



# Staff Hand Book



# Contents

1	WELCOME.....	3
2	MISSION STATEMENTS AND STRATEGIC AIMS.....	3
3	STUDENT CHARTER.....	3
4	UNIVERSITY CENTRE STAFF.....	4
5	THE ROLE OF THE SUPPORT TUTOR .....	4
6	THE ROLE OF THE ADMINISTRATION TEAM .....	5
7	VISITOR BOOK.....	6
8	REGISTERS.....	6
9	BOOKING IT ROOMS/MEETING ROOMS/EQUIPMENT .....	7
10	BOOKING A PARKING SPACE .....	7
11	HEALTH & SAFETY .....	7
12	SAFEGUARDING/PREVENT.....	7
13	CONDUCT.....	7
14	BEHAVIOUR.....	8
15	FIRST AID.....	8
16	FACILITIES .....	8
17	PERSONAL SAFETY & ID BADGES .....	9
18	USEFUL TELEPHONE NUMBERS .....	9
19	STUDENT INFORMATION.....	9
20	POLICIES AND PROCEDURES.....	9
21	EVENING EMERGENCY EVACUATION PROCEDURES .....	10
21.1	Fire.....	10
21.2	Bomb (or similar) Threat .....	10
21.3	Invacuation .....	10
21.4	Lockdown / Evacuation .....	10
22	SITE PLAN.....	11

# 1 WELCOME

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Dear Colleagues,

Welcome to Holy Cross University Centre. I hope you find your time at the College both valuable and enjoyable. This booklet accompanies the personal 'Induction Session' you will undertake soon after starting to work with us, 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 Centre's structure and ethos ensures that students are supported by our 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 qualified 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

**Dr Jonathan Burgess**

Director of the University Centre

## 2 MISSION STATEMENTS AND STRATEGIC AIMS

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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 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.

## 3 STUDENT CHARTER

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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](#).

## 4 UNIVERSITY CENTRE STAFF

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Name	Role	e-mail	Ext
Jonathan Burgess	Director of the University Centre	<a href="mailto:jbg@holycross.ac.uk">jbg@holycross.ac.uk</a>	312
Dawn Warren	Deputy Director of the University Centre	<a href="mailto:dwa@holycross.ac.uk">dwa@holycross.ac.uk</a>	243
Alison Higginbotham	Admin Manager	<a href="mailto:akh@holycross.ac.uk">akh@holycross.ac.uk</a>	339
Maxine Crampton	Support Tutor	<a href="mailto:mjc@holycross.ac.uk">mjc@holycross.ac.uk</a>	338
Louise Green	Support Tutor	<a href="mailto:lcm@holycross.ac.uk">lcm@holycross.ac.uk</a>	361
Roshan Singh	Support Tutor	<a href="mailto:rsi@holycross.ac.uk">rsi@holycross.ac.uk</a>	313
Anne-Marie Isherwood	Support Tutor	<a href="mailto:ami@holycross.ac.uk">ami@holycross.ac.uk</a>	322
Rebekkah Yates	Assistant Support Tutor	<a href="mailto:rya@holycross.ac.uk">rya@holycross.ac.uk</a>	388
Judith Marshall-King	Marketing Co-ordinator	<a href="mailto:jmk@holycross.ac.uk">jmk@holycross.ac.uk</a>	404
Louise Adams	Admin Assistant	<a href="mailto:lad@holycross.ac.uk">lad@holycross.ac.uk</a>	360
Janette Dover	Admin Assistant	<a href="mailto:jdo@holycross.ac.uk">jdo@holycross.ac.uk</a>	
Geraldine Weale	Evening Receptionist	<a href="mailto:gwe@holycross.ac.uk">gwe@holycross.ac.uk</a>	
Gregory Slobodian	Evening Receptionist	<a href="mailto:gms@holycross.ac.uk">gms@holycross.ac.uk</a>	388

## 5 THE ROLE OF THE SUPPORT TUTOR

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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 Student Voice Committee meetings.
- 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.

## 6 THE ROLE OF THE ADMINISTRATION TEAM

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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. This 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 letter to the 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.

## 7 VISITOR BOOK

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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 Office.

## 8 REGISTERS

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We no longer print paper registers. Please could you mark your online LHU registers and tick the box to email a copy to yourself which can then be forwarded to [universityadmin@holycross.ac.uk](mailto:universityadmin@holycross.ac.uk). Along with the forwarded registers, please could you let us know if any of your absent students gave their apologies. You should also make us aware if there are any students who are attending your class who are not on the register, and we will liaise with timetabling at Hope.

We use attendance registers for various reasons, the main ones being attendance monitoring and attendance confirmations with Student Finance England.

**Due to GDPR registers should not be displayed on the interactive whiteboard.**

## 9 BOOKING IT ROOMS/MEETING ROOMS/EQUIPMENT

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If you would like to book an IT room or have any questions about rooms, equipment etc. please e-mail: [universityadmin@holycross.ac.uk](mailto: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.

## 10 BOOKING A PARKING SPACE

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If you would like to book a parking space in advance of your visit, please e-mail: [universityadmin@holycross.ac.uk](mailto:universityadmin@holycross.ac.uk). The College only has a limited number of parking spaces onsite. To ensure you are allocated a space, all requests will need to be received prior to the date of your visit.

## 11 HEALTH & SAFETY

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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 [here](#).

## 12 SAFEGUARDING/PREVENT

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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 (6<sup>th</sup> 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, Jonathan Burgess ([jbg@holycross.ac.uk](mailto:jbg@holycross.ac.uk))
- Deputy Director of the University Centre, Dawn Warren ([dwa@holycross.ac.uk](mailto: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](mailto:sab@holycross.ac.uk)).

## 13 CONDUCT

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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.

## 14 BEHAVIOUR

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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.

## 15 FIRST AID

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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.

## 16 FACILITIES

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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](#)

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.



## 17 PERSONAL SAFETY & ID BADGES

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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 the 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; use your card to gain access.

**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 Staff ID badge on one of the wall-mounted tablets at points just inside the buildings. For now, this system will run in addition to the visitor book sign-in.**

## 18 USEFUL TELEPHONE NUMBERS

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### 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)

## 19 STUDENT INFORMATION

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Further information, including the Liverpool Hope Student Handbook, can be found on our website by clicking [here](#).

## 20 POLICIES AND PROCEDURES

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Further information on all our policies and procedures may be found by clicking [here](#), and includes for example policies related to:

- Non-Academic Disciplinary Regulations
- Student guide to Regulations and Policies
- Student Pregnancy, Maternity, Paternity, Adoption

In line with our Student Pregnancy, Maternity, Paternity, Adoption policy we aim to provide an environment where students are supported and treated fairly and with dignity and respect, including during pregnancy, maternity, paternity, the process of adoption and whilst breastfeeding. Students are encouraged to notify their Support Tutor about their pregnancy. If a student is uneasy about discussing their pregnancy, they could seek advice and support from the Liverpool Hope Students' Union. Support Tutors will offer to meet with the student to discuss the need for a formal Student Pregnancy and Maternity Support Plan. Full guidance regarding support plans and all aspects of the policy is available [here](#).

## 21 EVENING EMERGENCY EVACUATION PROCEDURES

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There are four evening emergency protocols which could be implemented while you are teaching at Holy Cross. Please support your class to follow the procedure and alert Holy Cross staff if any students in your group who are onsite but not with you.

### 21.1 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 and contains detailed information on fire evacuation along with evacuation routes. Always inform the Fire Warden if there are any missing members of your class.

### 21.2 BOMB (OR SIMILAR) THREAT

Initially follow the same procedure as in 22.1 FIRE. 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.

### 21.3 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. Swipe your ID card on the outside lock of your classroom door while standing inside the classroom and close the door. This means you and your class are locked in the classroom. Await further instructions from Holy Cross college staff before leaving the room.

### 21.4 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 do also have a duty of care for your students. 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).

# 22 SITE PLAN

