

SOUTHWARK
COLLEGE



Southwark College **STUDENT HANDBOOK**



WELCOME



A Message from the Principal

I am delighted to welcome you to Southwark College.

Whether you are joining us from school, returning to education or developing your skills for your next career step, we are pleased you have chosen to study with us.

College is an important stage in your journey. During your time here, you will have opportunities to develop your knowledge, build practical skills, increase your confidence and explore your next steps. This handbook contains useful information to help you settle in, understand what to expect and access support when you need it.

Southwark College is a welcoming, diverse and ambitious community. We ask all students to attend regularly, work hard, show respect for others and make a positive contribution to college life. In return, we will provide teaching, guidance, support and opportunities to help you make the most of your studies.

I encourage you to get involved in college life, make use of the support available, and take advantage of opportunities that interest you. Ask questions, seek help when you need it and take pride in your progress.

I wish you every success for the year ahead and look forward to welcoming you to the Southwark College community.

Scott Peasey

Principal
Southwark College



Contents

4	Your Southwark journey
6	Getting started
7	Quick contacts
8	Finding your way around
10	Being part of the Southwark community
12	Your learning experience
14	The NCG Guarantee
16	Support when you need it
18	A College where everyone belongs
19	Careers and progression
20	Exams and certificates
21	Financial support
22	Student voice
24	Events
26	Your Southwark pledge

Your Southwark journey

Take a moment to think about what you want to achieve during your time at Southwark College

Getting to know you

Complete this page and discuss it with your teacher during your first lesson.

My Course:

My Learning Mentor:

My Career Goal:

What I want to achieve this year:

A skill I want to develop:

An opportunity I want to take part in:



Whether you are progressing from school, returning to education or studying alongside work and other commitments, your first few weeks are about settling in, getting organised and becoming familiar with college life.

Before You Begin

Make sure you have:

- » Completed your enrolment
- » Collected your student ID card
- » Activated your college email account
- » Logged into Microsoft Teams
- » Explored the Learner Hub
- » Downloaded the college communication apps
- » Applied for financial support, if eligible
- » Familiarised yourself with the college building
- » Checked your timetable

Stay Connected

We will share important updates through:

- » College email
- » Microsoft Teams
- » Learner Hub
- » Digital display screens
- » College website

Checking your college email, Teams and Learner Hub regularly is an important part of staying informed throughout the academic year.

Support is available throughout your time at college.

I need help with...	Speak to...	Contact Details
General information, enrolment queries and student services	Admissions and Customer Services Team	info@southwark.ac.uk
Attendance, progress or wellbeing	Learning Mentor or teacher	Contact details provided during induction
Changing my course or programme of study	Learning Mentor or Admissions and Customer Services Team	Contact your Learning Mentor or visit the Student Enquiries desk in reception
Updating my personal details, emergency contacts or address	Admissions and Customer Services Team	Complete a Learner Amendment Form at the Student Enquiries desk in reception
Applications, offers and progressing onto a future course	Admissions and Customer Services Team	apply@southwark.ac.uk
Careers advice, university applications, apprenticeships and employment	Careers Team	careers@southwark.ac.uk
Financial support, bursaries and free meals	Student Finance Team	bursaries@southwark.ac.uk
Safeguarding concerns or welfare issues	Safeguarding Team	safeguarding@southwark.ac.uk
Additional learning support, SEND or exam access arrangements	Additional Learning Support Team	supportedlearning@southwark.ac.uk
Exam timetables, results, certificates and exam enquiries	Exams Team	examqueries@lscollge.ac.uk
IT support, passwords, Teams or Learner Hub access	Digital Hub	learning.centre@southwark.ac.uk or visit room S051 on the ground floor
College events and student opportunities, marketing, design and print	Marketing, Communications and Student Recruitment Team	marketing@lscollge.ac.uk
Not sure who to contact?	Main College Switchboard	020 3757 4000

If you are unsure who to contact, speak to your Learning Mentor, visit Customer Experience or contact the main college switchboard and we will direct you to the appropriate team.

Information correct at time of going to print. For the latest contacts and further information, including out of hours, please visit southwark.ac.uk.



Finding your way around



Many student services are located close to Reception and the Atrium, making support easy to access throughout the day. If you are unsure where to go, visit Reception and a member of staff will help direct you.

Reception and Student Enquiries

Reception is your first point of contact for:

- » General enquiries
- » Student ID cards
- » Lost property
- » Visitor information
- » Signposting to support services

SE1 Café

The SE1 Café offers a range of food and drink options. Opening times are displayed on campus and may vary throughout the year.

- » Breakfast and lunch options
- » Weekly specials
- » Vegetarian and dietary options
- » Cashless payment facilities

Library

The library provides a welcoming space for study and learning, including:

- » Quiet study spaces
- » Learning resources
- » Research support
- » Independent study areas

Digital Hub

The Digital Hub can support you with:

- » Password resets
- » Accessing college systems
- » Microsoft Teams and Learner Hub support
- » Digital skills development
- » General IT advice

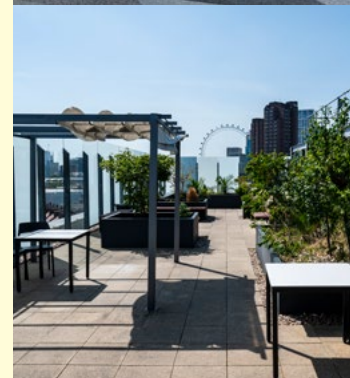
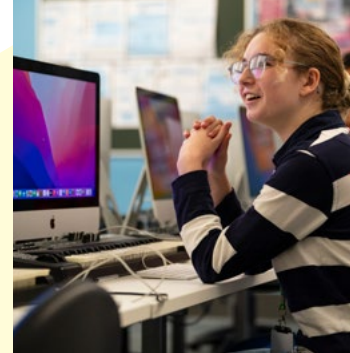
Study Spaces

A range of quiet and collaborative study areas are available throughout the college for independent study, revision and group work.

Laptop Lockers

Need a laptop for the day?

Laptops are available to borrow through the LapSafe smart lockers located around the college. Ask a member of staff if you need help accessing one.





Professional standards

At Southwark College, we are committed to creating a positive, respectful and professional learning environment where everyone can thrive, feel welcomed and contribute.

The behaviours and attitudes you demonstrate at college can support your progression into further study, apprenticeships, employment or career development.

Be ready to learn

- » Attend all lessons, tutorials and scheduled activities
- » Arrive on time and prepared for your lessons
- » Bring the equipment and materials you need
- » Complete work to the best of your ability

Show respect

- » Treat others with kindness, dignity and respect
- » Value different backgrounds, experiences and perspectives
- » Use appropriate language and behaviour
- » Contribute positively to college life
- » Respect college facilities and resources

Act professionally

- » Take responsibility for your actions
- » Follow college policies and staff guidance
- » Represent the college positively on and off site
- » Engage with your learning and personal development opportunities

Dress for success

Students should dress appropriately for a professional learning environment and in line with any industry requirements relevant to their course.

Wear your student ID

Your student ID card should be worn and visible whenever you are on campus.

Your ID helps us maintain a safe and secure environment and provides access to college facilities and services.

Lost your card? Visit Reception for a free replacement.

Hidden disabilities

Not all disabilities or health conditions are visible. Some students may have needs relating to autism, ADHD, mental health, long-term medical conditions, sensory impairments or other hidden disabilities.

We encourage everyone to be understanding, patient and respectful of one another's circumstances.



Attendance matters

Good attendance and punctuality support success at college and help you make the most of your learning opportunities.

We expect all students to attend regularly, arrive on time and let us know if they are unable to attend.

If circumstances affect your attendance, please speak to your Learning Mentor or teacher as early as possible so we can discuss the support available.

We expect students to:

- » Attend all timetabled lessons and tutorials
- » Arrive on time
- » Inform us if they are unable to attend
- » Engage consistently with their studies throughout the year

Your Learning Mentor or teacher can help identify and address any barriers that may affect your learning.

What does a typical week look like?

While every course is different, your timetable may include:

- » Vocational lessons
- » English and/or Maths where required
- » Weekly tutorials
- » Independent study
- » Careers and progression activities
- » Enrichment activities
- » Employer and industry engagement

Tutorials that prepare you for life

Your tutorial programme is designed to support your personal development and help you make informed decisions about your future.

Topics may include:

- » Study skills and organisation
- » Mental health and wellbeing
- » Equality, diversity and inclusion
- » Personal safety
- » Online safety
- » Healthy relationships
- » Financial awareness
- » Careers and employability
- » British Values
- » Progression planning
- » Preparing for university and employment





As a Southwark College student, you can take part in opportunities linked to the NCG Guarantee, a programme sponsored by City & Guilds that focuses on personal development and employability.

It is designed to help students develop skills, experiences and confidence alongside their main studies.

The programme is built around five themes:

- » Community
- » Enterprise
- » Digital
- » Mental Fitness
- » Employability

Activities and opportunities may vary throughout the year and can include enrichment activities, employer encounters, projects and personal development programmes.

Students who participate may have opportunities to gain badges, certificates and recognition through college awards and celebration events.

These achievements can help demonstrate the skills and experiences you have developed beyond the classroom and help you stand out to employers, universities and apprenticeship providers.

Rewards and recognition

Throughout the year, students may have opportunities to work towards:

- » NCG Guarantee badges
- » NCG Guarantee certificates
- » Student awards
- » Celebration events
- » End-of-year reward trips

The more you get involved, the more opportunities you will have to be recognised and rewarded.

Enrichment activities

Activities may include:

- » Sports and wellbeing activities
- » Social action projects
- » Cultural celebrations
- » Awareness campaigns
- » Employer engagement events
- » Guest speakers
- » Community volunteering
- » Personal development opportunities

Support when you need it

Starting college can be exciting and rewarding, but there may be times when you need extra support.

Whether you have a question, are facing a challenge or simply need someone to talk to, a range of support services is available to help you make the most of your time at Southwark College.

Meet your learning mentor

Every student aged 16-18 is allocated a Learning Mentor who can support them throughout their studies at Southwark College.

Your Learning Mentor may be able to help you:

- » Settle into college life
- » Improve attendance and progress
- » Set goals and review progress
- » Access support services
- » Develop skills and confidence
- » Explore progression options
- » Recognise and celebrate achievements

For many students, their Learning Mentor is the first point of contact when support is needed.

Additional learning support

Support is available for students with:

- » Education, Health and Care Plans (EHCPs)
- » Special Educational Needs and Disabilities (SEND)
- » Additional learning needs
- » Exam access requirements

Support may include in-class support, specialist equipment, personalised learning plans, examination arrangements and study support strategies.

English and maths support

Strong English and maths skills can support future education, training and employment opportunities.

Our dedicated Learning Mentors provide additional support to help you build confidence, strengthen your skills and achieve your qualifications.

If you need help understanding a topic, preparing for assessments or improving your progress, speak to your Learning Mentor or teacher.

Wellbeing and safeguarding

Your safety and wellbeing are our priority.

If you are experiencing difficulties inside or outside college, support may be available. The team can help you access guidance, information and appropriate services where required.

The team can support you with:

- » Mental health and wellbeing
- » Counselling
- » Personal concerns
- » Safeguarding and welfare issues
- » One-to-one support and guidance

Safeguarding and reporting concerns

If you are worried about yourself or someone else, please speak to a member of staff as soon as possible.

This could include concerns about:

- » Safety or wellbeing
- » Mental health
- » Bullying, harassment or discrimination
- » Online activity or online safety
- » Relationships
- » Problems at home or in the community

No concern is too small. Our Safeguarding team is here to listen, support and help you access the right services when needed.

If there is an immediate risk to your safety or someone else's, speak to a member of staff straight away.

A College where everyone belongs

Southwark College is proud to be a diverse, welcoming and inclusive community.

We celebrate different cultures, backgrounds, identities, beliefs and experiences and are committed to ensuring everyone feels valued, respected and able to succeed.

Bullying, harassment, discrimination and prejudice are not tolerated.

If you experience or witness behaviour that concerns you, please speak to a member of staff.

Staying safe

Creating a safe, secure and welcoming environment is everyone's responsibility.

Keeping our campus safe

We provide:

- » CCTV monitoring across the college
- » Dedicated Security staff
- » Visitor management procedures
- » Safeguarding support
- » Emergency response arrangements

Staying safe in the local community

We encourage students to:

- » Stay aware of their surroundings
- » Travel safely
- » Keep belongings secure
- » Respect local residents and businesses
- » Report concerns
- » Look out for one another

Being part of the Southwark community means acting responsibly both on and off site.

Staying safe online

Remember to:

- » Keep passwords secure
- » Protect personal information
- » Use privacy settings
- » Think carefully before posting online
- » Report online bullying or harmful behaviour

Careers and progression

Your future starts with the choices you make today.

Our Careers Advisor can help you:

- » Explore career options
- » Write CVs and applications
- » Prepare for interviews
- » Research higher education opportunities
- » Explore apprenticeships
- » Access work experience opportunities
- » Consider employment pathways

Whether you have a clear plan or are still exploring your options, careers support is available during your time at college.

Course changes and updating your details

If your circumstances change during the year, please speak to your **Learning Mentor or teacher** as soon as possible.

If you are considering changing your course or programme of study, your **Learning Mentor or teacher** can discuss your options and refer you to the appropriate team.

To update your personal details, including your address, telephone number, emergency contact details or other personal information, please visit the **Student Enquiries desk in reception** and complete a Learner Amendment Form.

Keeping your details up to date helps us communicate important information and provide appropriate support throughout your studies.



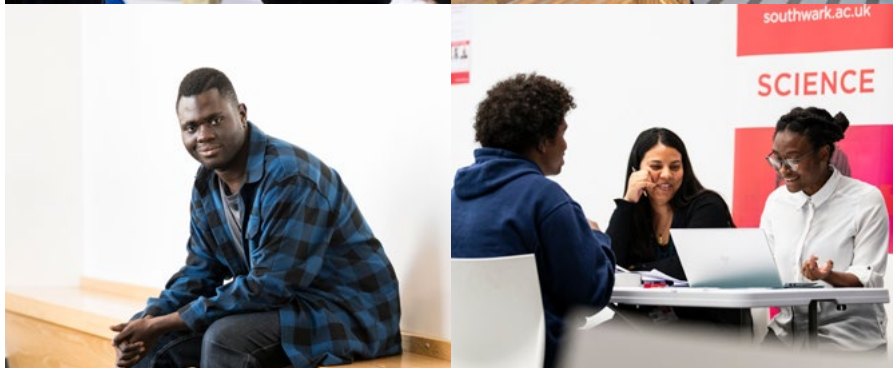
Exams and certificates

The Exams Team is available to support students with examination-related enquiries throughout the academic year.

Contact the team for information about:

- » Exam timetables
- » Examination arrangements
- » Results
- » Access arrangements
- » Replacement certificates
- » Certificate collection

To collect your certificates, please visit the Exams Office or contact the Exams Team at examqueries@lscollge.ac.uk.



Financial support

We understand that financial pressures can sometimes create barriers to education.

Our Student Finance team can advise eligible students about support that may be available during the academic year.

Support available

Depending on your circumstances, support may be available for:

- » Travel costs
- » Equipment and resources
- » Course-related expenses
- » Free college meals
- » Financial hardship support

Applying for financial support

Support is available for students with:

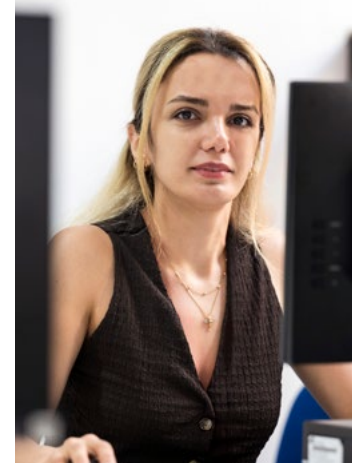
- » Speak to the Student Finance team about eligibility.
- » Complete an application through PayMyStudent.
- » Upload any required evidence.
- » You will be informed of the outcome of your application once it has been assessed.

If you are unsure whether you qualify, speak to the Student Finance team for advice.

Free breakfast

Students aged 16-19 can access a free breakfast each morning at the SE1 Café from 8am to 8.50am.

Students who begin later in the day can access their breakfast allocation throughout the day.



Student Voice

Help us improve your college experience

We regularly gather feedback through surveys, focus groups, Course Representative meetings and Student Voice activities. Your feedback helps us understand what is working well and where improvements can be made.

Student Union

The Student Union represents students across the college and works with staff and leaders to improve college life. Student Union Officers lead projects, campaigns and events that matter to students.

Course Representatives

Course Representatives gather feedback and ensure student voices are heard within curriculum areas.

Student Ambassadors

Student Ambassadors support:

- » Open events
- » Recruitment activities
- » Community projects
- » College celebrations
- » Employer events

Why get involved?

You can:

- ✓ Build confidence
- ✓ Develop leadership skills
- ✓ Gain volunteering experience
- ✓ Meet new people
- ✓ Strengthen your CV
- ✓ Influence change
- ✓ Develop skills valued by employers and universities



Throughout the year, you may have opportunities to take part in a range of events, activities and celebrations designed to enhance your college experience.

Events may vary from year to year and additional activities may be introduced during the academic year.





SEPTEMBER

- » Induction
- » Freshers' Fair

OCTOBER

- » NCG Guarantee Community Conference
- » Higher Education Fair
- » Black History Month

NOVEMBER

- » Remembrance Day
- » Inter Faith Week

DECEMBER

- » NCG Guarantee Enterprise Conference
- » Festive Celebrations

FEBRUARY

- » NCG Guarantee Digital Conference
- » National Apprenticeship Week
- » LGBTQ+ History Month

MARCH/ APRIL

- » National Careers Week
- » NCG Guarantee Mental Fitness Conference
- » International Women's Day
- » Neurodiversity Celebration Week

MAY

- » NCG Guarantee Employability Conference
- » Careers & Jobs Fair

JUNE

- » Windrush Day
- » Student Awards Ceremonies
- » Leavers' Prom

JULY

- » Progression and Enrolment Activities

AUGUST

- » Results Days

Keep an eye on Teams, the Learner Hub and college communications for the latest information and opportunities to get involved.



For our full events calendar please use this link:
southwark.ac.uk/events

*Some of our events may be subject to change. We will communicate any updates to our events calendar via email and social media.

Your Southwark pledge

As a Southwark College student, I will:

- ✓ Attend regularly and be punctual
- ✓ Treat others with respect
- ✓ Take responsibility for my learning
- ✓ Ask for support when I need it
- ✓ Get involved in college life
- ✓ Make the most of every opportunity available to me
- ✓ Check my college email regularly
- ✓ Check Microsoft Teams and the Learner Hub for updates
- ✓ Keep my contact details up to date
- ✓ Wear my student ID while on campus
- ✓ Speak to my Learning Mentor or teacher if I need support
- ✓ Let my Learning Mentor or teacher know if my circumstances change
- ✓ Get involved in college activities and opportunities where I can

Student Signature:

Date:

Remember...

Southwark College is more than a place to study.

It is a community where you can learn, grow, achieve and prepare for your future.

Take advantage of the opportunities available to you, ask questions when you need help, get involved, challenge yourself and make the most of your time here.

We look forward to supporting you throughout your journey and celebrating your achievements along the way.

Follow us on socials



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/company/southwark-college-se1



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**SOUTHWARK
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