- Adult Discretionary Learner Support Fund (This will be administered by City of Liverpool College under sub contract.)*
- Advanced Learning Loans Bursary Fund*

*Funds are cash limited

Applications can be made through completion of the relevant forms, which are available from Student Services. Applications are assessed regularly by a panel of 3 staff and decisions will be notified in writing.

Applications for the Adult Discretionary Learner Support fund has to be submitted to City of Liverpool College who will assess them and notify students of the outcome.

Relevant Policy: **Hardship Fund Policy / Student Bursary Fund Policy**

Health, Safety and Welfare Statement

Greenbank recognises its responsibilities under The Health and Safety at Work Act 1974. It places clear obligation and responsibility on all to take all reasonable practical precautions for the health and safety of ourselves and others.

You:

- Have a personal responsibility for the health, safety and welfare of yourself and others whilst you are a student at the college when on college premises, work placement or visits.
- Will be instructed on safety practices and procedures during induction.
- You must follow any rules we introduce in relation to COVID, such as social distancing. You are encouraged to continue to wash your hands regularly or to use hand gel where this is not possible.

- Must not misuse, damage or interfere with equipment provided for the health, safety and welfare of people at college.
- Must familiarise yourself with the college fire and evacuation procedure and note the fire exits. Your tutor will show you the way to the fire exits and assembly points outside of the building.
- Must report any dangerous incidents or hazards to a member of staff.
- Must not consume alcohol on college campus.
- Must not bring any dangerous weapons onto college premises.
- Must not use or bring illegal substances onto college campus or encourage other people to use them.
- Must not consume food or drink in teaching rooms.
- Must not access unauthorised websites.
- Must not use social media to bully / intimidate others.

Failure to comply may result in disciplinary action.

Please Note: It should be noted that CCTV operates both inside and outside Greenbank's buildings and it is monitored regularly.

Work placements

Greenbank has procedures in place to undertake employer health and safety assessments for students on work placement, including risk assessments which take account of your needs.

You may be required to sign and agree to abide by a confidentiality agreement if you are on a work experience placement with certain employers.

Relevant Policies and Documents: **Health & Safety Policy, Student Behaviour & Discipline Policy, Student Code of Conduct**

ICT, Electronic Mail and Internet and Intranet Use Statement

All students have to agree to follow the Greenbank Electronic Mail, Internet & Intranet Policy before they can access IT equipment and services at the college.

Computer, internet and intranet access is provided for educational purposes and it is essential you adhere to safe usage of all equipment and services. You will receive information at induction about security and lawful usage and how Greenbank prohibits unacceptable use. Greenbank's network is monitored and any breaches of the policy will be dealt with as a disciplinary matter.

Relevant Policies and Documents: **Electronic Mail, Internet & Intranet Policy, Student Behaviour & Discipline Policy, Student Code of Conduct**

Quality Assurance Statement

Greenbank aims to be the first choice for high quality education, training, employment service and sport and recreation in its community.

The purpose of quality assurance is to ensure both the effectiveness and the efficiency of teaching, training, learning and all service provision.

Relevant Policies: **Quality Assurance Policy, Comments, Compliments and Complaints Policy**

Safeguarding and Prevent Duty Statement

As an educational provider, Greenbank has a responsibility to ensure the safety of children and adults. We work closely with Liverpool Children and Adult Safeguarding Board on all matters of concern.

We are committed to safe recruitment practices within our paid and volunteer workforce and have a number of checks in place to support the safety of all including identity and enhanced DBS checks. We value and respect all our students and staff and want you to study, learn and work in a safe environment.

You have a responsibility not to cause another person harm, physical, emotional, sexual, financial, actual or threatened abuse. Abuse can also include domestic violence, modern slavery, neglect, discriminatory practice, organisational harm and extremist behaviours. Behaviour of this nature will not be tolerated.

We also have a duty to prevent you from being drawn into terrorism and radicalisation. We promote British Values – democracy, the rule of law, individual liberty and mutual respect and tolerance of those with different faiths and beliefs.

If you have any concerns about Safeguarding issues or Prevent Duty you should report it to a member of the Safeguarding Team. In their absence, report any concerns to a senior member of staff or your tutor as soon as possible. You should not discuss your concerns with other people.

We act as an alerter only and report actual or alleged incidents to the relevant authority for investigation.

Our safeguarding Team:



Lisa Turner

SEND & Education Business Manager
Senior Safeguarding Lead



Mary Beaumont

CEO
Prevent Lead

Safeguarding Officers



Grace Last

SEND Teaching, Learning & Support
Officer



Rebecca Mufti

Learning Support Coordinator



Mark Palmer

Sport Development Manager
(based at Greenbank Sports Academy)

Relevant Policies: **Adult Protection & Safeguarding Policy & Procedures, Child Protection & Safeguarding Children Policy & Procedures, Disclosure of Criminal Records Policy, Prevent Policy**

Social Media Statement

Greenbank uses social media as a way to connect with others, share resources, and enhance the education and work experience. While social networking is fun and valuable, there are some risks that should be kept in mind when using these tools. In the social media world, the lines are blurred between what is public or private, personal or professional.

In using social media students should:

- Use good judgement.
- Be respectful.
- Be responsible.
- Be a good listener.

Cyberbullying, harassment or disrespectful conduct on social media towards others will not be tolerated by Greenbank and will result in disciplinary action.

Relevant Policy: **Social Media Policy**

Student Support Statement

Greenbank believes that all students should have access to appropriate learner support and where support is limited it should go to those in greatest need.

The values which underpin this policy are:

- Treating people fairly and equally regardless of whom they are, their background or their lifestyle.
- Recognition of individual difference and support needed to progress in learning.
- Development and progress can take place through the provision of appropriate support.
- Continuous improvement in the quality of support provided.

Relevant Policy: **Student Support Policy**

Volunteer Statement

Recruitment of Volunteers

Greenbank will use appropriate means to advertise for volunteers locally that take into account the principles of our Equality and Diversity Policy. The applicant will have to complete an application form, but help can be given with this if necessary. The applicant will be interviewed by the relevant departmental Line Manager and if this is successful the two references asked for will be contacted.

An identity and enhanced DBS check may be required.

Greenbank has a responsibility to provide volunteers with:

- Appropriate induction and training.
- A regular review (12 months).
- Reimbursement of reasonable out of pocket expenses.
- A professional service.

Relevant Policy: **Volunteer Policy**

Please be aware of the content of all Greenbank policies and that they are subject to regular review and updates.

Campus Facilities

Greenbank College's campus includes a number of other buildings:

Greenbank Sports Academy

Greenbank Sports Academy is open to the public and offers a range of services on a fee paying basis. Greenbank Sports Academy offers a range of sport and physical activity sessions throughout the week.

Visit www.greenbanksportsacademy.co.uk for more information

Gym

A fully equipped fitness gym which includes a range of cardiovascular and specialised lifting equipment is available on site.

Please visit www.greenbanksportsacademy.co.uk for up-to-date information on opening times.

As a student, you are eligible to receive a discount for the Gym. To take advantage, you must have a valid Greenbank College ID Card and be attending a current course.

You will be given an induction and development of a personal fitness programme. Terms and conditions apply.

Greenbank Sports Academy Café

The café based in Greenbank Sports Academy will be reopening in October after being refurbished. A selection of food and drink will be on offer for students to purchase.

Salon HQ

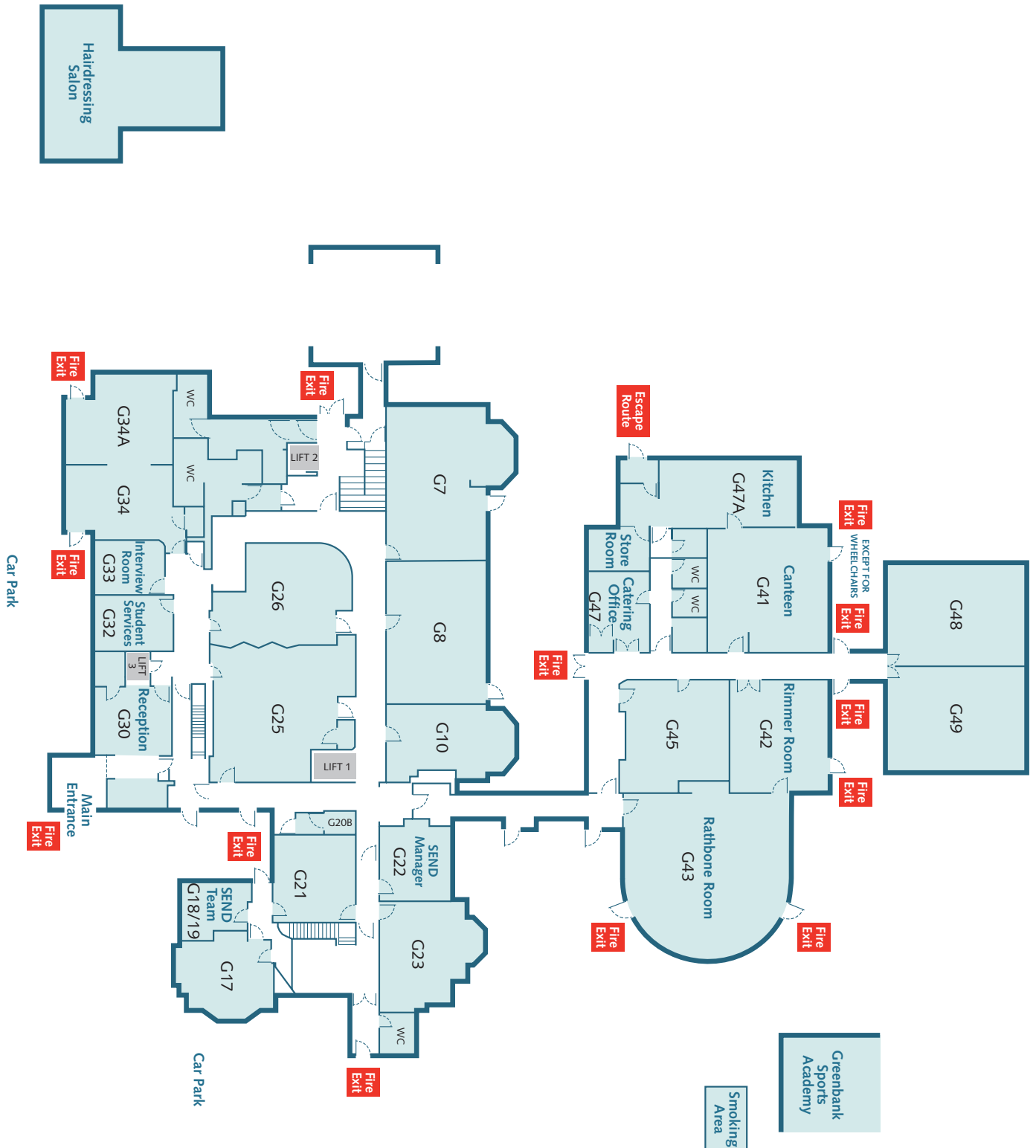
Salon HQ is a training hairdressing salon which is open to the public and offers cutting, colouring, perming and styling at low cost.

Please call the salon for further information and opening times on 0151 281 0717 or visit www.salonhq.org.uk

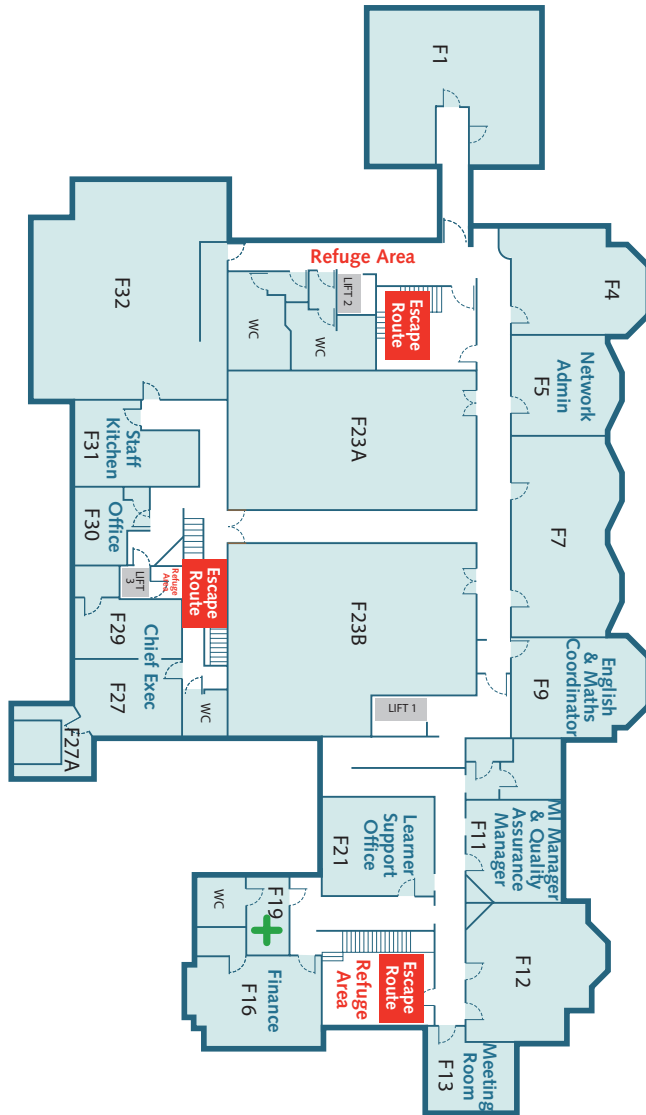
Building Plans

Greenbank College

Ground Floor

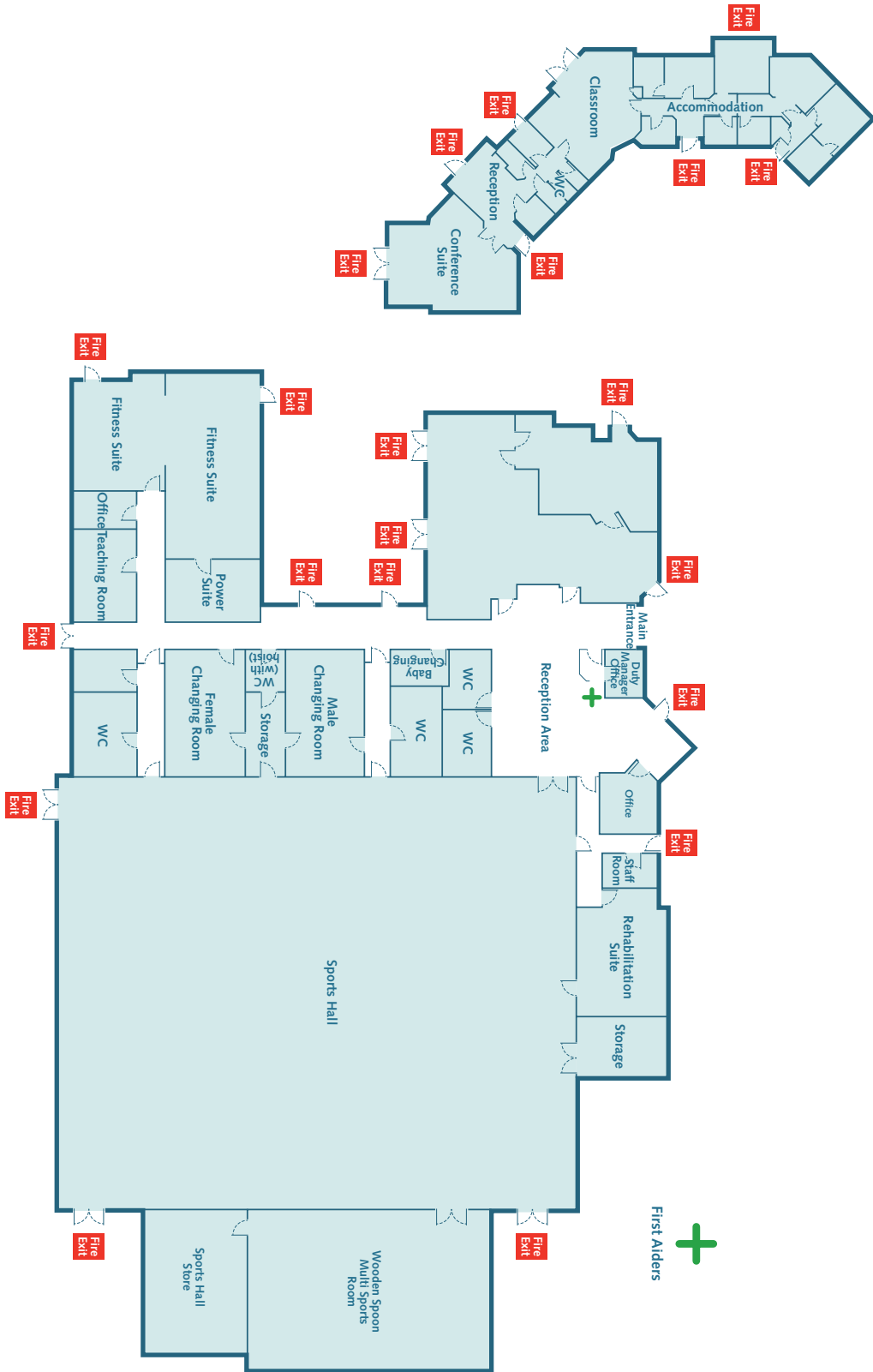


First Floor

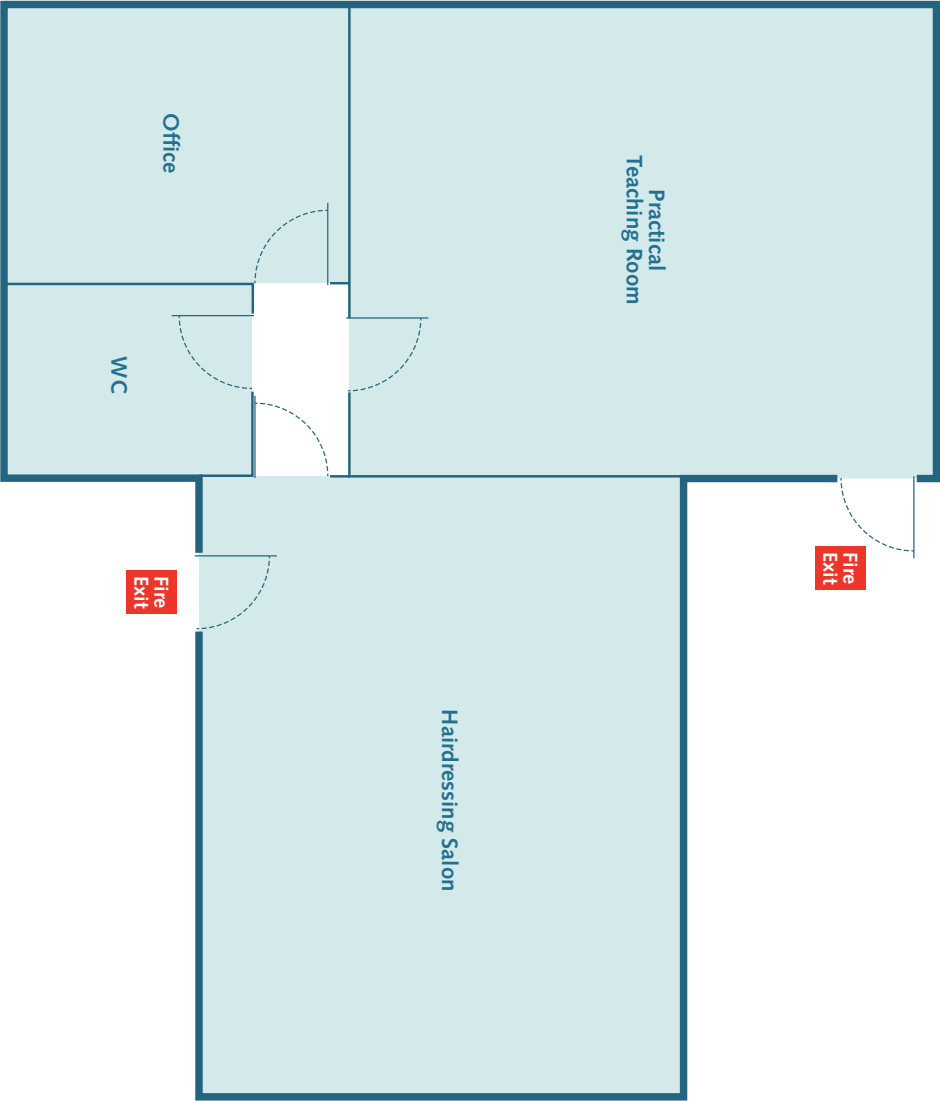


First Aid Room

Greenbank Sports Academy



Salon HQ



Dates for the Calendar

SEPTEMBER 2021

- 6 Start of Autumn Term
- 14 – 20 National Coding Week
- 20 – 26 Recycle Week UK
- 24 – 30 Sexual Health Week

OCTOBER 2021

- 1 Sexual Health Week
- 1 – 31 ADHD Awareness Month
- 1 – 31 Black History Month
- 1 International Day of Older Persons
- 10 World Mental Health Day
- 25 – 29 Half Term

NOVEMBER 2021

- 11 Remembrance Day
- 15 – 19 Anti-Bullying Week
- 17 – 19 Staff Training Days
- 24 Student Reviews for Young People
- 22 – 30 Disability History Month
- 29 – 30 Greenbank Diversity Week

DECEMBER 2021

- 1 World AIDS Day
- 1 – 3 Greenbank Diversity Week
- 1 – 22 Disability History Month
- 6 – 12 National Charity Week
- 10 Human Rights Day
- 17 End of Autumn Term

JANUARY 2022

- 1 World AIDS Day
- 4 Start of Spring Term
- 25 Burns Night
- 27 Holocaust Memorial Day

FEBRUARY 2022

- 1 – 28 Greenbank Enterprise Month
- 1 – 28 LGBT History Month
- 8 Safer Internet Day
- 21 – 25 Half Term
- 28 Staff Training Day

MARCH 2022

- 1 Staff Training Day
- 4 World Book Day
- 7 – 12 National Careers Week
- 9 Moving On Event/Student Reviews for Young People
- 12 World Maths Day
- 20 International Day of Happiness

APRIL 2022

- 1 – 30 Stress Awareness Month
- 2 World Autism Day
- 8 End of Spring Term
- 25 Start of Summer Term

MAY 2022

- 30 – 31 Half Term
- 2 – 8 Deaf Awareness Week
- 3 World Asthma Day
- 7 World Fair Trade Day
- 17 International Day Against Homophobia / Transphobia / Biphobia

JUNE 2022

- 1 – 3 Half Term
- 1 – 7 National Volunteers Week
- 5 World Environment Day
- 14 World Blood Donor Day
- 20 World Refugee Day
- 20 – 27 Deafblind Awareness Week

JULY 2022

- 8 End of Summer Term



Greenbank College
Greenbank Lane,
Liverpool L17 1AG

Tel: 0151 733 7255

Email: greenbankiag@greenbank.org.uk

Web: www.greenbankcollege.org.uk



Greenbank College is part of Greenbank. Registered Charity 513814. www.greenbank.org.uk

Adult course
provision delivered
in partnership with



The City
of Liverpool
College

Accreditations

