

STUDENT HANDBOOK

2025-2026



Croydon
College



COULSDON
SIXTH FORM COLLEGE

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If you need a copy of this guide in an alternative format, or help to understand any of the information, we will do what we can to help. Please contact us.

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WELCOME

Dear students,

A very warm welcome to Croydon College and Coulsdon Sixth Form College. I am delighted that you have chosen to study with us and sincerely hope that your time here is successful and enjoyable.

We want to give you the best chance to achieve your ambitions, whether they are to progress to a higher level of study or to help you get a job. Whatever you want to do, we are here to provide the best possible support, advice and guidance.

In this handbook you will find a complete guide to the College's support services, what and where they are, and how you can get in touch with them. Please use these services, as they are here to help you make the most of your time at the College and prepare you well for your next steps.

In enrolling at Croydon College or Coulsdon Sixth Form College you become part of our helpful college community, and have access to a wide range of expertise to support your success. We are here to support and guide our students in any way we can, from study skills to career advice, support with learning difficulties and disabilities services to help with your wellbeing and health, and a Safeguarding Team to help keep you safe.

At the Croydon College Group, the wellbeing of our students always has been and always will be a priority; it is very important that if you are facing a difficulty which is affecting your study, please do ask for help whenever you need it and we will do our very best to help and support you.

Wishing you a successful and enjoyable academic year.



Caireen Mitchell
Principal & CEO

TERM DATES 2025-2026

AUTUMN TERM

Term: 1 September – 19 December 2025

Half Term: 27 October – 31 October 2025

Christmas Break:

22 December 2025 – 5 January 2026

SPRING TERM

Term: 6 January – 3 April 2026

Half Term: 17 February – 21 February 2026

Easter Break: 6 April – 20 April 2026

SUMMER TERM

Term: 21 April – 26 June 2026

Half Term: 25 May – 29 May 2026

KEY DATES TO REMEMBER

Induction and Freshers' Week:
1-5 September 2025

Assessment Periods: December, March & June

Results Days: August 2026



**CHECK THE COLLEGE WEBSITE AND
YOUR STUDENT PORTAL FOR THE
MOST UP-TO-DATE INFORMATION.**

STUDENT SERVICES

**Your 'one stop shop' for help and advice to make sure
your time at our colleges is all you want it to be.**

WHAT WE CAN HELP WITH

Our friendly and experienced team in Student Services can provide you with support, information, advice and guidance on:

- Financial Support & Bursaries
- University Applications & UCAS Support
- Course Changes & Transfers
- Personal & Academic Concerns
- Absence Reporting & Attendance Issues
- Confirmation Letters & Documentation
- Enrichment Activities & Volunteering
- Student Association Involvement
- Mental Health & Wellbeing Resources
- Career Planning & Work Experience
- International Student Support
- Accommodation Advice

HOW TO ACCESS SUPPORT

Drop-In Service

No appointment needed!

Visit our Student Services hub at your campus during opening hours.

Opening Hours

Croydon Campus:

Monday-Friday, 8:30am-5:00pm

Coulsdon Campus:

Monday-Friday, 8:30am-4:30pm

Digital Support

• Email: studentservices@croydon.ac.uk or studentservices@coulsdon.ac.uk

• Live chat available on the college website

• Virtual appointments available via Microsoft Teams

Emergency Support

Available 24/7 through our emergency helpline numbers (see Useful Contacts section)

ID BADGES & SECURITY

Your student ID card is essential for campus access, safety, and services.

WHY YOUR ID BADGE MATTERS

Your student ID card serves multiple critical functions:

Security Access

Entry to college buildings and specific areas

Library Services

Borrowing books and accessing digital resources

Payment System

Cashless payments in refectories and shops

Exam Entry

Required for all assessments and examinations

Student Discounts

Access to local and national student discounts

Emergency Identification

Critical for safety and emergency procedures

SECURITY REQUIREMENTS

- **Always Visible:** Your ID must be worn around your neck and clearly visible at all times
- **No Lending:** Never let anyone else use your ID card
- **Report Issues:** Contact Security immediately if lost, stolen, or damaged
- **Visitor Protocol:** All visitors must sign in and wear visitor badges

LOST OR DAMAGED CARDS

Replacement Cost: £10

How to Replace: Visit Student Services with proof of identity

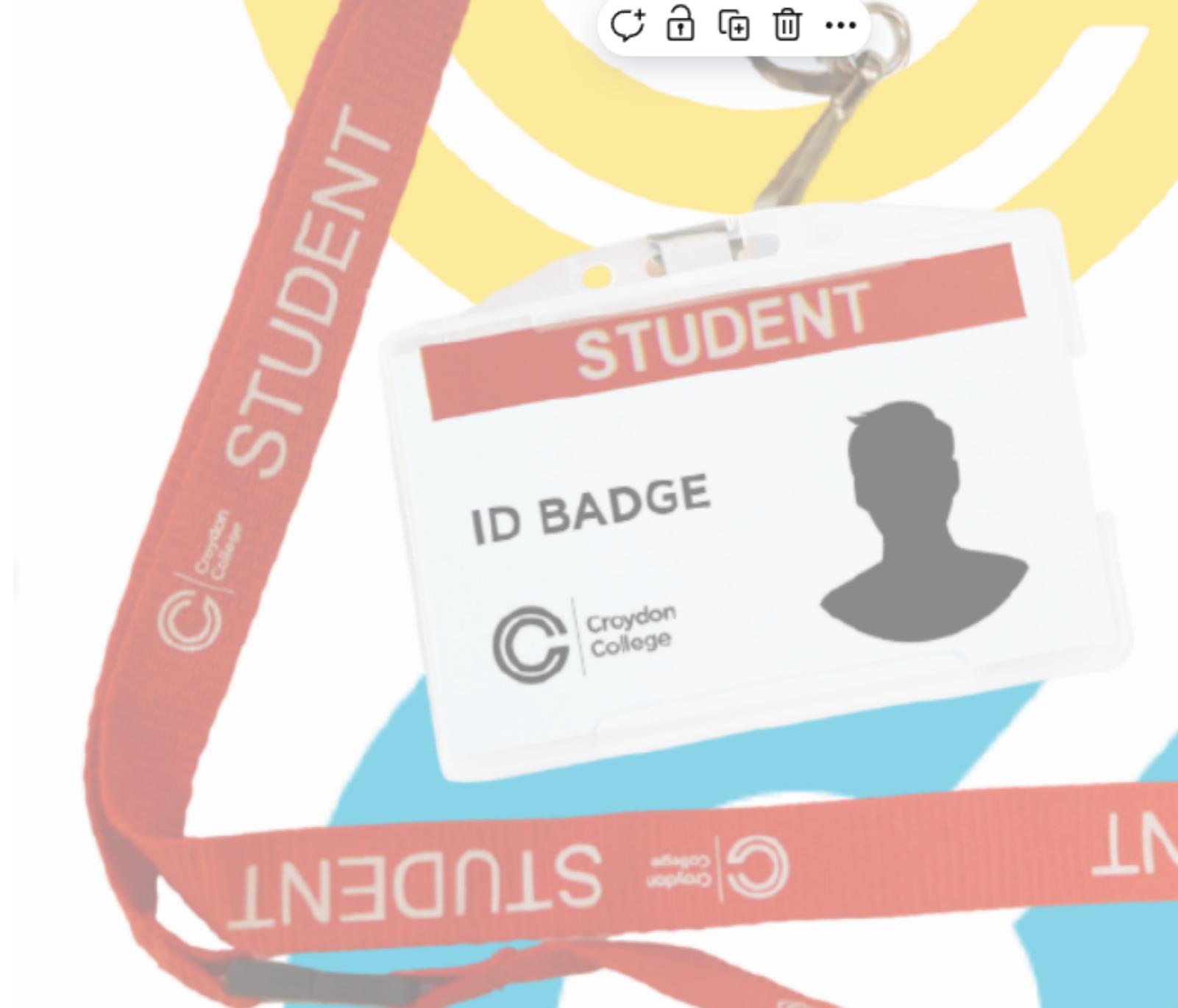
Temporary Access: Available for urgent situations whilst replacement is processed

IMPORTANT SECURITY REMINDERS

- Challenge anyone not wearing visible ID in college areas
- Report suspicious behaviour to Client Care immediately
- Never prop open security doors or let anyone tailgate
- Keep personal belongings secure at all times

REMEMBER:

YOUR ID BADGE KEEPS OUR ENTIRE COLLEGE COMMUNITY SAFE



POSITIVE BEHAVIOUR & COMMUNITY VALUES

Creating an inclusive, respectful, and supportive learning environment for everyone.

OUR COLLEGE COMMUNITY

Our colleges are vibrant, diverse communities where individuals from all backgrounds work together, socialise, learn and develop in a safe, mutually supportive environment. We foster an atmosphere of mutual respect, creating a dynamic learning environment where every student can thrive.

WHAT WE EXPECT FROM YOU

Respect

Show consideration for all members of our college community, regardless of background, beliefs, or identity

Responsibility

Take ownership of your learning, attendance, and behaviour both on campus and online

Resilience

Embrace challenges as opportunities to grow and develop

Collaboration

Work positively with others and contribute to group success

Integrity

Act honestly and ethically in all your academic and social interactions

OUR COMMITMENTS TO YOU

Fair Treatment

Every student receives equal opportunities and support

Safe Spaces

Zero tolerance for discrimination, harassment, or bullying

Individual Recognition

Celebrating your unique contributions and achievements

Growth Mindset

Supporting you to learn from mistakes and develop resilience

Open Communication

Listening to your concerns and feedback

POSITIVE BEHAVIOUR RECOGNITION

We celebrate students who:

- Show kindness and support to peers
- Demonstrate academic improvement and effort
- Contribute to college community activities
- Act as positive role models
- Support college values through their actions

DIGITAL CITIZENSHIP

Your online behaviour reflects our college values:

- Think before you post on social media
- Respect others in digital communications
- Report online harassment or inappropriate content
- Maintain professional standards in academic platforms



FOR FULL POSITIVE STUDENT BEHAVIOUR POLICY, SCAN THE QR CODES ON OUR WEBSITE.

FREDIE & ANTI-RACISM

Fairness, Respect, Equality, Diversity, Inclusion and Engagement – building an anti-racist college community

OUR FREDIE VALUES

FAIRNESS

We ensure all students receive equitable treatment and opportunities, recognising that different people may need different support to achieve the same outcomes.

RESPECT

We value every individual's dignity, background, and contribution to our college community, fostering an environment where everyone feels valued.

EQUALITY

We are committed to equal opportunities for all students, regardless of race, ethnicity, religion, gender, sexuality, disability, or socio-economic background.

DIVERSITY

We celebrate the rich diversity of our college community and recognise that different perspectives and experiences strengthen our learning environment.

INCLUSION

We actively work to ensure everyone feels they belong and can participate fully in college life, removing barriers that prevent full participation.

ENGAGEMENT

We encourage all students to engage actively with our diverse community and to challenge discrimination wherever they encounter it.

**PROUD TO BE
FREDIE™**
Fairness In The Workplace

OUR ANTI-RACISM COMMITMENT

Zero Tolerance

We have a zero-tolerance approach to racism in all its forms, including:

Direct racism and racial harassment

Indirect discrimination and unconscious bias

Microaggressions and casual racism

Online racist behaviour and hate speech

Institutional and systemic racism

Active Anti-Racism

We go beyond being 'non-racist' to being actively anti-racist by:

Challenging racist behaviours and systems

Amplifying Black, Asian, and Minority Ethnic voices

Reviewing our policies and practices for racial equity

Providing anti-racism education for all community members

Supporting staff and students from racialised backgrounds

WHAT THIS MEANS FOR STUDENTS

Your Rights

- To learn and study in an environment free from racism and discrimination
- To see your identity, culture, and heritage reflected and valued in college life
- To receive support if you experience racism or discrimination
- To have your complaints about racism taken seriously and acted upon
- To access additional support if racism has impacted your studies or wellbeing

Your Responsibilities

- Challenge racist language, jokes, and behaviours when you encounter them
- Educate yourself about racism and its impact on others
- Speak up if you witness racism or discrimination
- Engage respectfully with people from different backgrounds
- Support college initiatives to promote racial equality

REPORTING RACISM AND DISCRIMINATION

How to Report

- Speak directly to any member of staff you trust
- Contact the Safeguarding Team (identifiable by pink lanyards)
- Email: equality@croydon.ac.uk or equality@coulsdon.ac.uk
- Use anonymous reporting forms available on the college website
- Contact Student Services for support with reporting

What Happens When You Report

- 1. Immediate Support:** Ensuring your safety and wellbeing
- 2. Investigation:** Thorough and impartial investigation of incidents
- 3. Action:** Appropriate consequences for perpetrators
- 4. Support Services:** Ongoing support for those affected
- 5. Follow-up:** Monitoring to prevent further incidents

Support Available

- Confidential counselling and wellbeing support
- Academic support if your studies have been affected
- Practical assistance with reporting to external agencies if needed
- Advocacy and representation in formal processes
- Connection with community support organisations

EDUCATIONAL INITIATIVES

Black History Month (October)

- Celebrating Black history, culture, and contributions
- Educational workshops and cultural events
- Guest speakers and community partnerships
- Student-led projects and presentations

Anti-Racism Week

- Focused education about racism and its impact
- Interactive workshops on unconscious bias
- Discussions about privilege and allyship
- Skills development for challenging racism

Year-Round Activities

- Cultural celebration events throughout the year
- Diverse curriculum content reflecting all backgrounds
- Anti-racism training for staff and student leaders
- Book clubs and discussion groups on race and equality

CREATING INCLUSIVE SPACES

Curriculum Diversity

- Learning materials that reflect diverse perspectives and experiences
- Examples and case studies from various cultural backgrounds
- Critical examination of historical and contemporary racism
- Opportunities to explore your own heritage and identity

Physical Environment

- Diverse artwork and displays throughout college spaces
- Quiet spaces for prayer and reflection
- Multi-faith rooms available for all students
- Accessible facilities designed for all abilities

Social Environment

- Student societies celebrating different cultures and backgrounds
- Mentoring programmes connecting students across communities
- International food festivals and cultural exchanges
- Interfaith dialogue and understanding activities

ALLYSHIP AND SOLIDARITY

Being an Effective Ally

- Listen to and believe the experiences of racialised students
- Educate yourself about racism and its historical context
- Use your privilege to speak up against racism
- Support anti-racism initiatives and organisations
- Accept feedback and learn from mistakes

Building Solidarity

- Form genuine relationships across racial and cultural lines
- Support student-led campaigns for racial justice
- Participate in anti-racism training and education
- Challenge racism even when no racialised people are present
- Recognise the intersections between different forms of discrimination



RESOURCES AND SUPPORT

Internal Support

- FREDIE Champions – staff members specially trained in equality issues
- Student Equality Representatives on Student Association
- Mentoring programmes pairing students from similar backgrounds
- Cultural societies and support networks

External Organisations

- **Show Racism the Red Card:** 0191 230 0003
- **Stop Hate UK:** 0800 138 1625
- **Equality and Human Rights Commission:** 0808 800 0082
- **Citizens Advice:** For discrimination and legal advice
- **Local community organisations:** Connections facilitated through college

MEASURING PROGRESS

How We Monitor Equality

- Regular surveys on student experiences of racism and discrimination
- Analysis of achievement gaps between different ethnic groups
- Monitoring of disciplinary actions and their impact on different communities
- Review of curriculum content for diversity and inclusion
- Assessment of staff diversity at all levels

Student Involvement

- Student representation on college equality committees
- Regular focus groups on race equality issues
- Student-led research projects on campus experiences
- Feedback sessions on college policies and practices

ACCOUNTABILITY

- Annual equality reports published on college website
- Public commitments to anti-racism goals and targets
- Regular updates to college community on progress
- External assessment of equality practices

YOUR VOICE MATTERS

How to Get Involved

- Join the Student Equality Committee
- Become a FREDIE Student Ambassador
- Participate in cultural societies and events
- Volunteer for anti-racism education programmes
- Share your experiences through student voice channels

Making Change

- Propose new initiatives to promote racial equality
- Lead cultural celebration events
- Mentor other students from your community
- Contribute to policy development and review
- Represent student views in college decision-making

CONTACT INFORMATION

Croydon Campus:

Email: equality@croydon.ac.uk

FREDIE Champion: Available through Student Services

Coulsdon Campus:

Email: equality@coulsdon.ac.uk

FREDIE Champion: Available through Student Services

REMEMBER:

CREATING AN ANTI-RACIST COLLEGE COMMUNITY IS EVERYONE'S RESPONSIBILITY. TOGETHER, WE CAN ENSURE THAT ALL STUDENTS FEEL VALUED, RESPECTED, AND ABLE TO ACHIEVE THEIR FULL POTENTIAL.

YOUR STUDY PROGRAMME

Your study programme is unique to you, designed with your end goals in mind.

CORE COMPONENTS

Every study programme includes:

Qualification Studies

Your main subject areas designed to build expertise and knowledge in your chosen field

English & Mathematics

Essential skills for progression - if you haven't achieved Grade 4 or above at GCSE, you'll continue developing these crucial abilities

Personal Development

Tutorial sessions covering life skills, wellbeing, careers guidance, and citizenship

Work Experience & Industry Engagement

Real-world experience through placements, projects, and employer partnerships

Enrichment Activities

Opportunities to develop new interests, leadership skills, and community connections

TRACKING YOUR PROGRESS

My Progress Tracker/ProPortal

Your digital Individual Learning Plan where you can:

- Monitor attendance and punctuality
- Track assignment submissions and grades
- Set and review personal targets
- Access feedback from tutors
- Plan your next steps

Weekly Tutorials

One-to-one and group sessions with your personal tutor covering:

- Academic progress reviews
- Goal setting and action planning
- Wellbeing check-ins
- Career development activities
- Study skills support

ACADEMIC SUPPORT AVAILABLE

Study Skills Workshops

Time management, note-taking, research methods

Peer Mentoring

Support from successful older students

Subject-Specific Help

Additional sessions for challenging topics

Exam Preparation

Revision techniques, mock exams, stress management

Assignment Support

Planning, structuring, and referencing guidance

PREPARING FOR YOUR FUTURE

Whether you're planning to:

- Progress to university
- Enter employment
- Start an apprenticeship
- Develop your own business

We'll help you build the skills, qualifications, and experience you need to succeed.



LITERACY & NUMERACY

Developing your English and mathematics skills across all aspects of your college experience.

WHY THESE SKILLS MATTER

Strong literacy and numeracy skills are essential for:

- Academic success in all subject areas
- Employment opportunities and career progression
- University and apprenticeship applications and study
- Everyday life and financial management
- Digital literacy and online safety
- Critical thinking and problem-solving

EMBEDDED LEARNING APPROACH

We integrate English and mathematics development into:

Vocational Studies

Subject-specific terminology, calculations, and communication

Work Experience

Professional communication and workplace numeracy

Independent Study

Research skills, data analysis, and presentation techniques

Digital Projects

Online research, data interpretation, and digital communication

SUPPORT AVAILABLE

Individual Support

- One-to-one sessions with specialist tutors
- Diagnostic assessments to identify specific needs
- Personalised learning plans and resources

Group Learning

- Small group workshops on specific topics
- Peer learning opportunities
- Collaborative projects and presentations

Digital Resources

- Online learning platforms with interactive exercises
- Educational apps and games
- Video tutorials and explainer content

Maths and English Hub at Croydon Campus (Room 269)

- Drop in support for anyone wanting support with English and Maths
- Open Monday to Friday 9-4.30pm
- One to one and small group support
- Access to past papers

MARKING AND FEEDBACK SYSTEM

Before Submitting Work

- Use spell-check and grammar tools
- Read work aloud to identify errors
- Check against previous feedback targets
- Ask for peer review when appropriate

Our Feedback Approach

- Clear identification of strengths and areas for improvement
- Specific targets for development
- Examples and models of good practice
- Opportunities for redrafting and improvement

KEY SYMBOLS FOR IMPROVEMENT

sp Spelling error

p Punctuation error

gr Grammar issue

v Wrong word used

// New paragraph needed

? Meaning unclear

DIGITAL LEARNING PLATFORMS

Maximising your learning through technology and online resources.

MOODLE – YOUR VIRTUAL LEARNING ENVIRONMENT

What You'll Find

- Course materials and lecture notes
- Assignment briefs and submission portals
- Discussion forums for peer collaboration
- Recorded lectures and tutorial videos
- Quiz and self-assessment tools
- Grade tracking and feedback
- Calendar of important dates and deadlines

How to Access

Via the college website or mobile app

Login Issues

Contact IT Support immediately

NAVIGATE – WORK EXPERIENCE & SKILLS TRACKING

Key Features

- Work placement opportunities and applications
- Skills development tracking and evidence portfolio
- Professional networking and employer connections
- CV builder and career planning tools
- Reflection journals and goal setting
- Industry insights and labour market information

MICROSOFT 365 EDUCATION SUITE

Included Applications

- **Teams:** Virtual classrooms, group projects, tutor meetings
- **OneDrive:** Cloud storage for all your college work
- **Word/PowerPoint/Excel:** Professional document creation
- **OneNote:** Digital note-taking and organisation
- **Outlook:** College email and calendar management

MULTI-FACTOR AUTHENTICATION (MFA)

Enhanced Security

MFA is required for accessing college systems from personal devices

Setup Process

1. Download Microsoft Authenticator app
2. Follow setup instructions sent to your college email
3. Register your mobile device
4. Test access before leaving campus

Benefits

- Protects your personal and academic data
- Prevents unauthorised access to your accounts
- Meets industry-standard security requirements
- Prepares you for workplace digital security practices

DIGITAL SKILLS DEVELOPMENT

Training Available

- Basic computer skills and troubleshooting
- Advanced Microsoft Office techniques
- Online research and information literacy
- Digital presentation and multimedia creation
- Data protection and cybersecurity awareness



COLLEGE FACILITIES

Everything you need to eat, drink, learn, stay healthy, and relax.

LEARNING RESOURCE CENTRES (LRC)

Croydon Campus LRC – Two Floors of Resources

- **2nd Floor:** Books and journals, Study area, computer suites, printing facilities and group referencing work area
- **3rd Floor:** Books and journals, quiet study area, Computer suites, printing facilities
- **Services:** Academic research support, referencing guidance, 1:1 librarian sessions

Coulsdon Campus LRC – Ground Floor Hub

- Open-plan learning space with flexible seating
- Technology-rich environment with latest software
- Quiet zones and collaborative areas
- Integrated student support services

Available Resources

- Extensive physical and digital book collections
- Academic databases and journal subscriptions
- Printing, copying, and scanning facilities
- Laptops and tablets for loan
- Study skills workshops and research training
- Assistive technology for students with additional needs

Opening Hours

Croydon Campus

Monday | 8:30am-5pm
Tuesday and Wednesday | 8:30am-8pm
Thursday | 8:30am-6pm
Friday | 8:30am-5pm

Coulsdon Campus

(term time only)
Open everyday | 8:30am-5pm

FOOD & DINING

Refectories at Both Campuses

Croydon Street Market Hall: Open 8:30am - 4:30pm
Coulsdon: Open 8:30am - 2:30pm

What We Offer

- Daily fresh hot meals and salads
- International cuisine themes (Indian, Thai, Spanish, Italian)
- Vegetarian, vegan, and dietary requirement options
- Grab-and-go healthy snacks and drinks
- Fairly traded and locally sourced ingredients where possible
- Affordable pricing with student discounts

Special Dietary Needs: Speak with our catering team who will be happy to accommodate your requirements.

Free School Meals

- Apply for Free School Meals this with Student Services who can advise on eligibility
- Access by swiping your ID card in the refectories

Additional Food Options

- Vending machines throughout campuses
- Coffee shops and café areas
- Outdoor eating spaces and picnic areas

HAIR & BEAUTY TRAINING SALON (CROYDON CAMPUS)

Location: Entrance on Park Lane

Services

Professional training salon operated by students under expert supervision

Treatments Available:

- Hair cutting, styling, and colouring
- Beauty treatments and skincare
- Holistic therapies and wellness treatments
- Nail art and manicure services
- Special occasion styling

Booking:

Phone: 020 8760 5867

Email: salon@croydon.ac.uk

Online: Book through college website

Benefits: High-quality treatments at student-friendly prices, plus retail products available

HEALTH & FITNESS FACILITIES

Fitness Suite (Croydon & Coulsdon)

- Modern cardiovascular equipment
- Weight training area
- Group exercise studio
- Changing facilities with lockers

Sports Facilities (Coulsdon)

- Multi-use sports hall
- Outdoor playing fields
- Tennis/netball courts
- Football pitches

Wellbeing Spaces

- Meditation and quiet reflection areas
- Student common rooms with games and relaxation facilities
- Outdoor garden spaces and seating areas

TECHNOLOGY & IT SUPPORT

Computer Labs

Available across both campuses with latest software

WiFi

Free, high-speed internet throughout all buildings

Printing Credits

Allocated free credits with top-up options

IT Help Desk

Technical support for students and equipment loans
Accessibility Technology: Specialist software and equipment for students with additional needs.



EMPLOYABILITY & CAREERS

Preparing you for success in your chosen career path.

WORLD OF WORK – WORK EXPERIENCE PROGRAMME

Why Work Experience Matters

Work experience is essential for developing the skills, knowledge and professional networks that employers value. It bridges the gap between classroom learning and real-world application.

What You'll Gain:

Skill Development

Building both technical and soft skills valued by employers

Industry Insight

Understanding how your chosen sector actually operates

Professional Networks

Connections that could lead to future opportunities

Career Clarity

Confirming or redirecting your career choices

Confidence Building

Real-world experience boosts self-assurance

CV Enhancement

Concrete examples for job applications and interviews

Reference Contacts

Professional references for future applications

Types of Experience Available

- **Traditional Placements:** Full or part-time work experience with employers
- **Industry Projects:** Real briefs set by employers for student teams
- **Virtual Work Experience:** Online placements with national and international companies
- **Social Action Projects:** Community-based initiatives addressing local needs
- **Student Enterprise:** Running your own business or social enterprise
- **T Level Industry Placements:** Extended placements for T Level students (minimum 315 hours)
- **Apprenticeship Opportunities:** Earn whilst you learn with employer partners

How It Works

1. **Initial Assessment:** We identify your interests, skills, and career goals
2. **Opportunity Matching:** Our team helps you find suitable placements aligned with your aspirations
3. **Preparation Support:** CV writing, interview skills, and workplace expectations
4. **Ongoing Support:** Regular check-ins during your placement
5. **Reflection & Planning:** Evaluating your experience and planning next steps

Navigate Platform: Track your progress, set goals, record achievements, and build your professional portfolio online.

Contact: workplacements@croydon.ac.uk

CAREERS GUIDANCE & SUPPORT

Our qualified Careers Team are here to help you plan your future. We offer:

Career exploration

find jobs that match your skills and interests

Uni support

UCAS, personal statements, student finance

Apprenticeships

search, apply, and prepare for interviews Job prep: CVs, applications, and interview practice

Skills checks

discover your strengths and areas to develop

NETWORKING: LEARN TO BUILD PROFESSIONAL CONNECTIONS

How to access support:

Drop-ins at Croydon (1st floor Wellbeing Centre) or Coulsdon (Student Services Hub)

Book an appointment: careers@croydon.ac.uk / careers@coulsdon.ac.uk

EXPLORE RESOURCES ON MOODLE

CV templates, interview tips, job databases

Enrichment offers. It is about growing beyond the classroom. It helps you:

- Build confidence and leadership skills
- Meet new friendsBoost your CV and UCAS application
- Improve your wellbeing
- Make a difference in the community

Activities include

Sports & Fitness: football, basketball, gym, outdoor adventure

Creative Arts: drama, music, art, media, writing

Academic & Professional: STEM clubs, debating, business, coding

Community & Social Action: volunteering, fundraising, eco projects

Personal Development: Duke of Edinburgh, student leadership, life skills

COLLEGE EVENTS & CELEBRATIONS

We run events all year to celebrate, inspire, and connect

- **Cultural festivals:** Diwali, Pride Month, Black History Month, International Food Festival, Culture Day
- **Awareness days:** Mental Health Week, Anti-Bullying, Earth Day
- **Showcases & awards:** arts exhibitions, sports awards, talent shows, writing competitions, recognition evenings
- **Community events:** open days, employer networking, charity drives

STUDENT VOICE & REPRESENTATION

Your voice matters! Help shape college life by

Becoming a Course Rep or joining the Student Committee

Running for Student President and other important roles

Sharing feedback through regular student executive and student rep meetings, surveys, forums, and suggestion boxes

Recent wins from Student Voice:

- Longer library hours
- Better WiFi
- More food options
- More enrichment activities

Contact: studentassociation@croydon.ac.uk/
studentassociation@coulsdon.ac.uk

STUDENT BENEFITS & DISCOUNTS

Making the most of your student status – saving money whilst you study.

NUS EXTRA CARD BENEFITS

Cost

£12 for one year / £20 for two years
£30 for three years

How to Apply

Visit www.nus.org.uk or purchase through Student Services

Discounts Include:

Retail

Up to 10% off ASOS, Nike, Adidas, Urban Outfitters

Food & Drink

McDonald's, Subway, Pizza Express, Domino's

Entertainment

Vue Cinemas, Spotify Premium, Amazon Prime Student

Travel

National Express, Megabus, some local transport

Technology

Adobe Creative Suite, Microsoft Office, Apple products

Books & Study

Waterstones, WHSmith, various online retailers

LOCAL CROYDON & COULSDON DISCOUNTS

Food & Dining

- 15% off at selected restaurants in Croydon town centre
- Student meal deals at local cafés and takeaways
- Discount vouchers for food delivery services

Entertainment

- Reduced price cinema tickets at local venues
- Student nights at entertainment venues
- Discounted gym memberships at local fitness centres
- Bowling, mini-golf, and activity centre reductions

Transport

- Student Oyster Card for discounted London transport
- Local bus service student discounts
- Cycle hire scheme reductions

Services

- Hairdressers and beauty salons near campus
- Printing and stationery shops
- Technology and phone repair services
- Academic support and tutoring services

STUDENT BANKING BENEFITS

Recommended Student Accounts

Most major banks offer student-specific accounts with benefits such as:

- Interest-free overdrafts (typically £1,000-£3,000)
- No monthly account fees
- Free railcards or discount vouchers
- Mobile banking apps with budgeting tools
- Graduate account transitions

Financial Advice

Student Services can provide guidance on choosing appropriate banking services.

DIGITAL & SUBSCRIPTION DISCOUNTS

Software & Apps

- Adobe Creative Cloud: 60% student discount
- Microsoft 365: Free through college
- Spotify Premium: 50% student discount
- Amazon Prime Student: Reduced annual fee
- Various productivity and study apps at reduced rates

Streaming Services

- Netflix, Disney+, and other platforms often offer student rates
- Music streaming services with educational discounts
- News and magazine subscriptions at reduced rates

ACADEMIC & STUDY SUPPORT DISCOUNTS

Books & Resources

- Textbook rental services
- Online course platforms at reduced rates
- Academic conference and workshop discounts
- Language learning apps and courses

Technology

- Laptop and tablet educational pricing
- Software licences for students
- Online storage and backup services
- Technical support and repair discounts

HEALTH & WELLNESS SAVINGS

Healthcare

- Reduced dental care at dental schools
- Eye tests and glasses discounts at major opticians
- Prescription discounts where eligible
- Mental health apps and services at student rates

Fitness & Wellbeing

- Gym memberships with student pricing
- Yoga and fitness class discounts
- Sports equipment and clothing reductions
- Wellness and mindfulness app subscriptions

HOW TO ACCESS DISCOUNTS

1. Student Services:

Visit us for local discount cards and vouchers

2. Student ID:

Always carry and show your student card

3. Online Verification

Use your college email for student verification

4. Ask

Many businesses offer student discounts even if not advertised

5. Student Apps

Download UNiDAYS, Student Beans, and similar apps

TOP TIPS FOR SAVING MONEY

Always ask “Do you offer student discount?”

Compare prices before purchasing

Look for end-of-season sales and clearance events

Consider second-hand options for textbooks and equipment

Take advantage of free student events and activities

FINANCIAL SUPPORT

Money shouldn't be a barrier to learning – we have comprehensive support available for students who need financial assistance.

TYPES OF FINANCIAL SUPPORT AVAILABLE

16-18 Bursary Fund

- **Purpose:** Support with travel, course materials, equipment, and essential costs
- **Eligibility:** Based on household income and individual circumstances
- **Amount:** Varies depending on assessed need
- **Application:** Apply early in the academic year for best chance of support

Vulnerable Student Bursary – Dependent on need (Up to £1,200)

- **Eligibility: Students who are:**
 - In care or care leavers
 - In receipt of Income Support/Universal Credit in their own name
 - In receipt of Employment and Support Allowance and Disability Living Allowance
- **Additional Support:** Access to priority support services and guidance

19+ Discretionary Learner Support

- **Coverage:** childcare, course costs,
- **Eligibility:** Income-assessed with priority for those on low incomes
- **Childcare Support:** Up to 100% of registered childcare costs up to £195 per week

Advanced Learner Loan Bursary

- **Purpose:** Support students taking Advanced Learner Loans
- **Coverage:** course-related expenses not covered by the loan
- **Eligibility:** Assessed based on individual financial circumstances

Specialised Support

Care Leavers Package If you're currently in care or are a care leaver, we offer:

- **Personal Support:** Dedicated pastoral care and guidance
- **Accommodation Assistance:** Help with housing applications and support
- **Life Skills Support:** Practical workshops on budgeting, cooking, and independent living

- **Extended Support:** Continued guidance throughout your studies and transition to employment/higher education
- **Emergency Support:** Access to emergency accommodation and financial assistance

WHAT FINANCIAL SUPPORT CAN COVER

Essential Study Costs

- Textbooks and course materials
- Equipment, tools, and uniforms
- Technology requirements (laptops, tablets, software)
- Examination and certification fees
- Educational visits and field trips

Travel and Transport

- Daily travel to college
- Work experience placement travel
- Interview travel for progression opportunities
- Emergency travel costs

Living Costs Support

- Basic clothing and uniform costs
- Childcare for student parents

Digital Inclusion: =

- Internet access support for home study
- Device loans and technology support
- Software and digital resource access

HOW TO APPLY

Application Process

1. **Complete Application Form:** Available online or from Student Services
2. **Provide Evidence:** Household income, benefits documentation, or supporting letters
3. **Assessment:** Our team reviews your application and circumstances
4. **Decision:** You'll receive written confirmation of support awarded
5. **Payment:** Support is typically paid directly to you or to service providers

Required Documents

- Household income evidence (P60, payslips, benefit letters)
- Bank statements (last 3 months)
- Proof of housing costs if relevant
- Any relevant supporting documentation

Application Deadlines

- **Main Application:** Submit by end of October for full academic year support
- **Emergency Applications:** Accepted throughout the year
- **Late Applications:** Considered subject to available funding

MONEY MANAGEMENT SUPPORT

Financial Literacy Workshops

- Budgeting and money management skills
- Understanding credit and debt
- Savings and investment basics
- Student banking and financial products
- Employment rights and payroll understanding

Personal Financial Guidance

- One-to-one budgeting support
- Debt advice and signposting
- Benefits entitlement checks
- Grant and scholarship application support

PAYMENT AND MONITORING

How Payments Work

- **Direct Payment:** Transferred to your bank account
- **Transport Passes:** Provided directly where appropriate
- **Equipment/Books:** Sometimes purchased directly by the college
- **Childcare:** Paid directly to registered providers

Attendance Requirements

- **Minimum Attendance:** Usually 9% attendance required to maintain support
- **Punctuality:** Regular lateness may affect payments
- **Academic Progress:** Satisfactory progress required for continued support
- **Notification:** You must inform us of any changes in circumstances

EMERGENCY SUPPORT

Crisis Situations

- Immediate financial hardship
- Housing emergencies
- Family crisis situations
- Health-related financial difficulties

Food Bank Partnerships

- Access to local food banks
- Emergency food vouchers
- Cooking and nutrition workshops
- Community support connections

Quick Access Support

- Same-day emergency loans (small amounts)
- Travel advance payments
- Essential item purchases
- Crisis intervention support

CONTACT INFORMATION

Croydon Campus

Website: www.croydon.ac.uk/financial-support

Email: bursary@croydon.ac.uk

In-Person: Student Services Hub, Ground Floor

Phone: 020 8686 5700 (option 2)

Coulsdon Campus

Website: www.coulsdon.ac.uk/financial-support

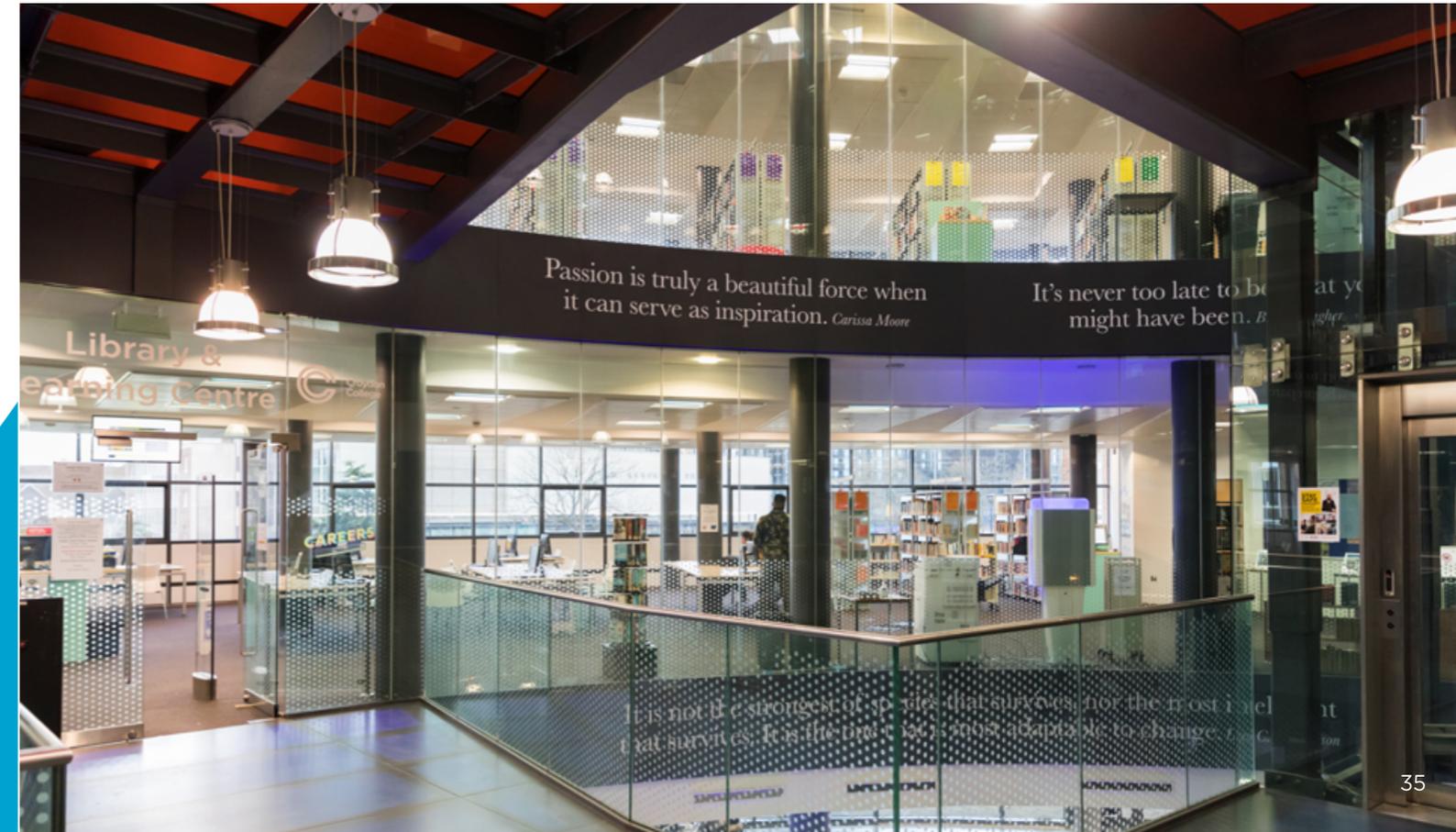
Email: finance@coulsdon.ac.uk

In-Person: Student Services Hub, Ground Floor

REMEMBER:

APPLY EARLY, PROVIDE COMPLETE INFORMATION, AND KEEP US INFORMED OF ANY CHANGES IN YOUR CIRCUMSTANCES.

OUR TEAM IS HERE TO HELP YOU ACCESS ALL THE SUPPORT YOU'RE ENTITLED TO.



WELLBEING & MENTAL HEALTH SUPPORT

Your mental health and wellbeing are our priority – comprehensive support is available when you need it.

UNDERSTANDING WELLBEING

What is Wellbeing? Wellbeing encompasses your mental, emotional, physical, and social health. It affects how you think, feel, and act, and determines how you handle stress, relate to others, and make healthy choices.

Why It Matters

ACADEMIC SUCCESS

Good mental health improves concentration, memory, and learning

FUTURE OPPORTUNITIES

Employers and universities value emotional intelligence and resilience

RELATIONSHIPS

Better wellbeing enhances your connections with family, friends, and peers

LIFE SATISFACTION

Overall happiness and fulfilment in your daily experiences

SAFEGUARDING & WELLBEING TEAM

Who We Are

Our professionally trained team provides confidential, non-judgemental support for all students. You can identify team members by their distinctive pink lanyards.

What We Help With

- **Mental Health Concerns:** Anxiety, depression, stress, panic attacks
- **Relationship Issues:** Family conflicts, friendship difficulties, romantic relationships
- **Life Changes:** Adjusting to college, family changes, bereavement, transitions
- **Identity and Self-Esteem:** Building confidence, exploring identity, body image
- **Trauma and Abuse:** Support for current or past experiences of abuse
- **Substance Use:** Concerns about alcohol, drugs, or other substances
- **Financial and Housing Stress:** Practical support and guidance
- **Academic Pressure:** Managing study stress and performance anxiety

Our Approach

- **Confidential:** What you share stays private (except where safety is at risk)
- **Student-Centred:** You decide what support works best for you
- **Holistic:** We consider all aspects of your life and wellbeing
- **Culturally Sensitive:** Understanding and respecting diverse backgrounds and beliefs
- **Trauma-Informed:** Recognising the impact of trauma and supporting recovery

WELLBEING CENTRE & HUB LOCATIONS

Croydon Campus – Wellbeing Centre

Location: First floor, below the Learning Resource Centre

Hours: 9:30am - 4:30pm, Monday to Friday

Features: Private consultation rooms, group activity space, relaxation area

Drop-In: No appointment needed for initial conversations

Email: wellbeing@croydon.ac.uk

Coulsdon Campus – Wellbeing Centre

Location: Room 21 access from the atrium next to main reception, ground floor

Hours: 9:30am - 4:30pm, Monday to Friday

Features: Comfortable, welcoming space with private areas

Drop-In: Available for immediate support

Email: wellbeing@coulsdon.ac.uk

TYPES OF SUPPORT AVAILABLE

One-to-One Support

- **Brief Interventions:** Short-term support for specific issues (1-6 sessions)
- **Ongoing Support:** Regular meetings throughout your time at college
- **Crisis Intervention:** Immediate support during difficult times
- **Practical Support:** Help with forms, appointments, and accessing services

Group Support

- **Wellbeing Workshops:** Topics like stress management, mindfulness, confidence building
- **Peer Support Groups:** Connect with other students facing similar challenges
- **Skills-Based Groups:** DBT skills, anxiety management, social skills development
- **Educational Sessions:** Understanding mental health, building resilience

SPECIALISED SERVICES

Education Wellbeing Practitioners

- **Qualification:** Trained mental health professionals
- **Focus:** Low mood, anxiety, stress, and adjustment difficulties
- **Approach:** Evidence-based interventions including CBT techniques
- **Referral:** Through wellbeing team or self-referral

Sexual Violence and Abuse Support

- **Confidential Service:** Specialised support for survivors
- **Immediate Response:** Crisis support and safety planning
- **Ongoing Support:** Therapeutic interventions and practical assistance
- **Reporting Options:** Information about reporting procedures (your choice)
- **Multi-Agency Working:** Links with specialist external services

CRISIS SUPPORT

Emergency Situations

If you or someone you know is in immediate danger:

- Call 999 for emergency services
- Contact College Emergency Lines 9.30-4.30pm Monday to Friday when College is open:
Croydon: 07970 393393
Coulson: 07864 984211

Out-of-Hours Support

- Samaritans: 116 123 (free, 24/7)
- Crisis Text Line: Text SHOUT to 85258
- NHS 111: For non-emergency medical concerns
- Local Crisis Teams: Available through GP or A&E

Safety Planning

Our team can help you develop a personal safety plan including:

- Warning signs to watch for
- Coping strategies that work for you
- People and services you can contact
- Ways to keep your environment safe

WELLBEING ACTIVITIES AND PROGRAMMES

Mental Health Awareness

- **World Mental Health Day:** October awareness activities
- **Mental Health Awareness Week:** May focused programming
- **Time to Talk Day:** Encouraging mental health conversations
- **Stress Less Week:** Exam period wellbeing support

Regular Activities

- **Mindfulness Sessions:** Weekly guided meditation and relaxation
- **Wellbeing Wednesday:** Drop-in activities and information
- **Pet Therapy Sessions:** Visits from trained therapy animals
- **Creative Therapy Workshops:** Art, music, and writing for wellbeing
- **Physical Activity Programmes:** Yoga, walking groups, sports for mental health

Training for Support Networks

- **Parent/Carer Workshops:** Understanding teenage mental health
- **Peer Support Training:** Students supporting students
- **Staff Training:** Mental Health First Aid for college staff
- **Community Awareness:** Local community mental health education



INCLUSIVE AND DIVERSE SUPPORT

College of Sanctuary Status

We provide specialised support for refugees and people seeking asylum, including:

- Cultural orientation and adjustment support
- Trauma-informed care
- Language and communication support
- Connection with community resources

LGBTQ+ Support

- **Safe Spaces:** Welcoming environment for LGBTQ+ students
- **Identity Exploration:** Support with questions about sexual orientation and gender identity
- **Family and Social Support:** Help navigating relationships and coming out
- **Community Connections:** Links with local LGBTQ+ organisations

Cultural and Faith Sensitivity

- **Diverse Team:** Staff from various cultural and faith backgrounds
- **Religious Accommodation:** Respect for faith practices and beliefs
- **Cultural Understanding:** Recognising how culture affects mental health
- **Family Dynamics:** Understanding different cultural approaches to wellbeing

Disability and Neurodiversity

- **Reasonable Adjustments:** Adaptations to support your mental health needs

- **Neurodivergent Support:** Understanding and supporting ADHD, autism, and other neurodevelopmental differences
- **Sensory Support:** Quiet spaces and sensory-friendly environments
- **Communication Support:** Alternative ways to express yourself and access support

HOW TO ACCESS SUPPORT

Self-Referral

- Walk into the Wellbeing Centre/Hub during opening hours
- Email wellbeing@croymdon.ac.uk or wellbeing@coulsdon.ac.uk
- Complete online referral form on college website
- Call main reception and ask to speak with wellbeing team

Through Others

- Ask your tutor to make a confidential referral
- Student Services can connect you with wellbeing support
- Healthcare professionals can refer with your permission
- Family or friends can encourage you to seek support

What Happens Next

- 1. Initial Conversation:** Informal chat about your concerns and needs
- 2. Assessment:** More detailed discussion about how we can help
- 3. Support Plan:** Together we decide on the best approach
- 4. Regular Review:** We check how things are going and adjust support as needed

EXTERNAL PARTNERSHIPS

We work with many external organisations to provide comprehensive support:

- **NHS Mental Health Services:** GPs, CAMHS, Adult Mental Health Services
- **Local Counselling Services:** Specialised therapy providers
- **Domestic Violence Support:** Local refuges and support services
- **Substance Use Services:** Specialist addiction and harm reduction services
- **Housing Support:** Local housing services and emergency accommodation
- **Benefits and Financial Support:** Citizens Advice and financial guidance services

REMEMBER:

SEEKING HELP IS A SIGN OF STRENGTH, NOT WEAKNESS. OUR TEAM IS HERE TO SUPPORT YOU IN ACHIEVING YOUR ACADEMIC AND PERSONAL GOALS WHILST MAINTAINING GOOD MENTAL HEALTH.

STAYING SAFE

Creating a secure environment where everyone can learn, work, and thrive.

SAFEGUARDING – EVERYONE’S RESPONSIBILITY

What is Safeguarding? Safeguarding means protecting people from abuse, neglect, and harm. It’s everyone’s responsibility to look out for each other and report concerns when someone might be at risk.

TYPES OF ABUSE AND HARM

Physical Abuse

Hitting, kicking, shaking, burning, or other physical harm

Emotional Abuse

Persistent emotional mistreatment, humiliation, or threats

Sexual Abuse

Any sexual activity imposed on someone without consent

Neglect

Failure to provide basic needs like food, shelter, medical care

Financial Abuse

Stealing money, controlling finances, or financial exploitation

Domestic Violence

Controlling or abusive behaviour in relationships

Modern Slavery:

Forced labour, human trafficking, or exploitation

Online Abuse

Cyberbullying, harassment, or exploitation through digital means

Who Might Be at Risk

- Children and young people under 18
- Adults with care and support needs
- Adults who may be vulnerable due to circumstances
- Anyone experiencing domestic violence
- People isolated from support networks

REPORTING CONCERNS

If You’re Worried About Someone

- Trust your instincts - if something doesn’t feel right, report it
- You don’t need proof - trained professionals will investigate
- It’s better to report a concern that turns out to be nothing than to stay silent

How to Report

- **Speak to Safeguarding Team:** Look for staff wearing pink lanyards
- **Tell Any Staff Member:** All staff are trained to respond to safeguarding concerns
- Email: safeguarding@croydon.ac.uk or safeguarding@coulson.ac.uk
- Emergency Lines Monday to Friday 9.30-4.30pm when College is open:
 - **Croydon:** 07970 393393
 - **Coulson:** 07864 984211

What Happens When You Report

1. **Immediate Safety:** We ensure the person is safe from immediate harm
2. **Professional Assessment:** Trained safeguarding officers assess the situation
3. **Support Services:** Appropriate support is provided to those affected
4. **External Agencies:** We work with police, social services, and other agencies as needed
5. **Ongoing Support:** Continued monitoring and support as required

PREVENT DUTY – COUNTER-TERRORISM

Understanding the Prevent Strategy

The Prevent Duty is part of the UK’s counter-terrorism strategy, designed to stop people becoming involved in terrorism or supporting terrorist activities.

What is Radicalisation? Radicalisation is when someone starts to believe in extreme views and may be influenced to support or participate in terrorist activities. This can happen to anyone, regardless of:

- Age, gender, or background
- Faith, ethnicity, or nationality
- Political beliefs or social status

Warning Signs

- Sudden changes in behaviour, appearance, or social groups
- Expression of extremist views or intolerance of others
- Isolation from family, friends, or usual social networks
- Increased secrecy about online activities or new friendships
- Possession of extremist literature or materials
- Talk of travelling to conflict areas or meeting new mentors

How to Report

- **College Safeguarding Team:** First point of contact for any concerns
- **REPORT AND SUPPORT**
- If you would like to contact us directly please go to: croydon.ac.uk/safeguarding-support
- **Anti-Terrorism Hotline:** 0800 789 321 for suspicious activities
- **Online Reporting:** gov.uk/report-terrorism
- **Police:** 999 for immediate threats, 101 for non-emergencies

Support Available

- Counselling and support for those affected by extremist influences
- Help for families and friends concerned about someone's behaviour
- Education about recognising and responding to extremist content
- Community programmes promoting tolerance and understanding

ANTI-BULLYING AND HARASSMENT

Our Zero-Tolerance Policy

Croydon College Group will not tolerate any form of bullying, harassment, or discrimination. We take firm action to protect all members of our community.

TYPES OF BULLYING AND HARASSMENT

Verbal

- Name-calling, insults, or offensive comments
- Threats, intimidation, or malicious gossip
- Unwelcome jokes or remarks about appearance, background, or identity

Non-Verbal

- Offensive gestures, facial expressions, or body language
- Displaying offensive materials, pictures, or graffiti
- Deliberate exclusion, isolation, or ignoring someone

Physical

- Hitting, pushing, kicking, or any unwanted physical contact
- Damaging someone's property or belongings
- Intimidating physical presence or blocking someone's path

Cyber-Bullying

- Sending threatening or offensive messages online
- Sharing embarrassing photos or videos without permission
- Creating fake profiles or spreading rumours on social media
- Excluding someone from online groups or activities

Identity-Based Harassment

- Discrimination based on race, religion, gender, sexuality, or disability
- Hate speech or prejudiced comments
- Targeting someone because of their appearance or background
- Making assumptions or stereotypes about someone's identity

How We Respond

- 1. Immediate Action:** Ensuring safety and stopping the behaviour
- 2. Investigation:** Thorough examination of the situation
- 3. Support for Victims:** Counselling, practical help, and ongoing monitoring
- 4. Consequences:** Appropriate disciplinary action for perpetrators
- 5. Prevention:** Education and awareness to prevent future incidents

ONLINE SAFETY

Digital Citizenship

Your online behaviour should reflect the same values and respect you show in person.

Think Before You Post

- **Permanent Record:** Everything online can be screenshot and shared
- **Professional Impact:** Employers and universities often check social media
- **Legal Consequences:** Some online behaviour can be illegal
- **Emotional Impact:** Consider how your posts might affect others

Protecting Your Privacy

- **Personal Information:** Never share addresses, phone numbers, or personal details publicly
- **Photos and Videos:** Be careful about what images you share and who can see them
- **Location Services:** Turn off location sharing on social media posts
- **Friend Requests:** Only accept requests from people you know and trust

Recognising Online Threats

- **Cyberbullying:** Persistent online harassment or intimidation
- **Catfishing:** People pretending to be someone else online
- **Scams:** Attempts to steal money, personal information, or passwords
- **Grooming:** Adults building relationships with young people for exploitation
- **Extreme Content:** Violent, illegal, or radicalising material

Reporting Online Concerns

- **College IT Team:** For issues with college systems or cyberbullying involving students
- **CEOP:** www.ceop.police.uk for reporting online sexual abuse
- **Action Fraud:** 0300 123 2040 for online scams and fraud
- **iReport App:** Anonymous reporting of disturbing online content

WORKPLACE SAFETY

- Each course area has specific safety requirements and training
- Personal protective equipment must be worn where required
- Report any defective equipment or unsafe conditions immediately
- Follow all safety signs, notices, and instructions

Contact for Safety Concerns

- **Reception:** Main point of contact during college hours
- **Health & Safety Team:** Available through reception
- **Emergency Services:** 999 for immediate dangers
- **Client Care Team (security):** On-site during college hours and available via reception



FIRE SAFETY

If You Discover a Fire:

1. Sound the Alarm

Press the nearest fire alarm call point

2. Alert Others

Warn people in the immediate area

3. Evacuate

Leave by the nearest safe exit

4. Assemble

Go to designated assembly areas

5. Report

Inform fire marshals of the fire location

On Hearing the Fire Alarm

- **Leave Immediately:** Don't stop to collect belongings
- **Stay Calm:** Walk, don't run, to the nearest exit
- **No Lifts:** Use stairs only during evacuation
- **Assembly Points:** Go to designated areas and remain there
- **Roll Call:** Wait for permission before re-entering buildings

HEALTH & SAFETY

Our Commitment

We are committed to providing a safe learning and working environment for everyone.

Your Responsibilities

- Follow health and safety instructions and guidance
- Report hazards, accidents, or near-misses immediately
- Use equipment safely and as instructed
- Wear appropriate protective equipment when required
- Consider the safety of yourself and others in your actions

EMERGENCY PROCEDURES

First Aid

Trained first aiders are available on both campuses

Accident Reporting

All accidents must be reported to reception immediately

Medical Emergencies

Call 999 if someone needs urgent medical attention

Lockdown Procedures

Follow staff instructions during security incidents

REMEMBER:

EVERYONE HAS A ROLE IN KEEPING OUR COLLEGE COMMUNITY SAFE. WHEN IN DOUBT, REPORT YOUR CONCERNS TO A MEMBER OF STAFF IMMEDIATELY.



ATTENDANCE & ENGAGEMENT

ATTEND | ACHIEVE | SUCCEED:

Your commitment to attendance directly impacts your success.

WHY ATTENDANCE MATTERS

Academic Success

- **Learning Building Blocks:** Each lesson builds on previous learning
- **Assessment Preparation:** Regular attendance ensures exam readiness
- **Practical Skills:** Many courses require hands-on practice and experience
- **Teacher-Student Relationships:** Better support when teachers know you well

Future Opportunities

- **References:** Teachers can provide stronger references when they know your work ethic
- **University Applications:** Attendance records are often requested
- **Employment:** Employers value reliability and commitment
- **Apprenticeships:** Attendance demonstrates work-readiness

Financial Implications

- **Bursary Payments:** Most financial support requires minimum attendance levels
- **Funding Requirements:** Government funding linked to attendance and achievement
- **Progression:** Poor attendance may affect course progression and completion

ATTENDANCE EXPECTATIONS

Minimum Standards

- **Expected Attendance:** 100% of all timetabled sessions
- **Punctuality:** Arrive on time and ready to learn
- **Engagement:** Active participation in all activities
- **Preparation:** Complete homework and bring necessary materials

What Counts as Absence

- Missing entire lessons or sessions
- Arriving more than 10 minutes after the start time
- Leaving early without permission
- Not participating due to lack of preparation or materials

Authorised Absences

- Medical appointments that cannot be scheduled outside college hours
- Religious observances (with advance notice)
- Court appearances or legal obligations
- Family emergencies or bereavement
- University interviews or assessment centre attendance

REPORTING ABSENCES

When You Can't Attend

Contact Us Early:

Croydon Campus 020 8686 5700 (press 1)
or attendance@croydon.ac.uk

Coulsdon Campus 01737 551176 (press 0)
or attendance@coulsdon.ac.uk

ATTENDANCE MONITORING

How We Track Attendance

- **Electronic Registration:** Taken at the start of each session
- **Real-time Monitoring:** Immediate alerts for concerning patterns

Report Before 9:00am: Give us as much notice as possible

Information to Provide

- Your full name and course
- Date(s) of absence
- Reason for absence
- Expected return date
- Any medical evidence if required

Medical Absences

- **Short-term illness (1-3 days):** Self-certification acceptable
- **Extended illness (4+ days):** Medical certificate required
- **Ongoing medical conditions:** Provide documentation for support planning
- **Mental health:** We understand and support mental health-related absences
- **Weekly Reviews:** Regular analysis of attendance data
- **Individual Tracking:** Personal attendance profiles for each student

ATTENDANCE INTERVENTIONS:

Early Intervention (Below 95%):

- **Text/Email Alerts:** Immediate notification to you (and parents/carers if under 18)
- **Tutor Conversation:** Discussion about barriers and support needs
- **Action Planning:** Strategies to improve attendance

Formal Monitoring (Below 90%):

- **Attendance Meeting:** Formal discussion with curriculum staff
- **Support Plan:** Identifying and addressing underlying issues
- **Parental/Carer Involvement:** For students under 18
- **External Agency Referral:** Where appropriate for safeguarding concerns

Serious Concerns (Below 85%):

- **Senior Management Involvement:** Meeting with curriculum leaders
- **Risk Assessment:** Evaluation of ability to continue course
- **Intensive Support:** Enhanced pastoral and academic support
- **Course Review:** Discussion about alternative options if needed

PUNCTUALITY STANDARDS

Being On Time

- **Arrive 5 minutes early:** Allows time to settle and prepare for learning
- **Respect Others:** Late arrivals disrupt teaching and other students' learning
- **Professional Skills:** Punctuality is essential for employment and higher education

Late Arrival Procedures

- **After 10 minutes:** Marked as late on attendance records
- **After 30 minutes:** May be marked as absent for that session
- **Persistent Lateness:** Treated as an attendance concern requiring intervention

Support for Punctuality Issues

- **Transport Difficulties:** Help with travel planning and financial support
- **Personal Issues:** Confidential support for underlying problems
- **Time Management:** Skills development and planning support
- **Health Issues:** Reasonable adjustments for medical conditions

ENGAGEMENT BEYOND ATTENDANCE

Active Participation

- **Contribute to Discussions:** Share ideas and ask questions
- **Complete Coursework:** Submit assignments on time and to required standards
- **Group Work:** Collaborate effectively with peers
- **Practical Activities:** Engage fully in workshops, labs, and practical sessions

Preparation for Learning

- **Homework Completion:** Arrive ready with completed preparatory work
- **Materials and Equipment:** Bring necessary books, equipment, and resources
- **Research and Reading:** Engage with additional learning materials
- **Digital Preparation:** Access online resources and complete digital tasks

SUPPORT FOR ATTENDANCE CHALLENGES

Common Barriers and Solutions

Transport Issues:

- Financial support for travel costs
- Alternative route planning
- Flexible start times where possible
- Carpooling coordination with other students

Health and Wellbeing:

- Mental health support and counselling
- Medical appointment scheduling assistance
- Reasonable adjustments for disabilities or chronic conditions
- Stress management and resilience building

Family and Personal Issues:

- Confidential support and guidance
- Referrals to external support agencies
- Flexible learning arrangements where possible
- Emergency support services

Financial Difficulties:

- Bursary support for essential costs
- Emergency financial assistance
- Signposting to external financial support
- Equipment loans and support

Academic Struggles:

- Additional learning support
- Study skills development
- Peer tutoring and support
- Alternative assessment arrangements

CELEBRATING GOOD ATTENDANCE

Recognition Programmes

- **Attendance Certificates:** Termly recognition for excellent attendance
- **Awards Ceremonies:** Annual celebration of commitment and achievement
- **Course Rewards:** Subject-specific recognition for engagement
- **Reference Benefits:** Strong attendance noted in job and university references

Attendance Competitions

- **Class Challenges:** Friendly competition between tutor groups
- **Individual Goals:** Personal targets and achievement recognition
- **Termly Rewards:** Prizes and certificates for improvement and excellence
- **Social Recognition:** Celebration in college publications and social media

REMEMBER:

YOUR ATTENDANCE IS AN INVESTMENT IN YOUR FUTURE. EVERY SESSION YOU ATTEND BRINGS YOU CLOSER TO ACHIEVING YOUR GOALS AND OPENS DOORS TO NEW OPPORTUNITIES.

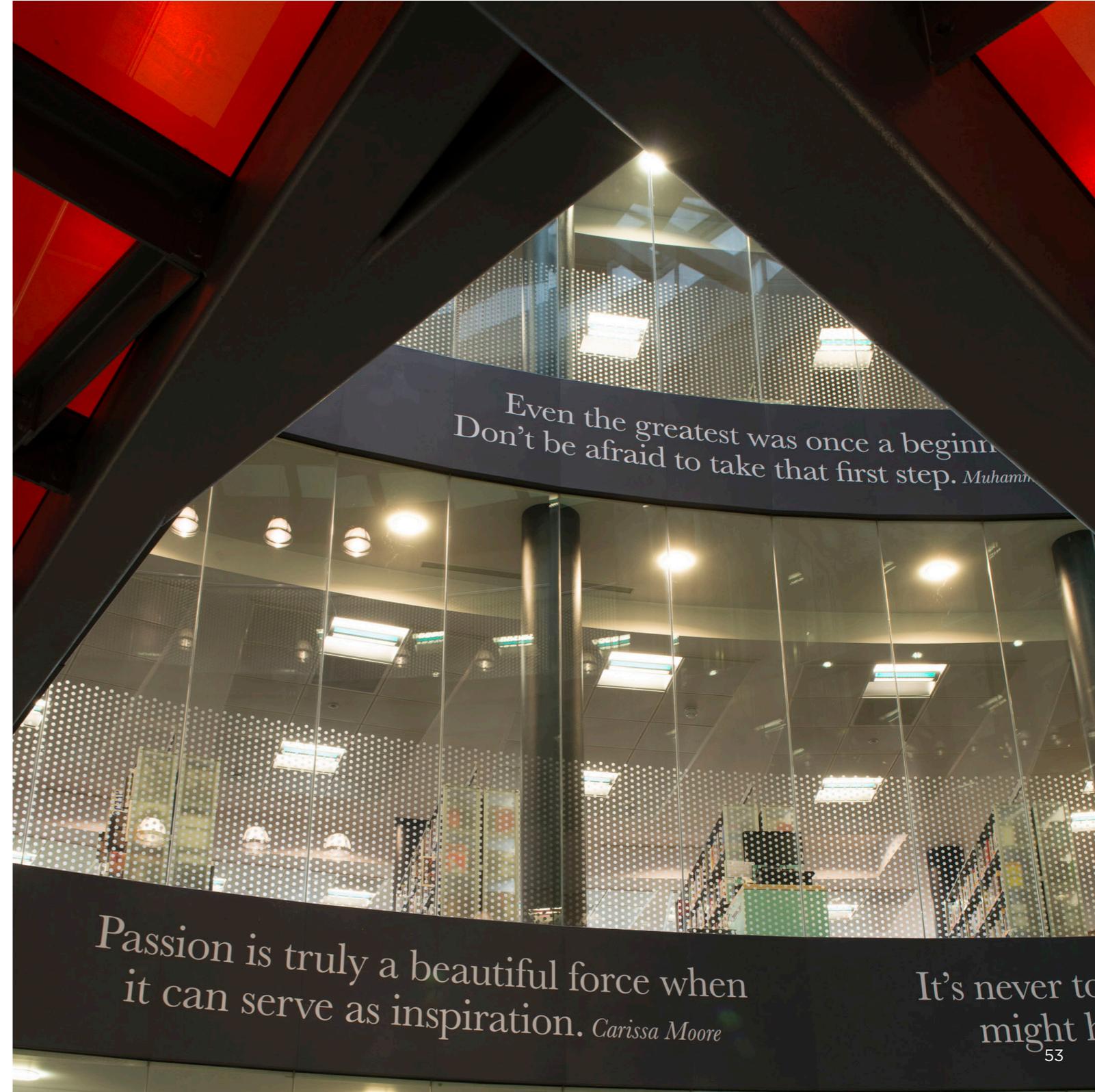
ACADEMIC CALENDAR AND KEY DATES

Important Periods

- **Assessment Weeks:** Attendance crucial during exam and coursework periods
- **Work Experience:** Attendance at placements monitored and supported
- **Revision Sessions:** Additional support sessions before major assessments
- **Results Days:** Attendance required for results collection and guidance

Planning for Success

- **Medical Appointments:** Schedule during college holidays or on days without lessons where possible
- **Family Events:** Plan personal time around important college activities
- **Part-time Work:** Ensure work commitments don't conflict with college
- **University Visits:** Coordinate with tutors for authorised educational visits



SUSTAINABILITY & ENVIRONMENTAL RESPONSIBILITY

Building a sustainable future together – your role in creating positive environmental change.

OUR ENVIRONMENTAL COMMITMENT

College Sustainability Goals:

Carbon Neutral by 2030

Reducing our environmental footprint through energy efficiency and renewable sources

Waste Reduction

Minimising waste and maximising recycling across all college operations

Sustainable Transport

Encouraging eco-friendly travel options for students and staff

Green Curriculum

Embedding sustainability awareness in all courses and programmes

Biodiversity Enhancement

Creating and maintaining green spaces that support local wildlife

Community Leadership

Inspiring environmental action in our local communities

HOW YOU CAN MAKE A DIFFERENCE

Energy Conservation

- **Switch Off:** Turn off lights, computers, and equipment when not in use
- **Natural Light:** Use daylight whenever possible instead of artificial lighting
- **Heating Efficiency:** Close windows when heating is on, dress appropriately for weather
- **Equipment Use:** Only use electrical equipment when necessary
- **Report Issues:** Tell us about energy wastage or faulty equipment

Waste Reduction and Recycling

- **Reduce:** Think before printing - do you really need a hard copy?
- **Reuse:** Use both sides of paper, repurpose materials for projects
- **Recycle:** Use designated bins for paper, plastic, metal, and food waste
- **Compost:** Food waste goes in compost bins to create garden fertiliser
- **E-waste:** Properly dispose of electronic items through college programmes

Sustainable Transport

- **Walk or Cycle:** Active travel for short journeys improves health and environment
- **Public Transport:** Use buses, trains, and trams instead of private cars
- **Car Sharing:** Coordinate with classmates to reduce individual car use
- **Electric Options:** Choose electric or hybrid vehicles when possible
- **Remote Learning:** Reduce travel through effective use of online platforms

Water Conservation

- **Turn Off Taps:** Don't let water run unnecessarily
- **Report Leaks:** Notify maintenance about dripping taps or running toilets
- **Shorter Usage:** Minimise water use in workshops and practical areas
- **Rainwater:** Support college rainwater collection initiatives

GREEN WEEK AND ENVIRONMENTAL EVENTS

Annual Green Week (June)

- **Sustainability Fair:** Learn about environmental careers and initiatives
- **Eco-Workshops:** Practical sessions on sustainable living
- **Green Challenges:** Fun competitions to reduce environmental impact
- **Community Projects:** Local environmental improvement activities
- **Speaker Events:** Experts sharing knowledge about climate action

YEAR-ROUND ACTIVITIES

Earth Day (April 22)

Special events and environmental awareness activities

World Environment Day (June 5)

Focus on global environmental issues

Climate Action Workshops

Regular sessions on environmental solutions

Green Team Projects

Student-led initiatives for campus improvement

Sustainability Research

Support for student environmental projects

SUSTAINABLE STUDY PRACTICES

Digital-First Learning

- **Electronic Resources:** Use online books, journals, and materials when possible
- **Cloud Storage:** Store work digitally instead of printing
- **Digital Submissions:** Submit assignments electronically through Moodle
- **Online Collaboration:** Use Teams and digital platforms for group work
- **E-portfolios:** Create digital portfolios instead of physical folders

Responsible Resource Use

- **Library Sharing:** Borrow books instead of buying when possible
- **Equipment Sharing:** Coordinate tool and equipment sharing with classmates
- **Bulk Purchasing:** Organise group buying for course materials
- **Second-hand Options:** Consider used textbooks and equipment
- **Material Recovery:** Return or donate materials you no longer need

Eco-Friendly Projects

- **Sustainable Themes:** Choose environmental topics for research and coursework
- **Green Innovation:** Develop solutions to environmental challenges in your field
- **Community Impact:** Design projects that benefit local environmental initiatives
- **Lifecycle Thinking:** Consider environmental impact in all project planning
- **Sustainable Materials:** Use eco-friendly materials in practical work and presentations

CAMPUS ENVIRONMENTAL INITIATIVES

Green Spaces

- **Wildlife Gardens:** Native plant gardens supporting local biodiversity
- **Vegetable Plots:** Student-maintained growing areas for fresh produce
- **Outdoor Classrooms:** Learning spaces that connect education with nature
- **Pollinator Gardens:** Supporting bees, butterflies, and other essential insects
- **Tree Planting:** Annual programmes to increase campus canopy coverage

Energy Efficiency Projects

- **LED Lighting:** Ongoing conversion to energy-efficient lighting systems
- **Smart Building Technology:** Automated systems to optimise energy use
- **Solar Panels:** Renewable energy generation on college buildings
- **Insulation Improvements:** Enhanced building efficiency to reduce heating needs
- **Energy Monitoring:** Real-time tracking and display of campus energy use

Water Management

- **Rainwater Harvesting:** Collection systems for garden irrigation
- **Drought-Resistant Landscaping:** Plants that require minimal watering
- **Water-Efficient Fixtures:** Low-flow taps and toilets throughout campus
- **Greywater Systems:** Recycling water for non-drinking uses
- **Storm Water Management:** Natural drainage systems to prevent flooding

CAREER OPPORTUNITIES IN SUSTAINABILITY

Green Jobs and Industries

- **Renewable Energy:** Solar, wind, and other clean energy technologies
- **Environmental Consulting:** Helping businesses reduce environmental impact
- **Sustainable Agriculture:** Organic farming and food security
- **Green Building:** Sustainable construction and architecture
- **Waste Management:** Recycling, composting, and circular economy solutions
- **Environmental Education:** Teaching others about sustainability
- **Conservation:** Protecting natural habitats and wildlife
- **Clean Technology:** Developing innovative environmental solutions

Skills for Green Careers

- **Systems Thinking:** Understanding interconnections and environmental impact
- **Data Analysis:** Measuring and interpreting environmental data
- **Project Management:** Leading sustainability initiatives
- **Communication:** Engaging others in environmental action
- **Innovation:** Creative problem-solving for environmental challenges
- **Collaboration:** Working across sectors for environmental solutions

STUDENT ENVIRONMENTAL LEADERSHIP

Green Team Opportunities

- **Environmental Ambassadors:** Leading sustainability initiatives on campus
- **Eco-Committee Membership:** Student representation in environmental planning
- **Green Event Planning:** Organising sustainable college events and activities
- **Awareness Campaigns:** Creating content and campaigns about environmental issues
- **Community Outreach:** Connecting college sustainability efforts with local initiatives

Skill Development

- **Leadership Training:** Developing skills to lead environmental change
- **Public Speaking:** Communicating environmental messages effectively
- **Event Management:** Organising impactful environmental events
- **Social Media:** Using digital platforms for environmental advocacy
- **Research Skills:** Investigating environmental issues and solutions

MEASURING OUR IMPACT

Campus Sustainability Metrics

- **Energy Consumption:** Monitoring and reducing electricity and gas usage
- **Waste Diversion:** Tracking recycling and composting rates
- **Water Usage:** Measuring and minimising water consumption
- **Transport Emissions:** Calculating carbon footprint of college-related travel
- **Procurement:** Choosing suppliers and products with strong environmental credentials

Student Involvement

- **Sustainability Surveys:** Regular feedback on environmental initiatives
- **Carbon Footprint Challenges:** Personal and group carbon reduction goals
- **Environmental Audits:** Student participation in campus sustainability assessments
- **Innovation Competitions:** Awards for best environmental improvement ideas
- **Progress Reporting:** Regular updates on college environmental achievements

COMMUNITY AND GLOBAL CONNECTIONS

Local Partnerships

- **Croydon Council:** Supporting borough-wide sustainability initiatives
- **Local Businesses:** Promoting sustainable business practices
- **Community Gardens:** Connecting with neighbourhood environmental projects
- **Schools Outreach:** Sharing environmental education with younger students
- **Environmental Groups:** Partnerships with local conservation organisations

Global Awareness

- **Climate Change Education:** Understanding global environmental challenges
- **Sustainable Development Goals:** Learning about UN sustainability targets
- **International Partnerships:** Connecting with colleges worldwide on environmental issues
- **Global Citizenship:** Understanding your role in worldwide environmental solutions
- **Cultural Exchange:** Learning about environmental practices from different cultures



PRACTICAL ENVIRONMENTAL ACTIONS

In the Classroom

- Use both sides of paper for notes and drafts
- Choose digital resources over printed materials when possible
- Share textbooks and resources with classmates
- Turn off equipment and lights when leaving rooms
- Use refillable water bottles instead of single-use plastics

Around Campus

- Walk, cycle, or use public transport to get to college
- Use recycling bins correctly and encourage others to do the same
- Participate in campus clean-up days and environmental events
- Choose sustainable food options in the refectory
- Report environmental hazards or improvement opportunities

At Home and in the Community

- Apply sustainability lessons to your personal life
- Share environmental knowledge with family and friends
- Choose environmentally responsible products and services
- Reduce household energy and water consumption
- Participate in local environmental initiatives and volunteering

Digital Environmental Action

- Reduce digital carbon footprint by managing email and cloud storage
- Use video calls instead of travelling for meetings when possible
- Choose sustainable web hosting and digital services
- Share environmental content on social media responsibly
- Use technology to track and reduce your environmental impact

RESOURCES AND SUPPORT

Environmental Learning Resources

- **Library Collections:** Books, journals, and databases on environmental topics
- **Online Courses:** Access to environmental education platforms
- **Expert Speakers:** Regular visits from environmental professionals
- **Field Trips:** Visits to renewable energy sites, nature reserves, and sustainable businesses
- **Research Opportunities:** Support for environmental research projects

Funding Opportunities

- **Green Project Grants:** Financial support for student environmental initiatives
- **Competition Prizes:** Awards for outstanding environmental projects
- **Conference Attendance:** Funding to attend environmental conferences and events
- **Equipment Loans:** Access to environmental monitoring equipment
- **Travel Grants:** Support for environmental field work and research

Getting Involved

- **Environmental Club:** Join like-minded students in sustainability activities
- **Volunteer Opportunities:** Participate in local environmental projects
- **Leadership Roles:** Take on responsibilities in college environmental initiatives
- **Career Guidance:** Advice on environmental career paths and opportunities
- **Skill Development:** Training in environmental assessment and project management

Contact Information

- **Sustainability Coordinator:** sustainability@croydon.ac.uk
- **Student Environmental Groups:** environmentalteam@croydon.ac.uk
- **Green Week Events:** events@croydon.ac.uk
- **Community Partnerships:** partnerships@croydon.ac.uk

REMEMBER:
EVERY SMALL ACTION CONTRIBUTES TO SIGNIFICANT ENVIRONMENTAL CHANGE. YOUR COMMITMENT TO SUSTAINABILITY DURING COLLEGE PREPARES YOU TO BE AN ENVIRONMENTAL LEADER IN YOUR FUTURE CAREER AND COMMUNITY.



USEFUL CONTACTS

All the important numbers and contacts you need during your time at college.

MAIN RECEPTION AND GENERAL INQUIRIES

Croydon Campus

Reception: 020 8686 5700

Address: Croydon College, College Road, Croydon CR9 1DX

Email: info@croydon.ac.uk

Opening Hours: Monday-Friday 8:00am-6:00pm, Saturday 9:00am-1:00pm

Coulsdon Campus

Reception: 01737 551176

Address: Coulsdon Sixth Form College, Placehouse Lane, Old Coulsdon CR5 1YA

Email: info@coulsdon.ac.uk

Opening Hours: Monday-Friday 8:00am-5:00pm

STUDENT SUPPORT SERVICES

Student Services Hub

Croydon: studentservices@croydon.ac.uk
020 8686 5700 (option 2)

Coulsdon: studentservices@coulsdon.ac.uk
01737 551176 (option 2)

Attendance Reporting

Croydon: attendance@croydon.ac.uk
020 8686 5700 (press 1)

Coulsdon: attendance@coulsdon.ac.uk
01737 551176 (press 0)

Financial Support

Croydon: Bursaries: bursary@croydon.ac.uk

Coulsdon: Finance: finance@coulsdon.ac.uk

Careers Guidance

Croydon: careers@croydon.ac.uk

Coulsdon: careers@coulsdon.ac.uk

Work Experience

Both Campuses: workplacements@croydon.ac.uk

WELLBEING AND SAFEGUARDING

Wellbeing Teams

Croydon: wellbeing@croydon.ac.uk

Coulsdon: wellbeing@coulsdon.ac.uk

Hours: Monday-Friday 9:30am-4:30pm

Safeguarding

Croydon: safeguarding@croydon.ac.uk

Coulsdon: safeguarding@coulsdon.ac.uk

Emergency Safeguarding Lines (9.30-4.30pm Monday - Friday when College is open)

Croydon Campus: 07970 393393

Coulsdon Campus: 07864 984211

ACADEMIC SUPPORT

Additional Learning Support (ALS)

Croydon: ALS@croydon.ac.uk | Room 100, 9am-4:30pm

Coulsdon: ALS@coulsdon.ac.uk | Room 5, 9am-4:30pm

Library and Learning Resources

Croydon LRC: library@croydon.ac.uk

Coulsdon LRC: library@coulsdon.ac.uk

IT Support

Croydon: itsupport@croydon.ac.uk

Coulsdon: itsupport@coulsdon.ac.uk

STUDENT VOICE AND REPRESENTATION

Student Association

Croydon: studentassociation@croydon.ac.uk

Coulsdon: studentassociation@coulsdon.ac.uk

Complaints and Feedback

General: feedback@croydon.ac.uk

Formal Complaints: complaints@croydon.ac.uk

FREDIE and Equality

Croydon: equality@croydon.ac.uk

Coulsdon: equality@coulsdon.ac.uk

SPECIALISED SERVICES

Hair and Beauty Salon (Croydon)

Email: salon@croydon.ac.uk

Phone: 020 8760 5867

Location: Park Lane entrance

International Student Support

Email: international@croydon.ac.uk

Phone: 0 20 8686 5700 (option 3)

Adult and Community Learning

Email: acl@croydon.ac.uk

Phone: 020 8686 5700 (option 4)

Marketing and Communications

Press and Media: marketing@croydon.ac.uk

Social Media: @CroydonCollege (all platforms)

EMERGENCY CONTACTS

Immediate Emergencies

Emergency Services: 999

Non-Emergency Police: 101

NHS Non-Emergency: 111

Campus Security

Available through main reception during college hours

After hours: Contact emergency safeguarding lines

Crisis Support (24/7)

Samaritans: 116 123 (free from any phone)

Crisis Text Line: Text SHOUT to 85258

Childline (under 19): 0800 1111

LOCAL SERVICES

Croydon Council Services

Main Number: 020 8726 6000

Housing: 020 8726 6500

Benefits: 020 8760 5400

Transport

TfL Customer Services: 0343 222 1234

National Rail Enquiries: 03457 48 49 50

Croydon Trams: 0343 222 1234

Health Services

Croydon University Hospital: 020 8401 3000

NHS 24-Hour GP Line: 111

Local Pharmacy Locations: NHS.uk

ONLINE RESOURCES

College Websites:

Croydon College: www.croydon.ac.uk

Coulsdon Sixth Form College: www.coulsdon.ac.uk

Student Portals:

Moodle: Access via college websites

My Progress Tracker/ProPortal: Links provided by tutors

Navigate: workexperience.croydon.ac.uk

Social Media:

Facebook: @CroydonCollege / @CoulsdonSixthFormCollege

Twitter/X: @CroydonCollege / @CoulsdonCollege

Instagram: @CroydonCollege / @CoulsdonCollege

LinkedIn: Croydon College Group

EXTERNAL SUPPORT ORGANISATIONS

Mental Health Support

Mind (Croydon): 020 8668 2181

Young Minds: 0808 802 5544 (parent helpline)

CALM (Campaign Against Living Miserably):
0800 58 58 58

Financial Advice

Citizens Advice Croydon: 0300 330 1189

National Debtline: 0808 808 4000

StepChange Debt Charity: 0800 138 1111

Housing Support

Shelter: 0808 800 4444

Croydon Nightstop: 020 8684 5090

Centrepoint (youth homelessness): 0808 800 0661

Domestic Violence and Abuse

National Domestic Violence Helpline: 0808 2000 247

Croydon Domestic Violence Service: 020 8688 0100

Respect Men's Advice Line: 0808 801 0327

Discrimination and Hate Crime

Stop Hate UK: 0800 138 1625

Equality and Human Rights Commission: 0808 800 0082

Report hate crime online: report-it.org.uk

Substance Use Support

Frank Drug Information: 0300 123 6600

Alcoholics Anonymous: 0800 917 7650

Narcotics Anonymous: 0300 999 1212

QUICK REFERENCE NUMBERS

Most Frequently Used

Croydon Main Reception: 020 8686 5700

Coulsdon Main Reception: 01737 551176

Report Absence: Press 1 (Croydon) or 0 (Coulsdon)

Emergency Safeguarding (Monday – Friday 9.30-4.30pm when College is open)

Croydon: 07970 393393

Coulsdon: 07864 984211

Student Services: Option 2 from main numbers

Emergency Services: 999

Samaritans: 116 123

IMPORTANT REMINDERS

**Keep these numbers handy –
save them in your phone**

Emergency services first
always call 999 for immediate danger

College support available
don't hesitate to ask for help

Confidential support
many services offer confidential
assistance

Out-of-hours help
emergency support available 24/7

REMEMBER:
IF YOU'RE UNSURE WHO TO
CONTACT, START WITH STUDENT
SERVICES OR MAIN RECEPTION –
THEY CAN DIRECT YOU TO THE
RIGHT PERSON OR SERVICE.

FINAL THOUGHTS

Your journey at Croydon College Group is just beginning. This handbook is your guide to making the most of every opportunity, accessing support when you need it, and building the skills and experiences that will set you up for success.

KEY REMINDERS FOR SUCCESS

- Attend regularly and engage fully in all your learning opportunities
- Ask for help when you need it - support services are here for you
- Get involved in enrichment activities and student representation
- Take care of your wellbeing and support others in your community
- Be responsible for your learning, behaviour, and contribution to college life
- Think about your future and use every resource available to achieve your goals
- Embrace diversity and contribute to our inclusive, anti-racist community
- Act sustainably and help create a better environment for everyone

**WE'RE HERE TO SUPPORT YOU
EVERY STEP OF THE WAY.
WELCOME TO THE CROYDON
COLLEGE GROUP COMMUNITY!**

This handbook is updated annually. For the most current information, always check the college website or contact Student Services.





College Road, Croydon, CR9 1DX

020 8760 5700

info@croydon.ac.uk

croydon.ac.uk

[@CroydonCollege](https://www.instagram.com/CroydonCollege)



Placehouse Lane, Old Coulsdon,
Surrey, CR5 1YA

01737 551176

info@coulston.ac.uk

coulston.ac.uk

[@CoulstonSixthFormCollege](https://www.instagram.com/CoulstonSixthFormCollege)