



STUDENT HANDBOOK

CATS Canterbury
2017-18

Everything you need to
know during your time
with us.



Preparing you for university success



Welcome from the Acting Principal	4-5
Your Campus	6-9
Academic Matters	10-13
Student Accommodation	14-21
Health and Wellbeing	22-25
Social Activities	26-29
Code of Conduct	30-41
Canterbury Information	42-45
What to do if...	46-55
The Law and You	56
Exeats Explained	57
Student Portal Guide	58-59
IT Support	60
Term Dates	61
Some Key Staff	62
Helpline Numbers	63
Welfare and Support	64
Your Personal Tutor	65
Our Commitment	66
Student Contract	67



Welcome from the Acting Principal

James Slocombe
MA, Acting Principal

The start of the **Academic Year 2017/18** brings the winds of change to the College in the form of a new Timetable a new Calendar and new Principal.

The aim of the College is to encourage all students to realise their potential, fostering independence and maturity in order to prepare them for their future.

All are exciting developments as the College builds on its “excellent” reputation for Teaching and Learning, student outcomes, personal development and university destinations.

Our student body is diverse and independent - many have travelled half way around the world on their own to get to us, and we reflect their level of maturity in our Procedures, Policies and Practice. Some of these details are included in this Handbook & Planner for guidance, but if you're unsure just check in with your Tutor or House Parent who will be able to support and help.

Note: from time to time the College issues specific policies for staff and students covering a variety of issues. This handbook highlights many of these policies but full versions are available on the CATS College website and the college intranet where there are also policy summaries in a range of different languages. You need to check the intranet and your email daily for updates and sign up to Facebook to see regular updates of what is happening in college.

We are also on Twitter and Wechat.



YOUR CAMPUS

COLLEGE HOURS

Lessons take place every day from Monday to Friday. The times of your lessons are on your personal timetable. Your Personal Tutor will always help you if you are not sure where you should be, or when you should be there. Each week there will be a Personal Tutor group meeting and a

sports/activities afternoon. Sport is compulsory for all students 17 years of age and under. If you are 16/17 and NOT Compulsory School Age students and do not wish to attend sports you must register at the Library to attend the optional clubs timetable.



You may find that at a particular time you have no subject lesson. In this case, you will have a private study lesson. You are expected to register and study within the college study area. All sessions mentioned above will be treated as 'lessons'.

MEALS

Please ensure you have your 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 residence take breakfast, lunch and evening meals in the canteen.

Homestay students take their breakfast and weekend meals with their Homestay Family. If you are in homestay please discuss with your host family your meal times. You will have all other meals in the canteen at the College.

REMEMBER

Student guests are not allowed access to the canteen, coffee bar or patio. Exceptions may apply for social events, at the discretion of the Principal. You are expected to clean your table prior to vacating it and to stack your tray on the rack provided. All students living in residence are fully catered via the canteen.

Private accommodation students can opt for canteen meals and will be charged accordingly. Please see Sarah Allen if you would like this option.

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 is also available small kitchen areas to make snacks for yourselves in residences during the evenings and weekends – Please see your house rules for details. Please have your Student ID Card with you at all times whilst at the College and accessing facilities.

LETTERS, TELEPHONES & E-MAILS

You should arrange for all letters and packages to be sent to the main College building at 68 New Dover Road, Canterbury, Kent, CT1 3LQ. All post should have your full name printed clearly in English, on the front of the letter and/or package.

We cannot take responsibility for any lost or damaged mail, parcels, packages, or delivered items of any sort.

Letters, parcels and packages can be collected by students, from Reception during the allotted times:

Letter Collection: 14:00 - 14:30

Parcel Collection: After 4 pm

Neither letters nor packages will be released to students unless a valid Student ID Card is shown upon collection. Students are only permitted to collect their own mail. Students in Homestay should ask the permission of their Homestay Family before making any outgoing calls. You can ask to use telephones at the College.

Permission will be given where the call is urgent and necessary or you need to speak to your parents. Email facilities are available at the College for the use of every student. There are also internet connections in the classrooms and College Residences.





ACADEMIC MATTERS

ACADEMIC STANDARDS

The College has an excellent reputation for academic achievement and student progression to good universities and colleges - 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. 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 Principal or Vice Principal before any changes are made. Your weekly assessments will take place in lessons at a time set by your teacher. Attendance at all timetabled lessons is compulsory. You are expected to attend at least 95% of all lessons. 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 you for your final examinations.

REMEMBER HOMEWORK AND COURSEWORK

You will be set homework and you will have coursework, both of which must be completed on time. If you have any difficulties, you should discuss these with your Subject Teacher 14 or Senior Tutor.

It is essential that you check your College email on a daily basis for more notices. Some of you will have to homework sessions in the evenings to encourage you with your work.

REMEMBER TESTS EXAMS AND SELF-STUDY

Your college diary has all the dates in you need and an electronic copy is available on the intranet. One hour of lessons = at least 2 hours of self-study to be done at the evening and weekends. When you are not in classes, you are expected to be in self-study. The Personalised Learning Centre is used for this.

Additional learning support is provided to help students enjoy their time at College and succeed on their courses.

All the support teams have specialist staff who 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 us as soon as possible in order for a support plan to be put in place.

EXTRA SUPPORT AND HELP

The College offers a range of extra sessions for students who need them and staff are always happy to help and support you, Extra English classes are available on Saturday mornings from 10-12 for which there is a charge, but for students needing help there are lots of other sessions during the week which are free and we want to help and support you.

HOW IS STUDYING IN THE UK DIFFERENT?

The experience of studying in the UK is entirely different to studying in other countries. In the UK 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. Overseas students may need to provide evidence of your High School work overseas and 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 work.

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 particular 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 and please let us know within 48 hours if you want to make an appeal.

There will be charges for re-marks at different levels. For Foundation you need to request this 24-48 hours before staff leave for the end of term. Any charges are refunded if your appeal is successful. You have to 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?

We are located in the St Lawrence PSA and we 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 all over the world. In the past students have applied to universities in: USA, Canada, Japan, Korea, China, Hong Kong, Italy and Germany.

WHAT ELSE CAN YOU TELL ME?

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.

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
Dawn Merriman on:
dmerriman@catscanterbury.com



STUDENT ACCOMMODATION

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.

Accommodation for students is provided either in one of the College Residences or in Homestay (Students aged 18 or over are permitted to stay in Homestay accommodation).



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 Operations Manager. 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 single room, in which case the appropriate supplement will be charged. Should the second bed then be required, the room will immediately and without notice become a shared room, charged at the usual rate.

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 Summer Term Two and Easter Holiday.

COLLEGE BOARDING HOUSES

The College Residences 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.

All rooms and communal areas are cleaned weekly by the cleaning staff. The College Residences are closed during the Christmas holidays. Students wishing to stay in Canterbury during any of the other College holiday periods should notify the College Student Services Team ensuring a full terms notice in advance of the holiday period.

Local Homestay may be available to students wishing to stay in Canterbury during the holiday periods, but this is very limited and available to students aged 18 and over. Students may be required to move rooms if they stay during holiday periods. Students staying must register twice a day with the Learning Centre and will have to work in the Learning Centre during the day.

It is sometimes possible to leave possessions in the College Residence during the holiday periods (limited availability, please check with your Senior House Parent or Boarding Manager). Your belongings must be removed at the end of Summer Term 1 if you are leaving us or you are moving to another room for summer term 2.

We cannot store your belongings for you, so you will need to arrange for private storage.

EXEAT TERMS

If you need to stay out later than allowed in your accommodation 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 must be placed by 4 pm on the Wednesday afternoon prior to your weekend away and parental permission must be received by 4 pm the following day. You can log onto The Student Portal to do this, and you can check if you have been given permission on line. If your attendance is below 90% or if you are on a discipline level, permission may not be given and you need to discuss this with your Senior Tutor or the Welfare Team. If you are over 18 it is still important that you fill in one of these forms so we know where you are in the case of an emergency.

Permission for over 18s will normally be automatically authorised by the Welfare Officer unless you are living in an under 18 residence. In this case parental permission will still be required.

ROOM KEYS

Each College Residence student has a Key or 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. Replacements cards will cost £5 pounds.

FOOD & DRINK

May be purchased from the Cafe. All food should be eaten in the kitchen areas, where snacks can also be made. Snack making facilities are available in the residences.

LAUNDRY

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.

OTHER INFORMATION

'Chill & Chat' Meetings are held regularly in your House. The purpose of these meetings is to plan a House Action Plan on how the house is managed and what activities you would like in house and keep track of how the action plan is working.

Your personal possessions are not covered by the CATS College Canterbury insurance policy and you should take out your own contents insurance cover. Information about some insurance schemes is available from Student Services upon request. The College will not be held liable for any loss or damage to any personal items anywhere in the residences, whether arising through negligence or otherwise.

Students will be invoiced for any damage to the walls and furniture, fixtures and fittings in your room. Damage to common areas will be charged equally to all students unless the responsibility is accepted by individuals.

CURFEWS

Curfews mean you must be back in your residence by the times below. Lights out Sunday to Thursday is at 23.00.

CURFEW TIMES

Compulsory School Age Students:

Sun-Thurs 20:00 (in rooms by 21:30)

Fri -Sat 22:00 (in room by 22:15)

Under 18 Residences:

Sun-Thurs 21:30 (in rooms by 22:00)

Fri/Sat 22:30 (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 17 and under students (exceptions will be made by the Head of Boarding and Welfare 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. You will not be able to return until after 16.00pm.

USE OF ROOMS

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/Lead House Parent or your Host Family. 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.

IF YOU LIVE IN COLLEGE HOUSES

If you live in an over 18 House you should be quiet after 23.30 each evening and by midnight on Fridays and Saturdays. Guests should be asked to leave at this time.

PRIVACY IN YOUR HOUSE

You are entitled to privacy. However, CATS College Canterbury staff may enter your room at any time without notice for any of the following reasons - if you are or have been causing a disturbance to other students, if they are concerned about your health, safety or wellbeing. 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.

If it is believed that you are using your room for any activity that would be in breach of any of the College's codes of conduct the College search policy will be implemented. This policy can be found on the Intranet.

HOMESTAY STUDENTS

Some students will live with Homestay Families throughout the duration of their course. CATS College Canterbury has Homestay locations all over the Canterbury area.

HOMESTAY FACILITIES

Obviously, these vary from family to family, most Homestay Families are happy for you to live with them as another family member.

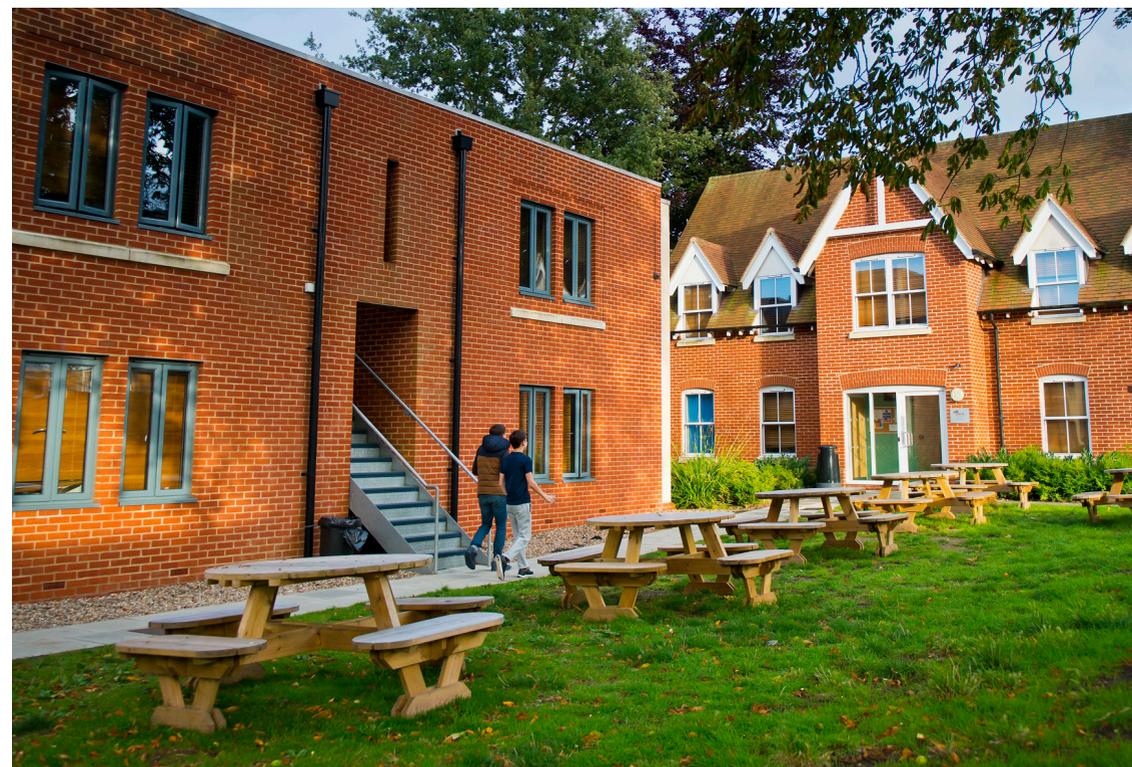
You should have your own bedroom area in which to study. If you have applied for a shared room, obviously these facilities will be shared. You may be allowed some use of the kitchen but you must clean up afterwards, of course.

Most families have a washing machine, and you will usually be allowed to do two loads of washing each week.

You will normally be allowed to use the Homestay Family telephone for incoming calls only. Outgoing calls should normally be made from another telephone. If there is an urgent problem, however, please do talk to your Homestay Family about this.

You should normally be in your Homestay Family by 22.30 each night.

If students leave luggage during half term or holidays in the Homestay, a supplement is charged for this service.



BOARDING CONTACTS

56-60 NEW DOVER ROAD

Canterbury, CT1 3DT

House Parent: 07500968802

ST. LAWRENCE HOUSE

New Dover Road, Canterbury, CT1 3DT

House Parent: 07808610086

THE LODGE

New Dover Road, Canterbury, CT1 3DT

House Parent: 07808610086

7-9 ETHELBERG ROAD

Canterbury CT1 3ND

House Parent:

07714636594 | 07500968841

MARLOWE LODGE

New Dover Road, Canterbury, CT1 3DT

House Parents: 07808610086

ARCHBISHOP'S

57 New Dover Road Canterbury, CT1 3DT

House Parent: 07525597358

RAEMORE

33 New Dover Road, Canterbury, CT1 3AS

House Parent: 07736147671

ERSHAM LODGE

12 New Dover Road, Canterbury, CT1 3AP

House Parent: 07714636602

KNIGHTS

44 New Dover Road, Canterbury, CT1 3DT

House Parent:

07739631819 | 07739631820

CHAUCER HOUSE

New Dover Road, Canterbury, CT1 3DT

House Parent:

07525597357 | 07730321444 | 07876553031

OVER 18 ROAMING HOUSES

Palamon Court, Rhodaus Town

Canterbury, CT1 2YA

23/25 and 26 Cowdrey Place

Cowdrey Place, Canterbury, CT1 2YA

Email: ctroaminghp@catscanterbury.com

Tel: 07525597359





HEALTH AND WELLBEING

FEELING ILL OR UNWELL

If you feel ill or unwell while at College you should speak to the Medical Team. The Medical Team are located in the Medical Centre at 60 New Dover Road. We have qualified first aiders always on the premises.

if you are unwell in the evening, over night or in the morning you should talk to your House Parent or Lead House Parent. 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 you are over 18 and in an **unsupervised 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 Medical office 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 you cannot attend class then you will be required to rest in the Medical Centre. If you are missing classes but are not unwell then you will be marked absent without permission (unauthorised absence). If you would like to see a doctor, please see the College Matron. If you are in the Medical Centre 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 or Host Family House Parent or Host Family who will advise and assist.

SEEING A DOCTOR

EU students receive free healthcare in the UK, but you should obtain a European Health Insurance Card (EHIC) before coming to the UK. If you are a Tier 4 students studying for over 6 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 not non-emergency treatment. Students studying less than 6 months (or students on an 11 month Short Term Study visa) may have to pay for most healthcare you access through the NHS at the point you use it. We therefore strongly recommend that students coming for less than 6 months obtain private medical insurance. During induction you will register with a Doctor's Surgery (also called General Practitioner or GP's Surgery). Please see the College Matron who will register you.

Doctors there can also refer you for specialist hospital treatment if necessary. In the UK, the procedure is Doctor first, then hospital second. If you are unwell and need to see a doctor then the Medical staff will arrange this. If you have a pre-existing medical condition then the Medical staff will require a doctor's letter from home 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. If you wish to see a doctor arrangements can be made for private medical treatment.

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 or WHH - Ashford or QEQM, Margate.

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.

COUNSELLING

We have a College Counsellor who you can email directly using the Tell Us button or you can ask the welfare team to make an appointment for you

The Welfare Team can provide specialist advice. However, 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 Personal Tutor or a member of the Welfare Team, we can suggest several independent listeners.

The College Doctors offer a counselling service, but there is a waiting list for this.

The Medical or Welfare Team can arrange other local counselling at a reduced cost to students. Samaritans provide confidential support to any person in emotional distress
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 Services 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. 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.

HEALTHY EATING

You should eat more fats, oils and sweets in small quantities; milk, yogurt, cheese, chicken, meat, fish, eggs and nuts in moderate quantities (two to three servings per day); vegetables and fruit generously (three to five servings per day); whole grain bread, cereal, pasta and rice (six or more servings per day) – eat lots of these to give you energy and provide you with essential vitamins, iron and calcium.



SOCIAL ACTIVITIES

BOOKS & STUDY MATERIALS

You will be informed by your subject teachers which textbooks you should buy. You can buy these from the College, you or your parents will be invoiced for the cost of your books - you may also buy and/or

use any other books that will help you with your studies. You should talk to your subject teachers about these. General resources are available for your use in the College Library.



Paper, pens, files and other pieces of stationery may be purchased from the local shops in town.

Please note that some courses require you to have a calculator. The type of calculator may depend on the subject you are studying– please check with your subject teachers. You are not allowed to use electronic translators in examinations and their use in the classroom is at the discretion of the Teacher.

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.

SPORTS & RECREATION

One afternoon a week is devoted to sports. 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 who can help you.

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/Lead House Parents will let you know when it is safe to re-enter your residence. Regular fire practices are held every term.





CODE OF CONDUCT

CATS COLLEGE

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.



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 must be switched off during lessons, assemblies and examinations, as well as in the Personalised Learning Centre and quiet area. Failure to comply will result in confiscation of your phone for one day. Confiscated phones may be recovered from Reception between 4pm and 4:30pm. iPods, MP3s, etc., must not be worn or used in classrooms, assemblies or examinations. Laptops and PDAs may be used at the discretion of the Subject Tutor.

There are no stringent restrictions on student dress, but all clothing must be clean, 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. 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 seminar rooms, consultation rooms, science laboratories, art or drama studios, media suites, computer suites, near any IT facilities or in the Personalised Learning Centre. 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.

Students are not permitted to enter a bar and/or drink alcohol nor 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 need to 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. The College has separate attendance and homework policies, which you can read if you wish on our website.

BEING AWAY FROM COLLEGE

If you need to miss a lesson or part of a lesson, you must have the permission of your welfare or Attendance team 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 Head of Boarding/ Welfare or the Principal. You will be given permission if the need to miss lessons is urgent/essential. You do not have a history of missing lessons, you cannot arrange to do the same things outside of normal College hours.

There is no activity such as a test - that requires you to be in class, any work missed can be made up in your own time. If you want to spend one or more nights away from the College, please place an exeat.

HEALTHY LIVING TOKENS

If you do lots of sports/walking cycling please ask for a healthy living tokens— collect these tokens and you will get house points for your residence and in assemblies prizes will go to the student with the most tokens.

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.

ARRIVING LATE

It is the student's responsibility to ensure arrival at the beginning of term, unless there are exceptional circumstances. If you do leave early or arrive in College late this will be marked as unauthorised absence on the attendance register.

Bathrooms, toilets, kitchens and common areas should be left clean after use.

You are responsible for any persons who **come to visit you**. All visitors to the College must be **signed in** at reception. **All visitors to your house must sign in** with the House Parent on duty.

If you are in Homestay, you should ask them in advance, if you can bring visitors home. Your visitor must remain in the common areas only. However, visitors of the same sex may go to your room, with the permission and at the discretion of your House Parent. All visitors should leave by curfew time.

The College and/or House Parent and/or your Host Family, may refuse to allow your visitor to enter, or may ask your visitor to leave the College, or house if their behaviour is a cause of concern or against the College rules.

HOMESTAY

Host Families may have their own rules as to what you can and cannot do whilst you are living with them. Please talk to your family about these rules and ensure that you follow them.

PERSONAL DEVELOPMENT

Each week you will have a Personal Development session 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.

DRUGS & ALCOHOL

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 Intranet, 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 his 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 may issue a fixed term expulsion, allowing them to return only under strict conditions. These may include a minimum of 95% attendance, frequent Drug Testing (on average monthly) with costs of around £150 per test to be covered by the fee payer. Any positive reading will result in immediate suspension with consideration given if the suspension should then be a permanent exclusion. Participating in drug counselling and education programmes as deemed appropriate by the College. Costs may be incurred for this.

You 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, 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. If you wouldn't say something to another person's face, don't post it online! 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.netSMARTZ.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 Welfare Team**. You can also use the **Tell Us button on the intranet**. We will do our best to help get the **messages stopped**.

Resources for information on Internet Safety

<http://www.netsmartz.org/>
<http://www.netsmartz411.org>
<http://www.getnetwise.com/>
<http://www.safekids.com/>
<http://www.isafe.org/>
<http://www.webwisekids.org/>

MEDICINES

You should only use medicines and medication that are advised by a pharmacist from a high-street chemist, or which you are using on a UK doctor's advice/ prescription.

They should be kept in the locked boxes in bedrooms. The College Matron, House Parent, or Homestay Family must be told about any medication that you are taking. You may choose to give your medication to the Matron, House Parent or Host family for safe keeping. You must not offer to share your Medicines with another student. The Matron, House Parent or your host family will not talk to anyone else about any medicines or drugs 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, iPods, mobile

phones when you are in a public place. Lock your room when you leave it - all bedrooms have 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 or hitch a ride 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.

INTERNET

Be careful which sites you access and who you give personal details to. If you are worried about this, discuss it with your Personal Tutor or House Parents. Always have the following numbers to hand, saved on your mobile phones and on speed dial.

Police, Fire or Medical Emergency **999** or **112** and CATS Canterbury Emergency Number. **07876684206** Your residence contact number (displayed in your residence)

Always look left and right before crossing a road—remember vehicles travel on the left and NOT the right side of the road.

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 extortion email, text or video message.

Bullying or harassment of any kind is unacceptable and the College aims to create a positive atmosphere for students and staff alike and to demonstrate mutual respect and tolerance for each other at all times.

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 citizenship of this country.

Each year the Student Council produces an Anti-bullying Charter which highlights key issues and the action we will take to support you.

If you feel you are being bullied, talk to your Senior Tutor, the Welfare Team or 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 agents 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 is issued upon registration and payment of fees. Please ensure you wear your student ID with you 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.

You must show/ produce your ID Card whenever requested.

An expenses account is opened for each long term student. This is used for expenses such as textbooks, examination fees etc. Money may not be used from this account for any other reason. Your expenses must be paid in full at the end of each term. 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, and will be used for emergencies only or as the Principal/ Finance Manager may direct. 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 text books to each lesson unless you have agreed an alternative arrangement with your Subject Teachers. You must have any other materials needed for your courses.

CARS

Students do not normally need cars in Canterbury. Students are not permitted to have or drive cars or Motorcycles while studying at CATS College Canterbury. Students who allow themselves to be driven by other students, whilst they are at College, do so at their own risk.

ACADEMIC

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.

OTHER COSTS

During your time at CATS College Canterbury, there will be a number of additional costs that you will need to budget for, these costs vary greatly depending on the course of study. The average is £100 per subject (A level, Foundation, IB) Exam costs vary with the number of modules and subjects being studied.

Higher Education application fees:

we can raise cheques for UCAS applications and charge this to your account. Note that applications to international institutions might incur an extra charge.

Bicycle purchase: we recommend a maximum of £100 is spent on, preferably, a second hand bicycle. **Taxi service:** taxis to and from College, the airport and other destinations will incur an administration charge of 10%. **Pocket Money:** there is a £25 one off administration fee for this service.

It is only available where pocket money is lodged with the College in advance. Emergency Pocket Money is limited to £50 per term. **Social Activities:** Activities range between £15 and £60 each. Most sports are provided free of charge, sports such as Horse Riding will incur a charge which will be discussed with you upon enquiry.

Theatre trips: these activities generally range between £5 and £35.

Cultural or Higher Education trips: the cost of such trips, including half-term trips overseas destinations such as the USA, Europe, China or India, varies greatly. Special consent forms are distributed prior to billing.

Please remember that if you damage any property, smoke in any building of the College, cover smoke or burglar alarms, or tamper with fire equipment you will be charged by the College for any room requiring a deep clean, or any charges we incur from our fire maintenance company.

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 95%, poor behaviour, damage to property, lack of effort or failing to complete work as requested. Most issues can be dealt with by talking with you, 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 a daily report, excluded from activities or have 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 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. This section does not prevent the College from instantly dismissing a student for any offence if, in all the circumstances, that seems the course of action that is in the best interests of the College as a whole.

CONCERNS & COMPLAINTS

There are many ways to tell us your comments, compliments or complaints. You can use the 'Tell Us' button on the Intranet, 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 the Vice Principal. For complaints about an exam, either College exams or external ones, talk to the Examinations Officer. For complaints regarding your accommodation talk to the Boarding Manager. For complaints about unfair disciplinary action talk to your Personal Tutor 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 (taking the independent person's view on the proposed response into account, if an independent person has been involved).

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 complaints 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

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

GRADUATION

All students who are completing their course at the college have a Graduation Ceremony – there is one in June and one in August. It's a great time to say farewell and have a formal end to the year.

College Certificates are only given out to students who attend Graduation and many universities will be happy to look at these for UFP students.

For those who do not attend Graduation you will receive your formal NCFE Certificate only which will be posted out to you in August if you have left us with a stamped addressed envelope to do this. We cannot issue or send certificates to third parties. Students attending Graduation should also leave an envelope to have their NCFE or other course Certificates posted to them as well.





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 jewellery and clothing to 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.

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

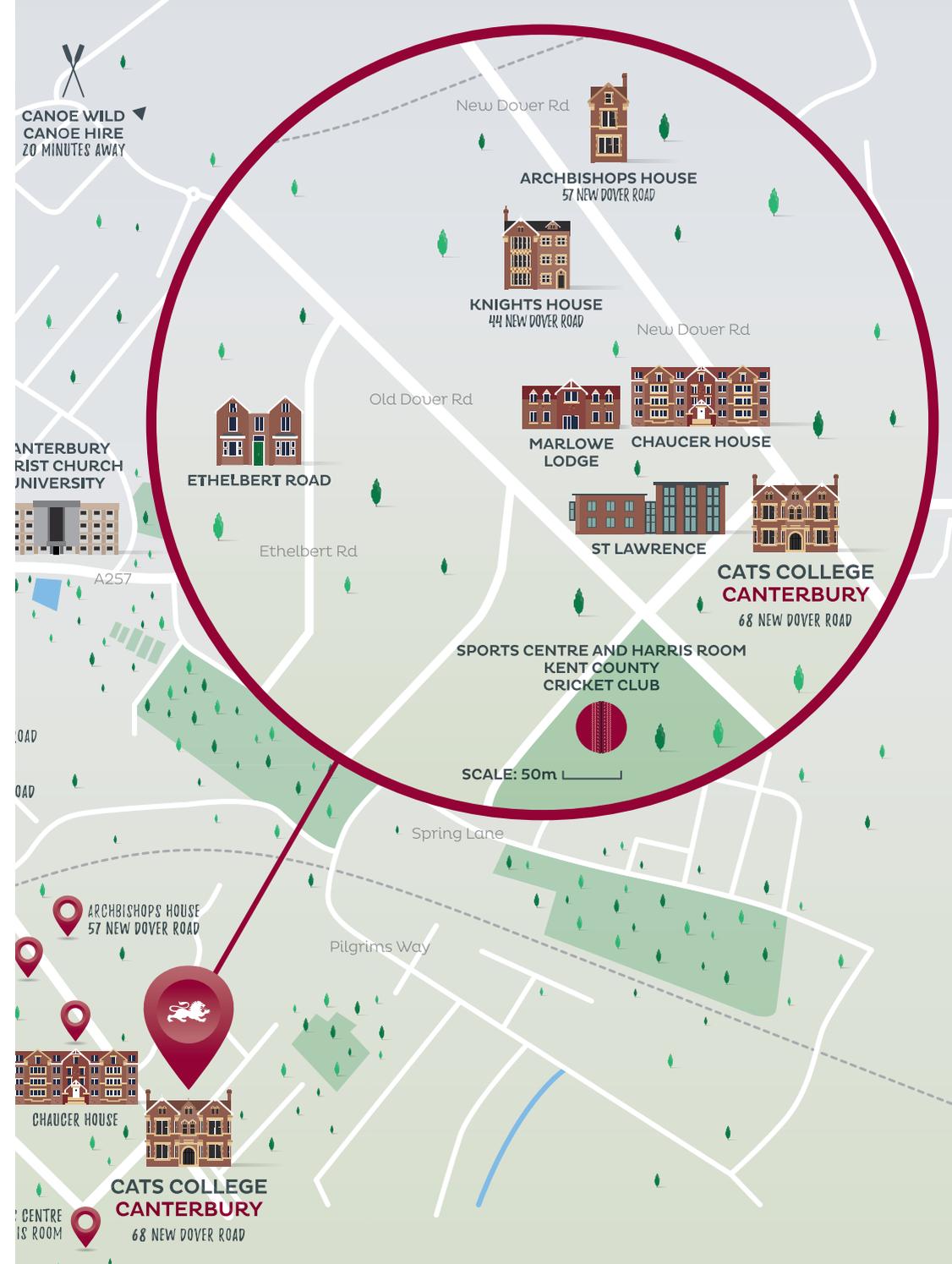
www.nationalrail.co.uk/times_fares

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**





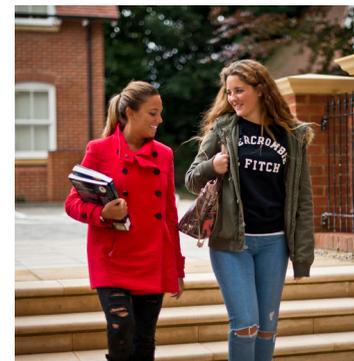
WHAT TO DO IF...

An A-Z of life at CATS College Canterbury

ACCOMMODATION

If you are moving to other College accommodation, you must request permission from the Welfare Team and your parents - both parties must agree. Please see the Operations Manager to see what rooms are available.

There may be other conditions in force before you will be permitted to move such as your attendance and disciplinary matters. Any change to your accommodation or catering will need to be authorised by your parents or agent and you will be required to give notice.



You must first have permission from the Principal if you wish to move out of College accommodation – your safety and welfare is our main concern. You must also give notice in writing for the remainder of the current term, plus one full academic term, or you will be charged the normal accommodation fees in lieu of notice for the remainder of the current term plus one full academic term. Be careful – this could be very expensive for your parents! All students under the age of 18 have to be fully supervised.

BREAKAGES AND DAMAGES

If you damage anything report it immediately to your House Parent, everyone makes mistakes and we will understand but you will be charged for the breakage or damage. If you know someone else has damaged or broken something, report it to your House Parent.

CLEANING

Cleaning or maintenance issues please tell your House Parent or use the Tell us Button. Your room and en-suite bathroom will be cleaned once a week.

Noisy neighbours: If you cannot settle the matter on your own, ask your House Parent for help.

Kitchen problems: If you have any difficulties in the kitchen- students not washing up, the fridge in an unhygienic condition, concerns about safety, do not delay and report these to your House Parent..

ALCOHOL

Alcohol is a poison and may cause serious health problems. When taken to excess it can cause people to become aggressive,

lose control or dignity and do things they regret later, even committing crimes without knowing it. That is why UK law forbids the sale of alcohol to under 18s. We urge students over 18 to drink only the amount of alcohol they feel they can cope with without losing control. No alcohol is allowed in Accommodation on main campus regardless of the students age. For more information on this speak to the Welfare Team.

ALONE

If you are feeling alone you can either talk to your House Parent, Personal Tutor or the Welfare Team, who will be pleased to talk to you and try to help you. There will be plenty of other people feeling just like you so it's only a matter of finding them and we can help with that.

ANXIETY

Please see the sections on Counselling and Medical Matters.

BANK ACCOUNT

If you wish to open a bank account you should speak to the Welfare Officer- she will arrange a bank appointment for you and if you are aged 15 and under will also escort you to your appointment.

BULLYING

If you feel you are being bullied and would like someone to talk to, you can either tell your Personal Tutor, your House Parent or any member of staff. If you think that someone else is being bullied, please let us know. We do not tolerate bullying at the College and very often the bully is unhappy and is in need of guidance and help themselves.

CARS

Students are not permitted to have cars with them while studying at CATS Canterbury

CAREERS

You can discuss university options and other career choices with the Higher Education Department which is in the main College. Your Senior Tutor can help you make an appointment.

COUNSELLING

You may find that you need someone to talk to when you feel sad, lonely or worried, or can't sleep. The Welfare Team will be happy to listen to you and support you. If you prefer to talk to someone who is not part of the College there are phone numbers for Independent Listeners posted in your accommodation. The College can arrange for you to speak to a counsellor.

DENTISTS

The College Matron can arrange for you to see a dentist.

DINING HALL

The canteen is available for students to have breakfast, lunch and dinner. Homestay student access the canteen for lunch only. Private accommodation cannot access the canteen unless they have paid for the service.

DISCIPLINE PROCESS

There are five stages in the discipline process, the fifth being permanent exclusion from the College.

DOCTORS

Please see Medical Matters below for information on how to make an appointment with a Doctor.

DRUGS

The misuse of legal or illegal drugs is forbidden at CATS College. We may carry out random tests on students at any time of the term. If you feel worried about this you can talk to your Personal Tutor or the Welfare Team at any time and they will do all they can to help you. Cannabis, marijuana, cocaine, ecstasy etc. are all illegal in the UK and if your test is positive you may be asked to leave the College immediately. The College reserves the right to operate a zero tolerance policy on misuse of drugs. If you have a problem with, or doubts about, illegal or legal drugs and would like help or someone to talk to, the Matron will be happy to see you. If you know of anyone who is on drugs and you would like to help them, anything you tell us will be in confidence. By telling us you will be helping them.

EMERGENCY NUMBER

(EDM - Emergency Duty Manager)
The College emergency number, from 5 pm to 8.30 am is 07876684206. Please keep this number on you at all times, but only use in an Emergency. For non urgent enquiries please email the Emergency Duty Manager on: ct-cats-edm@catscanterbury.com

FINDING YOUR WAY AROUND

Maps are supplied when you first arrive, we also arrange guided walking tours of the important places you may need to know about.

FIRST AID

First Aid Procedure In case of an accident or injury, contact your House Parent and ask for a First Aider - tell them exactly what has happened and where the accident has taken place. Do make sure the area is safe before approaching the casualty.

Electric shock: if the casualty is still connected to the current, do disconnect the supply by switching off or unplugging the current. Await help. After any electric shock, expert medical treatment is essential.

Electrical burns: do make sure that any electrical apparatus is well out of the way before applying cold water to the burn.

Burns: the first objective in any burn is to keep the injury cool. Do hold it under cold water for 10 minutes. Do not give the casualty anything at all to eat or drink.

Back and neck injuries: if there is any chance of injury to the back or neck do not move the casualty. **Shock:** demonstrated by cold clammy skin, giddiness, fast and shallow breathing and restlessness. Do lie the casualty down, raising the lower limbs slightly. Do keep the casualty warm with more clothes or a blanket. Do not give them anything to eat or drink. **Fainting:** do lie the casualty down with feet slightly higher than his or her head.

FOOD

We do our best to provide you with food that you will like. Any comments you have will be welcome - please share them with the Student Council.

FRIENDS

If you are worried about a friend, or if you feel you do not have any friends, please talk to the Welfare Team who will be able to

help. This is completely normal and you will soon meet other people who feel just the same.

HOLIDAYS

You cannot leave early at the end of term without permission from the Principal and you must be back at the start of term. This applies to half term holidays too. If you do leave it will be marked as unauthorised absence.

HOMESICKNESS

If you are missing home please talk to your Senior Tutor, House Parent or a member of the Welfare Team who can support you and offer help.

HOUSE POINTS

Well done and Thank you cards and Certificates mean points for your house — at the end of term a House Cup is presented at Graduation and all cards received can receive prizes for the student with the most at assemblies — ask your Lead House Parents to put your points on the system. Each residence is part of a Team based on student numbers. On arrival you will be informed of your residence team.

HOUSE ALARMS

Please be aware that all accommodation for students under 18 is alarmed during the College day (Monday – Friday) and after curfew times. This is to ensure your health and safety and the security of the building.

INDEPENDENT LISTENERS

You will see on your accommodation notice board, and in this handbook, the telephone numbers of various helplines.

You can phone these numbers to talk to people who are not attached to the College in any way. They need not know where you live or what College you attend. You can discuss with them any very personal issues you would prefer not to talk about at College.

INTERNET IN YOUR ACCOMMODATION

All problems with the Internet need to be addressed to the IT Department. Surgeries will be held regularly in College. From time to time the Internet does fail to work and you may need to be patient for a day or two. Once reported, the IT team will do all they can to put matters right. Internet access may be restricted at times and certain sites may be unavailable.

Please note that Wifi is switched off after certain times in our on campus accommodation, in order to ensure that all students can get a good nights rest.

JET LAG

If you feel very tired after a long journey you may have jet lag. Please speak to the College Matron, Your House Parents or Personal Tutor.

LEAVING CANTERBURY

If you plan to leave Canterbury for any reason you must have an authorised exeat. This rule is for your safety and wellbeing – if something happens to you and you are missing from your accommodation or classes, we need to know where you were planning to go and with whom. If you are missing you will be reported to the Police.

LAUNDRY

Please see your individual house noticeboards for accessing your Laundry rooms

MEDICAL MATTERS

See the First Aid notice for advice on burns, injuries, pain, fainting, etc. If you feel unwell make sure your House Parent knows. If you live in unsupervised accommodation and are over 18, you must telephone the College yourself.

If you are missing classes but are not unwell then you will be marked absent WITHOUT permission = unauthorised absence. If you would like to see the College NHS Doctor you must talk to the College Matron, who can be contacted on **01227 378374**.

NHS Direct on 111, they will tell you what to do and whether you need to see a doctor. In order to make a doctor's appointment, you must first be registered (you can do this through the College Matron). If you have already had an NHS doctor in the UK, perhaps at your last school, you must have the name and address of the doctor before you can register in Canterbury. If you would like to see a specialist, you have to see the College Doctor first. Private doctors need a referral from your NHS doctor. If you are 16 or under, please make sure a member of staff accompanies you to the doctor. If you think you may have difficulties in understanding what the doctor says, or explaining your problem, ask a member of staff to accompany you. Your confidentiality will be respected.

MOBILE PHONES

If you wish to buy a phone, please ask your House Parents, to tell you where you can go in Canterbury.

MONEY MATTERS

Pocket money is available from the Finance Team, if arranged by your parents. You can arrange to pay your fees with the Finance Team also.

NHS (NATIONAL HEALTH SERVICE)

Known Health Conditions may not be treated on the NHS. The Doctor will make a decision on this so please ensure that you see the Matron upon your arrival at the College, so she can discuss your illness with the Doctor. Depending on your nationality and whether the British Government has a special arrangement with your government, you may have to pay for any further treatment in hospital. Speak to staff if you want more detailed information on healthcare provision. If you wish to see a specialist, you will need a referral from the College Doctor. Private health insurance can be arranged through BUPA International. The NHS does not provide free dental and optical care.

PASSPORT

When you arrive at the College we will take photocopies of your passport and visa, this is for security purposes.

PERSONALISED LEARNING CENTRE

This is a quiet place to study and find study Materials including books, DVDs and PCs. It is located in the Main College, is fully supervised and offers qualified librarians to help you.

POLICE

If you need to see the Police or register when you first arrive, talk to the Student Services Team at reception.

PRINCIPAL/VICE PRINCIPAL

The Interim Principal of the College is James Slocombe. His office is in the Main College, first door on the left.

PERSONAL TUTOR

Your Personal Tutor will see you once every week and will help you with any queries or concerns. He or she will give you your timetable, tell you when your exams are, arrange extra lessons for you, speak with your parents, guardians or agents if necessary and keep in contact with your House Parent. Your Senior Tutor can also advise you where to take any problems you may encounter at the College.

RACISM

If you are concerned about racism in the College you can talk to your Personal Tutor/Welfare Team, or telephone one of the independent listeners whose number is posted in your accommodation.

All incidents of racism are reported in the Racism Log which is held by the Welfare Team and is regularly reviewed.

RENTING YOUR OWN PROPERTY

This is only permitted for students who are over 18 years of age. You must have advance permission from the Principal and an attendance over 95% to rent your own private accommodation. The minimum tenancy for any property in the UK is six months.

Unless your parents/guardians pay the full six months' rental in advance, you may not be able to take on a tenancy as a student.

RELATIONSHIPS

The age of consent in England and Wales is 16, as specified by the Sexual Offences Act 2003. However it is illegal for a person to engage in sexual activity with an individual under the age of 18 if they are in a position of trust in relation to that individual (teacher, carer, guardian, etc)

Sexual relations with a person under the age of consent is generally a criminal offence. Please be aware that the age of consent in your native country or culture may differ from that in the UK. If you are over 18 and enter into a sexual relationship with a young person who is under 16 this is a criminal offence.

RULES OF THE COLLEGE

The main rules are, be in your lessons on time, do all your homework, inform your House Parent when going out or coming home. Be in your accommodation by your curfew times and submit an exeat if you wish to stay out late or if you wish to leave Canterbury for any reason.

SAFES FOR VALUABLES

We can provide you with a safe in your room so you can keep your valuable possessions and money secure. Please use it! The College will not be held responsible for any loss or damage to any items held by students. We strongly advise students to take out insurance against loss of personal items. Do not keep large sums of money in your room. Do not leave valuables unattended.

SAFETY

If you are worried about your safety, please see your Personal Tutor or Welfare Team and they will advise you what to do. Please take note of all the signs that are posted around the College which are there to help you to live safely.

SLEEPING DIFFICULTIES

Arrange to talk to the College Matron who can advise you.

SMOKING

Smoking cigarettes is extremely bad for your own health and for those around you and for this reason it is now banned in all public places. This includes all College accommodation and classrooms. There are designated smoking areas and you must only smoke in these places. This includes the smoking of e-cigarettes. The disciplinary process will be applied if you break this rule. The Matron will be helping students who wish to give up smoking.

SOCIAL LIFE

We try to provide lots of social activities for all students but it is the Student Council which has the main say in what we arrange.

SPORT

The Activities Manager is the Sports Coordinator and will be able to arrange activities for you. She arranges sport and social events, such as trips and excursions, as well as the Prom.

STAFF

The people you will see the most are your Personal Tutor, Teachers, House Parents, Welfare Team, the Matron, our Chinese Welfare Officer, the Attendance Officer who will come to find you if you miss classes and offer help if you need it.

STUDENT COUNCIL

If you have any ideas or special requests, talk to the Student Council. You may join the Council if you would like to have a say in how the College is run. See one of the Personal Tutors for details.

SUBJECTS

Anything related to the subjects you have chosen to study should be addressed to your Personal Tutor or your subject tutors. If you need to change a subject, please see Emma Wilkinson, Director of Studies.

TAXIS

The College cannot arrange taxis for you unless your parents have paid in advance. We recommend Kevs Cabs who can be contacted on: **07887668940**.

TELL US

If you have a comment, complaint or compliment please feel free to use the Tell Us button on the intranet - your views will then be emailed to the appropriate department and we will investigate your views and reply to you as soon as we can - remember if you do not Tell Us we cannot put it right

TIMETABLES

All questions regarding your timetable should be taken to your Personal Tutor.

THEFT

If you have something stolen from your room or from anywhere in the College, report it immediately to your House Parent, your Personal Tutor or to Reception. Welfare will help you report the theft to the police. It is important to report all crimes to the police, particularly if you need a crime number in order to claim insurance for the stolen item. The Police Station is at Old Dover Rd, Canterbury CT1 3JQ.

VISA PROBLEMS

If you need help with renewing your visa then contact Student Services at reception. You will need to complete the application form (and you may need some help with this), two passport photos, original bank statements for the past three months (not older than 28 days) to prove that your parents have adequate funds to support your study, an original letter from your parents authorising you to use their funds, original previous school reports or transcripts, original proof of English level, original birth certificates, application fee to pay for the visa, and a CAS statement from the College to show that you are a student here.

If you have time you can post the application form, with all the enclosures, but if not, you will need to make an appointment at the Home Office and visit in person. Please note that if these original documents are not written in English, you will be required to submit a translated copy with supporting credentials.



THE LAW AND YOU

The minimum age of consent (saying 'yes' to sex) in the UK is 16 and it is against the law to have sex with someone under 16. If someone does not give consent (says 'no' to sex) then forcing this person to have sex is regarded as rape which carries heavy penalties upon conviction. It is illegal to make and share sexual images of people who are 17 and under, even if the people making or sending sexual images are 17 and under age too.

17 is the minimum age at which you can drive in the UK. You must first pass your practical and theory driving tests.

18 is the minimum age at which you can buy cigarettes in the UK and you may be asked for ID. 18 is the legal age to purchase e-cigarettes. E cigarettes must NOT be used in residences and only in the designated smoking areas on campus. You must be 16+ years to use an e-cigarette. 18 is the minimum age at which you can buy alcohol in the UK and you may be asked for ID. 18 is the minimum age at which you can enter a pub, bar or club - though in some places you need to be 21, and will be asked for ID.

Please note that students living in under 18 accommodation of CATS College Canterbury are prohibited to be in any pubs or bars around Canterbury.

KEEPING SMART ONLINE

There are some really cool things on the Internet but a lot of bad stuff too.

This means we have to be SMART when we are online. Make sure you remember these five points when you are online and be a SMART surfer.

SAFE – Staying safe involves being careful and not giving out your name, address, mobile phone number, College name or password to people online.

MEETING – Someone you have contacted in cyberspace can be dangerous. Only do so with your parent's permission – and then when they can be present.

ACCEPTING - Emails or opening files from people you don't really know or trust can get you into trouble – they may contain viruses or nasty messages.

RELIABLE – Someone online maybe lying about who they are and information you find on the Internet may not be reliable.

TELL – your parent or the College if someone or something makes you feel uncomfortable or worried. For more information, check out these websites:

www.childnet.com/music www.phone-brain.org.uk www.chatdanger.com
www.digizen.org www.childnet.com/sorted

EXEATS EXPLAINED

PERMISSION TO STAY OUT LATE AT WEEKENDS

Fill in an electronic Exeat online by the Wednesday before the weekend. You will get an electronic reply on Friday at twelve noon, which will tell you if you can go out or not. Exeat requests sent in after Wednesday, or not discussed with your Personal Tutor, may not be allowed.

If you are under 18 and wish to leave Canterbury overnight the Welfare Officer will need your parents' permission in advance. You must supply the address where you will be staying, a contact number for the person you are staying with and your own mobile phone number.

You must also be staying with appropriate adults. All trips outside Canterbury (such as a day in London) require an exeat. Do not turn your mobile phone off if you are going to be out late. Students who turn 18 and are living in 16/17 year old residences still need to adhere to the above curfew times and house rules.

ALL EXEATS

All overnight exeats for students under 18 need advance authorisation from parents. Exeats may not be granted if there are outstanding health, welfare, disciplinary or attendance issues. Your student contract highlights the importance of being honest and responsible.



STUDENT PORTAL GUIDE

LOGGING ON

You can log onto The Student Portal using the link from CATS College Intranet, the icon on your 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).

USEFUL PEOPLE

If you have any questions regarding any sections of the Student Portal please refer to the following people:

Timetable queries: Speak to Cheryl in the office by classroom 305. **Exeat queries:** Speak to your Personal Tutor or Welfare Team. **Attendance queries:** Speak to the Attendance Manager PSA Centre 56/60 New Dover Road.

Assessment or Report queries: Speak to your Senior Tutor/Personal Tutor.

Exam queries: – for external exams email dharmar@catscanterbury.com or lwhittaker@catscanterbury.com for internal exams.



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. Staff do contact students via email quite often so please remember to check your email frequently so that you are kept fully informed and up to date.

WIRELESS ACCESS

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.

Residences for students over 18 will have restricted access from 02:00. No residences will have wireless access from 10:00 until 16:00 Monday to Friday

TROUBLESHOOTING

If you experience problems with your laptop or PC, or have difficulty accessing the internet, please use the Tell Us button to email IT who 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 Services who can advise you in more detail.

TERM DATES

WINTER TERM

Monday 11th September 2017 to Friday 8th December 2017

Half Term: Saturday 21st October to Sunday 29th October 2017

Christmas Vacation: Saturday 9th December 2016 to 7th January 2018*

***Residences will be open from 10am on the 6th of January 2018**

SPRING TERM

Monday 8th January 2018 to Thursday 29th March 2018

Half Term: Saturday 10th February 2018 to Sunday 18th February 2018

Easter Vacation: Friday 30th March 2018 to Sunday 22nd April 2018

SUMMER TERM (1)

Monday 23rd April 2018 to Thursday 14th June 2018*

Summer Vacation: Thursday 14th June 2018 to Sunday 1st July 2018*

*Except for A2 Level Students: A2 Students must stay until they have completed all of their exams. If this is before Thursday the 14th June 2018 they may leave earlier, but must confirm with the campus before leaving. All other students must stay until Thursday 14th. IB2 Students can leave once their exams have finished but can return for the Prom and Graduation.

SUMMER TERM (2)

Monday 2nd July 2018 to Friday 10th August 2018. Summer Term 2 caters for the following programmes: January 2018 start 6 term GCSE and 3 term University Foundation Programme. Academic English Module students may continue until the start of Autumn Term in September 2018 if booked in advance and spaces are available or via the use of the Cambridge Summer Bridging Programme.



SOME KEY STAFF

JAMES SLOCOMBE Acting Principal	LORRAINE WHITTAKER FRANCIS Examinations Coordinator	ALISON KING Student Services Manager
JEMMA JONES IB Coordinator	SARAH ALLEN Finance Officer	ALEXANDRA SMITH Student Services Officer
EMMA WILKINSON Director of Studies	CLAIRE ELKS Data and Attendance Manager	GEMMA LEES Student Services Officer
KERRY COSSON Head of Welfare and Boarding	FIONA COSTLY HR Officer	DIANNE AMIRI Director of Personal Development
NICCI PARSONS Operations Manager	FIONA CLARKE Business Manager	
DAWN PETIFFER Director of Higher Education	ASTRID KIDD Receptionist	
REBECCA HINTON Activities Manager	LUCY WHITE Boarding Manager	
CHERYL WILSON Curriculum Officer		

HELPLINE NUMBERS

ORGANISATION	NAME	TELEPHONE NO
ChildLine		0800 1111
Children's Commissioner		020 7783 8330
Commission for Social Care Inspection		01223 619 330
Drinking Phone		0800 917 8282
Eating Disorders		01603 621 414
Family Planning Clinic		01227 761 267
Health Centre		01227 780 437
Helpline		0800 1690 169
MIND		01303 250 090
National Sexual	Health Helpline	0800 567 123
National Drugs Helpline	(Frank)	0800 776 600
NHS Smoking Helpline		0800 1690 169 0800 002 200
NHS Direct		111
National Society	For the Prevention of Cruelty to Children	0808 800 5000 08457 909 090
Samaritans		08457 909 090 01227 457 777
Textline		0800 400 222

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 Lead House Parents **are also available to you during your residence opening hours.**

KERRY COSSON

Head of Welfare and Boarding and Designated Safeguarding Lead

ANNA BRZOWSKA

Welfare Officer and Deputy Designated Safeguarding Lead

LUCY WHITE

Boarding Manager and Deputy Designated Safeguarding Lead

CHRISTINE SOMERTON

Medical Matron

LAURA HUGHES

Deputy Boarding Manager

ALISON KING

Student Services Manager

GEMMA LEES

Student Services Officer

ALEKSANDRA SMITH

Student Services Officer

DIANA FIERO

Student Services Officer



YOUR PERSONAL TUTOR

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.

DISCUSSIONS

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.

SUPPORT

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 Counsellor, College Matron, Student Services Team, Boarding Manager, Head of Welfare and Boarding, House Parents, Vice Principal or Principal. An Independent Listener is available and you will find a list of organisations and individuals in the Health & Happiness section with whom you can make contact.

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.
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 my lessons.
6. Abide by College 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 Learning Plan.
11. Inform my tutor or other member of the College if I need help.
12. Take full advantage of the many and diverse opportunities offered by the College and enjoy life fully

Name: _____

Signature: _____

Date: _____

CATS Canterbury
68 New Dover Road
Canterbury
CT1 3LQ

Campus Number
+44 (0)1227 866 556

Emergency Number
+44 (0)7876 684 206

www.catseducation.com

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