

ADULT LEARNER

HANDBOOK

2024-25

TAMWORTH & TORC | LICHFIELD | CANNOCK | RODBASTON



Welcome!

FROM CHIEF EXECUTIVE PRINCIPAL CLAIRE BOLIVER



On behalf of all of the staff at South Staffordshire College, I'd like to wish you a very warm welcome. We're delighted that you have chosen to study with us and very much look forward to supporting you as you work towards achieving your goals.

At South Staffordshire College, our learners are at the heart of all we do. We deliver a safe, supportive and inspiring learning environment and within this handbook, you'll find the details of our support services. From financial support and careers advice to learning support and mentoring, our expert staff are here to help you, every step of the way.

We're committed to providing you with an outstanding learning experience that equips you with the skills and qualifications for a fulfilling future, whatever your destination. In return, we ask that you support our values and principles, by respecting and caring for others, behaving responsibly and seizing the opportunities available to you. Most of all, we encourage you to make the most of your time with us by enjoying yourself, meeting new people and working hard to reach your full potential. We wish you every success with your studies and look forward to sharing in your achievements.

A handwritten signature in black ink, appearing to read 'Claire Boliver'.

Our colleges

Rodbaston College	Penkridge, Staffs, ST19 5PH Tel: 0300 456 2424
Lichfield College	The Friary, Lichfield, Staffs, WS13 6QG Tel: 0300 456 2424
Tamworth College	Croft Street, Tamworth, Staffs, B79 8AE Tel: 0300 456 2424
TORC College	Silver Link Road, Glascote Heath, Tamworth, Staffordshire, B77 2HJ Tel: 0300 456 2424
Cannock College	The Green, Cannock, WS11 1UE Tel: 0300 456 2424



Financial help and support

We recognise money matters, and the good news is you may be eligible for an Advanced Learning Loan if you are aged 19+ to pay your tuition fees. Getting a loan doesn't depend on your household income and there's no credit check.

You'll only start making repayments when your income is over £480 a week, £2,083 a month or £25,000 a year. If your income falls below these thresholds, repayments will stop and only restart when your income is over these thresholds.

Once you earn over this amount you pay back 9% of the earnings you receive above this figure. Please pop into your Learner Services Hub, to discuss and confirm your eligibility or alternatively email **advancedlearnerloans@southstaffs.ac.uk**

Please note course fees are charged as per funding rules at the time of enrolment. These funding rules are revised each academic year and are paid yearly on full time courses and per course on part time community courses.

To find out more call: 0300 456 2424 or visit: www.southstaffs.ac.uk/student-finance



Attendance and punctuality

To allow you to gain the most from your course you are expected to attend 100% of the time and arrive at your session at least 5 minutes prior to the start time. It is your responsibility to inform your tutor/college if you are going to be absent or delayed.



Prevent

As a college, we have a legal duty to promote the Government's Prevent Agenda to prevent radicalisation, extremism and terrorism.

We wholeheartedly support this agenda and work closely with the West Midlands FE Prevent Co-ordinator to best equip the college to implement the Prevent Agenda. We positively promote British Values which include democracy, the rule of law, individual liberty and tolerance as well as respect for those of different beliefs or religions.

Meet the careers team

The careers team are here to support you with all elements of your future careers planning.

This can include

- Advice on the variety of professions and how to achieve your goals.
- Not sure of where your skills and experiences can take you? Let us support you to find out.
- Support on all elements of higher education and applying to university.
- Job search advice, modern recruitment techniques, applying for roles, CV and job application advice, Interview skills and much more.
- Apprenticeship opportunities including higher level and degree apprenticeships, they aren't just for 16-year-olds!
- Self-employment and setting up your own business.

We have links with many external organisations who can provide you with the specialist information that you need to make those next steps a reality.

Please visit our careers page by following the link here: southstaffs.ac.uk/careers which will give you further information about our careers programme and also has a number of useful links for adult learners under the “Useful resources for adults” tab.

A copy of our careers strategy outlines our programme and can be found online here: [careers strategy.pdf](#)

The team have several years advice and guidance experience and offer appointments at a time to suit you; these can be face to face at your local campus or virtually.



Jo Simms
Careers Coordinator



Amanda Hannah
Careers Advisor

To book an appointment please email careerguidance@southstaffs.ac.uk
or ask your tutor
or scan the QR code below
and we will contact you to arrange a convenient appointment time.



Careers Microsoft Team

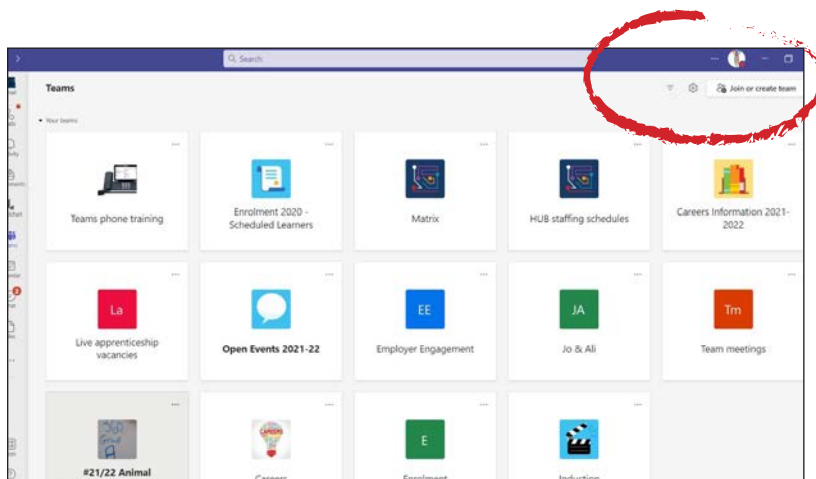
To keep you up to date with the most relevant careers news we have set up a Careers Microsoft Team. We are made aware of opportunities throughout the year and want to be able to pass these details over to you.

The Team has information on a number of areas including:

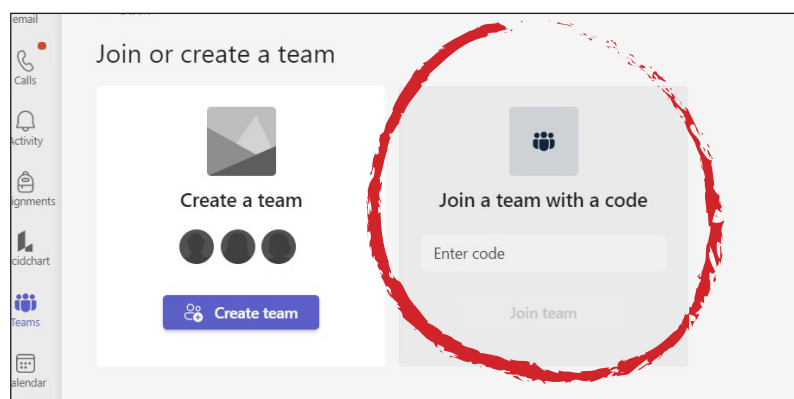
- Open events and opportunities related to your course of study
- Job opportunities
- Information on applying for jobs including CVs and covering letters
- Information on applying for university and the UCAS process
- Work experience and volunteering opportunities
- Advice on next steps once you have completed your course
- Apprenticeships
- We have a channel for any information which may be relevant specifically for our adult learners.

Details of how to join the Careers Team are provided below. We are updating information on the channels throughout the year so make sure you check regularly to see any opportunities that might be of interest.

1. Click on Microsoft Teams in Office 365
2. Click 'join or create team' button in the top right hand side of the screen.

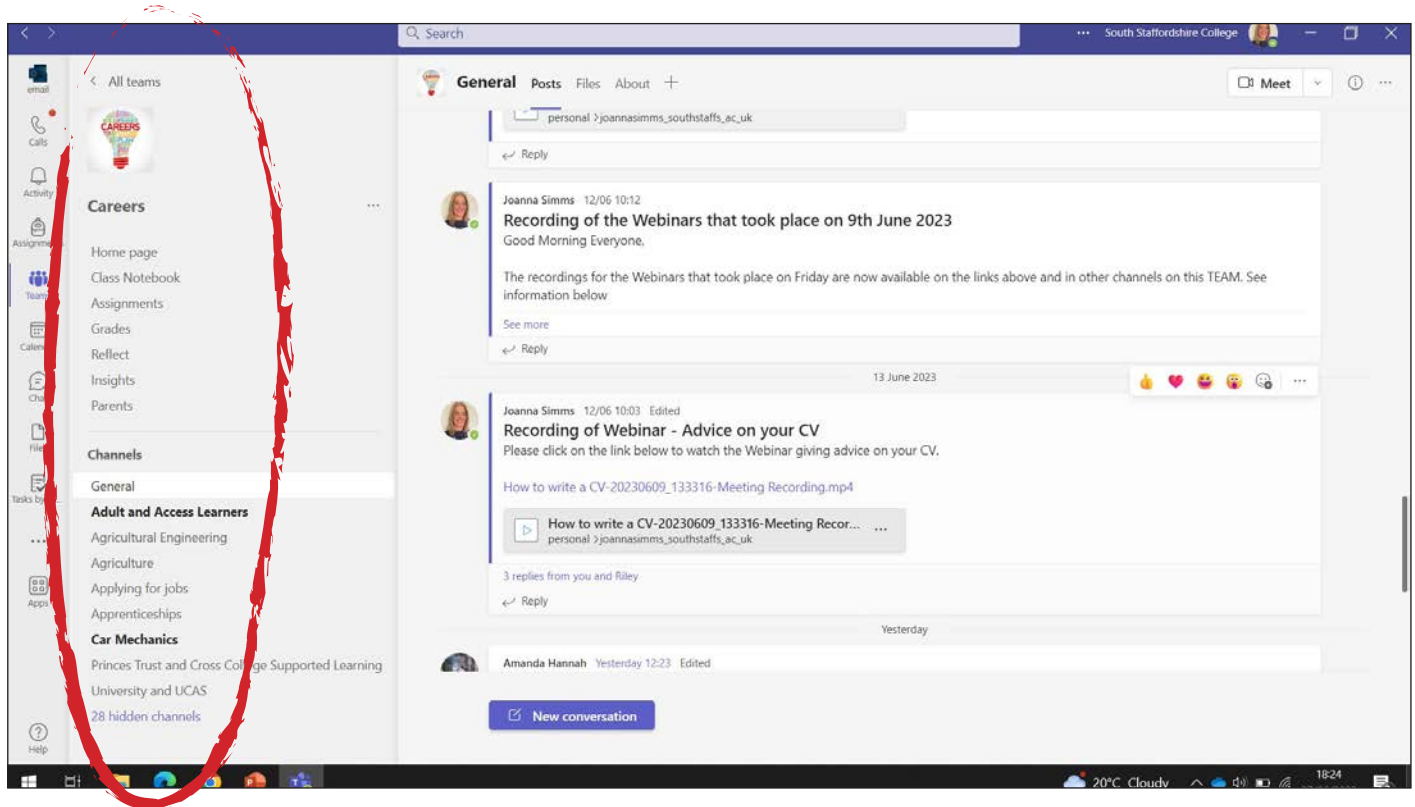


3. Click into the box, 'join a team with a code' and enter code **ttwk8i0**



4. Click 'join team box' and you will become a member of the Careers Team

You will see that there is subject specific information in the channels along the left-hand side as well as general information for all learners on areas such as applying for work, CV writing etc.



Applying to University

Are you considering applying to university for a place in September 2025? We understand that the process can seem daunting but there is support with every step of the journey from your teaching staff and the career team.

The PowerPoint linked below gives you all the information that you need to know about making those first steps in applying. Where to look to research options, open event information and how to set up your UCAS account.

Considering University in 2025.pptx

There are a number of workshops, trips and activities arranged throughout the year to help make securing a place at Higher Education easier. Workshops take place in subjects such as:

- Why choose HE?
- How to complete the UCAS application form
- Personal Statement writing
- Student finance
- The clearing process
- How to prepare for the start of your HE journey
- Study skills at HE level

Remember to check out the Careers Team channel 'UCAS and University' on Microsoft Teams for updates on events, deadlines and support that is open to you.

Apprenticeship Information

As an adult you may think applying for an apprenticeship is not a viable option, but there are plenty of opportunities available.

Apprenticeships are not just for school leavers and young people; there is no upper age limit and if you're over 16, living in England and not in full-time education, then you're eligible to become an apprentice. Adult apprenticeships help to improve the quality and range of opportunities available to you within your career, and you will always benefit from continuing to learn throughout your career journey.

Apprenticeships are real jobs with a paid salary and last for a minimum of 12 months, dependent on the level of course and how they are delivered. They are a great way to learn in a practical way, gaining hands on experience as well as achieving formal qualification.

- Apprenticeships range from level 2 to 7
- Level 2 Intermediate (5 good GCSE passes)
- Level 3 Advanced (2 A level passes)
- Level 4 and above are Higher (a work-based programme which may include foundation degrees, honours degrees, HNCs or HNDs)
- Level 6/7 Degree (Combine study and work to achieve a bachelors /masters degree)

If you're aged 19 or above, you may be eligible for additional funding or benefits including universal credit to help with payment. Job Centre Plus can support with this along with Student Finance England.

Employer Engagement Activities

Engaging with both local and national employers is an essential part of our careers programme.

Allowing learners to engage with employers through visits, work experience, talks and workshops is an important part in understanding the skills and attributes that employers are looking for. These experiences allow you to hone your skills to be successful in securing employment or higher education places.

We undertake events throughout the year including those in National Career Week, which are a great opportunity to hear from a range of organisations which may help you enhance your future career prospects.

Learning help and support

We recognise that many of our learners require some additional help and support to enable them to succeed, so at each college we have a Learning Support Zone and a Learning Resource Centre (LRC).

Staff in the Learning Support Zones are on hand to help you with your learning and are located in or next to the Learning Resource Centres (LRCs) at each college. You may use the LRC to undertake independent study or use reference study books. Staff will be happy to guide and support you to make the most of the resources available there. Please just ask.

Learning support contacts

Rodbaston College	Angela Pick - 07584 237764 rodbastonlearningsupport@southstaffs.ac.uk
Lichfield College	Wendy Swindell - 07584 237768 lichfieldlearningsupport@southstaffs.ac.uk
Tamworth & Torc College	Tina Oliver - 07791 116903 tamworthlearningsupport@southstaffs.ac.uk
Cannock College	Wendy Swindell - 07584 237768 cannocklearningsupport@southstaffs.ac.uk

Equipment for learning

Preparation is the key to achieving so much within our college and you will have been spoken to at induction if there is any equipment that is specifically required for your course. We can of course support you here in terms of where to purchase it from and any financial support where applicable. For the written aspects of your course, we would expect you to arrive with basic stationery such as a pen, pencil and ruler so that you are fully equipped for all aspects of your learning. A prepared learner will be a successful one!

Monitoring your progress

The college uses the ProPortal system to help us develop an effective plan for your learning as it is really important that you make progress throughout your study programme.

On the system you will be able to see the college notice board, your attendance and punctuality levels, progress towards your qualifications, your projected grade, upcoming assignment deadlines, meetings with tutors and your individual targets. Your course tutor will show you how to access the ProPortal system and during your induction you will be asked to complete your Career Learning Plan (CLP) on the system.

ProPortal is available at:

<https://proportal.southstaffs.ac.uk/proportal/>

To log in you need to input in the following:

Username:

First initial of your surname followed by your learner ID
e.g. Jo Smith 123456 = S123456.

Password:

Your date of birth in DDMMYY

You should save the link to ProPortal on your smartphone or tablet using the free wifi at the College.



Personal help & support

We want all of our learners to pass their course and be happy at college but we recognise that life doesn't always go to plan.

Mentoring is a one-to-one service offering support and advice to help you overcome problems or concerns.

The mentors at each college are:

Rodbaston College	Dan Smith - 07972 311 348 mentoring.rodbaston@southstaffs.ac.uk
Lichfield College	Annette Round - 07792 308 814 mentoring.lichfield@southstaffs.ac.uk
Tamworth College	Nicola Wileman, (Tamworth & Torc) - 07969 279 318 Jason Oliver (Tamworth) - 07592 229 877 mentoring.tamworth@southstaffs.ac.uk mentoring.torc@southstaffs.ac.uk
Cannock College	mentoring.cannock@southstaffs.ac.uk

Skills & Development Coach: Your guide to success!

A Skills & Development Coach works closely with your tutors and support teams to ensure you stay on track, attend classes, and achieve your goals. Whether you need one-on-one support, help with setting and reviewing targets, or just someone to motivate you, your coach is there every step of the way.

They're not just about academics; they also focus on your personal development and well-being. From promoting important themes to organising events and enrichment programs, they make sure your time at college is both productive and enjoyable. With their excellent communication skills and passion for helping young people, your coach is committed to making a real difference in your educational journey.

The skills and development coaches at each college are:

Rodbaston College	Natalie Loverock - natalie.loverock@southstaffs.ac.uk Lucy Rainsbury - lucy.rainsbury@southstaffs.ac.uk
Lichfield College	Lisa Smith - lisa.smith2@southstaffs.ac.uk
Tamworth College	Felicity Jobe - felicity.jobe@southstaffs.ac.uk Amanda Ladkin - amanda.ladkin@southstaffs.ac.uk Alex O'Neill - alexandra.o'neill@southstaffs.ac.uk Niki McGrath - niki.mcgrath@southstaffs.ac.uk
Cannock College	Alison Malcolm - alison.malcolm@southstaffs.ac.uk Jess Wilkins - jess.wilkins@southstaffs.ac.uk

Safeguarding

South Staffordshire College has a duty to help protect children under 18 and vulnerable adults up to 25 from abuse. This includes apprentices in the workplace.

There are four main types of abuse: physical, emotional, sexual and neglect. If we suspect or have had disclosed to us that a child may be subjected to abuse, or has been subject to abuse, then we have a duty to report it to the Local Authority's child protection team, which in Staffordshire is called First Response.

DEFINITIONS OF ABUSE

There is no legal definition of abuse, but significant harm can occur to a child under 18, or serious harm to a vulnerable adult under 25 when they experience extreme, persistent, harmful behaviour of a physical, emotional or sexual kind, or are neglected. Abuse could potentially occur anywhere – in the home, in the street, at work etc. Abuse is wrong both morally and legally. Examples of abuse include:

Physical Abuse

Being hit, kicked, scolded, burned, punched or left in a physically dangerous situation. Physical abuse also includes Female Genital Mutilation (FGM), which is illegal in the UK, and Fabricated or Induced Illness (FII). Physical abuse may occur in domestic violence situations.

Emotional Abuse

Being constantly shouted at or undermined, being ridiculed or not shown love and affection, being treated notably less favourably than others, having one's self-esteem and confidence attacked. Please note that to witness domestic violence always constitutes emotional abuse.

Sexual Abuse

Being touched inappropriately in any way, either over the clothes or under, or being exposed to sexually inappropriate imagery via media including the internet, DVDs, photos, magazines and newspapers. Grooming a child under the age of sixteen to have sex is an offence. If the intention of buying gifts or offering favours to a child is to have a sexually inappropriate interaction with them, this is grooming and it is illegal.

Neglect

Not having one's basic needs met for housing, food, water, warmth, appropriate clothing for the weather, plus love, care and affection.

What to do if you have a concern...

If you have a concern for yourself or are concerned for anyone else that they have experienced or may experience abuse, then please do contact one of the college's safeguarding team members. No matter how small or trivial it may seem, we want to hear from you. You can contact any of the team, or you may prefer to contact someone who is based at a college closer to you; whichever you prefer. We are here to help.

Our safeguarding support team can be reached via email at:

safeguarding@southstaffs.ac.uk

or you can contact the team using the details overleaf.

Allegations against a staff member

If you suspect that a staff member either at the college or in the workplace has abused or may abuse a child under 18 or a vulnerable adult under 25, then you must immediately contact the college's Designated Safeguarding Lead, Kim Vaughan on **07741 165 217** or via email **kim.vaughan@southstaffs.ac.uk**

Designated Safeguarding Lead

Kim Vaughan - Assistant Principal - Learner Services - **07741 165 217**

kim.vaughan@southstaffs.ac.uk

Deputy Safeguarding/Child Protection Officers

Rodbaston College	Nicki Truman, Safeguarding Officer - 07545 208 084 Dan Smith, Mentor - 07972 311 348
Lichfield College	Annette Round, Mentor - 07792 308 814 Ali Hanson, Learner Services Manager - 07966 063 149
Tamworth College	Nicola Wileman, Mentor (Tamworth and Torc) - 07969 279 318 Jason Oliver, Mentor (Tamworth) - 07592 229 877
Cannock College	mentoring.cannock@southstaffs.ac.uk
Futures Learners only:	Carmen Davies, Torc Futures carmen.davis@southstaffs.ac.uk 01827 304320 Georgena D'Onofrio Rodbaston Futures georgena.donofrio@southstaffs.ac.uk 01785 710575
14-16 School Link only:	Karen Burley - karen.burley@southstaffs.ac.uk

Course tutor

You will be assigned a course tutor right from the very start of your study programme. Your course tutor will help you to settle into college and will support you throughout your time here with us.

During your induction to college your course tutor will work with you to agree your performance targets with you. The targets will be based on what you hope to achieve personally, both at college and in your career. You and your course tutor will work together to monitor your performance throughout your course.

Term dates

College term dates are listed below and available on ProPortal. Holidays must not be booked during term-time or during examination periods. We know from experience that good attendance is a strong predictor of overall achievement. The more you attend and learn, the better you will do on your course.

Half Term

28th October 2024 - 1st November 2024

Return to College - 4th November 2024

Christmas Holiday

20th December 2024 - 4th January 2025

Return to College - 6th January 2025

Half Term

17th February 2025 - 21st February 2025

Return to College - 24th February 2025

Easter Holiday

14th April 2025 - 25th April 2025

Return to College - 28th April 2025

Half Term

27th May 2025 - 30th May 2025

Return to College - 2nd June 2025

Any extraordinary requests for leave during term-time must be made to your course tutor. Any absence not approved will be marked as unauthorised.

Staff training days

College closed:

22nd September 2024

17th October 2024

29th January 2025

6th May 2025



Travel

As a college we are committed to promoting environmental sustainability so we encourage you to walk or bike to college if you can, or else travel by public or college transport services. We have bike sheds available at each college for you to store your bikes.

If you intend to travel to college by car, please note that our student car parking spaces are limited at most of our colleges. A “Pay & Display” car park operates at the Lichfield College. If you need help with meeting the costs of travelling to college, then pop into the Learner Services Hub or read the financial support information on our website.

Learner conduct

We believe that all students, staff and visitors to the college should be treated with respect at all times.

We value everyone as an individual and believe that this is best demonstrated by providing a calm, courteous, supportive learning and working environment. We seek to positively promote tolerance of others, equality or opportunity and diversity within our settings.

Bullying or harassment will not be tolerated and will result in disciplinary proceedings which may result in exclusion from college.



Mobile phones

For the benefit of everyone's concentration, mobile phones should be turned to silent in classrooms and LRCs - unless otherwise instructed. Please respect other people by refraining from using your phone to photograph or video them unless you have their express permission to do so.



Smoking

The smoking of cigarettes, cigars, pipes or electronic vapour devices, is not allowed in any college building, vehicle or contracted transport services. Smoking is only permitted in designated external areas. Failure to comply with this may result in disciplinary action.

Your contact details

If your name, address or telephone numbers change, please let us know as soon as you can so that we have the most up-to-date contact details for you.

We also need to know how to contact your next of kin in the event of an emergency.

To update us of any changes please call into any of our campus Learner Services HUBS or call us on **0300 456 2424**



Health and safety

Health and safety is everyone's responsibility. We work hard to maintain a safe and secure learning environment. All students should follow the college Health and Safety policies and procedures.

All staff, students and visitors to the college are required to wear their ID, either on a lanyard or as a clip-on ID. This helps to see quickly if there is anyone here who does not have authority to be on site. Please help us to keep a safe environment by always wearing your ID and reporting anyone not displaying ID to the Learner Services Hubs or a member of college staff.

If you arrive at college without your ID for any reason, you will need to get a temporary pass from the Learner Services Hub. If you forget on two or more occasions, you will need to buy a new ID badge costing £2. New lanyards cost £3 each.



Please:

- Report any hazards, accidents, incidents, or anything suspicious anywhere on or off site as a part of a college activity please let a member of staff know immediately. We appreciate your support in keeping everyone safe.
- Make sure that you are aware of the actions to take if you spot a fire.
- Be aware of emergency evacuations procedures and assembly points and requirement if evacuated, to only return to the building when instructed to do so.
- Keep escape routes clear from obstruction, do not sit on the floor in corridors or in stairwells and store bags and coats carefully when they are not being carried.
- Follow all Health and Safety instructions and procedures. During practical activities, use all tools and any personal protective equipment correctly as instructed.
- Observe speed limits and drive with care on college premises.

If you have any health and safety concerns, please contact:

Rob Collard Tel: 07879 522 471 E: rob.collard@southstaffs.ac.uk



A-Z of useful contacts

Absence Reporting

learner.absence@southstaffs.ac.uk

Colleges

Lichfield College - 0300 456 2424

Rodbaston College - 0300 456 2424

Tamworth College - 0300 456 2424

TORC - 0300 456 2424

Cannock College - 0300 456 2424

Careers Guidance

0300 456 2424 *enquiries@southstaffs.ac.uk*

Conduct

Ali Hanson, Learner Services Manager - 07966 063 149

English and Maths Support

Lichfield - *rachel.munroe@southstaffs.ac.uk*

Tamworth/Torc - *shirley.mcintyre@southstaffs.ac.uk*

Rodbaston/Cannock - *jen.maceachan@southstaffs.ac.uk*

Additional Learning & Exam Support

Lichfield College - *lichfieldlearningsupport@southstaffs.ac.uk*

Rodbaston College - *rodbastonlearningsupport@southstaffs.ac.uk*

Tamworth College - *tamworthlearningsupport@southstaffs.ac.uk*

Cannock College - *tamworthlearningsupport@southstaffs.ac.uk*

Financial Help and Support

0300 456 2424

Health and Safety

Apprentices - Rob Collard - 07879 522 471 - *rob.collard@southstaffs.ac.uk*

All Colleges - Rob Collard - 07879 522 471 - *rob.collard@southstaffs.ac.uk*

Work Placement

Hair/Beauty/Catering/Sport/Public Services/Travel & Tourism/Health & Social Care - Lisa Shepherd
lisa.shepherd@southstaffs.ac.uk

Engineering/Construction/Motor Vehicle - Anna Arcidiacono *anna.arcidiacono@southstaffs.ac.uk*

Creative & Digital - Sam Morris *sam.morris@southstaffs.ac.uk*

Animal Management/Vet Care - Lucy Watkins *lucy.watkins@southstaffs.ac.uk*

Landbased - Agriculture/Countryside/Equine/Horticulture - Tim Daly *tim.daly@southstaffs.ac.uk*

Mentors

Lichfield College

Annette Round - 07792 308 814 mentoring.lichfield@southstaffs.ac.uk

Tamworth/Torc College

Nicola Wileman (Tamworth & Torc) - 07969 279 318

Jason Oliver (Tamworth) - 07592 229 877

mentoring.tamworth@southstaffs.ac.uk

mentoring.torc@southstaffs.ac.uk

Rodbaston Campus

Dan Smith - 07972 311 348 mentoring.rodbaston@southstaffs.ac.uk

Cannock College

mentoring.cannock@southstaffs.ac.uk

Skills and Development Coaches

Lichfield College

Lisa Smith lisa.smith2@southstaffs.ac.uk

Tamworth/Torc College

Felicity Jobe felicity.jobe@southstaffs.ac.uk

Amanda Ladkin amanda.ladkin@southstaffs.ac.uk

Alex O'Neill alexandra.o'neill@southstaffs.ac.uk

Niki McGrath niki.mcgrath@southstaffs.ac.uk

Rodbaston Campus

Natalie Loverock natalie.loverock@southstaffs.ac.uk

Lucy Rainsbury lucy.rainsbury@southstaffs.ac.uk

Cannock College

Alison Malcolm alison.malcolm@southstaffs.ac.uk

Jess Wilkins jess.wilkins@southstaffs.ac.uk

Safeguarding

Designated Safeguarding Lead

Kim Vaughan - Tel: 07741 165 217 kim.vaughan@southstaffs.ac.uk

Deputy Safeguarding/Child Protection Officers

Lichfield College

Annette Round - 07792 308 814

Ali Hanson, Learner Services Manager - 07966 063 149

Rodbaston College

Dam Smith, Mentor - 07972 311 348

Nicki Truman, Safeguarding Officer - 07545 208 084

Tamworth College

Nicola Wileman, Mentor (Tamworth & Torc) - 07969 279 318

Jason Oliver, Mentor - 07592 229 877

Cannock College

mentoring.cannock@southstaffs.ac.uk

Futures Learners Only

Carmen Davies, Torc Futures - carmen.davis@southstaffs.ac.uk 01827 304320

Georgena D'Onofrio Rodbaston Futures - georgena.donofrio@southstaffs.ac.uk 01785 710575

14-16 School Link Only

Karen Burley - karen.burley@southstaffs.ac.uk



0300 456 2424

southstaffs.ac.uk

