

RISEHOLME

College

RESIDENTIAL INFORMATION FOR PARENTS AND GUARDIANS OF FURTHER EDUCATION STUDENTS 2024 / 25

We're rated Ofsted
Outstanding
for Residential Care!*

*February 2023 inspection



Residential Information
for
Parents and Guardians
of Further Education Students
at Riseholme College
2024/25

Contents

Welcome	4
Useful Contacts	4 - 5
Safeguarding	5 - 6
Wardens	6 - 7
Security and Fire	7 - 8
Keys	8
Vehicles	9
Health and Welfare	9 - 10
Behaviour	10 - 11
Damage to Property, Fixtures and Fittings	12
Substance Misuse/Alcohol	12 - 13
Room Searches	13
Boot Policy	13
Litter	13
Smoking	14
Signing In / Out	14 - 15
Activities	15
Weekends	15
Common room/Refectory	15
Student Association	15 - 16
Money	16
Cleaning	16 - 17
Food Cards	17
What Can You Do For Us?	17 - 18
Complaints	18
FAQs	18 - 19

Welcome to Riseholme College

We hope this information is of use to you. It includes most of the topics that we are often asked about.

For those who have never lived away from home before, living in accommodation can be quite daunting at first. We endeavour to make each student very welcome and we have an extensive induction programme which includes workshops, talks and an evening trip out for fish and chips!

Much of the information within this booklet will be discussed during the residential induction. A separate Living In Guide is produced directly for students.

Should you wish to visit the College during the academic year, please be aware that we have strict safeguarding procedures in place. Please read the Safeguarding section to familiarise yourselves with our access procedures.

Melody Lovesey & Paul Murray

Lead Wardens

melody.lovesey@riseholme.ac.uk / paul.murray@riseholme.ac.uk

01522 440985

01533 304582

07795 013593

Useful Contacts

Main College Reception

01522 304600

Monday to Friday, 8am - 5pm

Student Services

01522 304603 / 01522 307987

Monday to Friday, 8am - 5pm

Duty Warden Mobile

077950 013593

Monday to Friday, 5pm – 9am and all weekend

Who do you need to speak to?

Academic Staff: A Course Manager or Tutor would be the person to assist you with any concerns or discussions including holidays during term time, students struggling with work, issues around student's behaviour in class etc.

The Course Manager will probably have been involved during interview and / or enrolment. They will have a direct phone line which can take messages and are also available via email.

Support Staff: Will assist with financial concerns, health matters, repairs to student's accommodation, etc. Below is a list of key staff in the support areas.

Student Services	Issues regarding residential students, accommodation and the Wardens.	01522 304603 enquiries@riseholme.ac.uk
Lead Wardens	Help and advice about residential issues and social activities.	Melody Lovesey 01522 440985/07795 013593 Paul Murray 01522 304582
Health and Wellbeing Officers	Access professional health advice and guidance. Also organises the counselling team, which also delivers talks around health issues – smoking cessation, drug tutorials etc.	Jessica Dent 01522 437987 Jessica.dent@riseholme.ac.uk
Hospitality Department	Food card queries. Dietary requirements.	01964 304109 01522 304608
Finance Department	Queries over tuition or accommodation invoices, plus food card top ups.	01964 553014 / 553109

Safeguarding

The college is committed to the safeguarding of students and as such, we have comprehensive safeguarding procedures in place. All our staff are trained in Safeguarding and Prevent.

You are very welcome to come to visit. If you wish to visit, please follow the guidelines below:

Access During Office Hours

Enter the college via the main gate at the Showground campus.

Access Out of Office Hours (after 5pm and at weekends)

Please inform the Duty Warden of your intention to visit campus by calling 077950 013593. They can make any necessary access arrangements for you. Please note, you may be asked to provide identification before access to halls is permitted.

We kindly ask that all visits, unless those in an emergency, are made prior to 11.30pm. This will assist with our own security procedures and reduce disturbing students who will be settling down for the evening.

Please do not enter other halls of residence other than your own child / wards' unless you are accompanied by a member of staff

You are welcome to use our hospitality facilities. Please take note of the safeguarding information shown on screens and signs.

Any Student activities after office hours on/off campus are for residential students only.

Identification Cards and Lanyards

As part of the college's comprehensive safeguarding procedures, staff are issued with an identification card and blue staff lanyard which they display at all times.

All visitors to campus must sign in with the Duty Warden.

All Students are issued with a college photo ID card and a lanyard at the commencement of each academic year. For security and easy identification of students, these must be carried at all times. The cost to replace a lanyard is £5.

Staff will challenge anyone who is not carrying their card or cannot prove their identity whilst on campus. Students are often asked for their ID when using the Learning Resource Centre and other college facilities. Residential student's cards are also used as their food card and car park barrier access (where applicable).

Wardens

The college provides a team of wardens who are available 5:00pm-08:00am and 24hrs at weekends. They are available to answer any questions, deal with concerns, illness and accidents as well as checking that residential students are abiding by the college's Code of Conduct. They may well call parents / guardians of under 18s should they not be able to locate a student after 11.30pm curfew.

The warden's primary task is to ensure that all residential students have a safe and happy residential experience. They will be happy to answer any questions or listen to concerns from parents / guardians. The wardens are the staff to contact if there are any home issues which you think may affect your child / ward whilst they are at College, e.g. family bereavement, changes of circumstances at home.

For safeguarding purposes, the wardens have a focus on students aged under 18, however they will also help and guide students over the age of 18 should they require their assistance.

Security and Fire

Security

Security on and around the campus and the safety of our students is very important to us. . Wardens patrol the campus in the evening. Two Night Wardens patrols the halls of residence during the night.

Insurance

We advise all students to arrange insurance to cover their personal possessions, especially if they are bringing any particularly valuable items with them. The Wardens will discuss insurance with students during their Welcome Event induction talk, held within the first few hours of their arrival at college.

Fire

Wardens will respond immediately when a fire alarm is activated. The wardening team are fully trained in fire awareness and evacuation procedures and will immediately direct students to a place of safety during a fire alarm.

Residential students will be given instruction during their induction talk on what to do in the event of a fire and methods of fire prevention within their daily lives, e.g. safe operation of toasters, microwaves.

Students will also be advised that it is a criminal offence to tamper with any equipment placed to protect lives such as fire extinguishers, smoke detectors and door closers on fire doors. Malicious

activations of fire alarms will result in disciplinary action being taken by the college, may involve the police and will incur a charge.

The wardens will hold unannounced fire drills each term at varying hours of the day and night. This is to ensure that all students are familiar with the practice of evacuating their hall at any time. Students who fail to comply with staff requests during these drills will face disciplinary action.

Keys

Collection

Students will be advised by letter of the date when they can move into accommodation. Before any keys are collected, students and parents / guardians must have signed the Accommodation Agreement, paid the campus fee and the term's accommodation fee.

At the end of each term, students are required to hand in their room key and clear the room for the holidays. Room keys will not be re-distributed until the following term's accommodation fees are paid.

General Key Information

Students should carry their room keys with them at all times and should take great care not to leave them lying around, even within communal areas of halls. Keys should not be given to anyone else.

Individual bedroom doors should be locked at all times when the room is not in use. **Residents take full responsibility for their possessions if the door is left unlocked.**

Residents are not permitted, at any time, to change the locks or install additional locks to their room doors.

Lost Keys

If students lose their key, this must be reported immediately to the wardening team. A new lock and keys will be installed at a cost of £100, which will be deducted from the room deposit.

It is possible to loan keys to students if they are locked out of their room (e.g., left keys in a friend's car and awaiting their return later that evening or if they have left their key at home). Loan keys will be charged at £15 each and will be deducted from the room deposit.

This amount is not refundable. Persistent offenders will be required to discuss their levels of responsibility around keys with staff.

Vehicles

Residential students are very welcome to bring their vehicle onto campus. The student card provides access through the car park barriers at the Showground campus. . Any vehicle and its contents are left at the owner's risk.

The speed limit on campus is 10mph and disciplinary action will be taken against any student found to be driving dangerously or over the speed limit. In extreme cases, the police will be notified and most certainly if the driver is found to be under the influence.

All student vehicles must display a valid car parking permit. These can be obtained by completing the Car Parking Permit form, which can be found on the college website.

For any queries throughout the academic year regarding car parking or vehicle access to campus, contact the Transport Manager on 01964 553022.

Health and Welfare

At Riseholme College we take the health and welfare of our students very seriously. We feel that to enable a student to achieve, they must be supported to be happy and healthy, both emotionally and physically. We have wide experience of working with young people and the problems they may experience. We have a wealth of experienced staff on campus and have access to a large network of support agencies in the community to support student's individual needs. If you or your child / ward requires advice or assistance, please do let us know and we will endeavour to help.

The college holds a number of events through the year which provide information for students regarding healthy lifestyles and choices. These include the Lifestyles Days, sexual health talks and screenings and visits from external agencies, e.g. Teenage Cancer Trust, MIND, Citizens Advice, MHST, Police, Samaritans, Childline, NSPCC and Papyrus (poys – prevention of young suicide)

In addition, some health and welfare information can be found in the Residential Student Health Guide, which will be issued during induction to students.

Doctors' Appointments and Illness

If a residential student becomes ill at college, an appointment can be made for them at the local surgery.

Students requiring an appointment must contact student Services at the Showground campus. Transport to and from the surgery will be provided by the college.

Should the illness become more serious or there are concerns around infection or contagion, we will make arrangements for the student to return home.

Emergency Dental Appointments

Residential students requiring the emergency dentist should contact the Student Services Officer who can make an appointment for them and provide transport where required.

Counselling

The college provides a counselling service which is available Monday to Friday. Our counsellors are fully qualified, independent staff who are members of BACP (British Association for Counselling and Psychotherapy).

We have a dedicated counselling room which provides an appropriate, safe environment and allows total confidentiality. Counselling sessions are arranged by the Student Services Officer.

Behaviour

You will have seen our beautiful campus and it may have contributed in part, to your decision to join Riseholme College. It is our intention to retain and ever improve the environment for all. Key to this will be a respect for the buildings, estate, livestock, environment and people working around the college. As well as other residential students on site.

The College Charter, Student Code of Conduct and College Values underline our expectations around behaviour. Processes are in place to enforce this and to manage issues should students not fulfil behavioural expectations.

The Disciplinary Procedure starts with the opportunity to clarify verbally and later in writing, any concerns with the individual. The process also provides support structures, e.g. an expectation that the individual will attend a safe driving or health talk, a study skills session. Everything will always be confirmed in writing to the student following such discussions and parents / guardians will be copied into such documentation if the student is under 18 years of age.

Should the behaviour continue to be unacceptable, then warnings will be issued and / or a Residential Suspension implemented. In some cases, it will be necessary for the student to leave campus immediately. Parents / guardians will always be contacted in these situations. Formal meetings will be arranged at a later date and the requirement of engagement with the problem and ensuing improvement will be highlighted.

The disciplinary process is followed formally by all staff. If you wish to know more about any reported incident, then please contact the person who wrote the letter or warning. The main college switchboard will be able to put you through to them.

The college has found that the use of sanctions such as a ban from social events and not been able to represent their college sports team has an impact on student behaviour and reserves the right for us to use these in a range of situations.

Suspension

Suspension of a student is not always an indication of guilt. It permits reflection time at home and may enable the student to come to terms with their responsibilities around an issue.

It will also allow time for further investigations to take place. Following a suspension, students are required to meet with a senior manager to discuss the outcome of the incident. We positively welcome parents/guardians at such meetings for students under the age of 18.

Residential Suspension

As detailed in the Code of Conduct, the college can impose a Residential Suspension at any point of the disciplinary process. This involves an immediate, temporary suspension from accommodation for up to ten days. Students may make their own arrangements to travel to college as a day student to continue with their studies. Full details can be found in the Further Education College Charter, which should be read by both students and parents / guardians.

Noise

Living in halls of residence is very different to living in an average family home. All accommodation at Riseholme house a number of students and as such, a certain level of noise is to be expected.

However, students are asked to ensure that unacceptable levels of noise do not occur after 11.30pm, e.g. loud music, shouting, slamming of doors. Students must always mindful that their next door neighbour may not want to hear their choice of music at full blast at midnight!

Any student living in accommodation must remember the words 'respect and consideration'. If there are any concerns regarding noise, the first point of call is the Duty Warden who will attend the hall in question and deal with any unacceptable noise. The Night Warden patrols the college accommodation throughout the night.

The quicker noise is reported, the faster it can be dealt with, ensuring a peaceful night for all!

Damage to Property, Fixtures and Fittings

We expect all students to respect their environment and accommodation at all times. However, occasionally damage does occur either maliciously or unintentionally. The college will seek to recoup any damage costs from students. In most cases, any damage costs over £100 will be invoiced directly to the student. Costs under £100 will be deducted from the room deposit refund at the end of the academic year.

Individual Damage

Students who intentionally vandalise property, fixtures or fittings will be dealt with in accordance with our Disciplinary Guidelines which may result in removal from accommodation. Culprits will also be issued with an invoice to cover any damages caused and action may also include police involvement and prosecution for Criminal Damage.

Communal Damage

Communal damages do occur in halls and every effort is made to identify culprits. If this is not possible, costs will be shared amongst all students in the hall as per the Accommodation Agreement. Students will be informed of any costs during their termly Hall Forum meetings. Any monies for communal damage will be deducted from the room deposit at the end of the academic year.

Accidental Damage

Accidental damages do occur. In such cases, students must inform staff immediately and in most cases, disciplinary action is not taken. However, should the accidental damage be due to inappropriate behaviour, students may be disciplined in accordance with our Disciplinary Guidelines.

Where there is a cost attached to accidental damage, this may be passed on to the student who caused the damage.

Substance Misuse

Illegal Substances

The use, distribution or selling of drugs is not tolerated by the college. We have robust policies in place relating to substance misuse and the college actively pursues any processes which will support the resolution of actual or suspected issues. Handling of drugs is classed as gross misconduct under the college's regulations and may result in removal from college accommodation and exclusion from the college.

Alcohol

Underage drinking is not tolerated. Regular room checks of students aged under 18 take place and any alcohol found will be immediately removed and destroyed. Disciplinary action will be taken against any under 18 found with alcohol or found to be under the influence of alcohol.

The use of wristbands and hand stamps at larger social events for identification of those aged under 18 is standard practice. Staff will ask for identification from all students using the bar. We are in regular contact with local suppliers, publicans and the police in the area.

Students aged over 18 are permitted to consume alcohol in over 18 accommodation only. Any student found to be consuming alcohol around the campus or in restricted areas (e.g. in under 18 accommodation), will be disciplined.

Room Searches

The college has a right to search policy and staff will search student rooms if there are any concerns about a student's welfare or if there appears to be a health and safety issue.

Boot Policy

In order to limit damage and dirt within all buildings and to help preserve the excellent condition of our facilities on campus, the college operates a strict policy with regards to the wearing of outdoor boots in its buildings.

All students are required to remove outdoor footwear before entering any building. Boot racks are provided for storage various locations and students are instructed to carry with them an additional pair of indoor shoes for use in buildings.

Boots may be carried into buildings, but must be in a bag. Disciplinary action will be taken against students who ignore this policy.

Litter

We pride ourselves on our beautiful campus and clean environment. We do believe that a pleasant, tidy campus inspires students to care for their accommodation and place of study, work harder and ultimately feel settled and happier. Therefore, all students are asked to support the staff's efforts to keep our site clean. They are expected to use litter bins provided. We sometimes use litter picking as one of the sanctions following poor behaviour.

Smoking

The college campus is a no-smoking area. This includes the smoking of e-cigarettes and covers hostels, college buildings and the college farm. Designated smoking shelters are available for those wishing to smoke. The disciplinary process is used for students who contravene this rule.

Signing In and Out

Under 18s

As part of our commitment to ensuring the safety and welfare of all students, all under 18 residential students have a curfew of 11.30pm every night.

We expect every under 18 student to take responsibility each night to sign a formal signing in sheet to indicate they are present in their hall. If they do not sign in and we have not got contact with them, we will ring the student's next-of-kin to inform them. This may well be after midnight after we have scoured the campus, asked their friends and rung mobiles. This is a really important process and we are very persistent about the students complying with this. We will use the disciplinary process if it seems that the importance is not recognised.

If an under 18 student wishes to leave campus during the day, for example to go to into Lincoln, they need to sign out as being off site. This is to fulfil the National Minimum Standard requirements that the college can account for all under 18 students at any time. Signing out is done via Student Services or by sending a text to the Duty Wardens mobile number. On their return, students must sign back in. The same process applies out of office hours when students sign in and out with the Duty Warden. Failure to fulfil these requirements will result in disciplinary action being taken.

Spot Checks

30% of all under 18s are spot checked every evening from 11.30pm by the wardens. This is to ensure that they are following procedures regarding signing in.

On Fridays, home spot checks are carried out on 20% of the residential under 18s who have indicated they have gone home for the weekend. This involves telephoning the home of students. Wardens will speak to parents / guardians to check that students are in fact, where they say they are going to be! Should the student not have returned home, staff will liaise with parents / guardians to locate them. In extreme circumstances, this may also involve reporting the student missing to the police.

Late Passes / Overnight Passes

Should an under 18 student need to return to campus after 11.30pm or wish to stay out overnight at a friend's / relative's house the college requires a written letter or email of consent from parents /

guardians. This must be given in advance of any student leaving campus and parents must agree a time the student is expected back onto campus if the request is for a late pass

Wardens will contact students' next-of-kin at any time if they have concerns about the whereabouts of a student. Their safety and welfare is our priority.

If time does not permit a written consent, parents / guardians must telephone the Duty Warden giving permission for the student to be off site after 11.30pm or overnight. In some cases, staff will ring the next-of-kin back to verify the call.

Over 18s

Students aged over 18 are not required to abide by a curfew and do not have to sign in and out of campus.

Activities

The college provides a programme of social and sporting activities for residential students, the majority of which are free.

During the academic year a variety of themed events also take place, such as Christmas and Valentine's balls, Easter egg hunts and trips off-site, i.e. to Hull Fair, ice skating and go karting.

Details of activities can be found around the college on posters,. Last year we ran over 200 activities for students. There is no reason for any student to say they have nothing to do! Our events are very popular but we also welcome feedback and suggestions for new activities from students.

Weekends

The majority of our students do go home on a weekend so for some, the weekends may be quite quiet.

Common room

The Common Room for residential students is situated in the Health and Nutrition building. This area allows all residential students to meet up, evening activities with the wardens will be held in the common room – board games, seasonal crafts, film nights and quizzes.

Student Association

The Student Association represents all students at Riseholme and Bishop Burton College and acts as the formal link between college staff and students. The committee consists of a variety of posts

including the posts of Treasurer, Secretary, Sports Rep, Health Rep, Under 18s Rep, Social Rep and Charities Rep.

Students wishing to improve their CV and gain valuable experience working on a formal committee within the college may wish to join the Student Association. Further information on how students can join the Student Association will be available during induction week.

Money

One of the most frequent causes of concern for students is around money. Some students choose to ignore invoices, phone calls and messages from staff whilst others are very conscious of being in debt and do everything they can to manage it. There are many sources of additional funding available, e.g. loans, grants and bursaries.

Support staff are very familiar with advising students how best to proceed. Please do make contact with Student Services or our Finance Department should there be any concerns and we will arrange to meet and resolve any issues.

We do impose sanctions as part of the process to recoup debt, including preventing access to accommodation.

Cleaning

Under 18 Ensuite Rooms

Students are responsible for keeping their rooms clean and tidy. The condition of the room will be monitored by staff.

Bathrooms will be cleaned once a day by cleaners,

Bins will be emptied once a day by cleaners,

Over 18 Ensuite Rooms

Students are responsible for keeping their rooms clean and tidy.

Bathrooms are the students' responsibility to clean after each use. .

Complaints.

All under 18 rooms are entered daily. Staff will meet with students who do not maintain this standard to discuss any issues. In extreme cases, disciplinary action may be taken against students whose rooms repeatedly do not meet the required standard of cleanliness.

Food Cards

The annual food allowance is divided into three instalments which is allocated to students on a termly basis. The food card is incorporated into the student identification card. Lost cards are charged for at a cost of £10.

It should be noted that unspent balances at the end of the academic year will not be refunded and bulk purchasing of items is not permitted.

To add funds onto food cards by debit or credit card, please contact the Finance Department during office hours.

What Can You Do For Us?

Firstly – keep in touch. If there are any concerns or issues which may affect your child / ward's health or welfare please tell us. We would appreciate your support when it comes to sanctions and disciplinary processes. Tell us if you change your address or phone number to ensure we can contact you in an emergency.

As a residential college we have staff on call 24 hours a day. They can pass on messages or in many cases, assist you at the time. The Principal, Bill Meredith, is available to speak with parents / guardians about a range of issues or concerns if you have not been able to resolve them through the normal channels. Bill Meredith can be contacted through his PA on 01964 553011.

We, and very probably, yourselves, are familiar with the unique behaviour of teenagers and acknowledge that young people may not communicate well at this stage of their lives. Indeed, the wonderful young person we often describe to parents and carers may seem to bear little or no resemblance to the individual lurking in a room upstairs at your home! If you do notice changes in behaviour it will be useful to talk to us. We may also be aware of any differences in behaviour and together we can better support the student.

We hope the experience at Riseholme College is memorable for all the right reasons and that the support the college provides enables those undertaking study to perform to their very best ability, enjoy their time with us and make lasting friendships.

The college does have a complaints procedure if at any time you wish to make a complaint. You can do so by contacting any member of staff or emailing your complaint to comments@bishopburton.ac.uk.

A full copy of our complaints procedure is available via the college website.

FAQs

We regularly receive comments from parents / guardians regarding the residential experience from their perspective. Below shows some of their feedback, together with our responses on how we have further improved our service.

“Our daughter has told me that there is nothing she is interested in doing in the evenings.”

We welcome feedback from students regarding the activities we provide. Students have opportunities within several forums / meetings and staff contact across the college to put forward new ideas and suggestions. A range of new activities have been worked into the 2020/21 activity calendar that students have specifically requested.

“Under 18s halls are too strict, i.e. tipping beer down the sink and having to be in by 11.30pm. Rules could be relaxed to a better level.”

The college is governed by the National Minimum Standards, whose strict regulations and guidelines we must adhere to. Therefore, wardens police all halls of residence and enforce these rules as we are required to by law. Any student found to be in breach of these rules will be disciplined.

“We are unsure of what the arrangements are for students who may be ill.”

Out of hours, if a residential student becomes ill, their first point of call is the Duty Warden. The wardens carry a mobile phone with them and can be contacted on this via call or text.

During working hours, Student Services can be contacted. They will make the necessary arrangements to visit the student in question, pass messages onto their Course Manager / parents / guardians, deal with any problems and arrange doctor’s appointments if necessary.

All telephone numbers are given to the students during their residential induction meeting and are displayed in the foyer of each hall.

“Do the students have to vacate their rooms at holiday periods?”

Yes, all rooms have to be completely emptied for the Christmas and Easter break and room keys handed in. This enables the deep clean of all our accommodation areas and for any repairs / maintenance to be carried out.

They will move back into the same room on their return.

Please
recycle
me.

www.riseholme.ac.uk
enquiries@riseholme.ac.uk

 **riseholmecollege**

 **@riseholmecampus**

 **@riseholmecol**

Riseholme College
Showground Campus
North Carlton
Lincoln
LN1 2ZR

