



Staff Hand Book



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1 WELCOME

Dear Colleagues

Welcome to Holy Cross University Centre, and I hope you find your time at the College both valuable and enjoyable. This booklet accompanies the 'Induction Session' you will have undertaken, and it contains important information describing how the University Centre functions. However, if you have any queries, or need advice, then do not hesitate to contact Holy Cross staff in the University Centre Office.

The University Centres' structure and ethos ensures that students are supported by experienced Higher Education Support Tutors. They provide continuing help and advice, starting with pre-entry advice through to graduation and beyond. All Support Tutors are postgraduate qualified and experienced teachers with a thorough working knowledge of higher education. In addition the University Centre provides administrative and organisational support, be this through the University Centre staff, our qualified and experienced librarians or the Information Technology Help Desk.

Kind regards

Alyson Murray

Director of the University Centre

2 COVID INFORMATION

A list of do's and don't can be found on our website by clicking the [link](#). These are sent to students prior to courses commencing. Please note that:

- We are operating a strict one-way system at College with clearly marked routes;
- Hand sanitisers are provided;
- Students are required to wear a face covering whenever in a building at Holy Cross;
- Lecturers are required to wear a face covering whenever in a building a visor whilst teaching;
- In order to fulfill our track-and-trace obligations, all lecturers will be required to have an up-to-date seating plan for every lesson;
- Please ensure classrooms are well ventilated;
- Discourage students sharing equipment;
- Lecturers are asked not to move any furniture in the classrooms;
- Currently there are no dedicated smoking areas; smoking must take place off-site;
- The coffee shop will not be in operation until further notice; local amenities are available.

If we are not able to provide a room large enough to accommodate large groups, we will provide a camera to an adjoining room so that students can use two rooms. Lecturers should log in with their Hope Univeristy Zoom account.

The College has made the following documents available on the website:

- Do's and Don'ts
- Risk Assessment and Action Plan

which can be found on the [College website](#) under COVID-19 Advice for schools and educational settings.

3 CLASSROOM SAFETY POINTERS - CORONA VIRUS

Environment

- Please familiarise yourself with the corridor one-way system nearest to your classroom.
- Please familiarise yourself with the direction of travel assigned to the staircase nearest your classroom i.e. whether it is to access upwards or to exit the building downwards.
- Note the fire evacuation route in event of a fire alarm- if required please evacuate the building by the nearest exit and staircase. Fire safety will override Covid directional controls in this situation.
- In classrooms open windows before and after class to refresh the environment as a matter of course and ventilate the room as much as possible during lessons.
- Do not wedge fire doors open.
- Please review your classrooms and ensure desks are facing in one direction to ensure that students are not facing directly opposite each other.
- In classrooms with fixed benching or IT equipment on tables, please make sure students are not sitting opposite each other unless there are other mitigating factors in place such as screens, social distancing and students wearing face coverings.

Staff personal safety in classrooms

- As you arrive at the classroom please remove your cloth/ disposable face covering and place in a plastic bag, then sanitise your hands. For further guidance on correct procedure for putting on and taking off face coverings please see the guidance on the Health and safety page of Moodle.
- Please wear your visor in classrooms.
- Please use the sanitiser provided at appropriate and regular intervals.
- Do not walk between desks or around the classroom during class.
- Please wipe the desk, computer and mouse etc when you vacate the classroom using the sanitising wipes.

Students arriving for class

- Students should be wearing their face covering on arrival for class and also in class.
- Ask students to sanitise their hands on the way into class.
- Students should not share stationery or equipment with each other or expect the teacher to provide this.
- Where you require students to hand in a piece of written work please use a tray to collect and isolate the contents for 72 hours.

Students leaving class

- If you intend to give students a break during a lesson, please ensure these are staggered to within your teaching areas so that toilets and other facilities can be accessed in an orderly manner. Please avoid releasing a class into a corridor, where other students are exiting another classroom. Students will need to sanitise their hands as they come back into class.

- Once the timetabled session is finished, please ask students to sanitise the desk they have been using. Then they should place the used wipe in the bin as they exit. Please wipe the pack with one of the wipes after use.
- The class should be allowed to leave starting from the student/desk positioned nearest to the door.
- Students should be reminded they need to wear their face coverings in corridors and sanitise their hands as they leave.

What to do in the event of a student becoming ill in class

[COVID-19: guidance for households with possible coronavirus infection guidance.](#)

If a student becomes unwell with a new, continuous cough or a high temperature (or experiencing loss of taste or smell) they should alert a member of staff. A student should be asked to leave the class immediately and make an arrangement to go home. A first aider may be called if deemed necessary and appropriate.

They should be advised to self- isolate and seek medical advice, do not go to a GP surgery, pharmacy or hospital unless it is an emergency. In an emergency a member of staff should dial 999.

The student should be advised to book / arrange a test as soon as possible by calling the NHS on 119 or visiting the NHS web site. <https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/>

4 MISSION STATEMENTS AND STRATEGIC AIMS

Holy Cross, founded by the Daughters of the Cross, is a Catholic Sixth Form College and University Centre, which exists to provide a high quality of education within a community based on Gospel values. We provide the opportunity for each person to develop spiritually, morally, intellectually and emotionally and we welcome students and staff of all faiths.

STRATEGIC AIM 1: To provide outstanding education and promote excellence in all aspects of college life.

STRATEGIC AIM 2: To develop each person as an individual within a community based on Gospel values.

STRATEGIC AIM 3: To work in partnership across our local community to promote excellence and to ensure that Holy Cross enhances the lives and aspirations of as many people as possible.

5 STUDENT CHARTER

This Charter outlines the service which students can expect to receive from Holy Cross University Centre and the responsibilities which students are expected to assume as members of the University. The details may be found on the website through the [link](#). The Liverpool Hope student charter is available from the following [link](#).

6 UNIVERSITY CENTRE STAFF

Name	Role	e-mail	Ext
Alyson Murray	Director of the University Centre	ajm@holycross.ac.uk	312
Jonathan Burgess	Deputy Director of the University Centre	jbg@holycross.ac.uk	243
Alison Higginbotham	Admin Manager	akh@holycross.ac.uk	339
Fay Almond	Support Tutor	faa@holycross.ac.uk	338
Louise Green	Support Tutor	lcm@holycross.ac.uk	361
Roshan Singh	Support Tutor	rsi@holycross.ac.uk	313
Anne-Marie Isherwood	Support Tutor	ami@holycross.ac.uk	322
Sophia Bibi	Assistant Support Tutor	sbi@holycross.ac.uk	388
Judith Marshall-King	Marketing Co-ordinator	jmk@holycross.ac.uk	404
Louise Adams	Admin Assistant	lad@holycross.ac.uk	360
Barbara Eriksson	Admin Assistant	bme@holycross.ac.uk	371
Janette Dover	Evening Receptionist	jdo@holycross.ac.uk	
Geraldine Weale	Evening Receptionist	gwe@holycross.ac.uk	

7 THE ROLE OF THE SUPPORT TUTOR

The overall role of the Support Tutor is to act as the first point of contact for any queries students may have. Whilst Support Tutors are available for generic advice and guidance their fundamental role is in relation to pastoral care and support. They will provide advice on a wide range of issues relating to such things as finance and learning support issues. Support Tutors will usually deal with these issues directly, but if the issue is more complex, they will advise students on how to access the specialist support at their University. Listed below is an overview of the responsibilities of our Support Tutors:

- **Pre-course responsibilities**
 - Give information on courses offered.
 - Meet with potential students for 'initial advice', giving pre course guidance.
 - Check application forms before they are submitted to the University.
 - Assist the marketing team with marketing events e.g. open evenings, marketing visits and promotion of courses.
 - Take part in Induction sessions.
 - Assist students with completion of finance forms.
 - Teach on Preparation for HE Course

- **On-course responsibilities**
 - Look after designated student tutee group and meet with each student at least once every academic year for a Support Tutor Appointment.
 - Complete Support Tutor Appointments within required timescale.
 - Respond to student queries.
 - Provide pastoral support.

- Assist the admin team in monitoring student attendance, submission of assignments and student progression.
- Liaise with University staff on student related matters e.g. extension requests, attendance, achievement.
- Teaching on the Study Skills Course
- **Course and University responsibilities**
 - Co-ordinate or act as deputy co-ordinator for an assigned number of courses delivered at the University Centre.
 - Responsible for updating course files and course information.
 - Liaise with course tutors for assigned courses ensuring new or updated information relating to the course is shared with the University Centre team.
 - Take part in Staff Student Consultative / Liaison.
 - Act as University co-ordinators and work in collaboration with course co-ordinators, University administrators and Academic staff to ensure the smooth running of the University programmes.
 - Attend relevant University Programme and Assessment boards and feedback assessment and achievement information.

The Support tutors are helped by the Assistant Support Tutor whose primary roles are:

- Take part in Staff Student Consultative / Liaison.
- **Assignments**
 - Collate information on submission of assignments e.g. submission dates, extension requests etc.
 - Inform Support Tutors when students have failed to hand in assignments.
- Liaise with students to make Support Tutor Appointments.

8 THE ROLE OF THE ADMINISTRATION TEAM

The University Centre also provides administrative and organisational support, through the Administration Team who will be more than happy to assist you in any way they can.

Listed below is an overview of the responsibilities of the Administration Team:

- **First point of contact for all visitors to the University Centre**
 - Telephone enquiries, emails, Face to Face.
- **Process and deal with paperwork**
 - Applications
 - Finance information
 - APEL forms
 - Withdrawal /Interruption
 - Change of details

- Enrolment
- **Send communication to students via letter/email and text**
 - Informing them of cancelled sessions
 - Informing them of dates of Inductions/return to college dates
 - Asking them to contact their Support Tutor for various reasons
- **Organise rooms**
 - Book IT suites
 - Book additional room for staff student consultative etc.
 - Book rooms for students to see Support Workers
- **Attendance**
 - Input information onto central system from the registers
 - Monitor attendance and follow process for missed taught sessions:
 - Absence 1 Absence Text sent
 - Absence 2 ST to contact student via telephone/e-mail (not by letter)
 - Absence 3 Absence letter to be automatically posted & e-mailed (to both personal and university e-mail address), along with copy of the student's Engagement Statement – this letter will include a specific date (7 days from the date of this letter) of their finance being suspended

If there is no response from the student, the following process will commence one week after the date of the absence letter

 - Week 1 WD, IOS letter & forms to be posted & e-mailed, along with a further copy of the students Engagement Statement – Finance to be suspended with SFE
 - Week 2 Chance for student to respond
 - Week 3 Uni Admin to refer to LHU for WD / LHU to send their letter to student
 - Week 4 LHU await response from Student
 - Week 5 LHU confirm WD and WD CoC submitted to SFE
- **Communicate with University staff and tutors**
 - Communicate with contacts at the University e.g. Admissions/Finance/Registry chasing up information on behalf of students and keeping track of processes e.g. applications/withdrawals.

9 VISITOR BOOK

Due to our increased awareness of the need for security on campus, please sign-in on arrival and sign-out when you leave. The Visitors' Book is located in the University Centre.

10 REGISTERS

Tutors are responsible for maintaining registers. Your register is kept in a tray labelled by University in the University Centre Office, please collect this on arrival. A member of the administration team will come and collect your completed register during the session and leave a copy for you in the tray it was collected from. Please mark the student with a “✓” if in attendance, a “X” if absent without apologies and an “A” if the student has given you their apologies. Due to GDPR registers **cannot** be passed round a classroom for students to sign.

11 BOOKING IT ROOMS/MEETING ROOMS/EQUIPMENT

If you would like to book an IT room or have any questions about rooms, equipment etc. please e-mail: universityadmin@holycross.ac.uk. Your email will be received by the admin team and they will contact you by e-mail to confirm your booking. We only have a limited number of resources and it is advisable to make any requests well in advance for any equipment you need.

12 HEALTH & SAFETY

All Tutors should exercise effective supervision of students and know the **emergency procedures in respect of fire**, emergency situations and first aid. They should also know, and apply, any special safety measures to be adopted in the context of their own working environment. A full copy of the [College's Health and Safety Policy](#) is available to download.

13 SAFEGUARDING/PREVENT

As part of its policy for Safeguarding of Children and Vulnerable Adults, the College has set out a code of conduct for Holy Cross University Centre staff and students, which is detailed below. A full copy of the College's Safeguarding and PREVENT policies are available [here](#). The Prevent Strategy is part of the wider College Safeguarding Policy which seeks to promote and safeguard the well-being of children and vulnerable adults. The Prevent strategy is relevant to the whole college (6th form and university centre) community, Governors, teaching staff, support staff, students and volunteers. If you have any concerns regarding terrorism, radicalisation or extremism, please immediately contact the following:

Director of the University Centre, Alyson Murray (ajm@holycross.ac.uk)

Deputy Director of the University Centre, Jonathan Burgess (jbq@holycross.ac.uk).

Where appropriate, an immediate referral will be made to the Prevent Single Point of Contact (SPOC) who is also the lead within the college for safeguarding in relation to protecting individuals from radicalisation and involvement in terrorism. This is currently the Assistant Principal (Progress), Magdaline Glynn (mmg@holycross.ac.uk).

14 CONDUCT

Our code of conduct outlines the standard of behaviour expected of staff and students. It is designed to provide guidance for ethical dilemmas and conflicts of interest. Staff and students should behave in a professional manner and not leave themselves open to criticism. This includes following the standards outlined below:

- a. Comply with Holy Cross [College's Health and Safety Policy](#);
- b. Appropriate dress code to be adhered to at all times whilst on site;
- c. Avoid physical contact with students;
- d. Avoid using inappropriate language or acting in a manner that would discriminate against other staff or students regardless of their ethnic background, gender, sexuality, age, religion or personal circumstance;
- e. Use of mobile phones should be avoided in lessons;
- f. Show respect to fellow tutors and students;
- g. When conducting 1:1s ensure the room has visual access or leave the door open. Do not use signs prohibiting entry to the room and do not lock the door. Position the chairs so that you can both be clearly seen through the viewing panel in the door;
- h. Smoking, including e-cigarettes, is prohibited in all of the College's buildings and throughout the site but there is a designated smoking area situated in the car park near the Mary Kelly Building;
- i. Never use or be under the influence of alcohol or drugs whilst on site.

15 BEHAVIOUR

Staff and students have a responsibility to treat all people with whom they have contact, with courtesy and sensitivity, and must conduct themselves with integrity, accountability and responsibility. All staff and students should clearly understand the need to maintain appropriate boundaries in their contact with young people. Allowing or encouraging a relationship to develop in a way which may lead to a sexual relationship is also unacceptable. Occasionally a young person may develop an infatuation with an adult. An adult who becomes aware that a young person is developing an infatuation, should report this immediately to the Director of the University Centre so that appropriate action can be taken to avoid any hurt, distress or embarrassment.

16 FIRST AID

A First Aid Kit is available from the University Centre and Main Reception for use in minor incidents. A First-Aider will be able to assist you. In the case of serious accidents, the tutor should contact the appropriate emergency services via the University Centre Reception or the University Centre office on 0161 762 4513/4529. You will receive a Tutor Information form to complete. Once you have completed this, please return it to the University Centre Office.

17 FACILITIES

Our website contains information on College [facilities](#). For more specific University Centre related services, click the links below:

- [Opening times and holiday dates](#)
- [Printing and Photocopying](#)
- [Library](#)
- [IT Facilities](#)
- [Refectory & Coffee Shop](#)
- [Guide to parking](#)

Toilets are located on the Ground and First floor of the Mary Kelly & Marie Therese Buildings. An accessible toilet is located on the Ground floor near the University Centre Office. In addition there are toilets located on the second floor of the Marie Therese Building.

18 PERSONAL SAFETY & ID BADGES

All staff and adult students on campus are issued with ID badges and are expected to wear them whenever they are on site. Students are not normally allowed to meet or bring other persons onto the campus. All staff should avoid putting themselves into vulnerable situations and as a matter of course adopt a safety in numbers approach particularly when travelling to and from College. If any member of staff has a concern about an individual on site then they should report this to any member of University Centre Staff immediately.

All external doors are operated by a controlled access system.

19 USEFUL TELEPHONE NUMBERS

Holy Cross University Centre

The University Centre:	0161 762 4513 / 4529
Library:	0161 762 4519
IT Helpdesk	0161 762 4513 / 4529

(You will then be transferred to the IT Helpdesk)

20 POLICIES AND PROCEDURES

Further information on our policies and procedures may be found by clicking [here](#).