



STUDENT HANDBOOK 2020/21

EVERYTHING YOU NEED TO KNOW DURING YOUR TIME WITH US

CONTENTS

Contents.....	1
Your Campus	3
Academic Matters.....	4
Accommodation	6
Health and Wellbeing	10
Social Activities	13
Code of Conduct	14
Canterbury Information	22
Student Portal Guide	24
IT Support	25
Helpline Numbers	27
Welfare and Support	28
Our Commitment	29
Student Contract	30



“THE AIM OF THE COLLEGE IS TO ENCOURAGE YOU TO REALISE THEIR POTENTIAL, FOSTERING INDEPENDENCE AND MATURITY IN ORDER TO PREPARE YOU FOR YOUR FUTURE”

The historic city of Canterbury is home to three universities and it's a great place to be a student. It's big enough to be stimulating, with great shopping and leisure activities, but small enough to make you feel at home quickly; Canterbury is a very friendly place. And if you want to visit London, it is under an hour away by train.

At CATS Canterbury, we pride ourselves in our academic success and outstanding experiences. Through an understanding of what each person is capable of, we encourage our students to develop those skills, traits and attitudes that can help them become confident, flexible, resourceful, self-reliant and, perhaps the most pertinent, courageous and resilient. These skills are what will allow you to continue your education with an awareness of what you have the power to be and to do.

We aim to provide safe, comfortable and secure environment to support the well-being and healthy development of each individual. Our boarding staff and en-suite accommodation aim to provide de a home from home, whilst encouraging independence and self-confidence in a multi-national community where respect, open-mindedness and equality prevails.

We are all looking forward to supporting you in your learning journey at CATS Canterbury and leading you onto success for your next destination. Welcome to our CATS family.

Severine Collins
Principal

YOUR CAMPUS

LANYARDS

It is imperative that you wear your lanyard at all times during the school day and before curfew in the accommodation. To start with, you will need your card to access classrooms, go into college buildings and your room, but also it is a quick and clear indication that you are a student of the college community and therefore supposed to be in the college. This therefore doubles up as a security measure. Anyone not wearing a school lanyard should be asked to go to reception to sign in.

MEALS

Please ensure you have your lanyard and ID card with you to access the canteen - If you do not have your ID card with you when trying to enter the canteen, you may be delayed or refused meals. All students living in our Boarding Houses take breakfast, lunch and evening meals in the canteen. You are expected to clean your table prior to vacating it and to stack your tray on the rack provided. Private accommodation students can buy a token to take meals in the canteen. Tokens can be bought from the café in Chaucer.

CANTEEN OPENING TIMES

Monday-Friday

Breakfast: 07:30 – 08:30

Lunch: 11:30 – 14:00

Dinner: 17:00 – 18:30

Saturday and Sunday

Brunch: 11:30 - 13:00

Dinner: 17:00 - 18:00

Drinks and Snacks are available from the CATS College Canterbury Café and from the local shops. There are also small kitchen areas available to make snacks for yourselves in residences during the evenings and weekends – Please see your house rules for details.

LETTERS, PARCELS AND DELIVERIES

All post should have your full name printed clearly in English and your accommodation name, on the front of the letter and/or package. Your letters and packages will be available for you to collect in your accommodation after school. If you live independently, please send all mail and parcels to your home address.

You should arrange for all letters and packages to be sent to the main College building at:

*[STUDENT NAME] [BOARDING HOUSE]
68 New Dover Road (side gate entrance) Canterbury, Kent, CT1 3LQ.*

We cannot take responsibility for any lost or damaged mail, parcels, packages, or delivered items of any sort. If prohibited items or items of an age restriction are ordered to the College, we reserve the right to investigate the contents without students present.

ACADEMIC MATTERS

ACADEMIC STANDARDS

The College has an excellent reputation for academic achievement and student progression to good universities - we will guide you to make the right choices but will leave them up to you. We will offer you tools and opportunities, but the responsibility for your studies, exams and performance lies with you.

All your timetables, attendance, reports and exam documents can be accessed on the following website: my.catscollege.com

Always carry your timetable with you. If there is a problem with your timetable, contact the Curriculum Officer immediately. If changes are made, you must follow the existing timetable until a revised one has been issued to you. Subject changes will only be made if it is possible in the College timetable. Changes will not be made after 2 weeks of the start of term. Do not stop attending any timetabled lesson of your own accord. You must discuss any changes with the Vice Principal, Assistant Principal Academic or HE Director before any changes are made. Attendance at all timetabled lessons is compulsory. If you have not been present in at 85% of all your lessons without good or valid reasons, the College cannot guarantee that you will be entered for your final examinations.

You may find that at times you have no lesson. In this case, you will have the opportunity to study privately. You will be able to study within the college study areas and/or the Learning Resource Centre and Library. If you are under 17, you will need to register and attend your private study lessons as per your timetable.

REMEMBER HOMEWORK AND COURSEWORK

You will be set homework and you will have coursework, both of which must be completed on time. Missing a deadline can have significant consequences, therefore if you have any difficulties, you should discuss these with your Subject Teacher or Personal Tutor. There will be homework sessions called 'Prep Time' in the Boarding Houses in the evenings to encourage you with your work.

REMEMBER TESTS EXAMS AND SELF-STUDY

When you are not in classes, you are expected to be in private study. The Private Study Areas, or PSA, are used for this. There is one in 68 New Dover Road and one in 58-60. Additional support can be requested to help you enjoy their time at College and succeed on your courses. All staff are dedicated to ensuring that everyone gets the same opportunity and assistance in their studies. The aim of the support is always to raise the student's level of independence. If you feel that you would like support, you should contact the Assistant Principal Academic as soon as possible for a support plan to be put in place.

HOW IS STUDYING IN THE UK DIFFERENT?

The experience of studying in the UK is entirely different to studying in some other countries. In the British education system, learning is cumulative. This means that you build on what you already know as you go through your school education. UK students will have GCSE or equivalent in a subject before they go on to an A level, University Foundation Programme or International Baccalaureate Diploma Programme. As an overseas student, you may need to provide evidence of your High School studies. You will need to have previous knowledge of some subjects like sciences before you take A level, IB or Foundation or you may have trouble understanding the

content. For new subjects you will need to work extra hard in order to go on with your course. Sometimes you will find you have already studied a topic, but you must make sure that you complete the work set by the teacher. This work will still be useful in terms of language and exam practice.

EXAMS APPEAL PROCESS

There are appeals processes for all exams, please let us know within 48 hours if you want to make an appeal. There will be charges for re-marks at different levels. Any charges are refunded if your appeal is successful. You must be aware however, that on an appeal marks can go down as well as up and you have no alternative but to accept the outcome of any rechecking of your marks. The CATS College Exam policy can be found in the catscollege.com website or on request from the college.

HOW CAN THE HIGHER EDUCATION TEAM HELP ME?

The HE Director is located in the PSA in number 68 and can assist with a wide range of services, but most importantly helping you get into university. Most students at CATS College apply to UK universities, but we also offer support to other universities around the world. In the past students have applied to universities in the USA, Canada, Korea, China, Hong Kong, France, Czech Republic, Italy and Germany.

It is important that you meet all internal deadlines the College sets. Applications for UCAS, for example, are set earlier for your benefit so that your application can be sent off in good time. Please don't wait until the last minute.

WHAT ELSE CAN YOU TELL ME?

Please ensure that you pick up and read our Higher Education Guide that contains detailed information about what we offer during your time at the College.

You can contact Robin Cousins at: rcousins@catscanterbury.com

ACCOMMODATION

All students are expected to live in accommodation provided by the College. Only in exceptional circumstances will students be permitted to live in private accommodation with the express permission of the Principal.

Please note that there are restrictions on students under 18 and over 18's living in close proximity.

If you want to change accommodation, you should speak to the Head of Boarding. No room changes are permitted to take place without prior permission. Unfortunately, no guarantee can be given that a request for a particular type of accommodation can be met. If a request cannot be met, the closest suitable alternative will be offered. Students may be permitted to use a shared room as a solo occupant if logistics allow, in which case no additional supplement will be charged. Should the second bed then be required, the room will immediately and without notice become a shared room. CATS College Canterbury reserves the right to change your type of accommodation for disciplinary reasons, in which case you will have to pay any increased costs that may arise. It may be necessary to ask you to change accommodation for other reasons. This is especially the case for students studying during the Easter Holiday.

COLLEGE BOARDING HOUSES

The College Boarding Houses are not open to students during normal College hours, Monday to Friday from 08.00am to 16:00pm. This is to allow for cleaning and maintenance work to take place. The College Residences are closed during the Christmas holidays.

Local Homestay may be available to students wishing to stay in Canterbury during the holiday periods, but this is very limited and available with the permission of the Head of Boarding only. Students may be required to move rooms if they stay during holiday periods.

Upon completion of your study at CATS Canterbury, it is required that you take all your belongings with you. We cannot store your belongings for you, so you will need to arrange for private storage or collection.

EXEATS

If you need to stay out later than allowed in your accommodation, have a day out away from Canterbury or wish to go away at the weekend or overnight, you must complete a permission form (Exeat) and ask your parents to email their permission to: exeats@catscanterbury.com.

Exeat requests and parental permission must be placed by 4 pm 7 days prior to your weekend away. You can log onto The Student Portal to do this, and you can check if you have been given permission online. If your attendance is below 95% or if you are on a discipline level, permission may not be given and you need to discuss this with your Programme Director. Students living in 18+ accommodation are required to follow all exeat guidelines.

All exeats terms are subject to change due to a variety of factors, most notably in the event of COVID related reasons. If you believe special consideration is required, your parents should contact the Attendance and Exeats officer.

ROOM KEYS

Each College Residence student has a Key Card to their room. You will also have a security box in your room and will be shown how to set the code. Do not allow others access to your security code. This is for valuable possessions including cash. Replacement ID or room cards will cost £10 pounds and replacement lanyards will cost £5.

Washing and drying machines are available for you to use. Please see your House Parents for laundry room availability – You will need to provide your own washing powder.

ELECTRICAL APPLIANCES

A thorough inspection of all electrical appliances is made when you join us and periodically during your stay. You are not allowed to use electrical items in your room such as kettles and rice cookers.

CURFEWS

Curfews mean you must be back in your residence by the times below.

Under 16s
Sun-Thurs 19:30 (in rooms by 22:00)
Fri -Sat 20:30 (in room by 22:30)

Over 16s
Sun-Thurs 19:30 (in rooms by 22:30)
Fri/Sat 21:30 (in rooms by 23:00)

Visitors of the opposite sex are NOT allowed in your bedroom for any reason. Visitors aged 18 and over are not allowed in Houses with 16 and under students. Students under 18 or living in Under 18 accommodation are not allowed in over 18 houses. (Exceptions will be made by the Head of Boarding or Senior Management in extenuating circumstances). Please lock your door when you are out of your room. If you lose your key or ID card, you must report it to your House Parent immediately. You will be asked to pay any charges in respect of replacing the key or ID Card. Please do not make any duplicate key(s) or allow for a duplicate to be made. Please remember to take everything you need for College when you leave your room in the morning as you will not be able to return until after 16.00pm.

You should be quiet after 22.00 each evening. Please be aware of your neighbours and respect them by keeping noise to a minimum.

You may not cook in your room. Food and drink (other than sweets, fruit or water) may not be taken into your room. You must not smoke in your room. You should not wash or dry clothes or any other items in your room, nor should you use radiators to dry clothes or other items. You should make your bed and keep your room clean and tidy. No notices should be fixed to the walls of the room, unless with permission of your House Parent. Any posters should not offend any person entering or cleaning your room. You should not use electrical appliances (except those provided by CATS) without permission from the House Parent. Nothing that you do in your room should be heard outside the room.

PRIVACY IN YOUR HOUSE

You are entitled to privacy. However, CATS College Canterbury staff may enter your room at any time without notice if they are concerned about your health, safety or wellbeing. Entry without notice would only be if there is genuine concern for your safety. Otherwise, room entry procedure is followed. Staff may also enter to carry out any cleaning or repairs, to inspect any damage, however caused and if you are absent from College, and the reason for absence is unknown. Your rooms are also checked every morning Monday to Friday. If it is believed that you are using your room for any activity that

BOARDING CONTACTS

ST. LAWRENCE HOUSE

New Dover Road, Canterbury, CT1 3DT
House Parent: 07964058188

Franklin House

66 New Dover Road, Canterbury, CT1 3LQ
House Parent: 07736147671

OVER 18 HOUSES

The Lodge & Marlowe lodge

60 New Dover Road, Canterbury, CT1 3LQ
House Parent: 07878 684206

Chaucer House

62-64 New Dover Road, CT1 3DT
House Parent: 07525597357

Knights

44 New Dover Road, Canterbury, CT1 3DT
House Parent: 07739631819

Harvey House

58/60 New Dover Road, Canterbury, CT1 3DT
House Parent: 07878 684206

HEALTH AND WELLBEING

FEELING ILL OR UNWELL

If you feel ill or unwell while at College, you should speak to the Medical Team who are located in the Health Centre within St. Lawrence

If you are unwell in the evening, overnight or in the morning before breakfast you should talk to your House Parent who will treat as necessary. If you are in unsupervised accommodation and you feel you need help, please call the Emergency Duty Manager.

If you are still unwell in the morning and are in college accommodation, over 18 Houses or private residence, you must phone the Medical Matron on 07739094249 between 08:30 and 09:30am.

You must call in every day that you are unwell. If you call in on more than 3 unrelated occasions in any one month or a pattern is starting to show, you will need to see the Medical Team the next time you are ill.

All students under 18 or in over 18 supervised residence must go to see the Medical Matron in the Health Centre after breakfast and an assessment of your health will be made. The Matron will decide if you are too ill to attend class, or not. If Matron confirms you cannot attend class then you will be required to rest in the Health Centre or accommodation as directed, and your absence from lessons will be authorised. If you are missing classes but are not unwell, or if Matron has told you that you can return to lesson but don't, then you will be marked absent without permission (unauthorised absence).

If you would like to see a doctor, please see the College Matron who will triage you accordingly. An appointment will be made for a Doctor to speak to you over the phone in Matron's presence, if agreed and deemed necessary. If you are in the Health Centre for the day, then you will be on early Medical curfew and resting in your room during the evening.

It is important that you know the rules and procedures for notification of absence as explained in the Code of Conduct pages of this handbook. If you feel ill or unwell over the weekend, speak to your House Parent who will advise and assist.

ROUTINES

Temperature checks will be taken as part of a daily routine, this may require a referral to the Health Centre for an assessment. Appropriate Personal Protective Equipment (PPE) will be required of all students as directed and staff will be wearing a variety of PPE, depending on their role in the College. It is college policy that students and staff wear masks or a visor while within the college campus buildings unless directed otherwise by the Principal.

At times, the routines may change in line with government recommendations. If this happens, students will be notified in advance and communication with parents and agents may be required. Students will be expected to follow directions from teaching and boarding staff as to how they must conduct themselves around the College campus. This will require sanitizing on various surfaces used, be it in the classroom, communal areas or boarding houses.

Further information on routines and measures taken to ensure personal safety can be found in our Medical Care policy, Face Covering policy, First Aid Policy and Safeguarding Policy and the COVID – 19 guidance document.

SEEING A DOCTOR

EU students receive free healthcare in the UK if they are here for over 3 months and registered with the Doctor through the Matron. If you are a Tier 4 student studying for over 3 months you will have been required to pay the NHS Health Surcharge with your visa application. Emergency NHS healthcare will be free whilst you are studying in the UK for emergency care. Students studying less than 3 months (or students on an 11-month Short Term Study visa) may have to pay for most healthcare accessed through the NHS at the point of use. We therefore strongly recommend that students coming for less than 3 months obtain private medical insurance. During induction, and if your stay is 3 months or more, Matron will register you with a Doctor's Surgery (also called General Practitioner or GP's Surgery). Please see the College Matron who will register you.

Doctors can also refer students for specialist hospital treatment if necessary although this is only done for emergencies at this current time, and NHS waiting times are long. You should contact Matron first (who can advise and triage) and she will advise whether you should see a Doctor or a specialist third, if agreed necessary. If you are unwell and need to see a Doctor, then the Medical staff will arrange this (see above). If you have a pre-existing medical condition, then the Medical staff will require a Doctor's letter from your home country stating what the condition is and the treatment that will be required. Please ensure you bring enough medication with you from home and declare this to the Medical Team upon first registration. All medication should be in their original package. If you wish to see a Private Doctor at your own cost, this should be arranged by your family and Matron notified and shown evidence. Not all private Doctors will see under 18s.

There will be a charge for this if you do not have private medical insurance. Please be aware that if a doctor's appointment is made for you and you do not attend then the doctor may charge you for the missed appointment or may remove you from their patient list.

EMERGENCIES

For serious medical emergencies which cannot wait until the next working day, you will be taken to Minor Injuries Unit Canterbury, WHH - Ashford or QEQM, Margate. Admittance to hospitals in the UK is not guaranteed for a variety of symptoms and you may find UK methods differ to those of your country of origin.

DENTISTS

The College holds the names and addresses of NHS and private dentists. If you need to make an appointment, please ask the Medical Matron or a member of the Welfare Team. Please be aware that NHS dental treatment is not free in the UK - a charge will be made dependent on the work required. Orthodontic braces are not provided on the NHS.

COUNSELLING

If you have a personal problem or any worries or concerns, whether College related or not, and you feel you would like to speak to someone other than your Pastoral Director, we can suggest several independent listeners. The Medical Team can arrange other local counselling at a reduced cost to students. Samaritans provide confidential support to any person in emotional distress. Matron's door is always open if you are feeling anxious or worried in the short term, and referrals to outside Agencies privately, such as psychologist/Psychiatrist are made through matron.

INDEPENDENT LISTENER

The Independent Listener is a person outside the staff and those responsible for the leadership and governance of the College, who students may contact directly about personal problems or

concerns at College. You can find methods of contacting them published around your boarding house and in communal areas.

**Tel: 08457 909090 www.samaritans.org
Sexual Health Advice Centre (SHAC)
The Gate Clinic Ethelbert Road Canterbury CT1 3NG
Tel: 01227 783120**

PERSONAL DETAILS

If your circumstances change including your home address, UK mobile phone number, or if there are any other changes to your contact details please let your House Parents and Student Care know.

KEEPING HEALTHY AND SAFE

In order to stay healthy, you need to find a good balance between work, leisure, exercise and rest. You need to eat healthily, make sensible decisions about alcohol and cigarettes. For guidance on finding a good balance of these lifestyle habits, you can talk to your PD, College Matron or any of your House Parents. We aim to help you keep yourself safe, value and respect yourself and others, build good relationships with friends and family, learn how to deal with stress and worry and enjoy being a student.

SEXUAL HEALTH

Matron can advise on all aspects of sexual health and contraception. Matron can also make referrals to relevant clinics.

SOCIAL ACTIVITIES

STUDENT COUNCIL

The College Student Council is a dynamic body composed of elected representatives of many nationalities. It is run by students for students, with as much assistance from the College as the Council may want so please get involved. The Council advises the College on issues of student concern. It can be a way for you to change things that you would like to see changed. It organises/helps to organise social events, debates and outings. The relationship between the Council and the College is always something that can be discussed between the Principal and the Student Representatives. If you would like to be a part of the Student Council see your Personal Tutor for more information. You can also stand to be elected for the Head of your Boarding House, whose role is as student liaison with Boarding and Activities within the college.

HEADS OF HOUSE

The heads of house are elected members of your boarding house, responsible for voicing the collective ideas to the boarding team. They will also be instrumental in liaising with the Boarding Team Leads and Activities Officer to ensure engaging activities and cultural events are offered in boarding time.

SPORTS, RECREATION & ACTIVITIES

Two afternoons a week are devoted to sports and extra-curricular activities. We hope that you will take part in a wide range of team and individual activities organised by the College. Sports participation is compulsory for all CSA students. If you are not a CSA student and under the age of 18 you can either choose to study, attend sports or attend a club instead. Common Rooms are available for recreation and private study after the working day. Outings are arranged for students on a regular basis. These are often at weekends or during the College holiday periods and are optional. The cost of these outings is not included in the College fees.

RELIGIOUS WORSHIP

A quiet room is available for prayer and reflection at the College. We can help you attend places of worship and can try to put you in touch with a member of your faith who lives locally. Please come and see the Welfare Team or your House Parents who can help you. Guidelines on how to use this quiet room will be provided prior to accessing it.

SAFETY

As members of CATS College Canterbury, you are required to act in a sensible and safe manner. If you see something that is not safe, you should report it immediately to the nearest member of staff. If you see a fire, report it to a member of staff immediately. You should know where to find the fire exits, alarms and equipment. If you hear the fire alarm, leave the building by the nearest exit and join the other students at the meeting point where a register will be taken. Stay in your class, group, or report to the nearest teacher if you are in a private study lesson. If you hear the fire alarm in your house, please leave your house and meet in the designated meeting point. Your House Parent/Boarding Team Lead will let you know when it is safe to re-enter your residence. Regular fire practices are held every half term.

CODE OF CONDUCT

You will find CATS College a stimulating and challenging environment. The structures are designed to create a relaxed and informal atmosphere. Because of this, students are required to accept considerable responsibility and exhibit a mature attitude to all things. Respect, common sense and honesty are key factors in making the best of your time here. While all students are treated as individuals, fundamental rules and guidelines that will apply to all are inevitable. Further guidance on your conduct can be found in your student contract or by asking a member of staff.

CATS College responsibilities are 'loco parentis (acting for your parents); this will always underpin our dealings with students. We expect you to attend all lessons at all times, to be in time and to arrive fully prepared.

Complete and hand in homework by the due date and time and to the highest possible standards. We also expect you to observe all College rules, guidelines, policies and procedures as set out below. CATS College Canterbury is subject to all the laws and regulations that apply in the United Kingdom. If you are an international student, by coming to study in Britain you agree to follow all of the laws that apply in this country. We will help you understand some of these laws in sessions with your Personal Tutor.

GENERAL BEHAVIOUR AND APPEARANCE

Mobile phones and other communication devices must be switched off during lessons, and assemblies, as well as in the PSA and quiet areas unless directed otherwise. Failure to comply will result in confiscation of your phone for one day. No mobile phones, smart watches or other data storage devices are permitted in Examinations. This can result in a zero mark. Confiscated electronics may be recovered from Student Care between 4pm and 4:30pm. Headphones, Air pods and other noise producing technology must not be worn or used in classrooms, assemblies or examinations. Laptops and other data processing devices may be used at the discretion of the Subject Teacher. There are no stringent restrictions on student dress, but all clothing must be clean, appropriate, inoffensive, safe and in good condition. You should wear smart clothes to university interview, theatre visits and other formal occasions. Special rules apply to Science laboratories and other situations. You may have to wear certain protective clothing and you may have to remove items of jewellery. You will be working with lots of other people and must be mindful that accidents happen and things can get lost or damaged. Anything that you choose to wear or bring with you to College is at your own risk. The College will not be liable for any loss or damage to any items you wear or bring with you, whether arising through negligence or otherwise. Any student who is under 18 and who is considering a form of dress or decoration which will irreversibly mark the body, such as a body piercing or a tattoo, will require their parents' consent in writing in the first instance and, thereafter, College approval before proceeding. Food or drink other than bottled water may not be taken into any lecture or teaching rooms, science laboratories, art or drama studios, media suites, computer suites, near any IT facilities or in the PSA. In compliance with Government regulations, CATS College Canterbury is a smoke free Campus. Smoking is only allowed in designated smoking areas. Under 18s are not permitted to drink alcohol at any time. Those who are 18 and live in under 18 accommodation are also not permitted to drink alcohol at any time. In addition, students are not permitted to have alcohol in their rooms. Students are not permitted to have Cars and/ or Motorcycles while studying at the College.

ATTENDANCE AT CLASSES

You must go to all classes, lectures, tutorials and meetings. You must take any tests and examinations required. The only good reason for not being at College is if you are ill and have the permission of the Matron not to attend lessons or have an official appointment. Please complete

any work set by your Teachers. Work should be done on time, and you should try to do all work as best as you can. If you cannot do work on time, you must talk to the relevant Subject Teacher. They will want to know why the work has not been done. It may be possible to agree a new date for the work to be completed by.

BEING AWAY FROM COLLEGE

If you need to miss a lesson or part of a lesson, you must have the permission of your Attendance Officer for that lesson. If you need to be away from the College site during normal College hours for any length of time, you must have the permission of the Principal. You will be given permission if the need to miss lessons is urgent/essential.

GOING HOME EARLY

Please do not leave CATS College Canterbury before the end of any term, unless you have the permission of the Principal. This will only be given if you have special reasons.

PERSONAL DEVELOPMENT

Each week you will have two timetabled sessions with your Personal Tutor. Your Personal Tutor will help you with your academic progress and targets, and there will be the opportunity to discuss issues ranging from drugs and smoking to alcohol and personal safety. Being in the UK is not just about studying, but also about dealing with the pressures around you and understanding cultures and approaches to life which may be very different from your own.

SMOKING

In compliance with Government regulations, CATS College Canterbury is a smoke free campus. Smoking is only allowed in designated smoking areas. It is illegal for any person under the age of 18 to purchase cigarettes in the UK. E-cigarettes can only be smoked in designated smoking areas if you are aged 16 or above. Smoking is illegal if you are under 16 and in public buildings in the UK. It is not permitted in any of the college buildings.

We have a duty to inform and educate all students concerning the consequences of the misuse of legal or illegal substances, including alcohol. We acknowledge the importance of our guidance role concerning the welfare of students and will always encourage those in need of help to come forward. We will provide help to identify sources of appropriate personal support and increase understanding of related health and social issues. CATS Colleges have a comprehensive substance misuse policy. The full policy can be found on the College website, it is prohibited to misuse any substance, whether legal or illegal in the College.

If a student is found to be in possession of or supplying/ misusing such substance, then you will be subject to the College disciplinary process and this may result in you being permanently excluded from the College. The Principal may, at her discretion, exercise a zero-tolerance policy and permanently exclude anyone caught in possession of, or having taken/been involved with the misuse of legal/illegal substances or paraphilia. The Principal may otherwise issue a fixed term expulsion, allowing students to return only under strict conditions such as a behaviour contract. The conditions may include a minimum attendance requirement, frequent Drug Testing (on average monthly) with costs of around £150 per test to be covered by the fee payer and others. Any positive reading whilst on a behaviour contract will result in immediate suspension with consideration given if the suspension should then be a permanent exclusion. Participating in drug counselling and education programmes may be deemed appropriate by the College as a support method and condition to remain. Costs may be incurred for this.

Students may, from time to time, be asked to submit to random drugs testing. Any such testing will be subject to the usual rules on the privacy of medical information. A refusal to co-operate with a legitimate requested test will be treated as a disciplinary issue.

INTERNET SAFETY TIPS

Never post your personal information, such as cell phone number, address, or the name of your school. Be aware that information you give out through social networking sites, instant messages, emails and blogs could put you at risk of bullying and other types of victimization. Never meet in person with anyone you first 'met' online. Some people may not be who they say they are. Remember that posting information about your friends could put them at risk too. Never respond to harassing or rude texts, messages, and emails - delete any unwanted messages or friends who continuously leave inappropriate comments. Never give out your password to anyone other than your parent or guardian. Only add people as friends to your site if you know them in real life. Think before posting your photos. DO NOT post or send semi-nude or nude pictures of yourself or anyone else. This is illegal for children 16 and under. Personal photos should not have revealing information such as school names or location, use the privacy setting of the social networking sites. An interactive educational safety resource is available for children ages 5 to 17 at www.netismartz.org.

If you are worried about your safety or have received unwanted or upsetting messages, please report this to an adult you trust or the Designated Safeguarding Lead. We will do our best to help get the messages stopped.

RESOURCES FOR INFORMATION ON INTERNET SAFETY

www.netismartz.org
www.netismartz411.org
www.getnetwise.com
www.safekids.com
www.isafe.org
www.webwisekids.org

MEDICINES

You should only use medicines and medication that are advised by a pharmacist from a registered pharmacy, or which you are using on a UK doctor's advice/ prescription. They should be kept in the locked boxes in bedrooms if deemed appropriate by the College Matron. The College Matron or House Parent must be told about any medication that you are taking as an assessment may be required. You may choose to give your medication to the Matron or House Parent for safekeeping. You must not offer to share your Medicines with another student. The Matron or House Parent will not talk to anyone else about any medicines that you have given them, unless there is an emergency, or you agree.

PERSONAL SAFETY

Never cross the park areas or any remote area alone after dark. If you are not in a group of 3 or more, stick to the roads. Do not display valuables - cameras, expensive jewellery, wallets and mobile phones when you are in a public place. All bedrooms can be fitted with a lockable safe for your passport and other valuable items - use it. Shut your window if you are on the ground floor. Do not carry your house key in the same place as anything that includes the full address of your accommodation. We advise you not to hitchhike or auto stop by waving down a car as it is dangerous. To traffic rules and wear a helmet and reflective clothing day and night. If you are taking a taxi, do it from a taxi rank if possible, or phone to book. Make sure that it is a marked car from a known taxi operator. Keep your personal belongings with you at all time. Do not leave items

unattended or bicycles unlocked. Do not carry large amounts of cash on your person. Please use the safe in your room for all valuables and place all large sums of money in a bank account.

PEER ON PEER ABUSE (BULLYING)

Bullying is the use of behaviour with the intention of hurting another person and which results in pain and distress to the victim. It can be physical, verbal, emotional, racial, sexual or via online methods including social media. Social media apps such as, but not limited to, Snapchat, Instagram, YouTube, Twitter, WeeChat, WhatsApp can be reviewed if an instance of online bullying or harassment is reported.

Bullying or harassment of any kind is unacceptable, and the College always aims to create a positive atmosphere for students and staff alike and to demonstrate mutual respect and tolerance for each other. We will act appropriately to help prevent bullying. These actions include general vigilance by staff, Personal, Social and Health Education classes and assemblies on discussing racial tolerance, what is acceptable and unacceptable behaviour, and understanding the laws and British values of this country. If you feel you are being bullied, talk to any member of staff, report bullying incidents to a member of College staff and they will follow up on this sensitively and effectively monitor the situation with you and others. In cases of serious bullying, staff will record the incidents and bring the matter to the attention of the Principal.

REGISTRATION, FINANCE & ID CARDS

You must register on the first day of every term, or as directed. Your College fees must be paid either before you arrive at the College, or on your first day. If you or your parents/ your agent are paying by bank transfer, please provide confirmation that this has been done. Similarly, if you have paid your fees to your agent, please provide a receipt from your agent. An ID card and Lanyard are issued upon registration and payment of fees. Please ensure you wear your student ID at all times during the College day to attend lessons, have your meals in the canteen, and for accommodation purposes. A photograph will be taken at the College at the time of registration. Your College deposit cannot be used to pay for outings or excursions. The deposit is held on account for you, until you have completed your programme at CATS College Canterbury. CATS College Canterbury is pleased to hold pocket money on your behalf, at your parents' request. It may be collected from the Student Finance Officer at published times.

You should bring your textbooks to each lesson unless you have agreed an alternative arrangement with your Subject Teachers. You must have any other materials needed for your courses.

In common with UK Universities, the College staff use anti-plagiarism software (TURNITIN) to ensure that students work is their own. Student work that is found to be copied either from other student's books, the internet, etc., will not be accepted and this may lead to disciplinary action. On some courses there is automatic exclusion if students are found to have copied work.

BORROWING & LENDING MONEY

Students should not ask another student for money as a loan or gift and must not give another student money. If anyone is in financial difficulty, please let the College know so we can help. Students found to be asking others for money or loans or introducing students to anyone lending money will be subject to disciplinary action.

DISCIPLINE

There is a clear five stage discipline system at the College, with Stage Five being permanent exclusion from the College. You and your parents will receive a letter when each discipline level is reached. You may be put on a discipline stage for attendance below 98%, poor behaviour, Peer on Peer abuse, damage to property, lack of effort or failing to complete work as requested. Most issues can be managed through discussion with your PD or BTL, but if the issue is very serious or you have not listened to warnings, you will be placed on a discipline stage. Your discipline level may be reduced for good behaviour, work and attendance, but you may also be placed directly onto Stage 3, 4 or 5 without being given Stage 1 or 2 first, if the offence is very serious. You may also be put on an independent action plan, excluded from activities or be required to change your College accommodation if the College feels this is necessary. You may also be set clear targets to improve your behaviour or attendance which you will be expected to meet.

GROSS MISCONDUCT

You should note that certain offences may lead to instant dismissal from the College, these matters include - the use or threatened use of violence against any person inside or outside the College, including intimidation or threats against students and staff. Breaches of examination regulations or any other forms of cheating. Matters of deception, dishonesty or break of trust between a student and the College. Any offence which has resulted in injury or harm to any person. Any offence involving substance misuse in accordance with the College's Substance Misuse Policy. Any matters which result in criminal proceedings. Any matter that constitutes harassment against staff or students on the basis of race, sex, nationality, religion, social status, sexual orientation or age. Interfering with Health & Safety equipment, including fire equipment. In the case of any of these offences, the student may be liable to instant dismissal, though the College may determine to impose a lesser measure. Matters not listed here or in the Student Behaviour policy are subject to the Principal's discretion.

CONCERNS & COMPLAINTS

There are many ways to tell us your comments, compliments or complaints. You can use the "tell us" feature, you can tell us face to face, you can write to us or you can email us.

We will listen to you and then decide what can be done to resolve your issue. We will then let you know an outcome either by email or face to face. If you are not happy with our decision you are very welcome to use the College's formal complaint process as detailed below.

If you have a complaint to make about any aspect of the College, please use the guidelines set out in the two stages below.

We hope that your problem will be resolved during or after the first stage, but if you feel it necessary to take the matter further, proceed to Stage 2.

STAGE 1

For concerns regarding academic matters, your course or timetable, talk first your Personal Tutor (PT) who will investigate and advise on a next course of action. For complaints about your PT, you should talk to your Pastoral Director (PD). For complaints about an exam, talk to the Assistant Principal Academic. For complaints regarding your accommodation talk to the Head of Boarding. For complaints about unfair disciplinary action talk to your Pastoral Director or the Vice Principal. For concerns about money issues, talk to the Finance Team. For complaints about extra-curricular, sport and social matters, talk to the Activities Manager.

STAGE 2

Should you not be satisfied with the outcome of your complaint in Stage 1 and you wish to take the matter further, you should make an appointment to see the Principal. You should be aware of the following points when taking your complaint to the second stage. You have every right to ask a friend or relative to accompany you. You may, if you wish, involve a person independent of the College. Your Personal Tutor or the Welfare Team can assist in finding a suitable person. You may prefer to put the complaint in writing. Written complaints will receive an initial response within ten working days. A full response to the complaint will be given within 28 days. You can be assured that if you make a complaint no action will be taken against you because you have made a complaint. You may ask a friend or relative to make the complaint on your behalf. Where a complaint is found to be justified, remedial action will be taken. An Appeals Procedure is part of the formal complaint's procedure at this stage and a copy will be forwarded to you if you are still not satisfied with the responses to date. If you have concerns regarding the boarding provision you can contact:

Children's Commissioner of Children's Rights Ofsted

Aviation House 125 Kingsway London WC2B 6SE
0800 528 0731 www.rights4me.co.uk

GRADUATION

All students who are completing their course at the College have a formal Graduation Ceremony which takes place in June. This special event is a real celebration of your time at College and gives you the opportunity to say goodbye to your friends as well as the CATS staff. Students receive College Certificates of attendance during the ceremony since the official certificates are sent later in the year.

CANTERBURY INFORMATION

CITY WITH HISTORY AND CULTURE

Canterbury is a UNESCO World Heritage site with thousands of years of history - the city is home to both the world-famous Canterbury Cathedral and a striking 12th Century castle.

GREAT SHOPPING EXPERIENCE

The range of shops in Canterbury is always growing, with independent boutiques sitting alongside major high street brands. The city's charming style allows you to explore shops selling everything from clothing, sports goods, electronics and arts and crafts.

RANKED AS ONE OF THE UK'S SAFEST UNIVERSITY CITIES

Canterbury has often been voted the UK's safest University City. This means that you are able to enjoy living and learning in a calm and safe environment that will quickly become a home from home.

EXCELLENT LOCATION WITH GREAT CONNECTIONS

Canterbury is close to seaside resorts and scenic landscapes but is also only 50 minutes from London - one of the most interesting cities in the world. The blend of city, coast and countryside means that there is plenty for you to enjoy and explore. There are many places to visit in the Canterbury area in the evening and at weekends, including theatres and cinemas. Please note that access will be limited to social guidance.

THE GULBENKIAN THEATRE

University of Kent Cinema 3 in the Gulbenkian complex is open to students and general public.
Phone 01227 769075

THE MARLOWE THEATRE

Kent's largest theatre with 1000 seats.
It presents many professional shows from ballet, comedy and musicals. www.marlowetheatre.com
Phone 01227 787787

THE ODEON CINEMA

43/45 St. Georges Place, Canterbury.
The Odeon is the largest cinema chain in UK. Phone 0871 2244007
www.odeon.co.uk

TRAINS

Canterbury has two railway stations, Canterbury East (trains to London) and Canterbury West (connections to Ashford International for Eurostar and London).

For railway timetables see www.nationalrail.co.uk/times_fares

BUSES/COACHES

Canterbury also has a bus station with National Express Coaches www.nationalexpress.com serving major towns in the UK and also Paris and Brussels as well as local buses.

GENERAL INFORMATION

Information about restaurants, hotels and other attractions in and around Canterbury can be found at www.canterbury.co.uk

STUDENT PORTAL GUIDE

LOGGING ON

You can log onto The Student Portal using the icon on the College computer desktop (college machines) or the following URL: my.catscollege.com your username and password are the same as those you use to log onto your emails and the College computers.

TIMETABLES

When you login you will see your timetable.

You can also subscribe to your timetable so that it downloads to your smart device – Please see your Personal Tutor for a guide. You can use the date box and arrows to navigate through different dates. Click on the date you want and then select 'Show date selected'.

EXEATS

Clicking on 'My Exeats' will bring you to the Exeat overview screen where you will see a list of your old Exeats and their current status. Click 'Request New Exeat' to request a new one. You will then be asked for information about your Exeat request such as date, time, type of Exeat, contact telephone number etc. (Note: The exeat request cannot be made unless all the required fields have been completed). On successful completion of the form, an email is immediately sent to your Senior Tutor with details of the request and you will be returned to the exeat overview screen. Your new Exeat will be showing as 'Exeat Pending'. Your Personal Tutor and the Welfare Team will look at your exeat request and decide whether to accept or decline it. Once this decision has been made you will receive an email informing you.

ATTENDANCE

This area shows your attendance for all classes. It will show the class name, the Authorised attendance percentage for that class and the present percentage. The difference between the two is that Authorised attendance includes any lessons missed due to medical absences or educational days that have been authorised by the attendance team. Present percentage does not include these absences; it is the actual attendance rate when a student has been present in class.

ASSESSMENTS/ACADEMIC

REPORTS: When selected, this page shows all your classes at the left-hand side, along with the teachers who teach them and your target grades. The table also shows your CATS College target grades relating to particular subjects. The next columns show the reporting cycles. The colour of the box shows whether the subject is above or below your CATS College target grade. Other columns show comments from tutors on your progress and your latest targets. However, if you would like to read the report in full, or see a previous report that was written, you may. If the grade shown is underlined in blue you can click on it to view your full report for that subject.

EXAMINATIONS AND RESULTS

When you click on 'My Exams' a table will appear detailing all the subjects you are taking on the left-hand side, split into papers, e.g. writing, reading, speaking. It will also show the reference, exam board and any other references relating to that subject/ exam. On the right-hand side it will show when the exam is to be taken and the time it starts and ends. Once the exam has been taken and the results have been released, the far-right column will display the results for each paper. If you

scroll to the bottom of the page and click Print Page this will open a PDF document showing all your exam details. The PDF will show the full candidate details along with a breakdown of all the subjects, exams and results (if they have been published).

IT SUPPORT

USE OF EMAILS

You will need to verify your own email address when you log into the College computer for the first time. If you do not have a UK email address, please ensure you create one with Gmail. Staff do contact students via email quite often so please remember to check your email frequently.

USE OF WIFI

All College accommodation has internet available via wireless router. You can connect to the wireless network (where available) with the name of the accommodation you are in. You will also need the wireless password, of which you will be informed at your induction. Wireless access is restricted after 00:00 in residences for students aged 17 years and under. Any student found to be breaching the E-Safety ICT policy may face disciplinary actions.

TROUBLESHOOTING

If you experience problems with your laptop or PC, or have difficulty accessing the internet, please use the Tell Us button on canvas to our IT department will assist where possible. The College IT Support Team can configure your laptop to the College network. For general problems with your laptop you can visit one of the computer specialists in Canterbury.

DATA PROTECTION

The UK has laws in place to ensure that your private personal data is kept private. The College acts as a 'Data Controller' under these laws and is responsible for ensuring your sensitive personal information, for example, your contact details or your welfare concerns are shared no more widely than necessary within Cambridge Education Group. Outside the Group, this information will be shared with adults responsible for your care e.g. Parents, Guardians and in some circumstances Agents. If you have any concerns, please speak to Student Care who can advise you in more detail.

SYSTEMS HANDBOOK

Further guidance on how to access and operate the matters below can be found in your system handbook or through communication with your Personal Tutor.

- Timetables
- Exeats
- Student portal
- Attendance
- Assessments

USEFUL NUMBERS

ChildLine
0800 1111

Children's Commissioner
0800 528 0731

Commission for Social Care Inspection
0870 240 7535

Drinking Phone
0800 917 8282

Eating Disorders
01603 621 414

Health Centre
01227 780 437

Helpline
0800 1690 169

MIND
0300 123 3393

National Sexual
0800 567 123

Drugwise
0845 1200 660

NHS Smoking Helpline
0300 123 1044

NHS Direct
111

Samaritans
0330 094 5717

WELFARE AND SUPPORT

We can help with health advice, medical issues, bank accounts, accommodation issues, attendance and any other support you may require, our door is always open.

The College Medical Bay is located at 60 New Dover Road, the Welfare Office at the St Lawrence Reception Desk and the Boarding Office is located at 60 New Dover Road - your House Parents and Boarding Team Leads are also available to you during your residence opening hours. We want you to be happy at CATS Canterbury. This is now your second home and if there is anything that worries you, we would like to help.

PERSONAL TUTOR

During induction you will be introduced to your Personal Tutor (PT). He or she will advise and assist you in all areas of life at the College and have regular conversations with you about your aims and targets, accomplishments and sometimes, failures. Whenever you have a problem or question or you are not sure where to go, what to do or whom to ask, your Personal Tutor will point you in the right direction.

You will meet your Personal Tutor twice a week. These sessions are designed to support you academically and personally. You can also arrange to meet your Personal Tutor on an individual basis to discuss matters in private

Your Personal Tutor will be involved in your induction and the overview of your study programme. Provide emotional and social support, monitor your attendance and academic progress, maintain your student records and help to write your UCAS reference. Act as a link between you, your subject teachers and your House Parents.

ADDITIONAL SUPPORT

If your Personal Tutor is not available for any reason, you can speak with the College Matron, Student Care Team, Boarding Team Leads, Programme Directors, Head of Boarding, Assistant Principal Academic, Designated Safeguarding Lead, House Parents, Vice Principal or Principal. An Independent Listener is available who can advise you on matters you wish to discuss outside of the College environment.

OUR COMMITMENT

WE HAVE A GREAT TEAM OF EXCELLENT STAFF AT THE COLLEGE WHO WILL UNDERTAKE TO:

- Prepare and deliver lessons on the timetable.
- Be punctual and encourage you to arrive on time for lessons.
- Set up meaningful independent learning and tests, which will be marked in good time and in a manner that ensures you know how to improve.
- Ensure you are regularly informed of your target grade and exactly what you have to do to progress beyond it.
- Prepare and deliver lessons that engage, stimulate and motivate you.
- Apply College rules in a manner that is consistent and fair.
- Treat you with respect, develop a professional and helpful relationship with you, provide extra support to ensure your continuing progress and help you meet your targets.
- Work with you to set realistic but challenging targets and to insist on their attainment.
- Recognise your specific and individual needs and be proactive and responsive in addressing them.
- Contribute to a Boarding environment which is both exciting and rewarding.

STUDENT CONTRACT

STUDENT CONTRACT OF ACHIEVEMENT

I have read and understand the content of the Student Handbook. To the best of my abilities, I will endeavour to:

1. Attend all of my lessons, unless I am ill or have an Authorised Absence
2. Be punctual.
3. Complete all independent learning and weekly assessments.
4. Be fully prepared for all my lessons.
5. Be fully attentive and make a positive contribution in all of my lessons.
6. Abide by College, House and Residence rules.
7. Treat all staff and students with respect.
8. Attend all meetings with my Senior Tutor and strive to develop a positive relationship with them.
9. Take advantage of any extra support that is arranged.
10. Work with complete dedication towards the targets laid out in my Independent
11. Learning Plan and check it regularly online.
12. Inform my tutor of other member of the College if I need help.
13. Keep the College updated of any change in my personal details (address, email, telephone number, passport or visa)
14. Take full advantage of the many and diverse opportunities offered by the College and enjoy life fully

Name: Signature:

Date:

For more information on our College policies, please visit our website at: www.catscollege.com

CATS College Canterbury

68 New Dover Road
Canterbury CT1 3LQ

Campus Number

+44 (0) 1227 866540 www.catseducation.com