

# STUDENT HANDBOOK



2019-2020



HERTFORD  
REGIONAL  
COLLEGE

# WELCOME FROM THE PRINCIPAL



## Dear student

Welcome to Hertford Regional College.

I am pleased that you have chosen to spend this next stage of your educational journey with us and, thanks to the excellent staff and outstanding facilities here at the College, you will be given every opportunity to achieve your educational goals during your time here and move on to your chosen destination whether that is employment, an apprenticeship, higher education or the next level of the course you are starting now.

We want all our students to be a success. We recognise that each and every one of you will have individual aims and aspirations for your future. Some of you will be able to make that journey for yourselves with minimal guidance, whereas others will need a good deal of help, but all of you have access to the full range of support services that the College can provide during your time with us.

Student representation is an important feature of life at Hertford Regional College and student views and feedback are sought in all areas of the College. Make sure that your voice is heard by participating fully in surveys and focus groups and by being involved in the Student Council.

Above all, I hope that each of you can enhance your future education and career prospects by developing the skills and attributes that employers and universities tell us that they would wish to see in prospective employees and students, alongside achieving your qualifications and getting to your chosen destination.

Enjoy your time at the College and I wish you every success.

**Tony Medhurst**  
**Chief Executive and Principal**

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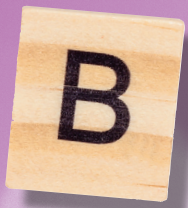


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# BRAVO

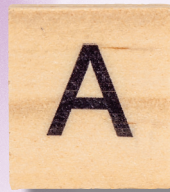
At HRC we have high expectations of both our staff and students and these expectations form the core of our BRAVO Campaign.



**Be safe**



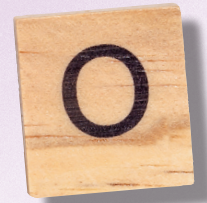
**Respectful**



**Always  
Polite**



**Visible ID**



**On Time**

You can expect a welcoming and safe environment where:

- There is zero tolerance of bullying and harassment
- You are shown how to keep yourself and others healthy and safe
- You know where to go for help with personal matters including welfare and finance
- You have the opportunity to appreciate the beliefs and cultures of others

A high quality learning experience including:

- Clear information about the College, your course and what you need to do to pass
- Inspirational teaching, with additional learning support if you need it
- Opportunities to review your progress and set personal targets with your tutor
- Clear, fair and prompt assessment of your work
- Access to a range of enrichment activities and a chance to make a positive contribution to College life
- Opportunities to comment on your course and time at College
- Information and guidance that helps you make informed choices about your future

You will be expected to create a welcoming and safe environment by:

- Respecting the rights and views of others
- Not using language or behaviour that could offend
- Wearing your ID card so it is visible
- Using College buildings and equipment safely and carefully
- Removing your hood in the building

Achieve your potential by:

- Being on time and prepared for all sessions on your timetable
- Meeting all deadlines and targets
- Completing course work and exams to the best of your ability without copying or cheating.
- Telling the College in advance of any sickness or lateness.
- Following all College policies and procedures

We're confident you'll be able to meet these expectations.

# COLLEGE FACILITIES

## Learning Centres

For opening times see Moodle or the notices at the entrance to the Learning Centres.

The Learning Centres at Broxbourne and Ware offer a wide range of services to help you learn independently, including: access to, and support with, computers, Wi-Fi, digital resources, books, eBooks and stationery. We also offer training sessions and support.

## Using the Learning Centre computers

Log into the Learning Centre computers with your normal HRC login and password. You are limited to two hours on a LC computer per day but this can be extended when the Centres are not busy. When your time is nearly up a warning will appear on your screen; you then need to go to the main desk and request more time. Make a note of the computer number you are working at.

## Printing

When you start as a new student you are given a set amount of free printing credits. If you run out of print credits, you can pay at the LC desk to have more credits added to your account. Colour printing and different sized paper printing is available but costs more than printing black & white on A4.

## Resources, Books, Newspapers and Magazines

We stock a limited collection of 'hard copy' resources you can take away on loan. However, if you join a Hertfordshire based library (which you are entitled to do as a student at HRC), you will have access to online resources such as eBooks, magazines and audio books. If you would like help or a demo of these resources, please ask at the Learning Centre desk.

## Software Support and Help

Got a problem in Word or PowerPoint? Wasting money on flash drives? Need to use the full MS Office at home? We're here to help you get things done. Come and talk to us or check out our site on Moodle. Training is also available for all hardware and software - just ask!

## Learning Centre Moodle site

The centre has its own Moodle site, accessed via the main Moodle page by clicking on 'learningcentres@hrc'. Once you've logged in you will be able to search online resources and books that are held in the centres by visiting Eclipse.

## Borrowing Resources

You can borrow up to eight items from the centres. To borrow items, take your books and resources to the main desks with your student ID card. The staff will then issue you the resource and remove the security attached to the resource. Please take note of the dates given to return items as you will be charged for any overdue items.

## Contact Details

### Via email

LC.brox@hrc.ac.uk

LC.ware@hrc.ac.uk

### Telephone

01992 411565 (Broxbourne)

01992 411979 (Ware)



## Moodle - the VLE

<http://vle.hrc.ac.uk>

Moodle is the Internet homepage on all student computers at College. It's a VLE (Virtual Learning Environment) and one stop-shop for information and links to the things that matter, including:

- College news
- Information about the services and guidance available to you as a student at HRC
- Your Office 365 account (amazing!)
- ProPortal
- BKSB Skills Assessments
- Learning Centre resources
- Your Moodle 'course' pages

All full-time and most part-time courses have a dedicated web page in Moodle (called a 'course') which is managed by tutors. A typical Moodle course contains course information, lesson hand-outs, assignment briefs, useful web links and so on. You may also be expected to take part in quizzes, discussions or hand in your work online via Moodle. Your tutor will explain how you will be using Moodle as part of your course.

**Tip**  
**To access Moodle outside College, just Google 'HRC VLE'**

## ProPortal

ProPortal is a web site designed to help you keep track of your learning journey while you are at HRC. In your ProPortal site you'll find information unique to you, including:

- Your timetable and attendance
- Assessment schedules
- Grades for any work/ assessments that you complete
- A record of any one to one meetings you have with staff, including appraisals
- SMART Targets you have negotiated with your tutors

You will also use ProPortal to set and monitor your own personal targets, log any work experience you complete and more.

Access ProPortal via the link on Moodle.

## Office 365 - email, file storage, free programs/apps!

All HRC students have an account on Microsoft's Office 365 system, giving you access to email, cloud based file storage (unlimited!), access to the online versions of Excel, Word, PowerPoint, OneNote and even links to install the full MS Office suite onto your own PC or Mac for free! See the Office 365 link on Moodle for details: <http://vle.hrc.ac.uk>

## College Gym & Fitness Suite

Opening hours of the gym for students:

Monday, Tuesday and Friday  
7:30 - 9:00 , 15.30 - 17:00

Wednesday  
13:30-17:00

Thursday  
13:30-17:00

### Membership

Students who are timetabled in the gym as part of their main learning programme will not be required to pay a membership fee. Other HRC students will pay £20. Contact Paula Davies [pdavies@hrc.ac.uk](mailto:pdavies@hrc.ac.uk)

## Multi Faith Prayer Room

There are dedicated multi faith prayer rooms available at both the Ware and Broxbourne campus. These spaces are available to students who need a space for individual quiet contemplation or prayer. Please note the rooms are not to be used for group or led prayer, devotions or any form of sermon or preaching. To access the rooms please visit reception to collect a key.

## Inspires Hairdressing, Barbering and Beauty Therapy Salons

There are five hairdressing salons and six beauty salons at our Ware campus where a wide range of treatments are available including barbering for men. The salons are open Monday - Friday. Appointments are taken from 9am, evening appointments are available but with limited availability. Treatments start from as little as £5.50 for a blow dry and manicures from £6.50. Special offers are available throughout the year and advertised on the plasma screens and Moodle. Retail products are also available including Wella, Dermalogica, Dr. Belter, OPI and American Crew Male styling products.

To book an appointment, call Inspires Ware on 01992 411926 or email [inspiresbeauty@hrc.ac.uk](mailto:inspiresbeauty@hrc.ac.uk)

Follow us on Twitter @InspiresHRC and Facebook HRC Inspires

## Parking

Student car parking is available at the Broxbourne campus and at Little Acres Car Park in Ware, in order to access the car parks students must apply for a parking permit. Requests for car parking passes can be made through the Student Services section of Moodle, passes will be available from reception within 3 days of receipt of the request. Please be aware that car parking passes will be issued on a first come first served basis.

Vehicles are left in car parks at the owner's risk. Under no circumstances must students tail gate through the barriers or give their parking pass to another student to enable them to access the car park. Park carefully in the designated parking areas, obey traffic signs and speed limits and do not block in other cars, buildings or exits. Our car park is monitored by CCTV. Kill your speed; the College operates a 5MPH speed limit. Do not ride bikes, scooters or motor bikes on pavements or around the campus. Where possible, use public transport or cycle. There are cycle parking facilities at both campuses. Failure to follow the campus rules will result in you losing your right to park in the campus car park and may result in disciplinary action being taken against you.

## Where to Eat

### Broxbourne

#### Restaurant

Monday - Friday 08:15 - 14:00

### Ware

#### Restaurant

Monday - Friday 08:15 - 13:45

### Broxbourne

#### I Love Coffee Bar

Monday - Thursday  
08:15 - 20:00

Friday

08:15 - 14:00

### Ware

#### The Coffee Shop

Monday - Thursday  
08:15 - 16:00

Friday

08:15 - 14:00

## The Atrium Restaurant

Opening hours:

#### Tuesday

09:30 - 12:30 for Brunch

#### Wednesday

11:45 - 13:15 last orders

**Thursday** 11:45 - 13:15 last orders & 18:45 - 20:00 last orders for evenings

**Friday** 11:45 - 13:45 for the World buffet

50% student discount on Fridays. Book your table now or come along to see us.

01992 411922 [atrium@hrc.ac.uk](mailto:atrium@hrc.ac.uk)

# STUDENT SUPPORT



## Safeguarding

We are committed to safeguarding all staff, students and visitors. There is a legal duty for staff to report any suspicions or disclosures of abuse for under 18 year olds and vulnerable adults to the Designated Senior Persons for Safeguarding in the College. Staff cannot guarantee confidentiality for disclosures of this nature. A safeguarding guide for students with more detail is available on Moodle. If you have any safeguarding concerns talk to any member of staff or contact: [safeguardingteam@hrc.ac.uk](mailto:safeguardingteam@hrc.ac.uk) or call into the Welfare office to talk to an advisor. You can also report safeguarding concerns via the safeguarding button on Moodle.

## Prevent

HRC supports the government's Prevent agenda and will challenge extremism and radicalisation. We uphold the British values of democracy, individual liberty, rule-of-law, tolerance and mutual respect.

## Welfare Service

Free, confidential and independent information, advice, guidance and support for all learners with issues such as homelessness, bullying, family concerns, problems at home and disciplinary concerns.

The Welfare Advisors are:

### Robin Spicer

Tel: 01992 411974  
E: [rspicer@hrc.ac.uk](mailto:rspicer@hrc.ac.uk)  
Mob: 07968 421711

### Dee Peters

Tel: 01992 411420  
E: [dpeters@hrc.ac.uk](mailto:dpeters@hrc.ac.uk)  
Mob: 07707 28658

## Sexual Health Advice Service

Our Student Liaison Officers at both campuses are trained to distribute condoms and carry out chlamydia screening to anyone who is registered with a C Card and requests the service. Our Student Liaison Officers can talk to you about registering and can signpost students to local sexual health clinics.

## Counselling

There is a free, confidential counselling service at HRC available for all learners during term time; where you may explore any aspects of your life freely and openly in a way that is rarely possible. Counsellors are non-judgemental and will listen with respect from your point of view.

You can make an appointment by emailing The Counselling Service or emailing, telephoning or texting the counsellors direct. A counsellor will then contact you to make arrangements.

Contact Details:

### The Counselling Service:

E: [counselling@hrc.ac.uk](mailto:counselling@hrc.ac.uk)



## Free Impartial Careers Advice

The fully qualified careers advisers are located in the Learning Centres at both campuses, where there is a comprehensive careers library. They offer one to one confidential careers appointments. In addition, they offer workshops on a range of career information to include CV writing. To book an appointment, call 01992 411400 or email [careers@hrc.ac.uk](mailto:careers@hrc.ac.uk)

## Learning Support

### Helping you reach your potential

Hertford Regional College welcomes learners with disabilities and/or learning difficulties and aims to provide the most appropriate support to meet your specific needs. There are a number of specialists available to provide support in all settings within the College, these include:

#### Profilers

Providing specialist advice and guidance and individual support for complex learning needs.

#### Learning Mentors

Learning mentors are available to provide additional one to one and small group support outside the classrooms. In addition, advice and guidance is given to vocational areas to ensure learners get the most out of their course.

#### Learning Support Workers

Learning Support Workers provide in class support where appropriate, to support learners to develop independence and get the most out of their course.

If you feel that you need extra support with your studies or you have a learning difficulty or disability, please speak to one of our Learning Support Team.

We can help with:

- Accessibility
- English and Maths
- Study Skills
- Organisation
- Planning assignments
- Evaluations
- Proof reading
- Equipment
- Exam access arrangements

For further information contact: 01992 411499 or [learningsupport@hrc.ac.uk](mailto:learningsupport@hrc.ac.uk)



## Financial Support

What help is available towards the costs of study?

Financial Support is available to those on a low household income who meet the funding criteria. Information on the 16-18 Bursary Fund, Free Meals, the 19+ Discretionary Learner Support Fund and the Advanced Learner Loan and Bursary is available from the Information Centres at both campuses. Our Financial Support team can help you with the cost of travel, kit/uniform, books, materials, meals and any course related fees subject to you meeting the set criteria and available funds. The funding is limited so learners are advised to apply as soon as they enrol on courses. For more information see the Information Advisors situated in the Information Centres at Broxbourne and Ware or contact [infoteam@hrc.ac.uk](mailto:infoteam@hrc.ac.uk)

## Free Breakfast

Student Services at HRC offers all students the opportunity to receive a free breakfast if they arrive at College between 8.15am and 8.45am.

## Enrichment

All departments will offer you enrichment opportunities. These might be trips or visits linked to your course, outside speakers, visits to the workplace or citizenship activities. Ask your tutor for details.

You will also have the opportunity to take an active part in cross College enrichment activities including sports, clubs and societies, volunteering, fundraising, enterprise, workshops, skills competitions, guest speakers and events to support your study programme. You will also have the chance to achieve the Duke of Edinburgh Award. These are organised by our Enrichment Team:

### Broxbourne Campus

Jo Dawson  
Tel: 01992 411514  
Mob: [jdawson@hrc.ac.uk](mailto:jdawson@hrc.ac.uk)

### Ware Campus

Jamie Townsend -  
Tel: 01992 411361  
Mob: [jtownsend@hrc.ac.uk](mailto:jtownsend@hrc.ac.uk)

## Student Recreation Activities

The Enrichment Team work with students to organise activities to make sure your time at college is even more enjoyable and interesting. If you have any activities you would like provided, please talk to one of the Enrichment Team.

We offer a mixture of activities throughout the year including clubs and societies, trips, visits, charity fun days, sports and social events. We also offer a comprehensive range of sporting activities to suit all tastes and interests, so why not get involved? We also have a project *Active Destination* encouraging greater exercise levels from those less active.

At Broxbourne the sports hall is available for all students every lunchtime from 12.15pm -2.00pm. There is also sports provision at Ware in the Drill Hall.



## Clubs and Societies

Getting actively involved in student clubs and societies offers you the opportunity to develop new skills and experience, make new friends and increase your enjoyment of College life. The Enrichment Team work with students to ensure that they have the opportunity to get actively involved in extracurricular activities and decision making within the College. During each year they will offer the opportunity for students to undertake various roles, including setting up clubs and societies and getting actively involved in volunteering, student enterprise and fundraising.

If you would like to set up a club or society or get actively involved speak to one of the Enrichment Team.

Why not sign up to Unidays? Visit [myunidays.com/eb/en-gb](https://myunidays.com/eb/en-gb) for free discounts.

## Learner Voice

### Student Representation System

Each course has the opportunity to vote for a student representative who will attend department meetings to put forward student views and ideas. The course representatives will be elected during the first few weeks of term. You will get more information about this during your group tutorial sessions.

### Student Council

The College Student Council consists of an elected representative from each curriculum area and provides an opportunity for students to share their experiences with Senior Managers. Your Tutor can give you more information about these opportunities or you can contact Jo Dawson, Student Liaison Officer at [jodawson@hrc.ac.uk](mailto:jodawson@hrc.ac.uk)

If you are elected to the student council you will be expected to attend all meetings at your campus.

## Student Governors

Student Governors are elected by the student body in June for the following academic year. They attend Governing Body meetings and provide an essential student view on what life is like at College.

# COLLEGE INFORMATION

## Acceptable Use of IT Policy

Used responsibly, technology is a powerful tool for living and learning. However, used irresponsibly it can cause big problems and land us or others in trouble. The Acceptable Use of IT Policy describes the rules at HRC which everyone must abide by. See the Policies & Guides section of Moodle for details.

## Anti-Bullying

We are committed to provide a caring, friendly and safe environment in which everyone can thrive and achieve. We have zero tolerance of bullying, and if you have any concerns: tell your tutor, welfare officer or any other member of staff, or report it using the Safeguarding/Report Bullying button on Moodle.

## Assessment Code of Conduct

### You can expect:

- Clear and accurate information about what you need to do to achieve your qualification, including high grades, where applicable
- An assessment schedule at the start of the programme, which clearly states assignment and assessment deadlines
- Accurate, fair and prompt assessment of your work, which meets awarding body requirements and criteria, where applicable
- Prompt and constructive feedback on your work
- Clear information on procedures to be followed for exam entries, re-takes, and referrals, and information on how to appeal
- Clear, written guidance on the extent to which collaboration in coursework is permissible
- Guidance on the format for formal acknowledgement of source material
- To be educated on what academic honesty is, and how to make sure your work is academically honest
- Accessible services and appropriate adjustments to be made, where required, to support any particular requirements you have to complete your assessments
- Access to the College appeals procedure if you feel a decision related to your coursework, or an assessment decision which affects your academic status or progress, is unfair or inconsistent with other information received (The Directorate Administrator can provide a full copy of the College appeals procedure if required)



## Attendance and Punctuality

### You will be expected to:

- Complete and submit assignments by agreed deadlines
- Attend all external assessments you have been registered for
- Avoid plagiarism - this means either directly copying from written or published material (including the internet) or paraphrasing someone else's work, without crediting or acknowledging the source
- Avoid collusion... for example, getting someone else to do the work for you and submitting it as your own; colluding with others to produce work and submitting it as your own; knowingly allowing another student to copy your work; providing your work to others in a format that makes it easy for someone else to copy e.g. printing it out or giving them an electronic copy
- not cheat... for example, copying other students' work (with or without their knowledge), submitting someone else's work as your own, fabricating results (for example experiments, research, interviews, observations)

We treat absence and lateness in the same way as employers do - seriously.

- Your target is 100% attendance.
- You should arrive on time for the start of every class.
- Registers will be marked at the start of each class and late arrivals will be recorded.
- If you are unable to attend through illness or any other reason you must contact your Department on each day of absence before 9am on the number you have been given.
- You are expected to arrange holidays, shopping trips, driving lessons, dental check ups, etc, outside of timetabled lesson times.
- If you have to be away from College, you must agree this with your personal tutor - we will expect documentary evidence of why (hospital appointment letters, etc).

## Complaints - what to do

We would like you to tell us if you are unhappy about something to do with the College, so that we can try to put things right. Please do not wait too long to tell us what is wrong. It can be difficult to deal with things that happened more than six weeks ago.

To be fair to everyone we have a Complaints Guidance. You can obtain a full copy of the Guidance from Reception, your Directorate Administrator or the Information Centre at either campus.

If you are unhappy about something to do with your course you can ask to speak to someone about it, for example:

- Your Personal Tutor
- Your Curriculum Manager
- Director of Curriculum

If you are still unhappy after speaking to somebody, or if you cannot speak to anyone about what is wrong, you may want to make a formal complaint. To do this you can ask the receptionist for a complaint form. Fill this in and hand it back to the receptionist who will pass it to the Quality Team Leader for investigation. Alternatively, you can email the Quality Team Leader at [quality@hrc.ac.uk](mailto:quality@hrc.ac.uk). The Quality Team Leader will be in touch about the progress and outcome of your complaint.



## Consideration for Others including Smoking Policy

Please consider our neighbours by driving and parking considerately, keeping noise to a minimum when arriving and leaving College and not littering.

### Smoking

Smoking and e-smoking are only allowed in the designated smoking areas at Broxbourne and Ware. This includes the car parks. If you would like to give up smoking, details of help, advice and support are available from the student services team.

### E-Safety

Over the last 10 years the Internet has continued to transform the way we live and learn. It's never been easier to share our thoughts, video clips and (whether we like it or not) personal data with the world. Whatever you're logging onto (PC, Mac, Smartphone) and whatever tools you're using (Moodle, Facebook, Instagram, Twitter) the trick is to stay vigilant and use these tools safely. See the Staying Safe Online page on Moodle for more information.

### Emergency and Fire Precautions

Instructions are displayed in every College room giving details of emergency and fire precautions, along with campus maps detailing where your fire assembly points are. It is your responsibility to check the procedure for the rooms you use so that you know what to do if there is a fire. Any person discovering a fire must:

- Raise the fire alarm by pressing the nearest 'break glass' point (housed in glass fronted panels, usually in corridors, press the red emergency button)
- Leave the building via the nearest fire exit and go to your nearest fire assembly point. All fire alarms will result in evacuation of the building. No one will be allowed into the building until after the 'all clear' is given

At your assembly point, the following personnel can be identified as such:

- Duty Principal (DP) - wearing an orange vest.
- Fire Marshals - wearing a yellow vest.
- First Aiders - wearing a green vest/arm band.

### Personal Evacuation Plans

Students with physical, sensory, learning difficulties or mobility issues will be asked to assist the College in completing a Personal emergency evacuation plan risk assessment. This will inform the College on how best the student can be evacuated from the buildings in the event of an emergency.

### Equality and Diversity

The College is committed to achieving equality of opportunity for all who study and work at the College and seeks to reflect the diversity of the community it serves.

- We take positive action to provide equality of access for all who work or study here.
- We operate zero tolerance of discrimination or harassment of any kind.
- We take positive action to remove barriers to achievement.

The College has events throughout the year to celebrate diversity, please ask your tutor for details.



## Examinations

Please inform your personal tutor at the beginning of your course if you require special arrangements for exams e.g. a reader, scribe or extra time as a reasonable adjustment. Ensure that the examinations office know of any change in your personal details (especially if you change addresses).

Complete and hand in any exam entry forms by the deadline (your personal tutor will help if required). You will need to be aware of the conditions for the examination board such as not having mobile phones on during the exam etc.

Exam Preparation and Revision Tips. Revision is essential if you are to be successful in exams. Revision tips:

- Plan when - create a schedule starting at least one month before the exams.
- Plan where - choose a comfortable, peaceful environment, away from other distractions.
- Plan how - revise in 30-45 minute blocks separated by breaks.
- Plan what - identify which exams or modules will need the most revision.
- Plan your rewards - identify something to reward yourself with, for all your hard work!

## Health and Safety

### Student Responsibilities

- Wear suitable clothing for the environment.
- Behave responsibly when on College premises and during College activities which take place elsewhere, looking after both yourself and others. Always follow BRAVO guidance.
- Co-operate with and follow any health and safety instructions received, including complying with fire drills and evacuations.
- Avoid creating hazards for others using the College, e.g. by not altering/ interfering with any equipment, installations, notices etc. This includes wedging open fire doors or blocking escape routes.
- Comply with all fire and security procedures, including wearing ID cards.
- Use protective clothing and equipment or anything provided for your health and safety correctly. Wear suitable clothing for the activity.
- Follow safe systems of work for all equipment, machinery tools and materials as given by your tutor. Report any defective equipment to your tutor or other member of staff.
- Promptly report any accidents, even if no injury occurs.
- Bring to the attention of your tutor or site staff any Health and Safety concerns you may have.
- Smoking should take place in designated areas only.



## ID Cards

All students and staff are required to wear a College ID card which is clearly visible at all times. The College operates a no ID no entry policy, if you lose or forget your ID you will need to pay £3 at reception for a replacement card.

Your ID card is also required for:

- Library membership
- Photocopy access
- Entry to exams



## Learning Performance Policy

Good attendance and punctuality, along with good behaviour in lessons and completing work on time, and to a reasonable standard, is fundamental to your achievement and success. This means you should attend every required class, be on time on every occasion and meet all assignment deadlines. If you are late or absent without good reason, or fail to complete work on time, College departments will take appropriate action with you or your parents/guardian or sponsor to bring about improvement. This may include, for example: providing you with advice, support, target setting and action planning to get you back on track. In the end, if the poor performance persists, you may be withdrawn from the course.

## Behaviour Management

If your standard of behaviour fails to meet our high standards you may be subject to a disciplinary, during which you will be given targets to improve. This may be an informal one to one, or a formal stage one or two disciplinary. If you do not achieve the targets set for improvement you may be excluded from the College. Details of all policies are on Moodle.

## Mobile Phones and Personal Audio Equipment

The use of mobile phones is not permitted unless instructed by the tutor for teaching purposes only – in extreme personal circumstances where a learner is expecting an urgent call, tutor must be informed beforehand and if agreed phone to be kept on silent and call answered outside the classroom so as not to disturb other learners.

Personal audio equipment should not be used within sessions.



# GENERAL INFORMATION



## Term Dates

### Autumn Term 2019

**Term Starts**

Mon 2 September

**Staff CPD Day**

Fri 25 October

College closed to students

**Half term**

Mon 28 – Fri 1 November

**Term ends**

Fri 20 December

**College Christmas Closure dates**

27, 30 and 31 December

### Spring Term 2020

**Term starts**

Mon 6 January

**Staff CPD Day**

Thurs 13 February

College closed to students

**All Staff Conference**

Fri 14 February

College closed to students

**Half term**

Mon 17 – Fri 21 February

**Term ends**

Thurs 3 April

Good Friday 10th April and  
Easter Monday 13th April

### Summer Term 2020

**Term starts**

Tues 20 April

**Bank holiday**

Mon 8 May

**Half term**

Mon 25 May – Fri 29 May

**Term ends**

Fri 26 June

**Staff CPD Days**

Mon 29 June – Weds 1 July

**New Student Day**

Thur 2 July

**Staff BBQ**

Fri 3 July



# TRANSPORT TO HRC

HRC is based across two campuses: Broxbourne and Ware. Both are accessible by a number of travel methods.

## Foot

If you are close enough to the college to walk, there are street-lit footways to both campuses that connect to the wider pedestrian paths within the town.

## Bike

Both of our campuses provide secure covered cycle parking spaces, which enable you to cycle to the college and keep your bike safe while you are here.

## Bus

There are a number of excellent bus services that can get you to both our Broxbourne and Ware campuses, with bus stops located just outside both.

## Car

Both campuses are just off the A10. For Broxbourne use postcode EN10 6AE, take the Turnford exit off the A10; just minutes from the M25 (junction 25). For Ware use postcode SG12 9JF, take the Ware (south) exit off the A10 and follow signs for Ware railway station – the college is directly opposite.

*Please refer to the map.*

## Train

Broxbourne campus is 1.8 miles from the nearest train station, with a bus which can take you from the train station to the campus. Ware campus is conveniently located across the road from the Ware station.

## Hertfordshire SaverCard

50% discount on bus travel for Hertfordshire residents aged 16-18 in full time education. Apply via Hertfordshire County Council.

## 16+ Zip oyster

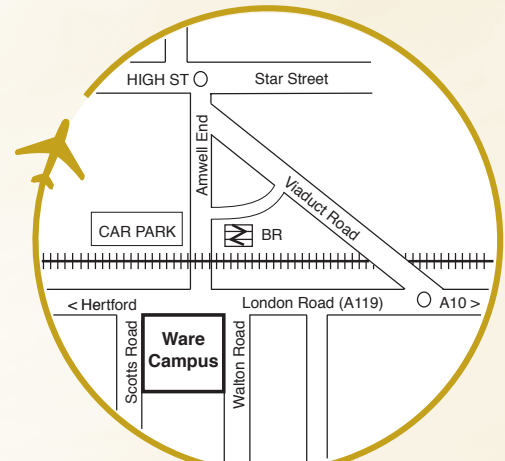
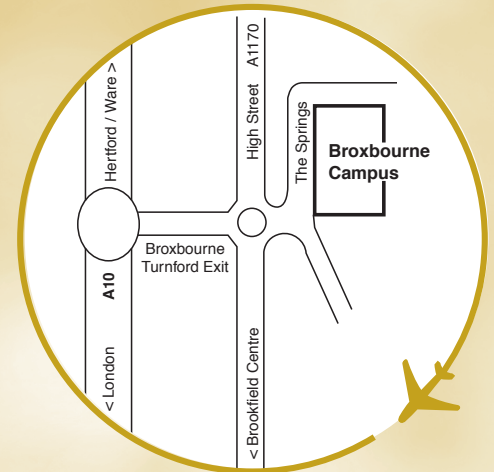
Free travel on buses and trams up to Waltham Cross with 16+ Zip Oyster.

## Arriva Bus Pass

Reduced costs on selected Arriva bus routes for Hertfordshire & Non-Hertfordshire residents is available to all 16-18 students and 19-21 students at a reduced cost for Autumn, Spring and Summer terms.

You can contact the Information Team if you need further help with travel arrangements on **01992 411411** or **info@hrc.ac.uk**

## Broxbourne Campus



## Ware Campus