



Student Hand Book



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1 WELCOME

Dear Student

On behalf of the staff in the University Centre, welcome to Holy Cross College & University Centre and to your degree programme, which is validated and delivered by Liverpool Hope University via our collaborative provision. Further details can be found by clicking [here](#).

The University Centres' structure and ethos ensures that experienced Higher Education Support Tutors and an Admin Team support all students. The team are available to help with any queries regarding applications, enrolment and many other administration, finance and academic issues. In addition to the University Centres aforementioned administrative and organisational support, our highly qualified librarians and IT Technicians support Holy Cross students.

Our retention and success rates are very high indeed. We like to think this is because we are a real community, with a supportive atmosphere. We hope this strong academic and caring ethos will inspire you as you aim for your own future ambitions.

The student handbook has been designed to help you through your studies at Holy Cross. During your studies, you will be invited to provide feedback on your academic studies and the services provided by the University Centre team. We value your opinions and your feedback and will always be open to ideas as to how we can improve the student experience.

Good luck with your studies

Alyson Murray

Director of the University Centre

2 COVID INFORMATION

The exact dates for "present in person" sessions and online blended learning (tutorials / seminars / online lectures and extensive use of Moodle) will be sent to students as soon as they are available. Due to the nature of the situation, dates / times could change from time to time and we would ask you to be as flexible as possible through this difficult time. For example, initially, we will not be able to offer our coffee shop service and some IT / library facilities may be restricted. We are planning for every possible scenario as the new term proceeds. In particular, class sizes will be restricted, and we would ask you to show consideration where we are required to put special measures in place to ensure your safety.

Our ultimate hope is to eventually fully re-open in a completely normal way, however we may have to impose a full online model of live teaching lectures and tutorials, if lockdown returns. Please continue to be aware of, and follow, the latest Government advice which dictates how much we can physically be on-site. You will need to observe social distancing and wear face coverings whenever you are in Holy Cross buildings. There is also a one-way system which we ask you to observe at all times. Hand sanitisers will be available, and we would ask you to use them whenever possible and, in particular, when you are about to leave a desk / workstation.

We will continue to do our best to care for the most vulnerable, those with high needs and those requiring one-to-one support. Please contact your support tutor by e-mail if you need any help.

3 MISSION STATEMENTS, STRATEGIC AIMS AND VALUES

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.

3.1 STRATEGIC AIMS

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.

3.2 LIVERPOOL HOPE MISSION AND VALUES STATEMENT

Liverpool Hope University is Europe's only ecumenical university foundation; its three founding colleges, S Katharine's (1844) (formerly Anglican), Notre Dame College (1856) and Christ's College (1964) (both formerly Catholic) form a fully integrated academic collegium.

Liverpool Hope University welcomes all who seek a sound higher education. It is deeply committed to a culture of research and scholarship, and to preparing its graduates to serve the common good. Its educational philosophy is based on the triune quest for Truth, Beauty and Goodness.

Faithful to its Christian moorings, it aspires to be a welcoming, hospitable and caring community. It invites all who work and study here to contribute to building a kind, generous and gracious fellowship where all may flourish.

These virtues we believe support its ethos of hard work, scholarly dedication and the rounded formation of its graduates.

4 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](#).

5 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	

5.1 MANAGEMENT TEAM

Alongside the Core Leadership Team of the College, the Director and Deputy Director are responsible for overseeing the implementation of all policies and procedures to ensure the smooth functioning of the University Centre.

5.2 YOUR SUPPORT TUTOR

The overall role of the Support Tutor is to act as the first point of contact for any queries you may have. Whilst your Support Tutor is available for generic academic advice and guidance, their fundamental role is in relation to pastoral care and support. They will provide advice on a wide range of issues including student transition, transferring into a UC course or to another institution, student finance and learning support issues. Your Support Tutor will usually deal with these issues directly, but if the issue is more complex, they will advise you on how to access the specialist support at the University. Please contact them in the first few weeks of the term to make an appointment which will last approximately 15 minutes.

Beginning a degree and engaging with your discipline in terms of critical thinking, writing assignments and managing your time effectively, can be a daunting task. To help you make the transition to Higher Education study, we provide generic study skills sessions before you start the academic year and on request during each year of study.

If you decide you no longer wish to continue with your studies, you may have the option to either **interrupt or withdraw** from your course. If you interrupt this usually means that you will be able to return to your course the following year (subject to your course/subject still being available). If you decide to withdraw from your course, you can do so – this will mean that you would have to reapply if you wished to study again at a later date. Whether you decide to interrupt or withdraw you must inform your Support Tutor who will help you complete the relevant paperwork. Procedures have

been put in place by your university which must be followed. You will be advised of any fees payable, any delay in completing the appropriate paperwork may result in financial penalties.

The support tutors are supported by an **Assistant Support Tutor** who provides a vital bridge between the Support Tutor and Admin Teams.

5.3 ADMINISTRATION STAFF

The overall role of the administration team is to assist in any way possible. The team are the first point of contact for all visitors to the University Centre. They communicate to students via letters, emails & text messages. The team also monitor student attendance. If you change any of your personal details e.g. address, telephone number, mobile number you must advise our admin team and also update your details on the Liverpool Hope Student Records Management (SRM). It is essential that we have an up to date mobile number as we often use text messaging to communicate urgent or important information to students. If you change your name (e.g. due to marriage, divorce, etc.) and wish to be referred to by your new name you will need to bring evidence of this change of name to the University Centre Office. It is important that you bring your documents evidencing the change of name. The University Centre Office will inform the University of your change of name.

If you are unable to attend a lecture, for whatever reason, please inform any member the admin team in the University Centre Office (0161 762 4513 / 4529) or email universityadmin@holycross.ac.uk as soon as possible. The expectation is that you attend all your classes, but it is important to advise you that it is now a requirement that we report absences where they become a concern due to the requirements around student loans etc. Please note that the University may continue lectures during the Holy Cross half term holidays. Please check before booking holidays. Holy Cross holiday dates can be found on the [website](#); refer to your Liverpool Hope Course Handbooks for University holiday dates.

6 UNDERSTANDING YOUR DEGREE

Academic guides to regulations for Liverpool Hope University can be found through the following [link](#). This is where students can access clear guides to the regulations, including how to work out degree classifications, and how the University deals with plagiarism and other forms of academic misconduct. You will also find details on how to request a course work extension.

Please note you may be required to attend exams. These will be held at Holy Cross College. The detailed examination timetable will be published prior to the exam period. Please be aware that most exams will be timetabled during the day. If, due to extenuating circumstances, you are going to be absent from an examination, it is essential you contact your University or Holy Cross University Centre Office on 0161 762 4513/4529. Please note that the above link also gives guidance about exam deferral.

Resit examinations, or resubmission of assignments, may take place during the summer holidays so please be aware when booking holidays. It is the responsibility of the student to make their Support Tutor aware of any special requirements for exams.

7 SAFEGUARDING/EQUALITY/SPECIAL NEEDS

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](#).

7.1 CONDUCT

This 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 the [Health and Safety Handbook for HE Students](#);
- b. Avoid physical contact with students;
- c. 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;
- d. Use of mobile phones should be avoided in lessons;
- e. Show respect to tutors and fellow students;
- f. When meeting 1:1, 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 be seen through the viewing panel in the door;
- g. 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;
- h. Never use or be under the influence of alcohol or drugs on college property.

7.2 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 contacts with young people. Allowing or encouraging a relationship to develop in a way that might 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.

7.3 PREVENT STRATEGY

The Prevent Strategy is part of 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 Director of the University Centre, Alyson Murray (ajm@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 College Safeguarding Lead (mmg@holycross.ac.uk).

7.4 EQUALITY

Holy Cross College Single Equality Policy is available [here](#). This link also contains a link to the Equality Objectives of the College.

7.5 SUPPORT FOR ADDITIONAL NEEDS

The Support Service for students with additional needs is a source of help and advice you can use to gain appropriate support for a range of needs / medical conditions / health issues and learning issues. For more information, please see your Holy Cross Support Tutor. If you have a medical condition and/or learning support needs and have not already discussed this at initial advice appointment, please make sure that you arrange an early appointment with your University Centre Support Tutor. Support and advice is also available from Liverpool Hope University: Support for students with disabilities – 0151 291 3065. Alternatively, email: sdw@hope.ac.uk

7.6 DISABLED ACCESS

A lift is available for staff or students with disabilities. Please go to the Reception or see a member of the University Centre staff for assistance in its use.

8 HEALTH AND SAFETY

The [Health and Safety Handbook for HE Students](#) has important information, including Evacuation routes.

A First Aid Kit is available from the University Centre and Main Reception for use in minor incidents. In the case of serious accidents, the tutor should contact the appropriate emergency services via 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 or the Evening Reception

9 COMPLAINTS & APPEALS

9.1 NON-ACADEMIC COMPLAINTS

We take complaints seriously and will take steps to improve the service where it has fallen below an acceptable standard. It is best to deal with poor service as early as possible. If you are dissatisfied with something in the first instance, please make contact & speak to your Support Tutor here at Holy Cross. If you are unhappy with the service provided by the University Centre or any of its staff, you have the right to complain. This [link](#) will take you to the Holy Cross College complaints procedure.

9.2 ACADEMIC COMPLAINTS AND APPEALS

If your complaint relates to academic provision, your complaint should be made to Liverpool Hope University. This following [link](#) takes you to the relevant webpage. The same page contains details of how to appeal against a decision of a Degree or Progression Board. If you need help and guidance on how to appeal please contact your Support Tutor at Holy Cross.

10 FINANCIAL SUPPORT

During your initial advice appointment, you were given information about the financial support available to university students and details of how to apply for this support. If you need another copy of this information, your Support Tutor will be able to give this to you. You can apply for funding and find more information about the range of support on the Government's [student finance website](#). Students in financial difficulty may be eligible to apply for a small **student support fund**, depending on their course and circumstances, but it is important to note that these grants are very limited. If you are having any difficulty with your funding application or need information or advice on any type of financial support, please do not hesitate to make an appointment to talk to your Support Tutor.

11 ASSIGNMENTS AND EXTENSIONS

Your Academic Tutor will inform you whether you submit your assignments electronically or whether you hand in a hard copy. If you are required to hand in a hard copy your Academic Tutor will advise the process for this. Assignments are usually submitted electronically to Liverpool Hope University. If you are having difficulty in submitting an assignment on time, you can apply for an extension via your Support Tutor. This request must be made prior to the submission date and any appropriate paperwork for your University must be completed. Please remember that you are responsible for seeking an extension to the standard submission date. If you have genuine problems, contact your Support Tutor as soon as possible. If you submit your assignment after the standard/agreed submission date, your tutor MAY accept it as evidence of goodwill but you will normally receive no marks for it.

12 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](#)

In the Mary Kelly & Marie Therese Buildings toilets are situated on the Ground and First floor. 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.

13 PERSONAL SAFETY & ID BADGES

All staff and adult students on campus are issued with ID badges. They 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 students should think twice about 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 student has a concern about an individual on site then they should report this to any member of staff immediately. All external doors are operated by a controlled access system. If you

do not have your ID badge with you, please report to the Main Reception to obtain a temporary badge that will allow you to use the Library and IT facilities. Should you lose your ID badge a replacement must be obtained at a cost of £5.

14 NUS

NUS' mission is to promote, defend and extend the rights of students by providing students and students' unions with a collective voice by delivering a range of activity that articulates the needs and aspirations of its members to relevant bodies. NUS extra give students access to special offers & discounts from more than 150 high street & online retail partners. If you wish to join NUS/NUS apply online following the link.

<http://www.nus.org.uk/>.

15 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)

Liverpool Hope University

Liverpool Hope University:	0151 291 3000
IT Helpdesk	0151 291 2100

16 POLICIES AND PROCEDURES

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