



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 partnership.

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 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.

HOLY CROSS 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.

LIVERPOOL HOPE MISSION AND VALUES STATEMENT

Liverpool Hope want to ensure their students receive a well-rounded education when studying with them. Everything Liverpool Hope do, both academically and pastorally, revolves around their missions and values. The University's Mission and Values Statement can be found [here](#).

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](#). 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.

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 (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 a student 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 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. The University requires that attendance at all sessions is compulsory, and that you are to be available during all term-time weeks
- Ensure that University Centre staff are informed of any issues regarding attendance or submission of assignments

5 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

6 MANAGEMENT TEAM

Alongside the Senior 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.

7 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.

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

8 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.

9 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 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. Please note that for the duration of your interruption, you will not have access to college facilities.

10 ATTENDANCE

If you are unable to attend a lecture, for whatever reason, please inform any member of 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.

11 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 Liverpool Hope 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.

12 CONDUCT / SAFEGUARDING

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 Designated Safeguarding Lead (DSL) is currently the Assistant Principal (Students), Sharon Burton (sab@holycross.ac.uk).

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 & Safety handbook for HE students which is available via this [link](#).**
- b. Avoid physical contact with other 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. 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.
- e. Smoking is prohibited in all the College's buildings, throughout the site and around the local vicinity.
- f. Never use or be under the influence of alcohol or drugs on college property.

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.

13 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, Jonathan Burgess (ibg@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).

14 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. Holy Cross College Single Equality Scheme is available [here](#).

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 are also available from Liverpool Hope University: Support for students with disabilities – 0151 291 3065. Alternatively, email: sdw@hope.ac.uk

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.

15 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.

16 COMPLAINTS & APPEALS

NON-ACADEMIC 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.

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.

17 STUDENT REGULATIONS

Academic guides to regulations for Liverpool Hope 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 Liverpool Hope University deals with plagiarism and other forms of academic misconduct.

18 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. 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.

19 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.

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

[Liverpool Hope University](#)

20 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 Liverpool Hope 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.

21 FACILITIES

Our website contains information on Holy Cross 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 & 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.

22 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 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.

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 tablet at points just inside the buildings.

23 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 exclusive offers & discounts from high street & online retail partners. If you wish to join NUS, apply online following the [link](#).

24 ESSENTIAL NUMBERS

Holy Cross College and 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

25 POLICIES AND PROCEDURES

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. We would encourage you to notify your Support Tutor about your pregnancy. If you are uneasy about discussing your pregnancy, you could seek advice and support from the Liverpool Hope Students' Union. Support Tutors will offer to meet with you to discuss the possibility of a formal Student Pregnancy and Maternity Support Plan if you wish one to be arranged. Full guidance regarding support plans and all aspect of the policy is available [here](#).

26 APPLICANTS / STUDENTS WITH CRIMINAL CONVICTIONS

Please be aware that both new applicants and current students are required to declare certain “relevant” criminal convictions received both before or during their time as a student at Holy Cross. This is in relation to the College’s responsibility to safeguard children and vulnerable adults. Further details are given on the website, including the process followed where a risk assessment needs to be written. Click the following [link](#) to get to the “Applicants with Criminal Convictions” policy.

27 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.

27.1 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 contains detailed information on fire evacuation along with evacuation routes.

27.2 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.

27.3 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.

27.4 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.

28 SITE PLAN

