



student handbook 2018-19

KendalCollege





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Welcome



Firstly, can I say congratulations on securing a place on your chosen course, and thank you for choosing Kendal College. I am delighted that you have chosen to study with us and for entrusting us with the next part of your educational journey.

I hope that you have already gained a sense of the rich and diverse nature of Kendal College life and that you are looking forward to starting your new adventure with us.

Kendal College has established itself as one of the country's leading colleges, with a reputation for excellence and an impressive record of achievement. As Principal, I take great pride in the fact that we offer innovative and engaging courses which are delivered in state-of-the-art learning facilities by our highly qualified professional team of staff.

It is important to the staff that you take away a very happy and lasting memory of your time at Kendal College, and we are very proud of the warm, caring and friendly atmosphere, and the many opportunities designed to push you towards your full potential.

I look forward to meeting you soon and formally welcoming you to Kendal College.

Kelvin Nash

Academic Calendar 2018-2019

Autumn Term 2018

Teaching Begins
Monday 3 September 2018
(New student induction)

Monday 10 September 2018
(HE, part time and second year full-time students)

Half term
Monday 22 October 2018 to Friday 26
October 2018

Teaching Ends
Friday 21 December 2018

Student Christmas Break
Monday 24 December 2018 to Friday 4
January 2019

Spring Term 2019

Teaching Begins
Monday 7 January 2019

Half term
Monday 18 February 2019 to Friday 22
February 2019

Teaching Ends
Friday 5 April 2019

Student Easter Break
Monday 8 April to Tuesday 23 April 2019

Summer Term 2019

Teaching Begins
Tuesday 23 April 2019

Half term
Monday 27 May 2019 to Friday 31 May 2019

Teaching Ends
Friday 21 June 2019

Kendal College: Our Mission

Creating bright futures through high aspirations for all.

To ensure you meet your highest aspirations we put excellence, employability and enterprise at the heart of the student experience through developing a culture of:

Excellence

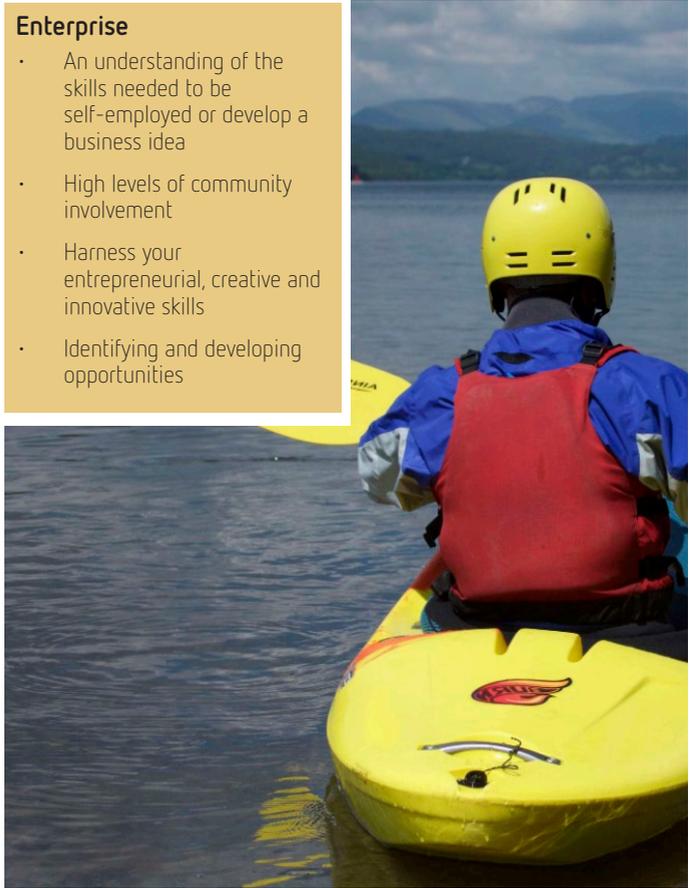
- Exciting student experience
- Staff and students who have high expectations
- A really personal experience that meets individual needs
- Clean, safe industry standard learning environments

Employability

- Taught by industry specialists
- Exemplary industry links with high quality learner work experience
- Courses designed and delivered to meet employer needs
- Qualifications and skills that enhance your earning and employment potential

Enterprise

- An understanding of the skills needed to be self-employed or develop a business idea
- High levels of community involvement
- Harness your entrepreneurial, creative and innovative skills
- Identifying and developing opportunities



Keeping you safe at College

College tutors and staff prioritise your safety and wellbeing while you are at college as well as making you aware of how you can protect yourself from bullying and harassment, including on-line bullying, terrorism and radicalisation and a whole range of other risks you may face both inside and outside college.

Bullying policy

The College has a comprehensive bullying policy that recognises the causes and impact of bullying and has set a zero tolerance of any type of bullying and harassment in college, including racist, homophobic, cyber, physical and emotional bullying. All incidents of bullying should be referred to your personal tutor or to Student Services who will ensure a speedy and sensitive response.

Safeguarding and Prevent

The college has an obligation to ensure you are safe and not at risk of harm.

If you are concerned about any aspect of your time at college and feel vulnerable from bullying or something that is affecting you such as violence at home, family split, forced marriage, FGM, gang activity, sexual exploitation or abuse, then you can talk to us and we will be able to signpost you to an appropriate support service or help you develop ways of coping.

We will also help you develop an understanding of the threats in the world over terrorism and radicalisation, in line with the government's Prevent Agenda, including an understanding of

British Values. We vet visiting speakers to ensure you are never put in front of those who seek to influence your opinion in a negative way, although we encourage debate on topical issues.

All our staff receive regular safeguarding training and are here to help you. If you have a concern, you should raise it with your personal tutor who in turn may well refer it to the College's Safeguarding team.

We also have a dedicated email address that you can use to report safeguarding concerns:

Student ID and Landyards

All students, staff & visitors are issued with ID to help us identify people who shouldn't be in College.

It is your responsibility to wear your ID when in College as you will be challenged if not. This is purely for your safety. If you forget your ID & Landyard, you need to obtain a temporary 1 day ID badge from the library desk in the Learning Centre at Main Site or reception at the Arts and Media Campus.

E-Safety

Keep your personal details to yourself including passwords and user names to prevent other people from accessing your information.

If you have to give an online screen name or nickname, never use your full name, and try not to use things that are easy to guess like a family name or a pet's

name. When you send a message from your mobile, your phone number automatically goes with it. So think carefully, especially before sending photos of yourself or friends.

Never arrange to meet an online friend, no matter how well you think you know them. If you're determined to meet them you should always tell somebody close to you and make sure they go with you. The same rule applies to friends you meet through other mobile technologies and social networking sites.

Personal communication through social media between staff and students is not permitted.

Don't open junk mail. If they have your email address some websites will send you lots of junk emails. Delete any emails from people or companies that you don't know. If you open an email to your College account that says unpleasant things, you must tell us straightaway - and don't reply to it.

Accepting text messages, or opening links/files on your mobile from people you don't know, can have implications such as costing you a lot of money, or even changing the settings on your phone.

Beware: People might not be who they say they are. Messageboards and chat rooms are fun, but they can also be dangerous because you don't know who you're talking to. Remember: 'Stranger Danger' - you should use the same rules when you're online.

Someone sending you a message on your mobile may not be who they say they are and could put you at risk of on-line grooming and cyber-bullying.

There is a risk that when using the internet or other online services and technologies, that you may be exposed to inappropriate content. This may be material that is pornographic, hateful or violent, encourages activities that are dangerous or illegal, or is just age-inappropriate or biased. One of the key benefits of the web is that it is open to all, but unfortunately, this also means that those with extreme political, racist or sexist views also have a free voice. Be cautious.

Social Networking Including Facebook Use

Personal communication on social networking sites between staff and students is not allowed. Similarly, the use of social networking sites by students when in College is not permitted with the exception of approved course or College pages. There is a genuine reason for not allowing access, linked to keeping learners safe in college. Please check with your tutor if you are uncertain about which sites are permitted.

Prevent

Prevent is the Governments' initiative to prevent radicalisation and stop people joining extremist groups and committing crimes. If you have any worries that someone is trying to recruit you or any your friends or family, or you are worried about the views

of someone you know, speak to your tutor or Student Services.

Plagiarism & Copyright

Plagiarism and copyright are key issues, particularly in relation to copying assignment work and downloading music or games, as popularised by many file-sharing services. These activities can have serious moral, legal and financial consequence.

Equal Opportunities

Kendal College is committed to treating all students equally regardless of gender, marital status, race or colour, nationality, ethnic or national origin, age, disability, sexual orientation, political or religious beliefs, and unrelated criminal convictions, or other specific factors which could result in discrimination.

The College has an Equality policy to help us achieve equality for all, recognising the key protected characteristics identified in the Equality Act 2010. Equality and Diversity will be an important part of your own training and we expect you to do all you can to support our culture of access to learning.

Support for Faith

Please talk to a Student Adviser if you have specific faith needs such as a prayer facility and we will make available suitable accommodation.

Support for Transgender Students

Through discussion with a Student Adviser, we will work with you to ensure you can

access appropriate facilities in the college. Please make an appointment to see a Student Adviser through Student Services who will draw up a plan with you.

Disciplinary Procedures

This process is designed to be supportive to students throughout the College and will be used for instances where there is cause for concern such as:

- Lack of work on course.
- Not studying in the Learning Centre or elsewhere as required.
- Absence from class without good reason.
- Repeated lateness.
- Smoking or drugs in College.
- Anti-social behaviour.
- Abusive behaviour including bullying and harassment.
- Health and safety issues.
- Using mobile phones during class.

Most cases requiring discipline will be dealt with by the tutor concerned on a verbal basis with an agreement being reached, identifying modifications and support. If informal processes fail then the stages of the disciplinary policy are used to agree the way forward.

If you are under 18 at the start of your course, details of any disciplinary action will be passed onto your parents or carers.

Smoking, Drug, Alcohol & Substance Misuse (including E-Cigarettes)

Kendal College only allows smoking in the designated area. Please respect the no-smoking

signs around the outside of the building and ensure that you only leave cigarette ends and other rubbish in the bins supplied. We also ask that you do not smoke at the external entrances to the College

Students may not use illegal drugs or 'legal highs' or misuse legal drugs and substances during any College directed activity. This also includes any time spent at College, on visits out of College, performances or events. Firm action will be taken if any student is found to be taking drugs or selling drugs to other students. In order to safeguard our students we will from time to time have a trained police dog and police team in the building who can detect where drugs are being, or have been, used or are being carried by students.

Students under the age of 18 are not allowed to consume alcohol on College premises or during a College directed activity including visits, performances or events.

If you are worried about any aspect of drug or alcohol misuse talk to your tutor or Student Services.

Complaints & Compliments

When things are not going well or when you feel something is especially good, then we want hear from you. Our complaints policy has been drawn up to ensure that anyone who is not satisfied with the quality of Kendal College will have their complaint dealt with speedily and effectively. All complaints are investigated and monitored by College Management. We also

find out what our students think of us from student questionnaires and surveys, all of which lead to improvements in the quality of the service we offer.

In the first instance, you should report your complaint to your tutor, class rep, or contact Student Services

College Governance

The College's Board of Governors has responsibility for the future direction of the College. It has a responsibility for the College finances, safeguarding its assets and the efficient use of its resources. A Governing Body is required to ensure that the College meets obligations that are part of its agreements with its funding bodies. The Governing Body is made up of members from the local business community including educational representatives, as well as staff and student representatives. You can become a Student Governor and support the governing body.

Day to day running of the College is managed by the Principal and Management Team. There is also a Student Council that meets throughout the year to enable student representatives from each full time course to contribute and inform decision making about how the college is run. Your tutor will explain how you can become involved in College decision



making through becoming a Student Representative.

More details can be found on the Student Voice page of the college website www.kendal.ac.uk

Health & Safety Statement

The College's statement is displayed in the reception areas at both campuses.

The College is committed to providing a safe learning environment for all its students. If you spot anything within the College that you believe could cause harm or injury to you or someone else please report this immediately to your course tutor or Student Services.

Kendal College, in accordance with the Health and Safety at Work Act 1974 Section 2 (3), recognises and accepts its responsibilities to provide a safe and healthy working environment for all its employees and students and to ensure that their activities do not adversely affect the Health and Safety of other people including contractors and visitors to the College's premises.

The College will take all steps, so far as is reasonably practicable, to meet this responsibility paying particular attention to the management and provision of:



- 1 Detailed risk assessments in accordance with all relevant statute law and College Policy.
- 2 Relevant information, training, instruction and supervision.
- 3 Record and investigate all incidents in compliance with the Reporting of Injuries, Disease, and Dangerous Occurrences Regulations (RIDDOR) and College policies and procedures.
- 4 Work in partnership with contractors to ensure safe working practices are adhered to.

It is the responsibility of all employees, students, contractors and visitors to act in an appropriate manner in preventing injury to themselves and others.

The College will encourage full consultation with employees and students on Environmental, Health and Safety matters and in monitoring and reviewing the effective implementation of its Environmental Health and Safety Policy.

The Health & Safety Committee will meet once per term to jointly consult on all relevant issues.

Fire Procedures

Should you become aware of fire, sound the alarm at the nearest fire alarm point located around College and, if safe, advise Student Services of the location of the fire. Please make yourself aware of the position of these fire alarm points. Close all windows and doors, turn off all equipment and follow the evacuation procedure.

Evacuation of the Building

On hearing the fire bell:

- Leave the building AT ONCE and go to the appropriate Assembly Point.
- Do not stop to collect personal belongings.
- Do not use the lift.
- BE QUIET, BE QUICK, BE ORDERLY.
- Do not re-enter the building until told officially it is safe to do so.

Detailed instructions are displayed in all rooms at the College. Please make yourself familiar with them.

Evacuation or Lockdown for a Serious Incident

Where the College advises that evacuation from the building is necessary, you must take advice from a member of staff as to which is the safest exit. Lockdown procedures may also be used where your safety is compromised by evacuation.

Important notices will be posted on College screens advising what you should do.

First Aid

If you or another student need first aid you should alert a member of staff or contact Reception who will arrange for assistance from a qualified first-aider.

Accident Reporting

If you have an accident or spot a potential hazard at College, please report to a member of staff. Accident report forms are available from Student Services and all accidents are monitored.

Security

The College will make every effort to safeguard the personal effects of its users. However, it cannot accept liability for personal belongings. You are advised not to bring valuable items into College. Keep personal belongings with you and be vigilant at all times.

The College has CCTV security installed.



Visitors to the College are required to sign in at Reception (at either campus) and will be issued with a visitor's badge.

Parking

There is limited parking at both College sites for students, staff and visitors. Spaces where you can park are clearly marked and areas where you cannot park are identified by yellow lines or hatching, to allow emergency vehicles to access the site. You may be liable to a fine if you park in non-designated places. Alternative parking can be found on the streets around College but you are asked to park sensibly and to respect the needs of local residents and access. There is no designated student parking at the Arts and Media Campus.

The College operates a pay and display parking system. However, parking is free for students who display a valid permit. Please see the Learning Centre staff (Milnthorpe Road campus) or Reception (Arts & Media campus) for a permit.

Parking for cars, motorcycles or bicycles is provided at the owner's risk. The speed limit on the College's main site is 10 mph and students are expected to drive sensibly. If you do not do this, you may lose your parking permit.

Assessing, reporting and recording

Exam entry arrangements

For full time students, entry for examinations is arranged by your tutor at the time of enrolment.

In some cases, resit fees may be payable.

Exam notice board

Details of dates, times and venues for all exams are displayed on the exams notice board at Main Site and also at the Arts and Media Campus. It is very important that you check both with your tutor and the notice board once you know you have been entered for an exam.

Exam support

If you need assistance in taking exams, it is very important that you discuss your needs with your tutor at the time of entry so that special arrangements can be made for you.

Certificates

Certificates will be posted to you once they have been received into College. Please note there can often be a delay of several months before certificates arrive. You will need to advise the College of any change of address.

Non Completion

Students who do not complete assessment within the terms of their Learner Agreement may be required to pay any additional assessment fees.

No show at exams

If you do not turn up for an exam you may be charged the exam fee for the exam you missed and/or any subsequent resits.

Student Ambassadors

The College recruits Student Ambassadors to support the promotion of the College through open evenings, guidance days, taster days and other school liaison events. Full training and support is provided and it's a

great way for students to meet others and enhance your CV. The role is a casual position and paid at the minimum wage. Speak to Student Services for more information.

Kendal College Hoodies

Following a request via Student Council, Students can purchase Kendal College hoodies and are available to order from Student Services.

Hoodies £25
Jackets £30



The hoodies are responsibly sourced and Fairtrade certified. All profits goes back to our Student Council to spend on student initiatives.

Student Discounts

Totum Discount Card

The college is affiliated to the NUS (National Union of Students) giving you a voice on student issues such as student money and access to education. The NUS also runs a student discount card, giving you access to some great discounts online and on the high street. The card can be purchased online at

www.totum.com

For more information on the Totum Card please ask Student Services.

Student Facilities

The Retreat

The Retreat Hairdressing Salon is open to the public Monday to Friday. Appointments are not always necessary and a complete range of hairdressing services are available.

The Retreat Beauty and Therapy salons offer a range of treatments including sports and rehabilitation massage, holistic, complementary therapies and beauty treatments.

To pick up a price list or make an appointments, please call in at the Hair and Beauty Reception at Main Site or telephone 01539 814619.

The College Restaurant

The College has a high quality restaurant, open to the public during term time for lunch and dinner and offering a range of different special menus for you to sample and enjoy. Telephone 01539 814700 to make a reservation.

The Castle Dairy Restaurant

The Castle Dairy Restaurant is a fine-dining restaurant, located on the Arts and Media Campus. It is staffed by Kendal College apprentices under the watchful eye of Head Chef Chris O'Callaghan To make a reservation call 01539 733946.

Student Dining Areas

The Student Café at Milnthorpe Road is open Monday to Wednesday from 8am to 7:30pm, Thursday from 8am to 3pm and Fridays 8am to 2:30pm, providing breakfast, lunch and early evening dinner as well as a well-stocked vending service. Menus include a variety of dishes to suit all needs including vegetarian options and there are special menus devised throughout the year to celebrate the foods from around the world. Students are asked to clear away their own plates etc and to use the recycling bins.

The Arts and Media Campus and Allen Building cafe is open

Monday to Friday, providing breakfast, lunch and snack service throughout the day.

Support for Students

What is support for students?

Support for students covers everything the College does to support you and your learning - the information, advice, guidance and support that you need to achieve your learning goals.

This includes

- Tutorial
- Learning Support
- Higher Education progression
- Work placements
- Financial Support including transport
- Careers Education and Guidance
- Learning Centres
- Enrichment
- Welfare support including health advice and housing

For most of what you need, go to Student Services. The Student Advisers work as a team and have specialist knowledge to provide you with information on a range of support processes including referral to other organisations.

If Student Services cannot help directly, they will explain where you need to go and who you need to see.

Your Study Programme

If you are a full-time student



under 19 at the beginning of your course then you will be taking a Study Programme. Your Programme will include your vocational course and/or A levels, work placement or preparation for University or employment, English and Maths and other elements such as e-learning. Your study programme is explained on your ProMonitor records and during induction and you are required to take part in all elements in order to successfully complete your programme.

English & Maths

If you do not hold a GCSE Maths and English at grade 4 or above you will continue to study the subjects as part of your learning programme.

This is an important part of your programme and you are expected to attend all the sessions and the examinations. Having the right English and Maths qualifications will help you in your future career.

Tutorial System

Personal tutors are at the heart of our support for students at Kendal College. Every student is allocated to a tutor group with a personal tutor, who will be one of the most important people in your life at college.

Your personal tutor will:

- Encourage you to succeed
- Support you to ensure that you meet or exceed your learning goals by setting challenging targets
- Agree your personal needs, and help you to plan and set targets reflecting these in your personalised learning plan



- Monitor your attendance, punctuality and achievement

You will have a group tutorial session of 1 hour each week. These sessions are compulsory. Your weekly tutorial will also cover topics designed to help you keep yourself health and safe as well as plan for your next step.

In addition, you will also have one-to-one sessions throughout the year to help you achieve and improve. You will get more out of these sessions if you prepare for them; thinking about your own progress and attendance and targets you would like to set.

Attendance

Regular attendance is an important work skill and to gain the most from your time at College you must attend all sessions punctually.

If you know you are going to be absent from College for an appointment e.g. dental/ doctors

students should notify your course tutor or Student Services.

For any unforeseen absences such as illness, you should telephone the College on 01539 814700 (preferably before 0900) who will inform your tutor.

If you are absent and have not notified the College then you may be contacted. If your attendance falls under the Colleges minimum requirement of 90%, your course tutor will discuss this with you and your could be subject to the College's disciplinary policy.

If you are aged under 19 then we may contact your parent, carer or employer to discuss your absence.

Learning Centres and The Hub

We have two learning centres at Milnthorpe Road and one at the Allen Building. The Learning Centre at Milnthorpe Road on the middle floor is your one-stop shop to access all the support and assistance you may require

with your studies. The Learning Facilitators who work here can support you with assignments, grammar and punctuation, research, IT skills, applying for jobs and other courses. Check out the workshops on offer which include: Maths, English, CV writing, UCAS statements, applying for jobs etc.

Learning Centre Services Times

Milnthorpe Road Site:

Monday & Tuesday
08.30 to 20.00

Wednesday 08.30 to 18.00

Thursday 08.30 to 17.00

Friday 08.30 to 16.00

Daytime opening during most holiday periods.

The Hub

A silent study area with access to higher level resources for independent work.

Computers

You are entitled to make full use of our computer network for research, preparation of assignments and communications. The Learning Centres are equipped with up-to-date hardware and software accessed via individual user accounts and passwords. You are required to adhere to the code of conduct in using the equipment and Internet facilities. You may also bring your own device to use in college.

Additional Learning Needs

If you have an additional learning need you will be able to access additional support from our experienced team. This may include:

- In-class support when required.
- Help with writing, spelling and reading at all levels.
- The use of enabling technologies, such as software to scan and read back text on a computer.
- Advice on planning and structuring essays and assignments and managing your time.
- Help with common maths difficulties.
- Wider study skills and revision.
- Developing confidence to study at a higher level.
- Adaptation of learning materials.

We may also be able to offer you:

- Help with access arrangements for exams
- Diagnosis of additional needs such as dyslexia
- One-to-one or small group support

Student Services

Opening Times

Term time

Monday to Wednesday
08.30 – 21.00
(term time)

Thursday 08.30-17.00
Friday 08.30 - 16.30

Outside term time

Monday to Thursday
08.30 - 17.00
Friday 08.30 - 16.30

At the main entrance to the Milnthorpe Road site, Reception is where all visitors are welcomed. This is the place to make general enquiries, locate lost items or to find out where to go.

Staff will be only too happy to help you. At the Allen, on the Arts & Media Campus, Reception is located at the top of the stairs. All visitors are required to sign in on arrival.

Student Services at Kendal College aims to provide an accessible and wide ranging service to meet the individual needs of our students. An advice and guidance service is



provided throughout the day. Staff can travel to outreach centres as required. The Student Services Team is based at Main Site Reception

Careers Guidance

The College has been awarded national accreditation through Matrix for information, advice and guidance services. College staff work closely with careers advisers from Inspira (the National Careers Service).

- The student advisers and guidance tutors provide impartial information, advice and guidance through individual interviews, group sessions and a range of activities within the tutorial programme.
- The College attends annual careers conventions and higher education days offering advice to prospective students.
- A careers education package is also led by personal tutors within the tutorial programme.
- We adapt our programmes to meet the demands of different groups of students and cover a range of issues including higher/further education, employment and training.
- Careers information in the Learning Centre, includes university prospectuses and employment information.
- The aims and objectives of this service are in line with national quality standards.
- A jobs notice board can be found at both sites, which is regularly updated.

All the above services can be accessed by calling into Student Services and talking to one of our

Student Advisers. Appointments for guidance can be made on request.

Work Placements

The College is committed to providing students with workplace experience. 35 hour work placements form part of most courses for 16-18 year olds. Your tutor will organise this with you. This is a really valuable part of your programme.

We have a very limited number of extended placements available, which will really enhance your CV and improve your employment opportunities. Please ask your tutor or Student Services for information.

The College offers opportunities for students to experience the world of work through visits and talks. Talk to you tutor for more information.

Progression to Higher Education Guidance and Applications

If you want to get higher qualifications we will support you to find the right course and complete your UCAS application. Students are given an overview of Higher Education, student finance and the application process.

Kendal College is a partner college of the University of Cumbria and University of Central Lancashire. We aim to ensure our learners have the opportunity to study university courses within their local community and as such will be pleased to advise you of the most suitable programmes on offer. We have an extensive list of courses offered by the College, including Foundation Degrees,

HNC's, HNO's, BA(Hons) Degrees, and Higher Apprenticeships.

Higher Education Students should contact the Student Services Team Leader for further advice on 01539 814748 or karen.shaw@kendal.ac.uk

Financial Support

The following government funds are available:

- Bursary Fund (For 16-18 year olds)
- Learner Support Fund (For 19+ students on Level 1 + 2 courses)
- 19+ Bursary Fund (For 19+ students who are receiving a 19+ Loan)
- Guaranteed Bursary

You may qualify for a guaranteed £1,200 Bursary if you are under 19, and are in one of the following groups:

- Receive Universal Credit
- Income Support in your own name
- Looked after (in care)
- A care leaver
- Disabled young person in receipt of both Employment Support Allowance and Disability Living Allowance (or Personal Independence Payments)

Criteria

Total household income must be less than £30,000. You must be in financial hardship and submit evidence such as wage slips, benefit awards, bank statements etc.

To be eligible for funding you need to satisfy the residency criteria and study on a publicly funded course. This support is unfortunately not available to HE students or those on waged apprenticeships. However, other support may be available.

Apply for Financial Support

Where can I get an application form from?

You can either download one from:

www.kendal.ac.uk/studentmoney

Or call us on 01539 814700 and we can either post or email you a copy. When you have completed the form, send it back to us at:

Student Services,
Kendal College,
Milnthorpe Road,
Kendal,
LA9 5AY

OR

Bring it into Student Services, we are open Mondays to Fridays, 8.30am-5pm (4.30pm Fridays). The turn-around time to process applications is about 2 weeks,

so the sooner you submit your application the better!

Transport

For detailed transport provision in your area, bus routes and costs visit:

www.kendal.ac.uk/transport or speak to Student Services.

Financial support may be available to support you with the costs of travelling to College.

Car Sharing

Are you 18 or over? Have you considered car sharing?

There are a number of websites that help you to link with others travelling in the same direction! It can save you money, and it's good for the environment too. You may have a car and would benefit from reducing your petrol costs, or you may not have a car and would benefit from a lift. There are usually no implications on motor insurance (as long as you don't make a profit) but read the FAQ sections on the websites below. Most provide a template letter to send to insurance companies to double check.

www.liftshare.com

www.gocarshare.com

www.nationalcarshare.co.uk

If you drive to college (depending on your financial circumstances) you may be eligible to apply to our Bursary and Learner Support Fund for a contribution towards petrol costs.

Cycling

Live locally? Have you considered cycling? You can save money, time and tick the exercise box – all in one go!

Depending on your financial circumstances you may be eligible to apply to our Bursary and Learner Support Fund for a contribution towards cycling costs. For more information on cycling see:

www.kdcs.org.uk
(Kendal specific)

www.sustrans.org.uk
(national with a section on Cumbria)

See Kendal's Go Easy website for great information on



getting around Kendal and the surrounding area:

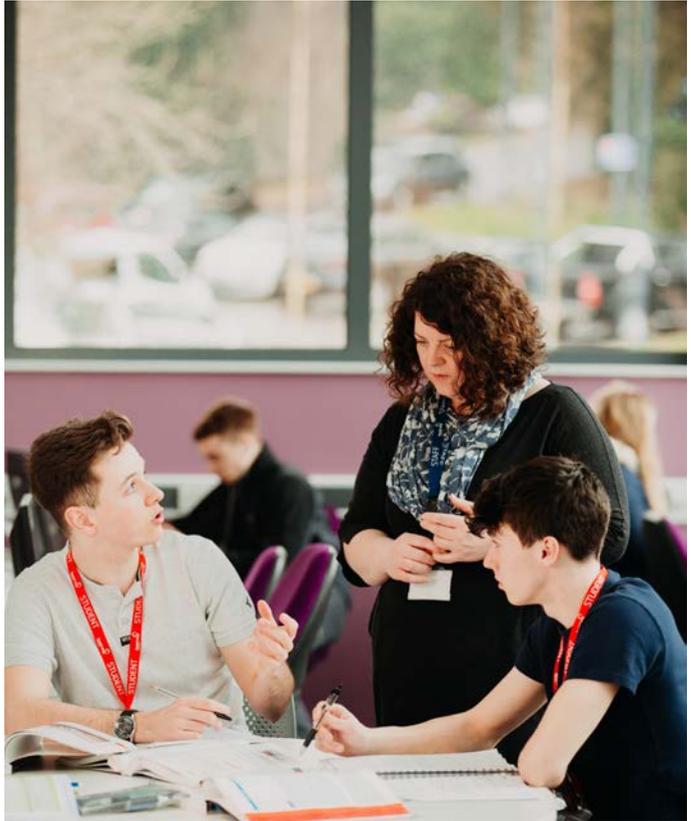
www.goeasy.org.uk

Childcare

If you need childcare or assistance with the cost of childcare for children up to the age of 15, funding support payment to nurseries, childminders or even an after-school club or babysitter. Please contact Student Services for advice and an application form.

Residential Support Programme

The Further Education Residential Support Programme is there to help you access education that is not available within reasonable daily travelling distance of your home. Please ask Student Services for more information.



Useful Contacts

At the College we are not just concerned about your progress on your course but also about your general wellbeing. Your course tutor will be able to provide advice on many subjects but there are other people you can also contact for information and advice.

Community

Assistive Technology Service	01539 742635
CADAS: advice and support on drug-related issues	01539 742615
Commission for Racial Equality & Human Rights	0845 6046610
Equality and Human Rights Commission	0808 800 0082
Inspira	
A one-stop shop for advice	01539 730045
Citizens Advice Bureau	01539 738772
Cruse Bereavement Care	0844 4779400
Council - South Lakeland District Council	01539 733333
Cumbria Adult Social Care & Children's Services	01539 713378
Job Centre Plus	0845 6043719
Kendal Leisure Centre	01539 729777
Lancashire Childrens Services	0300 1236720
Kendal Police	0845 3300247
Lesbian and Gay Foundation	0845 330 3030
National Drugs Helpline; FRANK	0800 77 66 00
NSPCC Child Protection Helpline	0808 800 5000
NHS Direct: a 24 hour confidential helpline	111
Samaritans: a 24 hour confidential service	08457 90 90 90
Saneline; help regarding mental health issues	0845 7678000
Sexwise: confidential help for under 18s	0800 28 29 30
South Cumbria Rape and Abuse Services	01229 820828
Train Times (National)	0871 244 1545
National Rail Enquiries	0845 748 4950
Travel line – Bus and Rail Information	0871 2002233
University of Central Lancashire	01772 201201
University of Cumbria	01228 616234
Westmorland General Hospital	01539 732288



Useful Websites

thepiggybank.org.uk (student money, housing, careers)

moneyadvice.service.org.uk (national website)

citizensadvice.org.uk (money, rights, benefits)

kooth.com (online support for young people)

xenzone.com/qwell (online support for adults)

startprofile.com (careers)

nationalcareersservices.direct.gov.uk (careers)

thesite.org (general)

do-it.org (volunteering)

cadas.co.uk (drugs & alcohol)

talktofrank.com (drugs & alcohol)

lgbt.foundation (lesbian, gay, bisexual, trans)

rucomingout.com (lesbian, gay, bisexual, trans)

mind.org.uk (mental health)

If you have any questions or would like some additional information, not included in this guide, please contact our Student Services team, at reception.



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