



**Ruskin College**  
Oxford

Part of the University of West London Group

# Further Education Learner Handbook 2023-2024



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# Further Education Learner Handbook

## Welcome

We are delighted that you have joined us at Ruskin College. Your experience is at the heart of all that we do – the way that we teach and the way that you will learn is unique. We pride ourselves on our individualised approach to learning, with interactive group sessions, modern facilities, and expert tuition which ensures that you will receive an outstanding educational experience.

Learners at Ruskin College tell us that their time here has inspired them, increased their confidence, supported personal growth, and ensured their progression into employment or further study. We are dedicated to ensuring that your journey with us will be enriching and fulfilling, and that when you graduate you will be leaving us with the skills and confidence to build your future. We look forward to meeting you.

### Our Vision

A society where everyone has access to quality education regardless of their background, and the opportunity to fulfil their potential.

### Our Mission

To provide the best level of education and inclusion opportunities to adults – particularly those who may be excluded or disadvantaged – and to transform the individuals concerned along with the communities, groups and societies from which they came.

### Our Values

- Learners first – providing inspirational teaching and learning opportunities.
- Respect – valuing everyone, all the time.
- Equality, diversity, and inclusion – creating a supportive environment.
- Excellence – setting high expectations.
- Pride, celebration and loyalty – positive attitudes towards studying and working.



# General College Information

The postal address of the College is:

## Ruskin College

Ruskin Hall, Dunstan Road,  
Headington,  
Oxford.  
OX3 9BZ

## Contact Information

Name	Role	Contact
Main Reception	All enquiries	<b>01865 759600</b>
Professor Peter John	Principal	
Professor Anthony Woodman	Vice-Principal	
Marion Fitzgibbon	Interim Campus Manager/ Deputy Designated Safeguarding Lead	Room: LG.04 <b>01865 759614</b> <b>mfitzgibbon@ruskin.ac.uk</b>
Sally Mercer	Programme Leader: Access Courses Lecturer: Study Skills Tutor Co-Lead Community Learning	Room 2.02 <b>01865 759600</b> <b>smercerc@ruskin.ac.uk</b>
Christine Thompson	Lecturer: Science and Nursing Tutor	Room: 2.04 <b>cthompson@ruskin.ac.uk</b>
Jolanta Luxmoore	Lecturer: Sociology of Health	Room: 2.01 <b>jluxmoore@ruskin.ac.uk</b>
Gillian Grocott	Lecturer: Psychology	Online <b>gillian.white@ruskin.ac.uk</b>
Sue Gwillim	Trade Union Programme Co-ordinator	Room: 3.04 <b>01865 759617</b> <b>sgwillim@ruskin.ac.uk</b>
Dr Gayle Lonergan	Co-Lead Community Learning	Room: 3.06 <b>01865 759657</b> <b>glonergan@ruskin.ac.uk</b>
Ray King	Learning Resources Manager	Library <b>01865 759607</b> <b>rking@ruskin.ac.uk</b>
Cath McDowell	Wellbeing/Welfare Adviser	Room: G.06 <b>01865 759799</b> <b>wellbeing@ruskin.ac.uk</b>

## Courses Taught at Other Sites

Ruskin College not only teaches at Ruskin Hall but also teaches courses at other sites and locations. Some of our Community Learning courses are offered across Oxfordshire in community centres – Barton Neighbourhood Centre, Ark-T Centre, (Cowley), Bullingdon Community Centre, Rose Hill Community Centre, West Oxford Community Centre and Asylum Welcome – while our TU Education courses are taught on designated trade union premises. As a Ruskin learner we expect all learners to abide by the local rules and regulations, eg parking, smoking, fire drills etc of the named location the course is taking place at.

## Callaghan Library

Ruskin College library, known as the Callaghan Library is situated at the heart of the College and contains around 45,000 print books and electronic materials.

The library also offers computers with internet access, an electronic catalogue, facilities to play CDs and DVDs, photocopiers and scanners. Printing and photocopying credit can be purchased from the library desk, black and white printing is 3p per sheet and colour printing is 30p per sheet.

Loan periods are twenty-eight days and titles can be renewed as long as no reserve has been placed upon the title by another learner. Library Staff are available to help with any of your resource enquiries between nine and five Monday to Friday. Self-service machines will allow titles to be taken out of the library regardless of whether there is a staff member available.

All items taken out are the responsibility of the account holder and they have a responsibility to look after the titles and return them in a timely fashion.



## IT and Computing

The College's IT facilities are available to learners during teaching times, if applicable to course requirements.

All long course students (ie Access to HE) will get access to the Google Environment (including Ruskin Email and classroom) as well as an active directory account (internal computer access, wifi). Community Learning students are only given access if it is relevant to the course they are studying eg digital skills.

Wireless connection is available to learners holding a College IT account. There are desktop computers available in the library.

Please note there is no guest wifi available at Ruskin Hall.

## Contemplation Room

There is a room on the third floor which has been designated as a Contemplation Room. It is a place that has been set aside for learners and staff for quiet reflection, prayer and meditation.

This room is for use by College members only.

## Changing Address or Contact Details

It is very important that we can contact you easily. Please remember that if you do change your term time or permanent address or any of your other contact details, you need to inform the College officially.

## Ruskin Email Address

Learners on Access to Higher Education courses will be issued with a Ruskin college email address. Tutors and staff will use this address to contact you with important information. Please make sure you check your emails regularly. You should also note that staff will only use your Ruskin email for official correspondence or responding to your emails.

Learners on Community Education and Trade Union Education courses will not be issued with a college email address and the college will contact you via your personal email address.

## Safety and Security

Ruskin owes a duty of care to its students and staff and as far as is reasonably practical, seeks to ensure that the College is a safe place to work and study. Learners are required to comply with reasonable instructions from any member of staff and to observe the health and safety policies. You should ensure that you do not take any action that endangers yourself or others.

You should comply promptly with any requests in the event of an emergency.

## Care of Property

You should treat College property, equipment and other materials and the property of others with care and respect. You must abide by the College policies regarding food and drink where this is signposted, as this can damage equipment. You should take care of your own property and not leave valuables unattended.

## Fire Alarm Testing

The fire alarm is tested every week. During a test of the fire alarm, the alarm will ring for no more than 30 seconds at a time.

There will be a sign placed at the entrance to the main building on the day of testing the fire alarms.

### What do I do if I hear the fire alarm?

If the fire alarm sounds continuously for more than 30 seconds, you must leave the building.

- Stop what you are doing.
- Take your coat and any valuable belongings with you as you leave if it is safe to do so and does not delay you evacuating.
- Do not stop to turn off a computer, return books, or do anything else that might prevent you from quickly leaving the building. You will be able to return to your work later.
- Do not return to your office/classroom if you are in another location.

## Smoking

The College seeks to guarantee the right of all staff, students and visitors to breathe air free of tobacco smoke and to comply with smoke-free legislation: The Health Act 2006 and The Smoke-free Premises etc (Wales) Regulations 2007.

Smoking including vaping is prohibited inside and within 5 metres of any College building including front entrances (including corridors, foyers, toilets etc) and any other areas with “No Smoking” signage. This applies to all staff, learners, visitors and contractors and is part of the College’s commitment to the health, safety and wellbeing of its staff and learners. The policy also applies to external companies/organisations occupying space within the College.

## Drugs and Alcohol

You must not take or supply illegal drugs on campus. Drugs found in learners’ possession will be confiscated and learners will be disciplined. Learners may only drink alcohol on campus at organised functions. Any learner causing a nuisance or engaging in disruptive behaviour as the result of taking illegal drugs or alcohol may be asked to leave the premises and disciplinary action may be taken against them.

## Staff, Visitors or Learners with Children

Under no circumstances is it possible to bring children under 18 to sit in classes or office spaces. **If children are on site, they must never be left unattended whilst on College premises.** For further details, please see the College’s policy.

## ID Cards

On enrolment, (if applicable to your course) you are issued with an ID card and lanyard. These help demonstrate that you are a learner at Ruskin College and will help you make your way around the buildings. Many doors have magnetic locks that are opened with the cards. You are asked to wear your ID visibly at all times when at College. Failure to do so could lead to disciplinary action.

## Community Learners

Community Learners that are taught at Ruskin premises should sign in upon arrival where they will be issued a visitor badge each time they have a class at Ruskin premises. All other Community Learners should sign in upon arrival at the college. For those Community Learners at partner sites, local sign in rules and regulations should be followed.

## Getting to College

Oxford has numerous local Park and Ride sites, see: [www.oxfordshire.gov.uk/cms/public-site/park-and-ride](http://www.oxfordshire.gov.uk/cms/public-site/park-and-ride). The closest park and ride to Ruskin Hall is Thornhill.

## Car Parking

### Availability of parking at Ruskin Hall

There are very few parking spaces on the Ruskin Hall site. These spaces are for use by staff and official visitors to the College only. Vehicles will not be allowed to enter Ruskin Hall to drop-off, or collect learners. There is no learner parking at Ruskin Hall.

### Consequences of parking in contravention of the rules

Learners found parking at Ruskin Hall without a valid parking permit will be subject to disciplinary action under the Disciplinary Policy. Learners must not park at Old Headington Village Hall. Learners who park at either site will be subject to disciplinary action under the Disciplinary Policy.

### Exceptions

In exceptional circumstances, Blue Badge holders can apply to park at Ruskin Hall. The Blue Badge holder must be able to show the Wellbeing/Welfare Adviser a valid blue badge permit that is in their name, along with appropriate evidence to support the application.

# Staying and Keeping Safe at Ruskin College

## Help in an Emergency

If you need urgent help on campus call or go to reception or ask a Security Officer.

### Security

We keep you safe by offering a comprehensive security service consisting of Security Officers, and Access Control Swipe Card Systems.

Security Officers can help you with:

- Lost and found property.
- First aid.
- Emergency assistance.
- Crime prevention information.
- Reporting a crime.

You can speak to a Security Officer in person or call them on **01865 759630** or **07539 209252**.

### Illness or injury on campus

If someone is injured or ill while at Ruskin College, call or speak to reception or a Security Officer.

### Accident and incident reporting procedures

Accidents, health incidents, dangerous occurrences and near misses (situations that did not cause harm but had the potential to do so) must be reported to a member of Ruskin staff without delay, even if no-one was injured. If you can't find a member of staff, contact Security

All accidents must be reported by the next working day. If you call for a First Aider at Reception they will complete an Accident Report, otherwise you can ask a member of staff, or send in a report yourself to Campus Manager.

Accidents that happen during any events or activities taking place elsewhere should be reported to the host of the particular event or activity as well as Campus Services Manager at Ruskin College as soon as possible. Details can be obtained from Reception.

Whilst at College and you see someone suspicious, witnessed a crime, or someone has been hurt: tell a member of security staff. They will be able to call the Police or a first aider and guide them to your location.

## Health and Safety

We all have a responsibility to make sure that we and those around us are safe.

Make sure that you:

- Follow health and safety instructions given by staff.
- Follow safety guidance specific to your course or activity.
- If there is a fire alarm or an evacuation, you must ensure that you leave the building without delay as instructed by staff.
- You must never bring substances that are hazardous to health onto the College premises.
- If you spot something that looks unsafe, or has caused an accident, then let a member of staff know as soon as possible, or alert security.

## Safeguarding – Keeping Yourself and Others Safe

Safeguarding is the overarching term used to describe the protection of health, wellbeing and human rights of individuals. The College is committed to ensure learners feel safe, not only in the physical environment but also online and with their health and wellbeing.

Ruskin College is committed to safeguarding all learners who attend our courses and has policies on Safeguarding Children and Vulnerable Adults and the Prevent Duty. For full information on Ruskin College safeguarding policy please go to: **Safeguarding Children and Vulnerable Adults Policy and Process**. In addition it is important that everyone understands their personal duty in relation to statutory guidance for **Keeping Children Safe in Education** (which also applies to vulnerable adults). The purpose of this policy is to develop good practice and apply to all those who may be at risk, regardless of age, class, ethnicity, gender, marital status, religion or belief, disability, sexual orientation or gender reassignment.

Prevent is part of the Government's counter-terrorism strategy and aims to stop people becoming terrorists or supporting terrorism. The College, in line with the Prevent Duty Guidance for Further Education institutions in England & Wales has a duty to safeguard its learners keeping them both safe and within the law.

**Working with Individuals Vulnerable to Extremism.**

The College has a duty of care and responsibility to act if there is a cause for concern about the safety of a child or vulnerable adult. The College's role is to protect the welfare of its learners concerning abuse or neglect and if necessary to notify the appropriate agencies so that they can investigate and take any action required.

### I'm in crisis and don't know what to do

Reach out to the Wellbeing/Welfare Adviser, who is skilled in supporting learners who are worried about College life and offer intervention and support in case of a crisis. Contact them on [wellbeing@ruskin.ac.uk](mailto:wellbeing@ruskin.ac.uk) or **01865 759799**.

If they are not available and the situation is urgent, please contact Reception on **01865 759600**.

### I'm worried I might hurt myself:

Call the Samaritans on **116 123**. If you feel like you're in immediate danger, call the emergency services on **999**.

### I'm worried about running out of money

Reach out to the Wellbeing/Welfare adviser, who may be able to help you with practical advice and support or speak to the Campus Services Manager.

### I'm worried about being made homeless

In you need information, advice and guidance regarding being homeless you can contact Oxfordshire County Council **Help with Housing and Homelessness**. You can also contact **Oxfordshire Homeless Movement**.

### Violence, abuse, and harassment

All learners and staff have the right to live, study, work and relax in an environment where they are free from any form of violence, abuse, or harassment, and where their body, gender identity, sex, ethnicity, religion, sexuality, and personal boundaries are respected.

No learner or staff member should be forced to just 'put up' with violent or abusive behaviour from others, threats of such behaviour or any forms of abuse or harassment. This includes sexual violence, abuse and harassment, and any violence, abuse, or harassment as a result of racial or religious hatred or prejudice relating to sexuality, sex, or gender identity. Action must be taken where necessary to ensure all learners and staff are able to enjoy College life without experiencing these. Any form of harassment will not be tolerated by the College, and those who commit or threaten acts of harassment should be stopped (ie their behaviour challenged) and disciplined as appropriate for their actions.



Learners who have been the victims of any form of violence, abuse, or harassment, including sexual violence, sexual assault, domestic violence, threats of violence or harassment based on race, religion, or other protected characteristics such as gender identity, sex, or sexuality, can seek the help from the Wellbeing/Welfare Adviser.

They will offer appropriate support and also help report any issues as appropriate. The College is aware that sexual violence and sexual harassment is predominantly aimed at women. However, the College recognises that all learners may be the target of such behaviour and the College will aim to support all learners regardless of sex, gender identity, or sexuality.

All learners who are the target of racial abuse and harassment will also be supported equally. Learners who wish to make a complaint about the behaviour of staff or learners should follow **Dealing with Unacceptable Behaviour: Guidance for Learners and Staff**.

**What to do if you wish to report a safeguarding/ cause for concern**

If you wish to discuss something that is happening to yourself or others, please speak to the appropriate Safeguarding personnel.

We are here to help and support you:

Name	Role	Contact details
<b>Ruskin Staff</b>		
Marion Fitzgibbon	Campus Manager/ Deputy Designated Safeguarding Lead	<b>01865 759614</b> or <b>079204 40265</b> <b>mfitzgibbon@ruskin.ac.uk</b>
Cath McDowell	Wellbeing/Welfare Adviser/ Safeguarding Officer	<b>01865 759799</b> <b>wellbeing@ruskin.ac.uk</b>
Tracy McAuliffe	Associate Pro-Vice Chancellor Student Affairs/Designated Safeguarding Lead	<b>0208 231 2263</b> or <b>077486 22888</b> <b>tracy.mcauliffe@uwl.ac.uk</b>
<b>Oxfordshire County Council</b>		
Adult Safeguarding	<b>Home – Oxford Safeguarding Adults Board</b>	<b>How to Report Concerns – Oxford Safeguarding Adults Board</b>
Jo Lloyd	Child Safeguarding Local Authority Designated Officer	<b>01865 810603</b> <b>lado.safeguardingchildren@oxfordshire.gov.uk</b>
Helene Morris	Regional Prevent Co-ordinator, Oxford & Southeast Prevent Lead	<b>helene.morris@education.gov.uk</b>

## Online Safety

As part of some courses, you might be spending more time online than ever before, so it's extra important that you stay safe online.

Beware of phishing scams, where criminals use fake emails, calls, texts, or social media posts to try and steal your personal details or install unwanted, harmful software on your devices. Don't click on links or attachments you aren't expecting.

Fraudsters target learners, in particular those who are about to receive learner loan instalments. The Student Loan Company will never ask for banking details by text or email. For learners with a Ruskin IT user account, you will have access to many important services, and will be responsible for everything done using that account. Protect it with a strong password and never tell anyone your password, let them borrow your account, or use a computer that is logged on as you.

Use different strong passwords for other important services like banking, personal email, and online shopping.

Protect your computer and phone by turning on automatic updates so they always have the latest security fixes.

Use password, PIN, or fingerprint scanner to secure your devices and turn on "Find My Phone". Install anti-virus software and use it.

## Fundamental British Values

Fundamental British Values underpin what it is to be a citizen in a modern and diverse Great Britain valuing our community and celebrating diversity of the UK.

Fundamental British Values are not exclusive to being British and are shared by other democratic countries as a way of creating an orderly society, where individual members can feel safe, valued and can contribute for the good of themselves and others.

The four Fundamental British Values are:

### Democracy

- Willing to listen to others with different views.
- Influence decision (voting).
- Concerned about the welfare of others.

### Rule of law

- No one is above the law.
- Laws protect everyone.
- To be aware of your rights.
- To be aware of your responsibilities.

### Mutual respect

- Being considerate of people's feelings and wellbeing.
- Treating others with dignity and respect.
- Challenging prejudice in others (prejudice is a negative opinion or feeling formed without reason).

### Individual liberty

- Freedom of choice (within the law).
- The right to live, act, believe and express yourself in a manner of your own choosing.

## Finance, Bursary and Scholarships

### For Access to HE learners

Depending on your personal circumstances, you may be eligible for some Bursary funding to help with course-related costs. This is means-tested, and we'll ask you to make an application and declare your income. If you are over 24, you'll need to be in receipt of the Advanced Learner Loan. If you are over 20, we might also be able to help with childcare costs, subject to eligibility.

## Student Code of Conduct

The College is committed to providing a positive experience for all learners, where individuals are treated with courtesy and consideration and where difference is valued and diversity respected.

All learners and staff have the right to live, study, work and relax in an environment where they feel safe. As members of the College community, we expect the highest standards of behaviour from you, whether on College premises or elsewhere. All members of the College should be aware of their own behaviour and how it impacts on others.

The **Ruskin College Student Code of Conduct** sets out the standards of behaviour expected from learners and also guidance on what is and what is not acceptable and how unacceptable behaviour will be dealt with. Where learners fail to abide by the required standards of behaviour, action will be taken under the Student Disciplinary Regulations which are available at **Policies and Procedures**.

Learners who wish to make a complaint about the behaviour of staff or learners of the College should follow the Dealing with Unacceptable Behaviour Guidance for Students which is available at **Policies and Procedures**.

## Behaviour Towards Others

You should treat all College staff, students and visitors with courtesy and respect. You should respect other members' basic rights to work and live in a safe, secure environment, free from anxiety, fear, intimidation, and harassment. You should ensure that you behave in a manner compatible with the Colleges Equality, Diversity and Inclusion Policy and not discriminate or harass anyone on the basis of their age, disability, gender re-assignment, marital status, pregnancy, race, religion or belief, sex, or sexual orientation. On no occasion should you use personally abusive, threatening, or violent behaviour either in person, online, or through the use of email, texts, or social media.

### Compliance with policies and regulations

You should comply with the awarding body regulations (OCN & NOCN) and any other published College policies, codes or procedures which are designed to ensure the effective operation of the College. You should make yourself familiar with and abide by the College's Policy and Regulations which can be found on the Ruskin College website.

## Verification

### Access to HE

Your coursework and examinations are set and assessed by your teacher, who has received training in how to assess work for the Open College Network. During the year, your teacher's assessments are checked by the **Internal Verifier** and your teachers will standardise their marking so that all modules are assessed at the correct level. The Internal Verifier will check that the work you have been asked to submit is sufficient to achieve the final qualification. There is also a system of **External Verification**. The Open College Network appoints a Verifier to oversee the assessment procedure and check that our standards are satisfactory. The Verifier visits in the middle of the year to check what the teachers are doing, and they are responsible at the end of the year for **confirming your qualification**.

### Trade Union Courses

Your coursework and examinations are set and assessed by your teacher in line with the qualification requirements set by the awarding body, NOCN. A sample of assessments from your course are checked by the **Internal Quality Assurer** and your teachers will standardise their marking so that all modules are assessed at the correct level. The Internal Quality Assurer will check that the work you have been asked to submit is sufficient to achieve the final qualification. There is also a system of **External Verification**. NOCN appoints an External Quality Assurer to oversee the assessment procedure and check that our standards are satisfactory. The External Quality Assurer visits three to four times a year to review the assessment and marking samples, and they are responsible for **confirming to NOCN that your qualification can be awarded**.

## Appeals

### Access to HE

If you think your work has been unfairly graded, you need to talk to the Programme Leader in the first instance. They will discuss your concerns, and, if necessary, arrange to have the work looked at by an independent marker. If you are still not satisfied, then the issue can be referred to the OCN, who will make the final decision.

### Trade Union Courses

The appeals procedures can be used to:

- Appeal against a grading decision.
- Appeal against an outcome of a malpractice investigation.
- Appeal against an outcome of a plagiarism investigation.

You should talk to the Trade Union Programme Co-ordinator in the first instance. They will discuss your concerns and if necessary, advise you of next steps. If you are still not satisfied, the issue can be referred to the awarding body, NOCN, who will make the final decision.



## Online Teaching

### TU Education Course (online)

#### Learning Remotely

We are using the virtual learning environments, Google Meet and Google G-Suite to deliver online teaching.

Students will be able to access 'live' lessons, learning resources and wider resources through Google Classroom.

Delivery arrangements, such as timetabling, virtual learning environments and assessment arrangements

The timetables will remain the same for online delivery. Any changes to assessment arrangements which are made by the awarding bodies will be communicated to students by their tutors via email.

Expectations of students – Our expectation of students whilst learning remotely is that they will:

- Continue to maintain their attendance or keep in touch with their tutor.
- Make every effort to keep up to date with their assignments.
- Regularly check their emails and the Google Classroom for any updates from your tutor.
- Contact their tutor if they feel that they are struggling with remote learning and need additional support.
- Ensure you have an appropriate background screen whilst online – preferably blurred.
- Be respectful to others online.

### Support For Students Without Devices, Connectivity or a Suitable Learning Environment

Our mission is to provide the best level of education and inclusion opportunities to adults. We want all students to continue to have access to high quality education, whilst we teach online.

If you do not have access to equipment, please contact your Branch. For issues with connectivity, please contact your tutor who will organise support.

Student welfare and wellbeing is our priority. If you have a disability or neurodiversity and need assistance please contact the Wellbeing/Welfare Adviser or speak to your Course Leader.

## Student Absence

### Access course

We expect you will all attend 100% of your classes. Your attendance **will be monitored** during the first month, and if you do not meet the 90% target then you may be asked to leave the course.

### Community Learning course

We expect you to attend 80% of your classes over the duration of your course. Your attendance is monitored on a weekly basis and 3 consecutive absences will result in automatic withdrawal from the course. If you are going to be absent, please contact your tutor directly and let them know the reason for your absence.

### TU Education course

If subsequently you are frequently late or absent without good reason, the College will take action. This may include:

- Contacting you by phone and letter to find out why you are absent.
- Arranging for you to explain your absences to a Senior Manager.
- Setting you attendance targets.
- Asking you to leave the course.

To avoid this, please email your tutors and let them know if you are going to be absent. Acceptable reasons for absence include:

- Death or other emergency in your family.
- University interviews.
- Scheduled public examinations, including practical driving tests.
- Sickness or COVID isolation.
- Family emergency.

We will ask you to provide us with **written evidence** of examinations or interviews.

## Student Illness

We would advise all students to be registered with a doctor (called a 'GP' or 'general practitioner'). Please don't wait until you are ill. We suggest you need to find out the nearest doctor's surgery to the place where you are living. To find your nearest GP go to **Find a GP – NHS**.

To help us to help you, please could you let us know if you have any **medical condition** that might affect your studies, even if it is under control (eg diabetes or epilepsy). This enables us, if necessary, to put any reasonable adjustments in place to support you whilst studying. Speak to the Wellbeing/Welfare Adviser.



# Student Support

## Students with Disabilities or Learning Differences

The College aims to support all students with a disability, specific learning difference and mental health difficulties. In order to access the full range of support available you will need to supply current evidence of your condition.

## Reasonable Adjustments

Reasonable Adjustments are a planned way of supporting and assisting students and empowering them to complete their studies as far as possible. Reasonable Adjustments may not be reactive and may not allow for work already submitted and assessed to be reconsidered.

## Reasonable Adjustments – Processes

If you need any reasonable adjustments or special arrangements to be made to enable you to complete assessments or examinations, please discuss these with the Wellbeing/Welfare Adviser located at Ruskin College.

You will be asked to complete a consent form, to enable relevant information to be shared with those who will be responsible for implementing any adjustments or special arrangements, such as your course leaders, administrators, or those involved with placements including the work-based mentor/supervisor.

An Individual Support Plan (ISP) will be produced, depending on the information/evidence you have provided which will be shared (with your consent) with your tutors and awarding bodies, if applicable. The ISP is designed to inform the tutors what type of support you would need that is specific to your condition.

## What if Things go Wrong During the Year?

Sometimes students find that things do go wrong for them on a personal and emotional level which can impact on their studies. The Wellbeing/Welfare Adviser who is based at Ruskin College is here to offer support, advice and guidance. There are bookable appointments/drop ins available for students both face to face and online.





## Fees and Finance

### Refunds

A full refund will be made automatically if Ruskin College cancels a course. For Community Learning this applies only to those learners who contribute towards course fees under the Pound Plus Policy. See [www.ruskin.ac.uk/about-us/policies-and-procedures/pounds-plus-policy](http://www.ruskin.ac.uk/about-us/policies-and-procedures/pounds-plus-policy).

### College Policies

There are a number of other policies for students and these are provided on the Policy pages of the website: [www.ruskin.ac.uk/about-us/policies-and-procedures](http://www.ruskin.ac.uk/about-us/policies-and-procedures).

### Equal Opportunities

Ruskin College is committed to eliminating discrimination and creating an inclusive culture based on merit where everyone – students and staff – has an equal chance to succeed. We recognise that by attracting hard to reach students, and a diverse range of people with different life experiences and perspectives, we can generate greater creativity in anticipating the needs and wishes of staff and students and other customers.

### Data Protection

Ruskin College complies with relevant Data Protection legislation. As a Data Controller, Ruskin College needs to collect and process information, including personal information, about the people that it deals with in order to operate effectively and efficiently.

The information processed may relate to present, past and prospective students. In addition we may be required by law to collect and/or process certain types of data to comply with requirements of the Education and Skills Funding Agency, government departments and regulatory agencies. All personal data, however collected, will be processed in accordance with the eight principles of the Act. This applies equally to data recorded in automated systems, manual files and other storage media such as microfiche and CCTV.



# Ruskin College Oxford

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