

HOLY CROSS UNIVERSITY CENTRE
STUDENT HANDBOOK 2022-2023

Edge Hill University



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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 Edge Hill University via our collaborative agreement.

The University Centre's structure and ethos is centred around our experienced Higher Education Support Tutors and an Administration Team who support all students. The team are available to help with any queries regarding applications, enrolment and many other administration, finance, and pastoral issues.

In addition to the University Centre's 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 believe this is because we are a strong community, with a supportive atmosphere. We hope this strong academic and caring ethos will inspire you as you aim for your own future career aspirations.

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 on how we can improve the student experience.

With my very best wishes,

Dr Jonathan Burgess

Director of the University Centre

Holy Cross College & University Centre

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 STRATEGIC AIMS

STRATEGIC AIM 1 : To develop each person as an individual within a community based on Gospel values and those of the Daughters of the Cross.

STRATEGIC AIM 2: To provide outstanding education and promote excellence in all aspects of college life.

STRATEGIC AIM 3: To work in partnership to promote excellence and to ensure that Holy Cross enhances the life chances and aspirations of our local community and beyond.

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 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 applications.
- 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 (in person or online), 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. Alternatively, click [here](#).

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.

5 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.

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 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, Jonathan Burgess (jbg@holycross.ac.uk).
Deputy Director of the University Centre, Dawn Warren (dwa@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 (Students), Sharon Burton (sab@holycross.ac.uk).

6 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 via this [link](#).**
- Avoid physical contact with other 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.

All 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 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 UNIVERSITY CENTRE STAFF

Name	Role	e-mail	Ext
Jonathan Burgess	Director of the University Centre	jbg@holycross.ac.uk	312
Dawn Warren	Deputy Director of the University Centre	dwa@holycross.ac.uk	243
Alison Higginbotham	Admin Manager	akh@holycross.ac.uk	339
Maxine Crampton	Support Tutor	mjc@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
Rebekkah Yates	Assistant Support Tutor	rya@holycross.ac.uk	388
Judith Marshall-King	Marketing Co-ordinator	jmk@holycross.ac.uk	404
Louise Adams	Admin Assistant	lad@holycross.ac.uk	360
Janette Dover	Admin Assistant	jdo@holycross.ac.uk	
Geraldine Weale	Evening Receptionist	gwe@holycross.ac.uk	
Gregory Slobodian	Evening Receptionist	gms@holycross.ac.uk	388

8 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 Edge Hill University.

9 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 Edge Hill University.

10 COMPLAINTS & APPEALS

10.1 COMPLAINTS

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

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 at Holy Cross.

10.2 APPEALS

If you wish to appeal against a decision of a degree, or Progression and Award 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 University website.

10.3 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 University [link](#).

11 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 Edge Hill University deals with plagiarism and other forms of academic misconduct.

12 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 University'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.

13 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 Edge Hill University:

Edge Hill University
Inclusion Team
Tel: 01695 584190
Email: inclusionteam@edgehill.ac.uk

14 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 on request during each academic year of study.

Study skills sessions will be offered by Holy Cross, please keep your eye on notice boards and your Edgehill University email for upcoming study skills sessions. You may also make a request for tailored study skills sessions.

15 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 sessions, 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.

Please note that Edge Hill University may continue lectures during the Holy Cross half term holidays. Please check before booking holidays.

16 WITHDRAWALS & TAKING TIME OUT

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

17 UPDATING PERSONAL DETAILS

If you change any of your personal details e.g. address, telephone number, mobile number you must advise Edge Hill University. 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 University of your change of name.

18 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 using *Turnitin*. 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 AT LEAST ONE WEEK PRIOR TO THE SUBMISSION DATE** and any appropriate paperwork for Edge Hill 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.

19 FACILITIES

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

- Opening times and holiday dates
- Printing and Photocopying
- Library
- IT Facilities
- Refectory & Coffee Shop
- Guide to parking

In the Mary Kelly Building 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.

20 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 avoid putting themselves in 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 visitor sticker. Should you lose your ID badge a replacement must be obtained at a cost.

In addition, this year sees the introduction of an Inventory System so we can keep track of everyone onsite. This will involve you scanning a barcode attached to your ID badge on one of the wall mounted tablets at points just inside the buildings.

21 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](#).

22 ESSENTIAL NUMBERS

22.1 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)

22.2 EDGE HILL

Edge Hill University:

01695 575 171

Edge Hill IT Services:

01695 650 444

23 POLICIES AND PROCEDURES

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

24 EVENING EMERGENCY EVACUATION PROCEDURES

There are four evening emergency protocols which could be implemented while you are attending lectures at Holy Cross. Please alert a member of staff if you have any concerns.

24.1 FIRE

If the fire alarm sounds, leave the building by the nearest exit. Do not re-enter any building(s). If exiting into the side Car Park off Wellington Road (opposite the park), leave the College Premises and walk around on the outside of the College grounds to assemble at the fire assembly point near the Main Reception. The H&S handbook on the College website [Staff Handbook \(holycross.ac.uk\)](http://holycross.ac.uk) contains detailed information on fire evacuation along with evacuation routes.

24.2 BOMB (OR SIMILAR) THREAT

Initially, follow the same procedure as in FIRE above. When approaching the assembly point, you will be given the instruction to “walk on”. Staff and students will be directed to walk down Manchester Road away from the College towards the shops on Parkhills Road.

24.3 INVACUATION

You will be asked by Holy Cross staff to either move to a classroom (if you are elsewhere) or remain in your teaching room and lock the door. They will use the word “invacuation” which will indicate that we have decided that it is safest for staff and students to remain in rooms behind locked doors. This may also involve hiding from danger. Await further instructions from Holy Cross college staff before leaving the room.

24.4 LOCKDOWN / EVACUATION

Holy Cross College staff will use the word “lockdown” or “evacuation” to make you aware of potential danger to life. **Lockdown** is the process of getting everyone on the premises moved away from the potential danger to a place where they cannot be seen from outside the building. You have ultimate responsibility for your own safety, but we would strongly advise that you follow the advice given by staff. It may be appropriate to **run** from danger (including leaving the premises), **hide** from danger and would usually be advisable to **tell** (phone the Police).

Where explicit instructions are not given by Holy Cross staff, you should exercise your own judgement to keep yourself and others safe.

25 SITE PLAN

