

RISEHOLME College



**FURTHER EDUCATION
LIVING IN GUIDE
2023 / 24**

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Please note that we reserve the right to make modifications to the information in this booklet as necessary. You will be notified of any changes on the noticeboard within your accommodation.

Welcome

On behalf of the college, I would like to offer you a very warm welcome into accommodation. Your accommodation is a very important part of your college experience and we aim to provide comfortable, safe accommodation and promote a spirit of community in which people can learn, work and live freely without fear of discrimination, prejudice or harassment.

This booklet has been produced to provide you with a guide to living in halls of residence. Please read it carefully as it contains information needed whilst you are resident on campus.

While living on campus you become part of a community where respect for yourself, others and your surroundings is central to all we do.

If you wish to discuss the contents of this guide, please do not hesitate to contact me or any member of the warden team.

I hope you have a happy, safe and enjoyable stay in halls and wish you every success with your studies.



Bill Meredith
Chief Executive and Principal



Who do I need to speak to?

Academic Staff: A Course Manager or Tutor would be the person to assist you with any concerns or discussions regarding your studies and will have a direct phone line, which can take messages, as well as an email address.

Support Staff: Will assist you in any other concerns whilst living on campus. Listed below are some useful contact numbers and email addresses.

Accommodation	Any accommodation queries	01522 304600 enquiries@riseholme.ac.uk
Chaplain Richard Parkinson	Faith and beliefs guidance and support, LGBTQA+, equality and diversity	01964 504104 richard.parkinson@bishopburton.ac.uk
Lead Warden Melody Lovesey Paul Murray	Pastoral care, social events and discipline	07795 013593 01522 304582
Duty Warden	Out of hours queries / assistance (5pm - 9am on weekdays and all weekend)	07795 013593
Finance Office	Accommodation and tuition invoice payments	01964 553005/553014 finance@bishopburton.ac.uk
Health and Wellbeing	Access professional health advice and guidance. Also organises the counselling team, which also delivers talks around health issues – smoking cessation, drug tutorials etc	needtotalk@bishopburton.ac.uk
Hospitality	Food card top ups Dietary requirements	01964 553109 01522 307987
IT Help Desk	To report any IT issues	helpdesk@bishopburton.ac.uk
Safeguarding Lead - Ann Paling Deputy Designated Safeguarding Lead - Verity Wainwright	Any safeguarding concerns	01964 553006 ann.paling@bishopburton.ac.uk 01522 304603 07843 658903 verity.wainwright@riseholme.ac.uk
Student Finance	Budgeting advice, hardship funds and bursarys	01522 304600 enquiries@riseholme.ac.uk
Student Services	Attendance monitoring and sickness reporting Budgeting advice, hardship grants, financial issues General health advice and support Counselling service access GP appointment bookings	01522 304603 or 01522 307987

External Contacts

Alcoholics Anonymous	0800 9177 650	www.alcoholics-anonymous.org.uk
Beat Eating Disorders	0808 801 0677	www.beateatingdisorders.org.uk
Childline	0800 1111	www.childline.org.uk
Frank Substance Misuse	0300 1236600	www.talktofrank.com
Helping someone with mental health problems		www.nhs.uk www.mind.org.uk
LGBT Support	03453 303030	www.LGBT.foundation
Mental Health Foundation		www.mentalhealth.org.uk
Mind Mental Health Charity	0300 1233 3393	www.mind.org.uk info@mind.org.uk
NHS Self Help Guides		www.nhs.uk/selfhelp
No More Panic		www.nomorepanic.co.uk
Rape and Crisis Support	0808 5002222	www.rapecrisis.org.uk
Samaritans	116 123	www.samaritans.org
Sane Helpline	0300 304 7000	www.sane.org.uk
Self Harming Support (Samaritans)	Text 'SHOUT' to 116 123	www.giveusashout.org www.samaritans.org
Sexual Health Clinic (Conifer House)	01482 247111 or text CONIFER to 61825	conifersexhealth.co.uk
Students Against Depression		www.studentsagainstdespression.org



Residential Support

Moving into accommodation on campus can be both exciting and challenging. We hope to make the transition process as smooth as possible when settling into your hall.

Residential services staff aim to provide support for the wellbeing of students living in halls, encouraging a spirit of community and respect that supports success in students' personal and academic lives. Staff encourage you to make decisions for yourselves by providing a reliable advice and guidance service to those who need it.

All students are expected to behave in a responsible and appropriate manner, both on and off the campus. You must abide by both your Accommodation Agreement and the college's Code of Conduct at all times. Those students who fail to uphold their legal requirements will face disciplinary action. Details of the college's disciplinary procedures can be found in the Code of Conduct and will be discussed in detail with you during your induction.

Safeguarding / Visitors

The college is committed to the safeguarding of students and as such, we have comprehensive safeguarding procedures in place. All staff at the college are trained in safeguarding and prevent.

No visitors are allowed in the halls of residence at any time - Parents / Guardians must call the duty warden before entering the hall.

Health and Safety

Fire Regulations

Fire and the prevention of it, is taken extremely seriously at college. All halls of residence are connected directly to the Lincolnshire Fire Brigade who will respond immediately when a fire alarm is activated. The Wardening team are fully trained in fire awareness and evacuation procedures and will immediately direct students to a place of safety during fire alarm activations.

Residential students will be given instruction during your induction talk on what to do in the event of a fire and methods of fire prevention within your daily lives, e.g. safe operation of toasters, microwaves, dangers of overloading sockets etc.

Candles or other naked flames, plug in air fresheners, scented oil burners and cooking equipment other than that already provided in the kitchen areas, are not permitted anywhere in halls of residence. Malicious activations of fire alarms and / or tampering with any fire safety equipment will result in disciplinary action being taken by the college and may also involve the police.

The wardens will also hold unannounced fire drills each term at varying hours of the day and night. This is to ensure that all students are familiar with the practice of evacuating halls at any time. Students who fail to comply with staff requests during these drills will face disciplinary action.

Students should take the following precautions to avoid false alarms:

- Keep en-suite bathroom doors closed when showering
- Avoid spraying perfumes or aerosols near smoke detectors
- Take care when using hair dryers, curling and straightening irons. Steam created from the use of these items can activate smoke detectors
- Ensure safe operation of toasters, microwaves etc. in the kitchen when preparing food
- Do not overload sockets
- Ensure all electrical items are PAT tested
- Do not use plug in air fresheners. These items are considered as high risk of igniting by the Fire services
- Do not use candles, joss sticks, incense sticks or other naked flames
- Smoking is strictly forbidden in halls. Under no circumstances must you smoke cigarettes, vapes or e-cigarettes anywhere other than the designated smoking areas. This is not only illegal, but is a disciplinary offence.

The college Fire Safety Policy and Accommodation Agreement stipulates that any malicious tampering or

interference with any part of the fire alarm system and fire safety equipment is considered to be a very serious matter and will be dealt with in accordance with the relevant disciplinary or other procedures.

The following are examples of deliberate or reckless actions that will be regarded as breaches of policy and Accommodation Agreements:

Tampering or interfering with any of the following:

- Heat / smoke detectors
- Break glass units (call points)
- Fire extinguishers and fire blankets
- Fire alarm panels and fire door alarms
- Obstructing fire exits with personal items or other belongings (e.g. bicycles)
- Holding fire doors open with wedges or other restraints
- Removal of door closers.

Offenders may be reported to the Fire and Police authorities and may face fines of up to £5,000.

Fire Safety in Kitchens

To minimise the risk of fire and avoid unnecessary fire alarm activations, follow the guidelines below:

- Pay attention to the correct use of microwaves and toasters.
- Stay with your food whilst heating / cooking
- Open the window or run the extraction fan to clear smoke
- Keep the kitchen door closed.

Fire Doors and Closers

Fire doors, including kitchen doors, are fitted with door closers and smoke seals to prevent the spread of fire and smoke. Fire exits are alarmed and the alarm will be activated should the door be opened. All residents must comply with the following fire safety instructions:

Keep all fire doors shut – doors must never be wedged open.

Door closers are provided on all room doors (except rooms allocated for persons with disabilities). This equipment is installed to ensure doors close on their own accord which ensures that each room is protected from fire for up to 30 minutes. Door closers must never be removed, unhooked or tampered with at any time.

Please remember it is a criminal offence to tamper with any equipment placed to prevent loss of life, e.g. fire extinguishers, smoke detectors, door closers.

Regular inspections are carried out by staff and any evidence of tampering with equipment will be fully investigated and charges made for repair or replacement. Disciplinary action may also be taken against culprits.

In the Event of a Fire

- If the alarm is not already sounding, raise the alarm by shouting "FIRE"
- Activate a red break glass point – these are located adjacent to the main door or corridor doors around the hall
- The fire alarm will usually activate on its own
- Leave the building immediately by the nearest available fire exit and go immediately to the nearest Assembly Point
- Where possible, close doors behind you to prevent the spread of fire, but do not delay in evacuating
- DO NOT lock doors
- DO NOT use lifts – lifts automatically go to the ground floor and will not operate when the alarm sounds
- DO NOT re-enter buildings until staff have informed you that it is safe to do so
- Staff will already have been alerted to the fire alarm and will take control of the situation
- Please note that that alarms are tested every Tuesday morning at 9:00am and will sound for approximately five seconds. Any longer than this, please start to evacuate.

Security

Security on and around the campus and the safety of our students are taken very seriously. A team of wardens will patrol the accommodation and campus during the evenings and night - hours 5:00pm-8:00am - weekends 24hrs. A Night Warden patrols the halls of residence. If you are at all concerned about any aspect of security, please contact the Duty Warden immediately.

To minimise crime, your cooperation is essential in making sure the following basic safeguards are taken:

- All rooms must be locked when not occupied. Domestic staff and wardens will lock any unoccupied room they find open
- Do not lose your room key or lend it to any other person – lost keys will cost £100 for new locks and keys
- The amount of cash and other valuables kept in halls should be kept to a minimum
- Be alert to unknown persons around halls and report immediately any concerns to staff
- All front doors must be kept shut at all times
- Be aware of ‘tailgaters’ – unauthorised persons following you into your hall. Report such incidents to staff immediately.

If you are unfortunate enough to become a victim of crime, you must report the details as soon as possible to the Wardening team. If you wish to report the matter to the police, staff can assist and guide you.

Smoking

The college campus is a nosmoking area. This includes the use of vapes and e-cigarettes. Smoking is prohibited in all hostels, college buildings and the college farm. Designated smoking shelters are available for those wishing to smoke. The disciplinary process is used for students who contravene this rule.

Electrical Appliances

Residents are permitted to bring portable electrical appliances (except cooking equipment e.g. toasters, grills) into halls. Students are responsible for ensuring that their appliances are maintained in a safe condition. The Electrical Safety Council do not recommend buying electrical equipment from abroad for use in this country. Any resident using such equipment must have the correct adaptor and/or electrical convertor. The standard domestic supply in the UK is 240 volts.

Some basic precautions can prevent fires and injury:

- Switch off electrical equipment when leaving a room
- Avoid using multipug adaptors
- Use suitable extension sockets
- Keep trailing wires off floors to avoid tripping
- Report all electrical defects immediately to staff.

Window Restrictors

A window restrictor is a metal bar fitted to the window to enhance safety and security, whilst allowing ventilation by opening or closing the window. The restrictor will stop the window opening beyond the point that has been determined the maximum safe opening distance; this safety device must not be removed. Regular inspections are carried out by trained staff and any evidence of tampering or removal will be fully investigated and charges made for repair.

Reports, Requests and Queries

All repairs, damages or other concerns regarding your room must be reported as soon as possible to one of the following:

- Duty Warden
- Housekeeping staff

Damage Repair Forms are available from your cleaner. These can be completed and handed in to any of the above

staff / departments.

Out of Hours

The college provides a warden service every day of the week. Along with the Housekeeping staff, this group of staff are the first point of call for any queries, accidents, concerns or illnesses at any time of day or night.

Access to Rooms

Please note, residents must permit the college staff, or recognised contract staff of the college to enter bedrooms at any reasonable time to inspect the room and carry out works or repairs.

A – Z Of General Information

Academic Absence

If you are ill or unable to attend your timetabled lectures, the college must be contacted before 8.30am and your course manager and/or tutor will be informed of your absence. Failure to inform the college by 8.30am may result in registers being marked incorrectly which may also have an impact on any allowances or bursaries you may receive.

Accommodation Agreement

Each student must have a current, signed Accommodation Agreement prior to taking up residency in halls. This agreement must be endorsed by a guarantor who must be a person aged over 18 who is willing to take over the accommodation payments should you, for any reason, fail to fulfil your financial agreement with the college.



Advice

There is a wide range of staff available 24 hours a day, to assist you with any concerns or offer advice for a host of questions. Please contact Student Services or Housekeepers during the day and the Duty Warden out of office hours and at weekends.

Alcohol

Underage drinking is not tolerated. Regular room checks of students aged under 18 take place and any alcohol found will be immediately removed and destroyed. Students aged under 18 are not permitted to be in possession of alcohol, consume alcohol on campus or return back onto campus under the influence of alcohol - disciplinary action will be taken.

The use of wristbands and hand stamps at larger social events for identification of those aged under 18 is standard practice.

We are in regular contact with local suppliers, publicans and the police in the area.

Students aged over 18 are permitted to consume alcohol in their over 18 accommodation only. Any student found to be consuming alcohol around the campus or in restricted areas (e.g. in under 18 accommodation), will be disciplined. Any over 18 student who is found to be purchasing and supplying alcohol to under 18 students will also face disciplinary action

Ball Games

Ball games are not permitted within, or close to halls of residence or other buildings. There are numerous fields surround the halls where ball games can be played.

Barbecues

Barbecues are not permitted on college grounds. Organised barbecues, as part of the activity programme, do occur during the year.

Bed Linen

All residents are required to provide their own bedding, pillows and bed linen.

Behaviour / Disciplinary Processes

You will have seen our beautiful campus and we are sure it contributed in part, to your decision to join Riseholme College. It is our intention to retain and ever improve the environment for all. Key to this will be a respect for the buildings, estate, livestock, environment and people working around the college.

The College Charter, Student Code of Conduct and College Values underline our expectations around behaviour. Processes are in place to enforce this and to manage issues should students not fulfil behavioural expectations.

The Disciplinary Procedure starts with the opportunity to clarify verbally and later in writing, any concerns with the individual. The process also provides support structures, e.g. an expectation that the individual will attend a safe driving or health talk, a study skills session etc. Everything will always be confirmed in writing to the student following such discussions and parents / guardians will be copied into such documentation if the student is under 18 years of age.

Should the behaviour continue to be unacceptable, then warnings will be issued and / or a residential suspension implemented. Formal meetings will be arranged and the requirement of engagement with the problem and ensuing improvement will be highlighted.

The disciplinary process is followed formally by all staff and the college endeavours to work with students without having to resort to formal means to get the issue dealt with. The college has found that the use of sanctions, such as a ban from social events or a ban from playing in the colleges' sports teams has an impact on student behaviour and reserves the right to use these in a range of situations.

Suspension

Suspension of a student is not always an indication of guilt. It permits reflection time at home and may enable the student to come to terms with their responsibilities around an issue. It will also allow time for further investigations to take place. Following a suspension, students are required to meet with a senior manager to discuss the outcome of the incident. Your parent / guardian will be asked to accompany students aged under 18 to such meetings.

Residential Suspension

As detailed in the Code of Conduct, the college can impose a Residential Suspension at any point of the disciplinary process. This involves an immediate, temporary suspension from accommodation for up to 10 days. Students may make their own arrangements to travel to college as a day student to continue with their studies. Full details can be found in the Further Education College Charter, which should be read carefully.

Ill Health Review

Sometimes it may be necessary for the college to request a student spends some time at home to review their current Risk Assessment due to ill health – this is not considered part of the disciplinary process. There is no appeal against this suspension but specific support both during and after the suspension will be based on individual need.

Before a student can return a meeting will be arranged with the student, parent/guardian if under 18 and relevant members of staff to update their Risk assessment with a view for them to return to residence.

Bicycles

Bicycles may be brought onto campus provided that they are used responsibly and not ridden on footpaths and grassed areas. Riding and storage of cycles in halls is not permitted due to fire regulations. Bike racks are provided on campus for storage of bikes.

Boot Policy

In order to limit damage and dirt within all buildings and to help preserve the excellent condition of our facilities on campus, the college operates a strict policy with regards to the wearing of outdoor boots in its buildings. All students are required to remove outdoor footwear before entering any building. Boot racks are provided for storage various locations and students are instructed to carry with them an additional pair of indoor shoes for use in buildings. Boots may be carried into buildings, but must be in a bag. Disciplinary action will be taken against students who ignore this policy.

Bullying

The college has a zero tolerance on bullying and you must report any instances to college staff immediately. Whether it is face to face or via any form of social media i.e. Snapchat, WhatsApp, Facebook etc.

Catering and Food Cards

The annual food allowance is divided into three instalments which are allocated to students on a termly basis. The food card is incorporated into the student identification card. Lost cards are charged for at a cost of £10.

It should be noted that unspent balances at the end of the academic year will not be refunded and bulk purchasing of items is not permitted.

To add funds onto food cards by debit or credit card, please contact the Finance Department during office hours.

The catering outlet is able to provide a service from breakfast through to evening meal. There is plenty to tantalise

your taste buds from full English breakfasts, freshly prepared salads, traditional roast dinners to hot and spicy curries and Mexican fajitas. In the afternoons, there is a selection of delicious muffins and cakes to go with an Americano

coffee or a fruit smoothie. Throughout the year, meal deals and promotions are available as well as themed days and evenings all served by our friendly hospitality team.



The department takes pride and is fully committed to providing dishes utilising local suppliers and producers. This not only ensures we have the freshest of products for our outlets but also we are reducing our carbon footprint. We are always open to new ideas and suggestions you can contact us by contacting the Hospitality Department.

Students should read carefully the Food Card Information Sheet, which is part of the Accommodation Agreement. All queries regarding this information should be directed to the Lead Warden or Hospitality Department.

Cleaning

Under and Over 18 Ensuite Rooms

Students are responsible for keeping their rooms clean and tidy. The condition of the room will be monitored by staff.

Bathrooms will be cleaned once a day by cleaners, seven days a week. Bins will be emptied once a day by cleaners, seven days a week.

Communal Areas – all halls

Cleaners will be cleaning high-traffic areas twice a day, 7 days a week, in all halls of residence. This includes door handles, stair rails and door plates.

All under 18 rooms are entered daily. Staff will meet with students who do not maintain this standard to discuss any issues. In extreme cases, disciplinary action may be taken against students whose rooms repeatedly do not meet the required standard of cleanliness.

The Common Room

For students of all ages, the Common Room located in the Refectory is the place to be. A variety of activities and events occur in the common room each night.

Complaints Procedure

Complaints regarding any aspect of your stay in halls should be made in writing and sent to the Director of Campus and Residential Services. Alternatively, please speak to any member of college staff who can assist you with your complaint. Further details can also be found on your accommodation noticeboard.

Council Tax

Students are exempt from Council Tax provided they live in a property that is occupied exclusively by students. College halls are exempt from this tax.

Damage to Property, Fixtures or Fittings

We would like all students to respect their environment and accommodation at all times. However, occasionally damage does occur either maliciously or unintentionally. The college will seek to recoup any damage costs from students. In most cases, any damage costs over £100 will be invoiced directly to the student. Costs under £100 will be deducted from the room deposit refund at the end of the academic year.

Communal Damage

Communal damages do occur in halls and every effort is made to identify culprits. If this is not possible, costs will be shared amongst all students in the hall as per the Accommodation Agreement. Students will be informed of any costs during their termly Hall Forum meetings. Any monies for communal damage will be deducted from the room deposit at the end of the academic year.

Individual Damage

Students who intentionally vandalise property, fixtures or fittings will be dealt with in accordance with our Disciplinary Guidelines which may result in removal from accommodation and / or the College as a whole. Culprits will also be issued with an invoice to cover any damages caused and action may also include police involvement and prosecution for Criminal Damage.

Accidental Damage

Accidental damages do occur. In such cases, students must inform staff immediately and in most cases, disciplinary action is not taken. However, should the accidental damage be due to inappropriate behaviour, students may be disciplined in accordance with our Disciplinary Guidelines.

Where there is a cost attached to accidental damage, this may be passed on to the student who caused the damage.

Dental Appointments

Residential students requiring the emergency dentist should contact Student Services who can make an appointment for you and provide transport where required. For regular dental check-ups, students are advised to contact their own dentist at home.

Drugs

The use, distribution or selling of drugs is not tolerated by the college. Robust policies are in place relating to substance misuse and the college actively pursues any processes which will support the resolution of actual or suspected issues. Handling of drugs is classed as gross misconduct under the college's regulations and will result in exclusion from the college and / or police involvement.

Electoral Register

At the start of each academic year, a list of students living in college owned accommodation is sent to the relevant local authority to enable those who are eligible to vote to do so if they wish. Anyone arriving after the start of the academic year must register directly with the relevant local authority. Details of which can be provided by Student Services or the Wardening team.

Electricity and Gas

Residential fees include the cost of both electricity and / or gas. Residents should turn off all appliances and switches when not required.

Email

Each enrolled student will have access to an individual college email account which should be checked regularly for updates and emails relating to college issues. Students will be expected to read and sign the policy regarding safe usage of emails during induction week at the start of the academic year.

Emergencies

In case of emergency, please contact any member of staff. They will make the necessary arrangements if the emergency services are required to be called.

Environmental Awareness

The college aims to be environmentally responsible in all its activities. Please support our efforts by:

- Recycling and reusing items whenever possible. A wide range of recycling bins are provided in halls and around the campus
- Switch off lights if they are not needed
- Turn televisions and stereos off when not in use
- If you are using a kettle, boil the amount of water required. You may not need to fill the kettle full every time
- Report leaking / dripping taps as soon as possible. A dripping tap can waste up to 140 litres of water a week.

These things may appear small, but if all residential students made efforts to monitor these changes, the results can be significant for the environment.

Financial Support

One of the most frequent causes of concern for students is around money. Some students choose to ignore invoices, phone calls and messages from staff whilst others are very conscious of being in debt and do everything they can to manage it. There are many sources of additional funding available; loans, bursaries etc.

Support staff are familiar with advising students how best to proceed. Please do make contact with Student Services or our Finance department should there be any concerns and we will arrange to meet and resolve any issues.

We do impose sanctions as part of the process to recoup debt, including preventing access to accommodation and withdrawal of academic services.

Fireworks

The storage or use of fireworks anywhere within the halls or on college property is strictly prohibited. This is in order to comply with Fire Regulations and also to minimise the chances of alarming the large amount of livestock living on campus.

First Aid and Accidents

The college has many first aid qualified staff and all wardens maintain their First Aid at Work certificate. For assistance during office hours, contact the Housekeepers or main reception. After 5pm and at weekends, contact the Duty Warden.

Should you be required to attend hospital and are under 18, you will be accompanied by a member of staff. Parents / guardians will be contacted in this instance.

Transport can be provided for residential students for hospital appointments. If this service is required, please contact Student Services in advance.

Getting Along with other Residents

Living in the communal setting of halls can be both one of the most rewarding and challenging aspects of your time at college. To make the most of this opportunity, residents need to value and be aware of the issues that can arise through communal living.

There are often differences in upbringing, lifestyles and tolerance levels. Most of these can normally be resolved by talking through differences and learning to compromise. Staff can assist with these discussions – contact any member of the Wardening team for support and advice.

Grounds

To maintain a litter-free environment, students are requested to use litter bins and recycling bins around the campus.

During cold weather, students are advised to take extra care as surfaces may be slippery or icy. The Estates department regularly review weather forecasts during winter months. If there is a risk of snow or ice, main footpaths and roads are gritted. Following snowfall, footpaths and roads are regularly checked and cleared as required.

Health and Wellbeing

Here at Riseholme College, we take the health and welfare of our students very seriously. We feel that to enable a student to achieve, they must be supported fully in order to be happy and healthy, both emotionally and physically. The college has wide experience of working with students and the problems they may experience.

We have a wealth of experienced staff on campus and have access to a large network of support agencies in the community to support student's individual needs. If you require advice or assistance, please do let us know and we will endeavour to help.

The college holds a number of events through the year which provide information for students regarding healthy lifestyles and choices. These include sexual health talks and screenings and visits from external agencies, e.g. Teenage Cancer Trust, MIND, Citizens Advice Bureau.

We also provide a sexual health drop-in clinic which provides free, confidential help, information, screening and general health advice. See the posters in your hall for details.

Doctors' Appointments and Illness

Residential students are advised to register with Welton Doctors on a temporary registration. Students can register for 3 months and can do this as many times as they wish. There will be a form for you to complete on arrival should you wish to sign up. This will not take them away from their own doctor.

If you are ill, you must tell the Duty Warden. If you are unable to attend college, you must also inform Student Services prior to 9am. Staff will inform your Course Manager or tutor of your absence. The Housekeepers will also check on you in your room if you report in as being ill and offer relevant support where required.

Should the illness become more serious or there are concerns around infection or contagion, we will make arrangements for you to return home.

Counselling

The college provides a counselling service, which is available Monday to Friday. The counsellors are fully qualified, independent staff who are members of BACP (British Association for Counselling and Psychotherapy). There is a dedicated counselling room which provides an appropriate, safe environment and allows total confidentiality. Counselling sessions are arranged by Student Services.

Heating

Heating systems vary as to the outdoor temperature, but are typically timed to be on between October and May.

Identity Cards

As part of the college's safeguarding procedures, staff and students are issued with an identification card and lanyard which must be worn at all times. All visitors to campus are identified with a visitors' identity card and lanyard. Any unknown person not carrying either of the above forms of identification will be challenged by staff.

Residential student's cards are also used as their food cards and car park barrier access (where applicable).

Replacement ID cards and lanyards can be purchased from Student Services. The cost to replace a card is £10 and £5 for a replacement lanyard.

Insurance

We advise all students to arrange insurance to cover their personal possessions, especially if you are bringing any particularly valuable items with you. The Wardens will discuss insurance with you during your Residential Welcome Event induction talk, held within the first few hours of your arrival at college.

Internet Access

Free wi-fi is available in all halls of residence. To connect to this system you will require your college login and password which you will receive during induction. If you experience difficulty with the internet connection, please contact the warden's office. They will take appropriate action or refer the problem to the college's IT Services department.

Inventories

Inventories of your room will take place three times a year. This is in order to ensure that your room is of an acceptable standard and will form the basis of your room deposit refund at the end of the academic year.



Ironing Boards and Irons

Ironing boards and irons are provided on request and should be used as they are intended.

Keys

Key Collection

You will be advised by letter of the date when you can move into accommodation. Before any keys are collected, you must have signed the Accommodation Agreement, paid your campus fee and first term's accommodation fee.

At the end of each term, you are required to hand in your room key when you clear your room for the holidays. Failure to do so will result in a charge of £100 being made for a new lock and keys. Room keys will not be redistributed until the following term's accommodation fees are paid.

General Key Information

Residents should carry their room keys with them at all times and should take great care not to leave them lying around, even within communal areas of halls.

Individual bedroom doors should be locked at all times when the room is not in use. You must take full responsibility of your possessions and locking your room helps to keep them safe.

Residents are not permitted, at any time, to change the locks or install additional locks to their room doors.

Lost Keys

If you have lost your key you must report this immediately to the wardening team. A new lock and keys will be installed for you at a cost of £100.

It is possible to loan keys to students if they are locked out of their room (e.g., left keys in a friend's car and awaiting their return later that evening or if they have left their key at home). Loan keys are available for seven days. You must return their key by this time or a new lock will be fitted at a £100 cost.

Kitchens

Kitchens / communal lounges are equipped with the a fridge, kettle, toaster and microwave.

Residents must provide their own crockery, cutlery, detergent, cleaning and drying cloths.

Laundry

Cash card operated laundry facilities (washers and dryers) are available on campus. In the event that a machine is faulty, please report it to the Housekeepers or Wardening team as soon as possible.

Moving Out Early

If you wish to leave before the expiry of your Accommodation Agreement, you will remain liable for your accommodation fees unless a new residential student can be found. This person must not be already resident in college halls or managed houses.

There is no guarantee that the college will be able to relet your room.

Moving Out Instructions – Holiday Periods

As per your Accommodation Agreement, all rooms must be vacated and cleared of personal possessions by 7pm on the last day of the term.

The following procedure should be followed:

- Remove all personal belongings / items from your room and common areas, which should be left in a clean and tidy condition
- Dispose of unwanted food, empty all bins and remove rubbish
- Leave all inventory items designated to your room, in your room
- Turn off taps
- Turn off lights
- Close the window and door securely
- Return the key to the Warden Office before departure.

Failure to hand your key in will result in a charge of £100 for a new lock and set of keys.

Accommodation is not available for students during the college vacations due to repairs, maintenance and decorating and other commercial bookings taking place during these times.

Holiday periods for 2023/24 are as follows, the first date is the date you must vacate your room by 7pm, the second date is when you may return to your room after 4:00pm.

- **Christmas**
Thursday 21 December 2023 - Monday 8 January 2024
- **Easter**
Thursday 28 March - 2024 - Monday 15 April 2024
- **End of Term**
Friday 28 June 2024

Noise

Living in halls of residence is very different to living in an average family home. All accommodation at Riseholme College houses a number of students and as such, a certain level of noise is to be expected. However, students are asked to ensure that unacceptable levels of noise do not occur after 11.30pm, e.g. loud music, shouting, slamming of doors. Students must always be mindful that your next door neighbour may not want to hear your choice of music at full blast at midnight! Any student living in accommodation must remember the words "respect and consideration".

If there are any concerns regarding noise, the first point of call is the Duty Warden who will attend the hall in question and deal with any unacceptable noise. Staff do have a right to remove any music equipment if requests to keep the noise down is not adhered to. The quicker noise is reported, the faster it can be dealt with, ensuring a peaceful night for all!

Noticeboards

Information relating to your wardens, events, activities, advice and issues relating to accommodation will be posted on the noticeboards in and around your accommodation. Please check these boards on a regular basis.

Parking and Driving

Residential students are very welcome to bring their vehicle, moped or motorbike onto campus.

All student cars and bikes must be kept in the car park. Any vehicle and its contents are left at the owner's risk. The speed limit on campus is 5mph and disciplinary action will be taken against any student found to be driving dangerously or over the speed limit. In extreme cases, the police will be notified and most certainly if the driver is found to be intoxicated through alcohol.

All student vehicles must display a valid car parking permit. These can be obtained by completing the Car Parking Permit form, which is available on the college website. Vehicles are regularly checked for permits and those without will be refused entry into the car park. For any queries throughout the academic year regarding car parking or vehicle access to campus contact Student Services.

Mopeds / scooters and motorbikes are not permitted to be stored in halls of residence. Please keep them in the Student Car Park. The Transport department requires that all motorbikes, mopeds/scooters are registered.

PAT (Portable Appliance Testing)

All electrical items brought onto campus by residential students are required to be PAT tested. This will be carried out by trained personnel. This is charged at £2.50 per item and the cost deducted from your room deposit refund at the end of the academic year. Any items which fail the PAT test will be removed from rooms. Items which have passed the PAT test will display a sticker – please do not remove this sticker whilst in residence as this will cause staff to have items retested at a further cost to yourself.

Personal Contact Details

Residential students are required to notify the Student Services department of any changes to their personal details, e.g. mobile phone number, address, next-of-kin details). This will enable college records to be kept up to date and details may be used in an emergency.

Pets

The keeping of any animal, bird, fish or insect is not permitted in halls of residence. Disciplinary action will be taken against anyone found with creatures in their room.

Post and Postal Address

Incoming student mail is distributed from the Post Room at the Showground Campus and is delivered to the Riseholme Park campus by college staff - this can then be collected from the wardens office. You will need to show your college ID to collect your post. **Please note** - the post room staff will not take delivery of any parcels/letters that require proof of age and will be returned back with the delivery person.

The full postal address is:

Your Full Name
Riseholme College
Showground Campus
North Carlton
Lincoln
LN1 2ZR

Posters and Display Materials

Posters, photographs, decorations etc. must be confined to the noticeboards supplied. This applies to both bedroom and communal areas. Failure to comply will result in cleaning and redecoration charges being levied. No material must be displayed in windows. All material displayed must be of a suitable nature.

Re-applying for Halls

To apply for accommodation second-year students will receive an email from the Accommodation Officer around March time giving information on how to apply online and the relevant paperwork required to secure a room for the following year.

Room Searches

At the college we do have a "right to search" policy so please be aware that college staff will search student rooms if there appears to be a Health and Safety issue or staff become concerned for a student's welfare.

Room Size and Variance

Due to the varied nature and age of our housing, it is difficult to give a standard room size. Generally, the rooms have ten square metres of space. All bedrooms are either carpeted or laminated and are equipped with a single bed, wardrobe, desk, desk chair, bookshelves and are central heated. Each room has WiFi access.

Rubbish

We pride ourselves on our beautiful campus and clean environment. We do believe that a pleasant, tidy campus inspires students to care for their accommodation and place of study, work harder and ultimately feel more settled and happier. Therefore all students are asked to support the staff's efforts to keep our site clean. They are expected to use litter bins provided. We sometimes use litter picking as one of the sanctions following poor behaviour.

Residents are responsible for ensuring all rubbish is placed in the bins provided within their halls. This includes in communal areas.

Signing In and Out and Related Checks

Under 18s

As part of our commitment to ensuring the safety and welfare of all students, all under 18 residential students have a curfew of 11.30pm every night.

We expect every under 18 student to take responsibility each night to sign a formal Signing- In Sheet to indicate they are present in their hall. If you do not sign in and we have not got contact with you, we will ring your next-of-kin to inform them. This may well be after midnight after we have scoured the campus, asked your friends and rung mobiles. This is a really important process and we are very persistent about all students complying with this. We will use the disciplinary process if it seems that the importance is not recognised.

If students aged under 18 student wish to leave campus during the day, for example to go to a local shop, you need to sign out as being off site. This is to fulfil the National Minimum Standard's requirement that the College can account for all under 18 students at any time. Signing out should be done in person or by text or phone call to the Warden's mobile phone. On return, you must sign back in. The same process applies out of office hours when students sign in and out with the Duty Warden. Failure to fulfil these requirements will result in disciplinary action being taken.

Spot Checks

30% of all under 18s are spot checked every evening from 11.30pm by the wardens. This is to ensure that they are following procedures regarding signing in.

On Fridays, home spot checks are carried out on 20% of the residential under 18s who have indicated they have gone home for the weekend. This involves telephoning the home of students. Wardens will speak to parents / guardians to check that students are in fact, where they say they are going to be!

Should the student not have returned home, staff will liaise with parents/guardians to locate the student. In extreme circumstances, this may also involve reporting the student as a missing person to the police.

Late Passes

Should an under 18 student need to return to campus after 11.30pm, the Deputy Head Warden requires a written letter, phone call or email of consent from parents / guardians. This must be given in advance of any student leaving campus and should clearly state a time at which staff can expect the student to return. Should the student fail to return by the agreed time, the next-of-kin will be contacted by the Duty Warden.

Wardens will contact students' next-of-kin at any time if they have concerns about the whereabouts of a student. Their safety and welfare is our priority. If time does not permit a written consent, parents / guardians must telephone the Duty Warden giving permission for the student to be off site after 11.30pm. In some cases, staff will ring the next-of-kin back to verify the call.

Over 18s

Students aged over 18 are not required to abide by a curfew and do not have to sign in and out of campus.



Social Activities

The college provides a programme of social and sporting activities for all residential students, the majority of which are free.

Details of activities can be found around the college on posters and emails are sent to all residential students on a weekly basis advising on any activity or trip planned. We also have a Student Association Facebook page where pictures of our Halloween / Christmas / Valentine's balls etc. are promoted. Our events are very popular but we also welcome feedback and suggestions for new activities from students.

There is no reason for any student to say they have nothing to do or they didn't know!

Student Association

The Student Association represents all students at Riseholme College and acts as the formal link between college staff and students. The committee consists of a variety of posts including the posts of Treasurer, Secretary, Sports' Rep, Health Rep, Under 18s Rep, Social Rep and Charities' Rep.

Students wishing to improve their CV and gain valuable experience working on a formal committee within the college may wish to join the Student Association. Information regarding this process can be found by contacting Student Services.

Telephones

In an emergency, parents / guardians can contact students by telephoning reception during office hours or the Duty Warden after 5pm and at weekends.

Televisions

Televisions are provided in the kitchens / lounges of all Further Education halls of residence. Students are welcome to bring their own television for their room. If you decide to do this, please be aware that a television license will be required, the address for which will be notified to you on your arrival into halls.

Transfer of Rooms

If you feel, for any reason, that your allocated room is unsuitable, please contact the Deputy Head Warden. There is no guarantee that an alternative room may be available, but the College endeavours to satisfy all student's needs where possible.

Room transfers will be effected, subject to availability and the payment of a £50 administration fee.

Wardens

At Riseholme College, a team of wardens work to support you during your stay. All wardens work hard to provide pastoral care and support and to ensure behaviour is appropriate. They will act in the interests of residential students to ensure the campus is a happy and cared for environment.

The wardens work on a duty rota which can be found on the hall noticeboard and the 'What's On' screen in the main reception.

The Duty Warden is the person to contact between 5pm and 9am on weekdays. They are joined by the Night Warden who patrols the campus all night. All telephone numbers can also be found on the notice adjacent to each hall telephone

The Wardens, Housekeepers and Hospitality staff hold termly Hall Forums with each hall of residence. These Hall Forums require your attendance as they are an important communication channel in order to not only raise any concerns or questions you have, but also receive information from the wardens.

Wardens also offer a 'kind ear' to assist with a whole range of issues or problems which may arise when staying in halls for the first time. The wardens are very experienced members of staff who have seen and heard many questions and problems over the years. Do not be afraid to ask questions or raise issues with them – quite possibly they have heard it before and will be able to assist you!

Weekends

The majority of our students do go home on a weekend so for some, the weekends may be quite quiet.

What do I bring with me?

You are very welcome to bring items which makes you feel at home. Posters, TV, stereo, laptop, photos, books are all acceptable. The list which follows may assist you suggesting items you wish to bring:

- Bedding – no bedding is provided, with the exception of a new mattress protector. Please bring a bottom sheet, duvet and cover, pillows and pillowcases with you
- Towels
- Toiletries
- Medication
- Clothes hangers (and clothes!)
- Glasses / plates / cutlery if you plan to prepare snacks in your kitchen
- Laundry detergent for laundry machines
- TV license – do not risk a fine of up to £1000. For information, go to www.tvlicensing.co.uk
- Mobile phone charger
- Food and snacks to prepare in your kitchen
- Fridge – many students prefer to have their own fridge / cooler in their room. If you do bring one, please ensure it is no larger than a table top size. Undercounter / standard sized fridges are not accepted and will be removed
- Personal possession insurance.

Please do not bring:

- Standard / large size refrigerator (unless for medication purposes and agreed in advance)
- Toaster / other cooking equipment
- Kettle
- Microwave

- Candles / joss sticks
- Furniture, e.g. inflatable chairs

This list is not exhaustive – please check with the Warden team if you are in doubt about bringing particular items.

Please note that we operate a cashless campus.

Tips for Living In Halls

- Be thoughtful and considerate towards your fellow residents – remember, what goes around, comes around...
- Be active – get the work / life balance right – get involved in the social side of the college as much as your studies
- Be financially organised – budget. The Student Finance Officer can help you if you are struggling and there may be funds to help you
- Be honest – ask for help when you need it
- Be well – book a doctors' appointment through us – it's free and we take you there and back too! Be involved – attend termly Hall Forum meetings – it's your chance to raise any comments, queries and problems with staff about your residential experience
- Be quiet – not everyone wants to hear your choice of music at 3am in the morning thank you very much. The same applies when walking through campus late at night.
- Be prepared – see the checklist on the previous page and good luck with your packing!

Overall, enjoy it – this experience will stay with you for the rest of your life. Despite it being a new and sometimes scary time, it is also a great one!

We hope you have found the information within this booklet helpful. Please remember that if in doubt, speak to a member of staff. We are here to help you.



Please
recycle
me.

www.riseholme.ac.uk
enquiries@riseholme.ac.uk

 **riseholmecollege**

 **@riseholmecampus**

 **@riseholmecol**

Riseholme College
Showground Campus
North Carlton
Lincoln
LN1 2ZR

