



# LIVING IN.... HALLS OF RESIDENCE

## Kirkley Hall Campus<sup>+</sup>

The region's leading land-based college

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# 1. Welcome

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Dear Resident,

I would like to take this opportunity to welcome you to Northumberland College.

This booklet is your guide to living in the Halls of Residence and it contains all of the information you will need for living on campus.

I highly recommend that you spend the time to read the whole booklet as ignorance of the rules and regulations is no excuse.

The wardens will be your main point of contact outside of College hours and you will find their contact details in a number of places around halls.

I will be the main contact during the day and can be found in the Kielder Centre staff office.

We have a number of support services available to assist with all aspects of college life and offer advice and guidance to you during your time at Northumberland College. These services include:

- Safety, behaviour and discipline
- Health and welfare
- Achievement and enjoyment
- Personal contribution
- Economic and financial wellbeing

Being a residential student means you will have access to wifi, late opening of the LRC, homework club etc, we urge the students to take advantage of these services so assignment work is kept on top of, the rest of the time can then be spent socialising and having fun!

If you wish to discuss the contents of the guide please do not hesitate to contact the wardens, or myself Alison Gracey.

We will do all we can to make your stay happy and enjoyable and look forward to welcoming you to Halls when you move in.

**Residential and Kirkley Services Manager**

## 2. Staff Structure



The Halls of Residence is the responsibility of the Residential and Kirkley Services Manager, Alison Gracey.

Alison works with the Wardens, Academy Head, Principal, Head of Student Services and the Head of Commercial and Marketing for catering services and liaises with the Estates Team to develop, improve and respond to all aspects of residential services to students.

Alison is based in the office within the Kielder Centre or can sometimes be found in the wardens' office. She is the contact during the day for all resident students and also handles all room bookings, contracts and payments.

The wardens are responsible for safeguarding, student welfare and discipline in the halls. The wardens are available each evening and through the night to assist students with any problems they may face. Their role is to maintain discipline, provide support and pastoral care and to act in the interests of the residential students to ensure that the campus is a happy and safe environment.

The duty wardens can always be contacted on their safeguarding mobile phone, all contact numbers are given to students when they move in to halls and are also displayed on the wardens' office door, in each accommodation block and in each monthly halls newsletter.

A noticeboard by the wardens' office is updated weekly by the wardens to inform all students of forthcoming social events, activities, trips and general notices. A copy of the Events and Activities brochure is also in each student room and available from the wardens' office.



**Ian Clinton**  
Principal



**Jen Bell**  
Director of Student Services



**Alison Gracey**  
Residential and Kirkley  
Services Manager



**Phill Russell**  
Evening Warden



**Les Weddell**  
Warden



**Siobhen Armstrong**  
Cover Warden



**Graeme Popay**  
Director of Estates



**David Wear**  
Head of Land Based & Outdoor  
Academy



**Chloe Baker**  
Head of Commercial  
& Marketing

We also have a number of student wardens who support the Wardening Team as well as Counsellors, Sexual Health Nurses, Mentors, Additional Learning Support and Personal Tutors.

### 3. Case Studies

#### Megan Carter

My name is Megan Carter and I study Equine Management Level 3. I have been in halls for a year and I will be returning for my second year.

Being in halls has improved my attendance dramatically as currently I have 100% attendance since the start of college. This is because in halls you get to have a lie in compared to travelling long journeys on public transport.

I am also caught up with all of my assignments and homework and I think halls allows this because you have access to computers and feel more inclined to use your free time wisely.

Almost every week we go on an activity which is very fun as it has allowed me to participate in activities such as paintballing, go karting and airsoft for free. The only thing we have to do is attend a weekly workshop which involves very useful speakers coming in such as sexual health, people's kitchen, work experience and the local police service. The police session was especially beneficial for me as I wish to excel a career in this when I finish my course. Also, a few days a week a sports instruction comes in and we have the opportunity to maintain our fitness and play sports for fun.

All of the halls staff are extremely helpful, approachable and treat us like adults. The 24 hour Wardens, Phil and John, make me feel extremely safe and secure in halls. Alison, the Halls Manager, is very friendly and if I was to have a problem I know I can speak to her in confidence and she would resolve it without breaching confidentiality. However, the staff also ensure that if any rules are broken the

appropriate disciplinary is given and they are constantly working with the course tutors to ensure we are up to date with our work.

Halls is a once in a life time experience and I will keep the memories I have made here with me forever. It has improved my confidence, independence and I am much more interactive and sociable now.

Having to maintain cleanliness in my room and communal rooms such as the kitchen has developed my personal hygiene at home as I can't rely on my parents to clean up after me. Also, the people you live with in halls become your lifelong friends as you live with them 5 days a week so you get to know each on a more personal level than I have with my friends at home.

My diet was something I was concerned about when I moved into halls because at the start it seemed easier to just make ready meals but after attending cooking classes provided by the college we all make healthy, fresh meals and occasionally make a big batch to share between everyone.

On a night time when we aren't doing an activity we keep ourselves entertained by either sitting in the common rooms playing on the games consoles, pool tables and also taking part in a variety of tournaments, film nights and quiz nights in the Watering Hole.

Despite passing my driving test and getting my car I still live in halls because halls and the people in it become like your family and I feel extremely comfortable here.



## Owen Murray

My name is Owen Murray, I am studying Outdoor Activity Leadership level 2&3. My course lasts three years and I am planning on staying in halls for all three.

I didn't get off to the best starts in Halls due to an incident where I didn't follow one of the basic rules. This resulted in me missing valuable bonding time with new friends and also getting a disciplinary. The College however gave me a second chance to stay which I was very grateful for.

I was very nervous as I missed a week of everyone socialising and getting to know each other. If it wasn't for the other students coming to my room and inviting me down to the common room it would have taken me a while to fit in.

Thanks to the friendliness of the staff and students I felt much more comfortable than I anticipated.

There are trips to the local supermarkets every Monday and Tuesday, this is very helpful if you are either trying to live independently and buy your own food, live in over 18's and don't go home at weekends and if you've forgotten to bring something.

One of the most enjoyable things are the Thursday activities, we have been to Laser Tag, Gravity Force, Bowling to name a few and we all went for a meal at My Shanghai. There are also regular cinema trips where the only thing you pay for is the popcorn.

My independent living skills have improved as I need to do the majority of daily tasks at College. My cooking skills have improved significantly and the College run cooking classes to help those who need a bit of guidance.

In the evening there is lots to keep you entertained.

In the Watering Hole there are activities on such as quiz nights, movie nights and game tournaments. There are also board games, pool tables and a Playstation 3. We also have sport and enrichment on 6pm – 9pm 3 nights a week. This can be anything from playing badminton, dodge ball or working in the gym.

On top of this we have the climbing wall open to us 2 nights a week and sometimes clay pigeon shooting.

You do have to remember to fit your assignment work in aswell or you can be stopped from attending.

The friends I have made at halls have definitely made my first year here much more enjoyable, and if it wasn't for the staff I wouldn't still be here. They can help you with anything, within reason.



## 4. Service Objectives & Responsibilities

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Northumberland College endeavours to provide extra support for students under 18 years of age living in college residential accommodation and, to this end, has implemented additional regulations which are set out over the next few pages.

For the information of parent/guardian, the college cannot accept responsibility for the behaviour and welfare of students who fail to comply with these regulations.

We aim to:

- Provide a safe and secure environment
- Provide a 24 hour support service to all students
- Organise and run a full range of student enrichment activities
- Be accessible, confidential and effective in dealing with all student or parent/guardian enquiries
- Ensure the accommodation is of a good standard and all repairs and maintenance are reported in a timely manner
- Promote a fair, safe, wholesome and responsible lifestyle among the student residents in compliance with all current legislation and published approved good practices
- Ensure that there is a measurable system for the recording of student incidents
- Promote good communication within the Northumberland College student body on all issues relating to student welfare and support, including Services, Facilities, Estates, Catering, Additional Learner Support and Course Tutors
- Actively promote fairness and equality of opportunity and celebration of diversity

All the above objectives fall within the minimum care standards and residential framework set out by Ofsted. We are regularly inspected and parents/guardian can download our inspection reports here:

[www.ofsted.gov.uk/inspection-reports/find-inspection-report/provider/CARE/SC046042](http://www.ofsted.gov.uk/inspection-reports/find-inspection-report/provider/CARE/SC046042)

# 5. Accommodation Management

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Northumberland College has 90 rooms in total, 60 rooms for 16 - 18 year olds and 30 rooms for students ages 18+.

The 16 - 18 accommodation is fob security protected and is split in single sex floors.

Students aged 18+ are housed in separate blocks away from the 16 - 18 accommodation and are placed in mixed sex houses.

Accommodation is allocated on a first come basis giving priority to those with a further distance to travel.

Students must live at least 5 miles away from the College and must not be on a transport route.

Due to this we are unable to confirm residence until August.

We currently do not have en suite facilities so bathrooms are communal, kitchen/dining facilities are per floor / block and all students must be able to live independently as we do not offer supported living.

Kitchens contain a fridge, hot plate, microwave, kettle and oven/mini oven, there is also a small amount of cutlery/cooking equipment available however students are advised to bring their own.

The College will supply washing up supplies where possible.

Students are permitted to have their own fridge in their room as long as they keep it clean.

Each room contains a single bed, fitted wardrobe, bedside cabinet, desk, chair, bedside lamp, shelves and a wash basin. Bedding is not included so students will need to bring this with them.

All rooms are allocated on an individual basis however some do have bunk beds for bookings over the summer period.

Communal areas consist of dining table and chairs, soft chairs and TV with Freeview.

Students wishing to have their own TV in their room must arrange a TV licence prior to moving on to Campus.

Upon arrival students are allocated with a key to their room and a fob which will give them entry to their floor only.

## 6. Student Safety

Northumberland College is committed to safeguarding students within and outside of College from:

- Accidents
- Crime
- Bullying and Harassment
- Abuse – physical, emotional, sexual and neglect
- Maltreatment
- Domestic Violence and Bullying
- Financial Abuse
- Discriminatory Abuse
- Extremism

The College has a number of trained designated safeguarding officers to whom students can report concerns regarding the safety or wellbeing of a child (under 18) or vulnerable adult. Any significant cause for concern or disclosure of abuse will immediately be referred to Social Services and/or the police for investigation.

The overall responsibility for safeguarding procedures involving students lies with Jen Bell – Head of Student Services.

### 6.1 ABSENCE PROCEDURE

Students must keep us informed about any absences from lessons or curriculum based activities as per the College regulations and also any absences from their accommodation.

If we are not informed about absences a member of staff will need to determine the whereabouts of the student and in some cases inform the parents / local authority if the student cannot be located.

All students under the age of 18 must have written consent from parents / guardians to be away from the accommodation overnight.

If a student fails to turn up to class at 9am the tutors will call the residential manager. We then start to determine the whereabouts of that student to ensure they are safe.

The residential manager and student mentor also get a report at 11am everyday which informs them of any resident student that has failed to turn up for class.

## 6.2 SECURITY ACCESS

All of our accommodation is protected by additional security making it impossible for someone uninvited to walk in.

The 16 - 18 accommodation block has a security fob electrical system, the fobs are programmed to only give access to the floor that student is staying on. This means males and females can be kept separate.

Over 18 houses operate the same as your own house would and each student is given a front door key. It is vital that students lock both their bedroom doors and the front door to ensure the house is kept secure at all times.

## 6.3 ID CARDS

All students are provided with an ID card during the induction week. These must be worn at all times whilst on campus.

Students not wearing these will be challenged by members of staff and potentially sent home.

Students are also requested to remain vigilant whilst on campus and if they see someone without an ID badge to mention this to a member of staff.

When students come to leave the Halls of Residence the warden will check the room (preferably with the student present) against the original room inventory. Any damages will be noted and charged accordingly. Students must ensure that all keys / fobs are returned or could incur further charges.

## 6.4 SIGNING OUT SYSTEM

All students are required to sign in and out each time they enter/leave the accommodation block so we can monitor who is in the buildings in case of fire etc.

Students living within the 16-18 block have an 11.30pm curfew. The warden checks the sheets during the evening to see which residents are in and who is off campus with permission.

If a student is found to be missing (i.e. not in their room) every effort will be made to locate them. In the event a student is not found, the following steps will be taken.

Parent/guardian will be called and advised that their son/daughter is missing.

If parent/guardian is not available or if the parent is non co-operative, the police will be called to report the student missing.

Parent/guardians can only access the halls to the 16 - 18 accommodation whilst the warden is on duty. Any student wishing to bring a guest on campus must follow the

guest procedure. Students failing to do this risk losing their place in residence. The privacy and safety of the residents is of total paramount to the halls staff.

The halls staff MUST be informed if a student will not be staying on campus. Warden staff have absence forms which should be completed in the event of a planned absence. All absences require parental/guardian signatures and absence forms must be signed in front of the wardens or verified to avoid the possibility of the form being fraudulently completed.

In the event of an emergency absence a phone call by the parent should be made directly to the member of halls staff on duty.

## 6.5 FIRE SAFETY

In order to maintain a safe and secure environment for everyone living and studying in accommodation at Northumberland College, it is necessary to have certain recognised codes of practice which apply to everyone. By signing the Residential Contract, you have agreed to abide by these codes of practice.

### **FIRE SAFETY AND EQUIPMENT**

It is your responsibility to familiarise yourself with the premises, escape routes, location of firefighting equipment, alarm systems and evacuation procedures. Halls of residence are a relatively high fire risk area. You must read carefully the Fire Regulation notices which are displayed in all bedrooms.

Students with a physical disability may need suitable arrangements put in place, please speak to the residential manager prior to moving in to residence.

The college takes a serious view of any actions that could jeopardise the safety of staff or students. Appropriate disciplinary action will always be taken in line with the Student Disciplinary Code. Anyone found tampering with any fire or safety equipment will be required to pay the full costs of any damage or loss incurred. Students who misuse fire equipment will be fined accordingly.

You are reminded that it is a criminal offence to interfere with fire and safety equipment. All rooms including utility rooms and common rooms have a fire action notice on the doors. All corridors and kitchen have fire extinguishers and fire blankets in place, these items are checked by the wardens at the beginning and end of each shift. At the start of each term fire drills are carried out by the warden staff and all residents must comply.

## **FIRE INFORMATION**

### **Fire Doors**

The spread of smoke during a fire kills more people than the actual fire itself.

Fire doors have a vital role to play in allowing people to escape from a building but they do not work if they are wedged open. The college's Safety Policy and Fire Regulations prohibit the practice of wedging open fire doors. Anyone found doing so will be severely fined.

### **Fire Blankets**

These should be used to smother fires:

- Involving burning clothing
- For liquid fires, the blanket should be placed carefully over the fire

### **Portable Extinguishers**

- Water – Suitable for wood or paper fires, NOT to be used on electrical or burning liquid fires
- Dry Powder – These may be used on all types of fires
- Carbon Dioxide – Safe for use on electrical equipment and can be used on most other fires

### **Smoke Detectors**

All halls are fitted with smoke detectors in bedrooms and corridors.

Anyone using fire equipment to fight a fire must only do so if it is safe to do so. They must ensure their own safety at all times.

## **6.6 HEALTH & SAFETY**

In accordance with the Health and Safety at Work Act 1974 and regulations made under it, it is College policy to take all reasonably practicable care to ensure the health, safety and welfare of all College personnel, learners, visitors, contractors and members of the public who are or may be affected by it's activities.

You have a personal responsibility to conduct yourself in a way which does not put yourself or others in danger. You must not interfere with safety equipment which is provided for the protection of everyone.

A copy of the College policy on Health and Safety is available on request from the Residential Support Team.

## 6.7 GUESTS TO THE HALLS

All students must use the student bar as a meeting point and any guests are required to sign in and out using the sheets in the bar. Guests are not permitted to enter the residence buildings at any time without authorisation from the wardens. Guests must leave campus by 10:30pm.

Guests are strictly not allowed in the halls between 9am and 5pm whilst household staff carry out daily cleaning.

You are personally responsible for the behaviour of anyone you invite on to the college campus and you must ensure that the codes of conduct which generally apply are also known and adhered to by your guests. This relates to social events, the bar and use of recreational facilities.

Students in the over 18 accommodation block are allowed overnight guests; however this must be arranged with the Residential Manager prior to the guest coming on site.

All students must complete a guest request form which is available outside of the wardens' office; this then must be submitted to Alison for approval. A charge of £10 per night per guest will be incurred and must be paid in advance. Unauthorised guests will be asked to leave immediately and the room occupant fined a £20 unauthorised guest fee.

If a guest has not signed out by 10:30pm we are to presume they are still on site and the unauthorised guest fee of £20 will be charged to the resident student. Overnight guests must leave campus by 9am.

## 6.8 EQUIPMENT SAFETY

All electrical equipment brought into the halls of residence must be PAT tested, meet the current electrical safety regulations and be fitted with correctly rated fuses.

The power sockets must not be overloaded. Multi-adapters must not be used as these are easily overloaded. Block connectors are permitted in halls provided they are fused correctly.

Any electrical equipment brought into college following the testing procedure must be declared to Alison Gracey in order for it to be tested and deemed safe. Equipment identified as being unsafe or appliances that require significant power and/or cause overloading to ring main circuits may be confiscated.

If you are unsure about equipment safety or power requirements, you should contact Alison Gracey who will be pleased to advise.

PAT testing will be carried out during your first week in halls. Please leave all electrical equipment accessible in your room so it can be tested.

## 6.9 PERSONAL SAFETY / SECURITY

There are wardens on duty during the evening and through the night and should any resident feel uncertain about anything, the wardens are there to help. All residents are responsible for their own safety and should report anything suspicious or untoward to the wardens who will take the appropriate action.

All wardens complete regular patrols of the halls and surrounding areas, the halls have secure entrance to the buildings and landings.

All students are provided with an ID card during the induction week. These must be worn at all times whilst on campus. Students not wearing these will be challenged by members of staff and potentially sent home.

Students are also requested to remain vigilant whilst on campus and if they see someone without an ID badge to mention this to a member of staff.

## 6.10 RESIDENTIAL LINK WITH ACADEMIC STAFF / SUPPORTING STUDY

All college students are monitored by a programme called Pro Monitor. This enables the residential team to log any concerns regarding a student so all relevant members of staff are aware and can support accordingly. We can also view and share meeting notes with student mentors and tutors so we can track a students' progress on their course.

This is an extremely important link so we can ensure the safety and wellbeing of our resident students and that they are on track to complete their course.

We also offer a homework club, any student who falls behind with their assignments or those needing that extra support are asked to attend until caught up.

Residents must have an attendance above 90%, once it dips below 90% you will be asked to speak to the student mentors who will monitor you until it rises again.

Students with attendance below 90% will not be permitted to take part in activities.

## 6.11 ILLNESS

If a resident student becomes ill during the night, the wardens will contact the parent/guardian to arrange for the student to be taken home if deemed serious enough and we ask that arrangements are made for the resident to be registered at the local doctors. If the resident takes any medication this should be reported to the duty warden in case of emergency.

At all times the wardens must be able to contact the parent/guardian.

In some instances it may not be suitable for you to remain in halls, i.e. if you are going to be off for a few days or have something that you could pass on to other students.

If this is the case Alison will call home and make arrangements to have you collected. You may also be requested to come and work quietly on assignment work. If you are authorised to remain in your room a member of staff will make regular checks on you to ensure you are safe.

## 6.12 ROOM INSPECTIONS

As a residential student you will need to play your part in helping to ensure that accommodation areas are kept clean and tidy.

This responsibility extends to not only the care of your own bedroom but also to communal areas such as corridors, kitchen areas, bathroom areas etc.

The College therefore reserves the right to check these areas on a regular basis.

The halls staff do regular room and communal area checks to ensure students are living in an appropriate environment.

This involves opening each room door and looking inside; we do not open drawers or touch any of your personal belongings.

Students may face disciplinary sanctions if rooms are being kept in an unsuitable state.

We also check for any damages which have not been reported and will investigate in the case of damage being found. If students do not own up to causing the damage all students on that floor/block will be fined accordingly.

**We have recently introduced Spring Clean Tuesday so all students will be required to clean their room at least once a week. This will be supervised by a member of halls staff.**

# 7. Rules and Regulations

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All students must abide by the terms and conditions of the accommodation contract and the code of conduct.

These documents make up the application pack and you are asked to sign them prior to commencement of occupancy. It is very important to read these documents before signing as they are legally binding documents.

Students must respect the authority of the Residential Support Team in enforcing all College Regulations.

## 7.1 ALCOHOL

Alcohol can only be consumed by those aged 18 and above and in a responsible manner. It is forbidden to drink any form of alcohol in any of the outdoor areas of the campus and any student found drinking outside may be subject to disciplinary sanctions. The brewing and drinking of home-brewed alcohol is not permitted at college. Also, no barrels, gas/dispensers or optics may be brought on to or be used on campus.

Alcohol can be banned from campus completely if students keep abusing it and getting out of hand.

16 – 18 year olds must not return to campus under the influence of alcohol. Any alcohol which is found in 16 - 18 accommodation will be disposed of and parents/guardians informed.

## 7.2 DRUGS

The possession, supply and production of drugs is covered by the Misuse of Drugs Act 1971 and is against the law.

Accordingly, the college will deal with students who commit such offences and who may thereby bring the college into disrepute.

The college operates a zero tolerance policy in relation to the supply, possession and use of drugs. As a result, students subject to disciplinary action in-line with the Student Disciplinary Code in respect of drug/substance abuse may be expelled from college.

Where there are suspicions of drug/substance abuse on college premises, the college will do the following:

- Request the student takes a drug test

This has been introduced so we can instantly check if a student is under the influence. The test will entail the student having a mouth swab which will then tell us if the student has taken drugs and which drugs they have taken.

- Conduct a room search with police and/or other agency

The College reserve the right to search any room at any time in this respect.

Where residential accommodation is searched, the occupant(s) will have the right to be present.

In either instance if we find drugs have been a factor the student will face instant suspension from the Halls of Residence and will be invited in to a disciplinary hearing.

In addition to this however, the college recognises that it has a duty of care towards its student members.

The college endeavours to provide health education and information about the dangers of illicit drug use and will refer those who need help to the appropriate support agencies.

We also allow the police dog section to use the Halls of Residence to run refresher training for the police dogs. The College will sometimes use this opportunity to check specific rooms if we have suspicions.

Please see drug testing policy for more information.

### 7.3 NOISE IN HALLS

Any noise in halls that is classed as a disturbance to other residents is dealt with by the warden staff and subject to a disciplinary sanction. It is important that every resident respects each other and that respect includes noise pollution and if your music or TV can be heard in the corridor, then it's too loud and you will be asked to keep the noise to a minimum. The golden rule at the halls is 'everyone is entitled to peace and quiet in order to study in their own rooms and everyone is entitled to a good night sleep'.

### 7.4 RESPECT & BEHAVIOUR

Give respect ® Get respect – treat others how you wish to be treated.

*"Respect is the collective responsibility of everyone at college, students and staff, to create a fair, safe a enjoyable environment in which to live, study and work."*

Anti-social behaviour such as intimidating, bullying, aggression, violence or causing a disturbance to others, dangerous driving, vandalism, spitting, littering, smoking outside of designated areas, failing to comply with the reasonable instructions of staff or any behaviour deemed to be unacceptable will not be tolerated.

Anyone found to be threatening the safety or enjoyment of others will be subject to disciplinary procedures and may be removed from site.

### 7.5 SMOKING POLICY

All accommodation on campus is NON-SMOKING. Smoking is only permitted in the smoking shelter in the car park areas of Kirkley Hall and smoking is banned from all other areas.

You are not permitted to smoke in any indoor or outdoor enclosed area, when walking between buildings or across the College grounds.

Students found to be smoking in their room or covering fire sensors will face instant exclusion from Halls of Residence.

## 8. Fees and Finance

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All fees for residence are means tested so are dependent on household income.

Evidence of all income must be supplied with the completed application pack; your application will not be processed until we are confident you have supplied a true account of this.

## 8.1 BOND

All students must pay a £250 bond which is cashed and held by the College. This is returned at the end of the tenancy minus any costs incurred.

All students are required to complete a room inventory on arrival; these forms are held on the student's personal file until the vacation period.

If there is damage to a communal area, every effort will be made to find the guilty parties responsible for causing the damage. If this is not possible, the cost will be divided equally between all students in the room/hall/residential area.

Any charges incurred by the student for damages, lost/mislaid keys etc will be noted and will be deducted from the £250 bond given to secure accommodation at the end of the residential period. An estimated cost of repairs can be found at the back of this brochure.

## 8.2 RENT

Rent is payable 1 month in advance and the preferred method is standing order.

You will be issued with the College bank account details when you are accepted for a place in residence.

These should then be taken to your bank so the standing order can be set up.

The College can not collect rent from your account without this being set up.

The first monthly payment will be collected on 1st September prior to the start of the academic year. The final payment is due on the 1st May. If a student moves in to residence later in the year fees will be due on the 1st of the first month of residency.

If rent is not received the College will give notice to end tenancy.

## 8.3 RENT REDUCTIONS

In most instances students with a low household income can apply for financial assistance with rent.

The student must maintain an attendance of 90% or more to ensure this will be paid, if attendance falls below this amount the bursary will not be allocated and the student will become liable for all rental charges during that period.

Failure to clear this balance within 1 calendar month will result in the student being withdrawn from the residence.

## 9. General Information

### 9.1 POSTERS

Please use 'Blu-tac' for fixing posters to walls or utilise notice boards. Any damage to walls, woodwork or finish will be charged to a student's room deposit.

Posters/stickers must not be affixed to any furniture, doors, windows or ceilings.

The housekeeping staff have the right to remove any offensive material and posters affixed incorrectly.

### 9.2 GENERAL CLEANLINESS AND HYGIENE

Residents are responsible for cleaning their own rooms and their own dishes etc in the kitchen. We expect all residents to keep their room clean and tidy at all times.

The college employs cleaners to clean the common areas including the kitchens, bathrooms and landings and we ask all residents to ensure that common areas are kept tidy and any mess cleared up to allow the cleaning staff to clean the areas.

Residents are expected to supply their own cleaning products to keep their rooms tidy and clean, however the college will supply hoovers and as much as possible washing up liquid and scrubbing brushes in the under 18s halls.

### 9.3 ITEMS NOT ALLOWED IN HALLS

- **Offensive Weapons** – Students cannot bring, or allow to be brought, onto the college campus any firearms, ammunition, knives or anything else which is or may constitute an offensive weapon. Replica guns, water pistols, bb guns etc are also prohibited. **DISCIPLINARY ACTION WILL BE TAKEN.**
- **Darts** – In addition to the danger posed to innocent bystanders, the damage caused by darts missing their intended target is considerable. It is therefore not permitted to play darts anywhere in halls.
- **Pets** – The keeping of animals is not permitted in halls of residence. This includes, amongst others, mice, hamsters, gerbils, fish, frogs, snails, snakes, rats, dogs and birds.
- **Candles Scented Room Burners – Joss/Incense Sticks** – Due to the high fire risk associated with these items, their use within halls is strictly prohibited and any such items will be removed by the housekeeping staff.
- **Golf Clubs** – Golf clubs are dangerous and cause damage to carpets and walls.
- **Footwear** – Muddy footwear, spiked sports shoes, rollerblades and similar footwear must be removed before entering your hall of residence. Boot rooms/ lockers are provided, please use them! Do not leave footwear in the corridor outside your room.

- Weight Training Equipment and Sunbeds – Hand-held dumbbell weights are permitted. Exercise benches, home gym equipment or sunbeds are not allowed within halls.
- Barbecues – Only officially organised barbecues can be held on campus.
- Chainsaws and Petrol/Fuel Cans – Under no circumstances may students be allowed to keep/store chainsaws within halls. There is extreme risk of fire and explosion from inflammable liquids and fumes. Under no circumstances are petrol/fuel containers (even empty) allowed within halls.
- Car Parts and Battery Chargers – Chargers present a risk as dangerous gases are given off during battery charging. Chargers, batteries and car parts are not permitted anywhere within halls.
- Fireworks – The storage or use of fireworks anywhere within the halls or on college property is strictly prohibited.
- Ball Games – Ball games are not permitted within, or close to, halls of residence or other campus buildings. Light fittings and windows are extremely costly to replace and all damage caused in such circumstances will be charged to those responsible.
- Bicycles – Bicycles may be brought on to campus provided that they are used responsibly and not ridden on footpaths and grassed areas. Riding and storing of cycles in hall corridors and bedrooms or causing inconvenience to others is not acceptable. All damage will be charged to the room deposit or any excessive damage invoiced separately. Bicycles should never be left unlocked and must be kept in the designated areas provided. It is strongly recommended that you have your bicycle insured and coded.
- Water Fights – are not allowed and as such water bombs, pistols etc. are not allowed.
- Paddling Pools – are not allowed.
- Furniture – Students are not permitted to bring their own furniture into halls. This includes mattresses. The college has taken this decision with fire safety in mind.

Damage caused to college property, wilfully or otherwise, by student activities is deemed the responsibility of the individuals concerned. In the case of criminal damage, the police will be informed.

**FAILURE TO COMPLY WITH THESE RULES MAY RESULT IN EXCLUSION FROM HALLS.**

## 9.4 INSURANCE

It is advisable and important to take out personal insurance before coming to college to protect against accident damage or injury and loss of personal property. The first few weeks at college are the busiest time of the year for reports of lost personal property. The college cannot be held responsible for loss or damage to personal property or own motor vehicles which are left at owner's risk.

Damage caused to college property, wilfully or otherwise, by student activities is deemed the responsibility of the individual(s) concerned.

## 9.5 ROOM KEYS

All students are responsible for their room key. Any key reported lost is replaced at the current cost of £30. We ask all residents to treat their room key like they would their own house key.

## 9.6 HOLIDAY PERIODS

You are required to clear your room of all personal possessions during all holiday periods. Failure to hand keys in at the end of every term will incur a charge against your room deposit as the lock may have to be changed. In exceptional cases, property may be stored for international students but we strongly recommend that valuable items of personal property are removed. The college is not responsible for any items left on the premises.

## 9.7 REPORTING DAMAGES OR FAULTS

All damage or faults to furniture, equipment or hall property should be reported to the wardens so that they can complete the necessary maintenance sheet.

The Estates department are responsible for carrying out all repairs and replacements. Any maintenance issues must be reported by the student by posting maintenance log in the suggestion box outside of the wardens office.

These are then logged and passed to the Estates team. All work is completed on a priority basis.

In an emergency maintenance can be logged with the member of halls staff on duty.

## 9.8 STUDENT VEHICLES

All students keeping vehicles on campus must register them and are required to park in the designated student car parks. Parking of vehicles around the site, on footpaths etc. is not permitted. Vehicles parked in the wrong place will be clamped and fined. Students are asked to drive with due care and observe the speed limit of 10mph whilst on campus. Any vehicle persistently breaking the rules will be excluded from the college premises.

- All vehicles are left on campus at the owner's risk.
- Dangerous driving will result in disciplinary action.

Please collect a vehicle registration form from Alison Gracey or from outside the wardens' office.

There is ample parking facilities on site, resident students bringing their vehicle on campus are asked to register it with us. Forms can be found outside of the wardens office.

## 9.9 LAUNDRY FACILITIES AND IRONING

We have a fully equipped laundry room with 2 x 9kg washing machines and 2 x industrial dryers.

These machines are provided and maintained by an external company so there is a charge to use the laundry service.

Students will be issued with a laundry card when they arrive if they wish to use this service; the card is then used to control the machines.

The laundry room also consists of an ironing board and iron and is protected by a key pad system meaning only residential students and college staff can gain access.

Further information is available from the wardens office upon request.

## 9.10 BEDDING

All students are responsible for their own bedding. The college provides a single room, bed, mattress and furniture. You must ensure that you bring a bottom sheet, duvet and cover, pillows and pillowcases with you. Students failing to use a bottom sheet or who remove the mattress cover will be charged.

## 9.11 MAIL

All resident mail is given to the wardens and then delivered to the resident as soon as possible. Please ensure all mail is addressed to you to ensure college staff don't open it.

When you leave the College please ensure you change your address as any post received after you have left will be returned to sender.

## 9.12 SHOPPING FACILITIES

The wardens provide a shopping trip to the local supermarket twice a week. This trip also includes a stop off at a local takeaway and we have arrangements with local pizza and chip shops to deliver to the campus.

## 9.13 WIFI / INTERNET CONNECTION

The halls are fitted with WIFI throughout and also have dial up connections in each room.

## 9.14 TELEVISION LICENCES

All residents must have a valid TV licence should they bring their own TV into halls. TV licences are required for each bedroom and communal area. Any residents not doing this are breaking the law.

## 9.15 STUDENT PROPERTY

Any property, valuables and money are brought on to College premises at the owners own risk. This includes all vehicles, course equipment and materials.

College staff can accept no responsibility for damaged, lost or stolen property. It is the student's responsibility to report stolen items to the police, and any items of high value should have adequate insurance.

Any lost property is handed in to the administration office / wardens office or reception and is kept for 1 month.

## 9.16 TELEPHONE

The signal at Kirkley Hall isn't great however most providers do get signal.

Telephones are available on request in the wardens office or the Residential Manager's office.

## 9.17 LOST PROPERTY

This will be handed in to the Reception or the Administration office and will be kept for 1 month.

## 9.18 STUDENT BEDROOMS

All bedrooms are single occupancy. Students are not permitted to sleep in each others rooms at any time.

In the event of an emergency we must be able to indicate who is in halls and which room you are in.

# 10. Catering & Shopping

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The halls are self-catering however the college canteen is open for hot and cold food weekdays during term time from 8am-4:30pm each day. Residents can also request evening hot meals to be prepared for them; these should be collected before 4pm.

## 10.1 CEDAR TREE CAFE

This is the main College canteen within term time and serves breakfast from 8am. Hot meals are available to eat in and take away 12pm – 1pm, meals can be ordered but need to be paid for and collected by 4pm.

## 10.2 ORANGERY TEAM ROOM

The Orangery is open 10am – 2pm term time and 10am – 4pm during holiday periods. This is open to members of the public but can also be enjoyed by the students.

## 10.3 THE WATERING HOLE

This is open over the lunchtime period and from 7pm – 11pm in the evenings. Students can enjoy Sky TV, Pool Tables, Darts and Playstation 3 and can also catch up on assignments or surf the internet on one of the computers. Alcohol is only served to 18+ during the evening opening hours.

## 10.4 SHOP

We offer a trip to the local supermarket every Monday and Tuesday evening which is free for all students.

However emergency items can be purchased from the Warden's Office.

## 10.5 HALLS SHOP

Within the wardens office there is a small stock of items such as toothpaste, facewipes, deodorant, shampoo etc so if you forget to bring something don't worry.

# 11. Healthy Living

The College has various support teams in place to support students facing a variety of issues.

## 11.1 COUNSELLING SERVICE

For confidential help with personal problems the College offers a professional counselling service. Students can book appointments directly with the counsellors by using the contact details on the wall calendar within each bedroom.

## 11.2 STUDENT MENTOR SERVICE

Students struggling to cope with assignments, financial issues etc can use the services of the mentoring team. Again students can contact them directly using the contact details on the wall calendar within each bedroom.

## 11.3 SEXUAL HEALTH NURSES

The sexual health nurses are at Kirkley Hall every Tuesday between 11.30am and 2.30pm and are based in the office opposite the wardens office.

They offer a drop in service that can offer contraception, STI tests, pregnancy tests and advice.

## 11.4 HEALTH EDUCATION WORKSHOPS

The College aims to raise awareness of a number of subjects including:

- Drugs and Alcohol
- Sexual Health
- Healthy Relationships
- Smoking
- Additional Learning Support
- Mental Health
- Fitness and Healthy Eating
- Personal Finances
- Anger Management
- Conflict Resolution

We have introduced a compulsory session for all under 18 students which will be held every Wednesday evening 5pm – 6pm.

Over 18 students are also encouraged to attend as the sessions are very informative.

Other useful sessions can be requested.

## 11.5 USEFUL WEBSITES

Bullying	<a href="http://www.bullying.co.uk">www.bullying.co.uk</a>
Drugs	<a href="http://www.drugsuk.org">www.drugsuk.org</a>
Eating Disorders	<a href="http://www.b-eat.co.uk">www.b-eat.co.uk</a>
Family Issues	<a href="http://www.itsnotyourfault.org">www.itsnotyourfault.org</a>
General Health	<a href="http://www.need2know.co.uk">www.need2know.co.uk</a> or <a href="http://www.teenagehealthfreak.org">www.teenagehealthfreak.org</a>
Internet Safety	<a href="http://www.thinkuknow.co.uk">www.thinkuknow.co.uk</a>
Sexual Health	<a href="http://www.ruthinking.co.uk">www.ruthinking.co.uk</a>
Study / revision	<a href="http://www.bbc.co.uk/schools/revision">www.bbc.co.uk/schools/revision</a>

## 11.6 GP REGISTRATION

Students are advised to register with the local GP, contact details can be found on the wall planner in each bedroom.

Under 18 students are not permitted to stay in halls if they are missing classes due to illness so must go home.

## 11.7 FIRST AID

All Halls of Residence staff are trained in emergency first aid. If you require first aid assistance please contact a member of staff and the first aider on duty will be called to see you.

All accidents / incidents must be recorded within 24 hours.

## 11.8 EMERGENCIES

In the event of a medical emergency the appropriate services will be called and parents / next of kin informed. Please ensure we are kept up to date with any change in phone numbers.

# 12. Events and Activities

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Kirkley Hall Campus has a lot to keep the residential student busy. Apart from having various assignments to complete for your chosen course, there is the student bar with internet access and some computers for social use and where you can also relax and play pool and darts or just chill with your new friends and watch TV on the big screen.

The bar has quiz nights and film nights. In the spring and summer months, the campus has some great forest walks and for those who want to keep fit, there is the gym and sports hall open most evenings throughout the year.

Each room has internet access and the under 18s common room also has some computers, TV and a games machine. Other events are advertised on the noticeboard outside of the under 18s accommodation and in the events and activities handbook.

The wardens are on hand for advice or to listen to your concerns, or anything on your mind. The halls offer a unique opportunity for the residential student to make some great friends and enjoy the Kirkley Hall Campus experience.

Northumberland College offer an extensive activity programme.

Activities include:

- Cinema, bowling and shopping Trips
- Cooking classes
- Fitness Activities
- Lifeskills Training
- Work in the Community
- Charity Fundraising
- Health and Wellbeing Programme

Further details can be found in the Events and Activities brochure.

We actively encourage residents to keep on top of their assignment work too, so although they are away from home they are getting their 'homework' done so it's not all about having fun.

All students and parents/guardians are asked to complete a questionnaire before students move in to residence to show where they would rate themselves in a variety of skills. We then aim to improve these skills with the various classes we put on maturing them to progress to adulthood.

## 13. Local Amenities and Transport



Ponteland is the local village to the Kirkley Hall Campus. It is approximately 5 minutes away in a car. We do not recommend walking as there are no paths and the road has a 60mph limit.

The village has 2 supermarkets (Sainsburys and Waitrose), banks, restaurants, cash machines and pubs.

Students are taken to the local supermarkets every Monday and Tuesday evening, this usually includes a stop at McDonalds.

We also have a number of buses that run from Kirkley Hall, bus timetables are available from the Administration office / Infozone.

# 14. Weekends & Holiday Periods

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16-18 year olds are not permitted to stay at weekends so must leave campus no later than 4.30pm on a Friday.

Halls opens again at 5pm on a Sunday evening with the exception of Bank Holiday Mondays.

18+ students living in the houses may stay at weekends if travelling home is a problem.

This right may be removed if students misbehave over the weekend or are found to be breaking the rules.

Halls Staff are not on duty during the weekend periods, so students must be able to look after themselves. Members of staff living on site and the Student Wardens can contact the Residential Manager in an emergency.

All students are required to vacate the halls of residence each and every holiday period without exception. Rooms are sometimes booked for external groups/ wedding guests so all items will need to be removed. We will give clear instructions a month in advance.

All room keys must be returned to the Residential Manager each holiday period and will be returned when halls reopens.

Students living a considerable distance away from the College may put a request in writing to the Residential Manager to leave belongings in a room. This is looked at on an individual basis depending on space.

## 14.1 LEAVING ACCOMMODATION

When students come to leave the Halls of Residence the warden will check the room (preferably with the student present) against the original room inventory. Any damages will be noted and charged accordingly.

Students must ensure that all keys / fobs are returned or could incur further charges.

If you wish to leave the accommodation early please give as much notice as you can as your room may be able to be rented out to someone else.

As stated in the contract you are responsible for the rent for your room for the full academic year.

If you leave the College early or are asked to leave the College due to your behavior rent is still payable for the full academic year.

If the Halls of Residence is not full this can be discussed with the Residential Manager and will be looked at on a case by case basis.

## 15. Equality and Diversity

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Northumberland College believes that everyone should have the chance to do well. We recognise that everyone is different and it is our aim to provide a place of working and learning where everyone feels welcome and included.

We will do everything we can to ensure no one in the College is discriminated against because of their age, gender, disability, sexuality, race, religious belief, marital status, ethnic origin, social class or employment status.

We will expect and encourage all students to treat each other with respect. Any form of discrimination, harassment or bullying is unacceptable and in most instances will result in action under the Disciplinary Procedure.

Students are requested to inform us if they have any additional learning needs so we can support them during their time with us.

We have an additional learning support team who can offer various levels of support depending on individual need.

All discussions are confidential and will only be shared with those who need to know with permission from the student involved.

We also support all religious faiths and beliefs but we will not accept extremist views expressed in any way; if you have a specific need whether it be a quiet room for prayers or to be put in touch with our local Chaplain please let us know.

## 16. Student Disciplinary Procedure

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Halls of Residence will follow the college's disciplinary procedure although residential issues tend to be kept separate to curriculum. It has 4 stages and, depending on the cause for concern, can start at any stage.

Parents / guardian will be informed of all incidents for students under the age of 18 and may be required to attend meetings or disciplinary hearings.

Students will follow disciplinary sanctions for:

- Failure to adhere to College Regulations
- Poor Attendance
- Poor Attitude towards members of staff
- Disruptive behaviour
- Lack of consideration
- Poor self-management
- Failure to attend meetings, tutorials and inductions

If a student is suspended from their course they are asked to leave campus and not enter any residence building until the suspension period has ended.

Halls of Residence is to be used so students don't have to travel long distances to College every day, not as a place to live.

## 17. Complaints and Appeals Procedure

If you have a complaint or concern regarding the Halls of Residence please follow the guidance on the College Complaints Procedure.

### Stage 1 - Informal Complaint

Please raise your complaint with the Residential Manager.

### Stage 2 - Formal Complaint

Written complaint submitted to the Quality department.

### Stage 3 - Appeal

### Stage 4 - Independent Review

Each resident will be provided with an information leaflet when they move in.

## 18. Contacts and Communication

### 18.1 RESIDENTIAL INDUCTION

All students are required to attend a residential induction as part of the residential agreement.

This usually takes place on the night students first move in to the College, you will be informed of this date prior to moving in.

### 18.2 CONTACT DETAILS

You can contact a member of the Residential Support Team at any time:

Duty Mobile Phone	07507 773 957
Wardens Office (after 5pm)	01670 841 256
Residential Manager Direct Line	01670 841 208
Head of Student Services	01670 841 200
Information, Advice and Guidance	01670 841 297
Residential Manager Mobile	07739 515 936

### 18.3 EMAILS

You can contact any member of staff at Northumberland by email.

Just use `firstname.surname@northland.ac.uk`, for example `alison.gracey@northland.ac.uk`.

### 18.4 HANDBOOKS, BROCHURES AND LEAFLETS

Most of these get sent to you as part of the application process, however if you have misplaced a copy or have never received one please contact us and we will send one straight out.

Our Residential brochures include:

- Living in Halls of Residence
- Wall Calendar

### 18.5 INFORMATION SCREENS

Students should look out for the TV screens based around the campus as they provide some very useful information, including upcoming events etc.

### 18.6 NOTICEBOARDS

The main noticeboard for Halls of Residence is based outside of the wardens office and displays up to date information for events and activities as well as some other important information.

Further noticeboards are located on each floor and display messages for students.

# 19. Residential Equipment List

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## Essential items

- Mattress Cover, Duvet and Covers
- Pillows and Pillow cases
- Crockery
- Cooking Utensils
- Towels
- Toiletries
- Medication (if Required)

## Other useful items

- Hairdryer
- Alarm Clock
- Radio / Music System
- Food / Drinks
- Coat Hangers
- Phone Charger

## What not to bring

- Kettles
- Toasters
- Portable Heating Appliances
- Candles, Incense Sticks, or flammable liquids
- Pets of any size or description
- Portable barbeques or gas stoves
- Offensive weapons

You are required by law to obtain a TV licence if you are planning on bringing a TV set with you.

Students are also advised to take out personal possessions insurance, Endsleigh provide a comprehensive service for students and are recommended by the National Union of Students (NUS).

## 20. Estimated Cost of Repairs

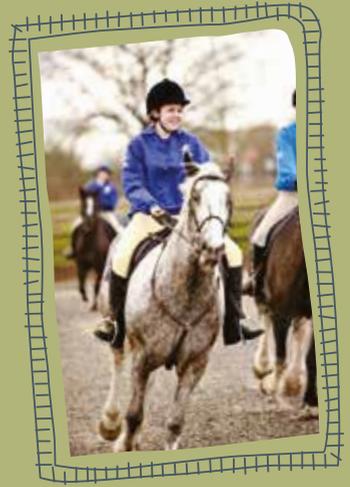
The following are estimated cost of repairs, replacement or cleaning of damaged items within the halls of residence. Costs are charged to the room deposit account or to the individual as appropriate.

Item Cost	Emergency light .....	£70-£120
Door lock .....	Fire call point glass.....	£15
Door handle. ....	Fire notice .....	£5
Door casing .....	Bed base.....	£65
Flush door – bedroom.....	Mattress .....	£75
Corridor door with glass....	Mattress cover.....	£15
Door closer.....	Easy chair .....	£70
Toilet seat inc. brackets.....	Desk chair – plastic .....	£20
WC cistern .....	Desk chair – upholstered ..	£40
Washbasin .....	Waste bin.....	£5
Smoke detector .....	Iron .....	£20
Extinguisher refill/check ....	Ironing board.....	£25
Window hinges .....	Decorating.....	As per invoice
Light fitting.....	Carpets .....	As per invoice
Light switch .....	Extra cleaning.....	As per invoice
Socket .....	Glass.....	As per invoice

## 21. Useful Numbers

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Ashington and Kirkley Hall Campus .....	07670 841 200
Wardens.....	01670 841 256
(24 hours).....	07507 773 957
College Counselling Service.....	01670 841 279
Samaritans .....	0845 790 9090
NHS Smoking Helpline.....	0800 022 4332
National Drugs Helpline.....	0800 776 600
Northumberland County Council.....	0845 600 6400
County Hall (Transport).....	01670 533 000
UCAS.....	0870 112 2211
Traveline .....	0871 200 2233
Traveline Text Service .....	84268
Broadway Taxis .....	01661 822 200
Bankfoot Taxis.....	0191 286 2006 / 0191 268 2007
NHS Direct .....	111
White Medical Group (Ponteland) .....	01661 822 222
Local Police Station (Non Urgent) .....	01661 872 555
Emergency Services.....	999 or 101



## Northumberland College

Kirkley Hall campus, Ponteland, NE20 0AQ.

Tel: 01670 841 229

Email: [advice.centre@northland.ac.uk](mailto:advice.centre@northland.ac.uk)

Web: [www.northumberland.ac.uk](http://www.northumberland.ac.uk)

 [northumberlandcollege](https://www.facebook.com/northumberlandcollege)

 [@northlandcoll](https://twitter.com/northlandcoll)

 [pinterest.com/northcollege](https://pinterest.com/northcollege)

