

HOLY CROSS UNIVERSITY CENTRE
STUDENT HANDBOOK 2020-2021

Edge Hill



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1 COVID INFORMATION

The exact dates for “present in person” (PIP) sessions and online blended learning (tutorials / seminars / online lectures and extensive use of Blackboard) 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 please 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.

2 MISSION STATEMENT

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 HOLY CROSS MISSION STATEMENT, STRATEGIC AIMS & OBJECTIVES

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.

4 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 Edge Hill University via our collaborative provision.

The University Centre's structure and ethos ensures that experienced Higher Education Support Tutors and an Administration 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 Information Technology help desk support Holy Cross services.

Our retention 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

Holy Cross College & University Centre

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 of these commitments are held in the charter file available in the University Centre Office.

As a prospective student you can expect:

- Accurate details of the programmes of study offered by the college
- A prompt response to initial enquiry
- To be invited to Open and Information Evenings
- To be offered an initial advice interview
- Assistance and advice regarding application
- Assistance and advice regarding finance
- Referral to specialist advisers where appropriate

As a Holy Cross College student, you can expect to receive:

- Access to Study Skills sessions
- Access to Support Tutors via face to face appointment, phone or email
- Access to library facilities
- Access to IT facilities
- An environment free from harassment
- Equal opportunities in all aspects of college life
- Referral to specialist advisers where appropriate

If any member of the community feels that any of these criteria or indeed any other issue is a cause for concern, then they may initiate the University Centre complaints procedure. Details of the University Centre complaints procedure and appropriate documentation are readily available in the University Centre office.

As a Holy Cross College student, you are expected to:

- Treat all members of the college community with dignity and respect
- Treat the college buildings and equipment with respect
- Try wholeheartedly to attain high standards in your work
- Meet all assignment deadlines
- Attend all sessions promptly
- Ensure that University Centre staff are informed of any issues regarding attendance or submission of assignments

Please note that some of the above may not be fully available because of Covid restrictions.

6 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 details of which are given below. A full copy of the [College's Safeguarding and PREVENT policy](#) is available online.

7 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:

- Comply with the Health & Safety handbook for HE students which is available through the following [link](#).
- Avoid physical contact with students.
- 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.
- When involved in a 1:1 session, 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.
- Smoking is prohibited in all the College's buildings, throughout the site and around the local vicinity.
- Never use or be under the influence of alcohol or drugs on college property.

7.1 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 which 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.

7.2 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 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 College Safeguarding Lead (mmg@holycross.ac.uk).

8 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	jbq@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	jwe@holycross.ac.uk	

9 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 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. 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.

Your Support Tutor will be in contact in the first few weeks of the term to make an appointment which will last approximately 15 minutes.

10 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 deal with various types of paperwork; they will send communication to students via letters, emails & text messages.

The team monitor student attendance. They will help students with handing in assignments & can help you communicate with your university.

11 COMPLAINTS & APPEALS

11.1 COMPLAINTS

If you are unhappy with the service provided by the University, you have the right to complain. The following link will take you to the Holy Cross College [complaints procedure](#).

Your University takes 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 at Holy Cross.

11.2 APPEALS

If you wish to appeal against a decision of a Degree or Progression Board, there are separate procedures to follow. If you need help and guidance on how to appeal, please contact your Support Tutor at Holy Cross. The guidance for academic appeals can be found on the Edge Hill website.

11.3 EQUALITY

We are committed to fostering an inclusive culture, which promotes equality, values diversity and maintains a working, learning and social environment in which the rights and dignity of all its staff and students are respected. Click the Edge Hill [link](#).

12 STUDENT REGULATIONS

Academic guides to regulations for Edge Hill University can be found through the following [link](#) for undergraduate students. 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.

13 FINANCIAL SUPPORT

At initial advice appointment you were given information about the financial support available to university students and details of how to apply for this support.

You can apply for funding and find more information about the range of support on the government's [student finance website](#).

Edge Hill students may also find it useful to check Edge Hill's [Money Advice](#).

Students in financial difficulty may be eligible to apply for a [Student Support Fund](#) through Edge Hill University..

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.

14 SUPPORT FOR STUDENTS WITH 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 your university:

Edge Hill University

Inclusion Team

Tel: 01695 584190

Email: inclusionteam@edgehill.ac.uk

15 STUDY SKILLS HELP & ADVICE

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 also on request during each academic year of study.

There are numerous sites that support academic study and the following links may be useful to support your needs:

https://www.edgehill.ac.uk/Is/subject-resources/creative-writing_trashed/academic-skills/

<http://www.reading.ac.uk/internal/studyadvice/StudyResources/sta-academic.aspx>

<http://www.howtostudy.org/>

<http://www2.le.ac.uk/offices/ld/resources/writing/writing-resources/writing-essays>

Study skills sessions will be offered by Holy Cross, please keep your eye on notice boards for upcoming study skills sessions.

16 ATTENDANCE

If you are unable to attend a lecture, for whatever reason, please inform any member of staff in the University Centre Office (0161 762 4513 / 4529) or email universityadmin@holycross.ac.uk as soon as possible.

We are always very aware that as Higher Education students we don't have to remind you of the expectation that you attend all your classes, but it is important we 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.

17 WITHDRAWALS & INTERRUPTIONS

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 you want 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 Edge Hill which must be followed. **Edge Hill will advise you of any fees payable, any delay in completing the appropriate paperwork will result in financial penalties.**

18 UPDATING PERSONAL DETAILS

If you change any of your personal details e.g. address, telephone number, mobile number you must advise Edge Hill. Please also contact the University Centre Office to advise us of any changes.

It is essential that we have your up to date mobile number as we often use text messaging to communicate urgent or important information to students.

If you have a change of name either 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 the original marriage certificate / the relevant deed for copying. The University Centre Office will inform Edge Hill of your change of name.

19 ASSIGNMENTS

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 Edge Hill 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.

20 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.

21 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.

22 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 high street & online retail partners. If you wish to join NUS, apply online following the [link](#).

23 ESSENTIAL NUMBERS

23.1 HOLY CROSS

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)

23.2 EDGE HILL

Edge Hill University:	01695 575 171
Edge Hill IT Services:	01695 650 444

24 POLICIES AND PROCEDURES

Further information on some policies and procedures which apply to Edge Hill students can be found by clicking [here](#).