



Lancaster &
Morecambe
College



Welcome

Lancaster & Morecambe College

Your Welcome Guide
2020-2021

Excited?

Use the hashtag

#LMCollege

**on social so we can share
your excitement!**

Prizes will be awarded for
our favorite photos



The
Hexagon
Student & Learning Centre

Hello

Congratulations on gaining your place at Lancaster & Morecambe College! We look forward to meeting you soon.

We have put some information together in this guide to help prepare you for your time at LMC and to ensure you have all the important bits of information you will need.

If the information you require is not in this guide, please get in touch with our friendly advisers in The Hex on **0800 306 306** or **01524 521385**.



Please be assured that the college has taken all the necessary precautions to protect their staff and students during the Covid-19 pandemic, including introducing 2m social distancing and adapting timetables.

All updates will be posted on our website here: **www.lmc.ac.uk/coronavirus**

Principal's Welcome

As we excitedly look forward to the new academic year at LMC, we all recognise the unusual and uncertain times we are currently living through and we will continue to adapt to the changing circumstances.

Over the summer we have prepared our campus for the safe return of students in September whilst innovating the ways we deliver learning using a blend of face-to-face, on-line, and distance learning packages for all of our students and apprentices.

Our first priority, as always, is to safeguard your health & well-being and we will continue to follow government guidance on how best to adapt the College's functions to suit the ever-changing response to Covid-19 both nationally and locally.

As the new academic year commences, all teaching and learning will be tailored to meet the needs of individual groups and students and we will continue to offer fantastic support to help you achieve your qualifications.

Although our classrooms will be socially distanced and our facilities adapted to keep our college community safe, our expectations will remain high and our tutors will continue to stretch and challenge you to be the best you can in your chosen subject.

Our Safeguarding & Pastoral team and Learning Support staff will be on hand to support you throughout the year with your studies and any other issues you may face. We know lock-down has been a tough time which has impacted many of us in terms of our mental health and wellbeing, so please ask for help if you need it; we are here to help.

So, as we begin the first term of 2020/21, I encourage you to fully engage with your college, your tutors, and your learning. We want to ensure that you achieve your qualifications and progress on to rewarding careers and higher level studies.

We are all keen to welcome you to a safe learning environment and to see our college vibrant again in September. We know that the restrictions required to tackle Covid-19 will continue for an indefinite period, but LMC is fully committed to you and your future through providing safe and high quality learning.

Best Wishes,

Wes Johnson
Principal



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SUPPORT

Concerns about starting College?

Are you worried about the transition from school to College? Do you have any questions before starting with us? We are more than happy to talk to you about any concerns you may have - call our friendly team on **0800 306 306** or **01524 521385**.

Wellbeing

We want to ensure you are safe and happy and achieve your qualifications during your time with us. If you are worried or have any concerns, please speak to your tutor, a trusted member of staff, or call into The Hex on **01524 521385**.

If you feel you need support with anxiety, safeguarding concerns, or your mental health, contact Bev Martindale on **01524 521382** or safe@lmc.ac.uk

Additional Support

If you have received support before or have an EHCP or think you may need support whilst at LMC then please call us now on **01524 521245** or email us at learningsupport@lmc.ac.uk and a member of our team will contact you.

For more information please visit www.lmc.ac.uk/student-life/support

English & Maths

If you have not achieved the English or Maths grades you wanted, we will give you the opportunity to re-sit them to ensure you have the best possible opportunity to achievement and progression.

For more information please visit www.lmc.ac.uk/english-maths

Student Benefits

Once you enrol with us, you will have access to a range of fantastic benefits which will enhance your time here.



Free Breakfast

All students who arrive at The Lounge between 8:30 - 9:15am can choose between toast, fruit, porridge and tea or coffee!



Student Discount

Use your College email address to access discounts from major providers such as UNiDAYS, Student Beans, Totum, and online retailers' student sections.



Bus Pass

Students who don't qualify for a free bus pass can purchase a discounted StageCoach termly bus pass from The Hex.

Please visit www.lmc.ac.uk/bus

Careers Service

If you need careers advice, we have a dedicated advice & guidance team ready to help you! We can support you with your career or study options, CVs, interview preparations, applying for university, and more.

Please visit www.lmc.ac.uk/courses/careers for more information.

Student Voice

You'll have the opportunity to represent your course as a Class Rep and network across college at our Student Conferences

For more information, please ask your tutor or contact studentvoice@lmc.ac.uk.

Student Ambassador

Represent your College by being a Student Ambassador! You will have the chance to promote the College at our events and join us on our outreach visits to local schools.

For more information, contact hello@lmc.ac.uk



International Opportunities

We are working alongside our European partners on a number of projects, which allow our students the opportunity to experience life in these countries.

These trips abroad are fully funded and improve the learners skills, increase their employability and enhance their cultural awareness whilst learning overseas.

Visit www.lmc.ac.uk/international for more info.

All trips will be dependant upon current guidance regarding Covid-19

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Facilities

The Hex

The Hex is at the heart of the College and is home to our helpful Student & Learning Services team. You are welcome to visit The Hex or contact them any time during opening hours. Our friendly team are there to support with your well-being, student money, travel, careers, resources and more. In line with recent guidance, you will be required to wear a face covering/mask whilst using The Hex.

For more information, contact The Hex on **0800 306 306** or **01524 521385** or info@lmc.ac.uk



The Lounge

The Lounge provides varied and wellpriced food options - guaranteeing there is something you like!

Unfortunately, we have had to temporarily remove all seating from The Lounge, to comply with social distancing and you will be required to wear a face covering/mask whilst queueing for food. We can not currently accept cash - **card payments only**.

Alternative spaces will be available for you to eat your lunch and your tutor will advise you further. All students who arrive at The Lounge between 8:30 - 9:30am every day can choose between toast, fruit, porridge and tea or coffee.

Opening Times

Reception

Mon: 8.00am – 5.30pm
Tue: 8.00am – 6.00pm
Wed: 8.00am – 6.00pm
Thu: 8.00am – 5.30pm
Fri: 8.00am – 4.30pm

*During the College holidays
Mon – Thur 8.30am – 5.00pm,
Fri 8.30am – 4.00pm*

Student & Learning Services

Mon: 8.45am – 5.00pm
Tue: 8.45am – 6.00pm
Wed: 8.45am – 6.00pm
Thu: 8.45am – 5.00pm
Fri: 8.45am – 4.00pm

*During the College holidays
Mon – Fri 9.00am – 4.00pm*

The Lounge

Mon: 8.30am – 4.00pm
Tue: 8.30am – 7.45pm
Wed: 8.30am – 7.45pm
Thu: 8.30am – 4.00pm
Fri: 8.30am – 3.30pm

Lunch served

11.30am - 1.45pm

*During the College holidays
Mon – Fri 8.45am – 2.00pm*

**We can not
currently accept
cash - card
payments only**

Site Map



Term Dates



Autumn Term

Monday 7th September - Friday 11th September 2020

Monday 14th September 2020

Friday 2nd October 2020

Monday 26th October - Friday 30th October 2020

Friday 18th December 2020

Induction Week

Autumn Term Commences

Learner Review Day

Half Term

Autumn Term Ends



Spring Term

Tuesday 5th January 2021

Friday 12th February 2021

Monday 15th February - Friday 19th February 2021

Friday 26th March 2021

Spring Term Commences

Learner Review Day

Half Term

Spring Term Ends



Summer Term

Monday 12th April 2021

Monday 3rd May 2021

Friday 21st May 2021

Monday 31st May - Friday 4th June 2021

Friday 2nd July 2021

Summer Term Commences

Bank Holiday - College Closed

Learner Review Day

Half Term

Summer Term Ends

www.lmc.ac.uk/calendar

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Contacts

Here is a handy list of contacts in case you need to get in touch with someone:



By Phone

Absence Hotline (Until 9:30am Daily)	01524 521533
Main Reception	01524 66215
The Hex/Student Support	01524 521385
Additional Learning Support	01524 521245
Safeguarding	01524 521382
Student Money	01524 521469
Student Resources	01524 521269



Administrators

Sport, Public Services	01524 521250
Art, Design, Music, Media, IT, Esports	01524 521423
Hair, Beauty, Hospitality, Access	01524 521262
Construction, Engineering, Energy	01524 521323
Animal & Land Based, Aspire, ESOL, Foundation Learning, Skills for Life	01524 521379
Health & Social Care, Childcare, Business, Travel	01524 521351



By Email

General Enquiries	<u>info@lmc.ac.uk</u>
Student Money	<u>studentmoney@lmc.ac.uk</u>
Safeguarding & Well-being Support	<u>safe@lmc.ac.uk</u>
Additional Learning Support	<u>learningsupport@lmc.ac.uk</u>
Tell us what you think	<u>studentvoice@lmc.ac.uk</u>

College email addresses for staff are really easy - simply put their initial, a dot, and their surname@lmc.ac.uk.

For example,
John Smith would be
j.smith@lmc.ac.uk



Transport

Free Bus Service

We provide a free bus service to students who live outside Lancaster & Morecambe and are studying on a full-time course. College buses will operate from 7th September. You will be required to wear a mask at all times when using the College bus, unless you have a medical exemption. For a detailed list of our bus routes, visit www.lmc.ac.uk/bus

Before you enrol with us, you can use your letter from College as ID on the bus. After you enrol, you'll be issued a College ID card which you will use on the bus.

Students who live around Lancaster and Morecambe are expected to make their own way to College. We have a number of bike sheds and racks for those wishing to cycle to campus (£5 refundable deposit required to use a lockable bike shed).

Please see the map below for the free bus routes:



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Free Stagecoach Bus Passes

You are eligible for a free Stagecoach termly bus pass if you live more than 1.5 miles from College (measured using Google Maps walk), are studying on a full-time course, and your household income is less than £35,000 or you are receiving certain means-tested benefits. This bus pass can only be used during term time, and a new bus pass will be issued at the start of each term.

Free Stagecoach passes are only available to students who cannot travel to a free bus route. However, we offer discounted termly Stagecoach bus passes to buy from The Hex for all students who are not eligible for funding. Please see below for the Stagecoach bus pass options:

Term	Mega Rider	Mega Rider Plus	Mega Rider Gold
Autumn	£193	£199	£335
Spring	£150	£155	£251
Summer	£123	£138	£221

Cumbria and Yorkshire Students

Our buses are free to students from Cumbria and Yorkshire who are studying on a full-time course. However, you will need to get to the nearest allocated free bus stop!

Apprentices

Apprentices can get support for travel costs to College and the workplace* - please contact the Student Money team on **01524 521469** to find out more.

*A separate application form is required for this.

Students Living South of Lancaster

You are eligible for a free Stagecoach termly bus pass if you live in Galgate or further south and are studying on a full-time course.

Traineeships

If you are on a Traineeship we can support your travel costs if you live more than 1.5 miles from College or your placement (measured using Google Maps walk) and your household income is less than £35,000 or you receive certain means-tested benefits.

Lanyards

When you enrol with us in September, you will receive an ID card and lanyard which you must wear at all times when you are on campus. Lanyards are our way of knowing who is who, which is why it is important that you wear yours to help keep our College community safe for everyone.



WEAR YOUR LANYARD

stay safe, show you belong...



Student

Staff

Visitor

VISITOR

External Support Worker

VIS R

LMC Business Conference Centre

DR VISITOR

Official Visitor

R CONTRACTOR

Contractor

ID Cards



You'll use your ID card to log onto computers, rent resources such as books and laptops from The Hex, to print, and for online exams. The staff in The Lounge will not serve you unless you are wearing your lanyard and ID card.

You will be asked for your ID card if you use our free bus service as your ID card will have your allocated route printed on it. Your initial ID card is given to you for free, but if you need a replacement there may be a charge.

Email



You'll need your student number which is on your student ID card to access your email. We'll send important information to you this way - so please keep an eye on it regularly! If you forget your login, please visit The Hex for help.

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Student Money

We offer a range of financial support through the Learner Support Fund (LSF). For all cases you will need to complete a LSF Financial Support Form*. If you have any queries, please visit The Hex and speak to Claire or Debs, contact us on 01524 521469, or email studentmoney@lmc.ac.uk.

Apprentices qualify for support with travel costs only.

For any Higher Education courses (HNC, HND, Degree), please apply for support via Student Finance England www.gov.uk/studentfinance.



Course Expenses

You will qualify for help with approved course expenses such as kit, uniform, and trips if your household income is below £35,000 or receives certain means-tested benefits AND your course is 3 hours or more each week.

You will receive an 80% refund on approved items purchased for your course and must submit receipts, signed by your tutor, with your form. Refunds will be paid at the end of the first term as long as you continue to attend your course.

Course Fees

If you are aged 16, 17, or 18 before 31 August 2020, your course is free.

For information on course fees for students aged 19 and over, please visit www.lmc.ac.uk/financialsupport.

For more information please visit www.lmc.ac.uk/financialsupport

Lunch Credits

You will qualify for a free lunch each day you are on timetable to attend College if your household income is below £35,000 or receives certain means-tested benefits AND you are on a full-time course.

If you are on a Traineeship or attend Lancaster Training Services (LTS) on a full-time course, your lunch credit will be paid direct into your bank.

Vulnerable Bursary

If you are aged 16, 17, or 18 before 31 August 2020 and you state your Student Status as one of the following categories, you will be assessed for the vulnerable bursary. This is a weekly payment paid during term time in arrears and requires 100% attendance each week.

Student Status Categories:

- In Care (classed as a child looked after by the local authority)
- Care Leaver (classed as a care leaver by the local authority)
- In receipt of Universal Credit, financially supporting yourself, living independently, or within a family unit and any dependent(s).
- In receipt of DLA/PIP and UC/ESA

Childcare

If you are a parent under 20 on 31 August 2020, please apply direct online to Care to Learn www.gov.uk/care-to-learn.

If you are a parent aged 20 or over on 31 August 2020 AND your household income is below £35,000 or receives certain means-tested benefits AND your course is 3 hours or more each week, we can support you. Please contact our Student Money team on **01524 521469**.

Follow us

We are constantly updating our social media with all the important news and fantastic work our College community is doing. Please follow each of our pages to ensure you don't miss out



/TheHexLMC



@LMCollege



@LMCollege

LMC VALUES

Our Vision

A place of excellence for training in the technical, professional, and creative industries; justly proud of our aspiring, adaptable, work ready graduates.

Our Purpose

Working in positive partnerships with employers and other stakeholders to equip our learners to excel in the industry and life skills required for their future destinations. Contributing through education and training to social mobility, community cohesion and economic well-being in our local and wider area.



What we expect from you

At LMC we have a simple set of principles which also link to British Values that we expect you to adhere to during your time with us.

They are:

- **Acting with integrity**
this includes abiding by the rule of law and being part of the democratic process.
- **Realising Potential**
being the best you can be and helping others and relying on others for support
- **Making a Positive Difference**
being tolerant of others' beliefs and celebrating what makes us all valued individuals
- **Creating a sense of Belonging and Well-Being**
celebrating individual liberties whilst abiding by our laws and valuing the contribution of others through mutual respect
- **Working Together**
by doing this we help create wealth, success and well-being for ourselves and our communities



Your Learning Agreement

To succeed at LMC, you need to be absolutely sure what we expect of you and what you should expect of yourself. You agree to:

- Attend 100% of your timetabled sessions
- Be Punctual
- Behave in a considerate manner at all times
- Complete all your work properly
- Take increasing responsibility for your Individual Learning Plan (ILP)
- Organise your studies
- Limit the amount of paid work you do if you are studying full time
- Book holidays outside term time
- Start your revision early and prepare thoroughly

Classroom Behaviour

- Please behave politely, sensibly and safely at all times
- Please switch off your mobile phone, or other electronic devices
- Please do not drop litter
- Please leave the classroom or workshop tidy

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LMC Expects

In our communities, values are what help us all to belong and work together in a modern society.

At LMC we have a simple set of principles that we know as RESPECT, which also link to the British values, see separate entry in this handbook.

They are:

- Acting with integrity - this includes abiding by the rule of law and being part of the democratic process
- Realising potential - being the best you can be and helping others and relying on others for support
- Making a positive difference - being tolerant of others' beliefs and celebrating what makes us all valued individuals
- Creating a sense of belonging and wellbeing - celebrating individual liberties whilst abiding by our laws and valuing the contribution of others through mutual respect
- Working together - by doing this we help create wealth, success and wellbeing for ourselves and our communities

The way we can all contribute to this is described in **LMC Expects**.

LMC EXPECTS

To succeed at LMC, you need to be absolutely sure what we expect of you and what you should expect of yourself. LMC expects you to fulfil your Learning Agreement. Every student signs this at the beginning of their course - it is on your enrolment form.

You agree to:

- Attend 100% of your timetabled sessions
- Be punctual
- Behave in a considerate manner at all times
- Complete all your work properly
- Take increasing responsibility for your Individual Learning Plan (ILP)
- Organise your studies
- Limit the amount of paid work you do if you are studying full time
- Book holidays outside term time
- Start your revision early and prepare thoroughly"

In addition LMC expects you to follow the classroom rules which include:

- Please behave politely, sensibly and safely at all times
- Please switch off your mobile phone, or other electronic devices etc
- Please do not eat or drink in the classroom or workshop, only bottled water is allowed in class
- Please do not drop litter
- Please leave the classroom or workshop tidy

1. LMC expects you to attend 100% of your timetabled sessions and attend assessment visits if you are a work based learner

This means all your subject sessions, English, Maths, work placement and tutorials as well as support sessions or meetings that have been arranged for you. Your attendance will be closely monitored. LMC regards attendance below 95% as cause for concern. If you are unable to attend College due to illness, or any other good reason, you must contact us on the Absence Hotline, **01524 521533** before 9.30am on the first day of absence to let us know. If you receive any form of financial support this will be stopped if your attendance falls without good reason. If your attendance becomes unacceptable, you may lose your place at College.

2. LMC expects you to be punctual

You must arrive at all of your timetabled sessions, tutorials and other appointments on time. You must also make sure you have with you all the materials and resources required to take part in a session. If you know that you are going to arrive at College late because of a problem with transport, you must contact us immediately and let us know.

3. LMC expects you to behave in a considerate manner at all times

The College is a working community where all people are respected and supported. It is important that during your time at College you show respect and consideration to staff, other students, the College buildings, resources and yourself. We may have to make changes throughout the year, in response to changing guidance around Covid-19, and we expect you to adhere to all new protocols for the safety and well-being of all members of the College community. This means respecting social distancing and being aware of other people's personal space. You are expected to switch off your mobile phone in class and the Hex. You must refrain from illegal activities whilst on College premises, or from activities which may affect the good name of the College. This includes not attending while under the influence of drugs, alcohol or legal highs. Read the Equality and Diversity Statement displayed around College, for more details.

4. LMC expects you to complete all work properly

This means you must stick to the deadlines given to you by your tutors or assessors and make every effort to complete the work to the best of your ability. You will be required to also study in your own time. This includes work based learning portfolios.



5. LMC expects you to use your Individual Learning Plan

At various points in the College year, you will be asked to spend time discussing your progress and the level of your performance. You will agree targets with your tutor or assessor and it is important you meet these targets. The College has a wide range of support services so ask for help when you need it.

6. LMC expects you to organise your studies

Every course at LMC will require you to compile your notes and materials in an organised way. This means you will need to bring essential items such as stationery, textbooks and kit to College each day and ensure you have everything you need to attend your workplace. You will also need to be organised at home, filing your notes in a systematic way that helps you when it comes to revising or submitting your work and conducting independent research for your portfolios.

7. LMC expects you to limit the amount of paid work you do

Courses are demanding and if you are going to succeed you need to give enough time to your studies. You should avoid work commitments during College hours and ensure you do not work so many hours that it affects your studies.

8. LMC expects you to book holiday hours outside of term time

Successful students attend well. Holidays in term time are not authorised and absences for holidays will be treated in the same way as any other unauthorised absence.

9. LMC expects you to prepare properly for examinations and assessments

You must attend any examinations and assessments and must revise and prepare as recommended by your tutors and assessors. It is essential that you complete all coursework and portfolio work on time. You should also ensure that work or other commitments do not interfere with your preparations. **You should email your tutor to check you have been entered for your exams and to make sure you know the dates and then turn up in good time for the exam.**

If you fail to meet the points listed in LMC expects, some or all of the following things will happen:

- You will meet with your group tutor or assessor to discuss your progress and identify any problems. We will work with you to give you every chance to succeed, which may include additional help with studies, support from your tutor or a changed timetable.
- You may be placed on a supervised timetable, which means that after each session the tutor will sign a form to indicate whether or not your work is satisfactory.
- You may be required to meet with your Programme Area Manager to discuss your progress.
- You may be put on a contract that specifies exactly what you must do to avoid putting your place at College at risk.
- You may be issued with a formal warning that offers you one final chance to retain your place at College by complying with expectations.
- If you still fail to meet the LMC expectations, you will be asked to leave College.

We want you to succeed at LMC and will work hard to support you and help you meet our expectations. If you ever feel you need some extra help or advice please make sure that you speak to your tutor, assessor, Welfare Officer or Student and Learning Services and they will help you make the best use of the support on offer, which you will find out more about in this handbook.

'LMC expects' is available in different formats, fonts, language, Braille or audio, on request from Student and Learning Services

As a student at Lancaster & Morecambe College you can expect:

- Tuition from suitably qualified tutors and assessors who will help you to gain a recognised qualification
- Comfortable classrooms and well equipped workshops and laboratories
- Access to College facilities such as The Hex where you can study independently and receive help from staff
- Additional information, support and guidance from staff in Student and Learning Services
- The opportunity for students including those who are work based, to receive additional support, where appropriate and practical, to compensate for any sensory/physical disability or learning difficulty

For more information, visit www.lmc.ac.uk.

The Directory

A

Absence Hotline

If you can't attend College for any reason, call the Absence Hotline which will be answered between 8.00am and 9.30am each morning. Call in each day of your absence so we know what is happening. This will ensure your tutors know why you are not in. Call on **01524 521533** – the number is also on the back of your ID card. Good attendance is important and helps you achieve. Alternatively you can visit www.lmc.ac.uk/students and fill in the Absence Reporting Form.

Accessibility

The main campus is mostly accessible to people with mobility difficulties. Tell us if you need any help. In case of evacuation there are places of safety around the college. Make sure you discuss this with your tutor at the start of term. Even if your course takes place mostly off campus, as a student at LMC you are entitled to use all the facilities.

Accommodation

We don't have accommodation. If you are in need of emergency accommodation, contact the YMCA on **01524 32737**. We also have leaflets on a wide range of welfare issues.

Advice, guidance and help – Student & Learning Services.

You'll find Student & Learning Services at the heart of the College in The Hex. We'd be delighted to see you and can help with a wide range of issues, or find someone else who can help.

Additional Learning Support

We offer a friendly, professional and inclusive service. Please talk to us about how we could support you to get the most out of your time at college, get in touch by calling into the Learning Support Office, room B211, visit www.lmc.ac.uk/student-life/support, emailing learningsupport@lmc.ac.uk, calling **01524 521245** or ask in the Hex and we will come to you.

Alcohol, Drugs and New Psychoactive Substances (NPS)

Alcohol, drugs and NPS (formerly known as legal highs) are not allowed on campus. However, if you'd like some help or advice about alcohol and substance misuse, you can contact your course tutor. Anyone found under the influence of drugs, or trafficking in drugs will be disciplined. This includes any paraphernalia (including stash jars or containers) or similar items that could be linked to the use of drugs (possession or supply) which are also classed as specific banned items. The College reserves the right

to conduct on site random drug tests. This may lead to exclusion. For further help with drugs issues call **Addaction** on **01524 39570**.

Call into Student & Learning Services for more information. If you see someone taking or using illegal drugs, please tell a member of staff.

Appeals

This will be explained during your course induction. If you disagree with an assessment grade, first discuss it with the tutor. If you are still dissatisfied, your work will be assessed by another assessor within 10 working days. Should this not resolve the issue, you will meet with your Programme Area Manager who will explain further procedures.

Applications

When you want to apply for your next course speak to your tutor or assessor, or come to Student & Learning Services in The Hex.

Assignments

Speak to your tutor or assessor first. You can also gain help with assignments - how to carry out research, how to meet the brief and more - look on [Moodle](#) or ask a member of staff. We can also offer workshops to help you with new technology – just ask at The Hex.

Assistive Technology (see also Additional Learning Support)

We have a range of equipment that makes learning more accessible, please contact Learning Support for information on **01524 521245** or e-mail them at learningsupport@lmc.ac.uk. Audio Books on CD You may borrow these from The Hex, with your ID card.

Attendance

If you attend and complete your work, you'll succeed – it's as simple as that! If you miss classes, you have to catch up, so we expect 100% attendance although we appreciate sometimes people are ill. You must take holiday outside term time, see the dates at the front of this handbook.



B

Behaviour

Your behaviour should never cause offence to others. Respect yourself and others to keep College a safe, comfortable and welcoming place for everyone. Respect our community. We expect you to follow all the guidelines which have been put in place in response to Covid-19 for the safety and well-being of all members of the College community. See 'LMC Expects' on page 16 for further details.

Bikes

Good for your health, your wallet and the environment. We offer secure bike shelters for more information and to pick up a local cycling map, pop into The Hex or the Students' Lounge.

Books

General and course related books are available in The Hex. You can borrow up to 8 items at a time as long as you have your ID card.

Bullying

Bullying is not tolerated in any form at LMC. Please respect others and do not bully, goad, insult or otherwise hurt or intimidate anyone.

If you have cause for concern, speak to your tutor, Pastoral Progress Mentor, Student & Learning Services or any member of staff wearing a staff lanyard. You can also use the Report It button on [Moodle](#).

Buses

College provides free buses from out of the area for full time students. If you want to use the bus, ask when you are being enrolled - your ID card will have the bus route printed on it.

Following government guidance, you will be expected to wear a face mask at all times if using the College buses, unless you have a medical exemption. Failure to do so, will result in you being unable to use the service.

Bus Passes –Stagecoach

There are special rates for College students and staff – ask at Student & Learning Services in The Hex. If you purchase a ticket a term at a time in advance you can save a massive 20%. This offer is available to part time and work based students too! Check it out as it may make travelling to College much cheaper.

Bus Routes - Free Buses

For information please see page 10 of this guide or www.lmc.ac.uk/bus

Full time students from the Garstang and Galgate area may apply for a free bus pass to use scheduled buses. Please ask at Student & Learning Services in The Hex when you have enrolled. You will be required to wear a mask at all times when using the College bus, unless you have a medical exemption. For a detailed list of our bus routes, visit www.lmc.ac.uk/bus.

C

Careers

You'll find careers resources in Student & Learning Services in The Hex and also on [Moodle](#). Also ask to speak to a Guidance Officer.

Cash Machines

You'll find the nearest cash machines at Spar in Torrisholme and Scale Hall or Asda.

Childcare

Help is available with childcare costs for qualifying students. Contact numbers for nurseries and child minders are available at Student & Learning Services, call **01524 521469** or e-mail studentmoney@lmc.ac.uk

Child Protection

See Safeguarding, Prevent and Counselling

Child Sexual Exploitation

See Safeguarding

Class Representatives

Each class elects a Representative and Deputy during the first few weeks of term. The Class Rep will meet other Class Reps, the Senior Management Team and other College staff on a regular basis to discuss improvements and matters that students are concerned about. Work based students need reps too, so e-mail studentvoice@lmc.ac.uk if you are interested and we'll get in touch.

Computer Helpdesk

IT support is available from the Computer Helpdesk in the Hex between 9am-3pm or by phoning **ext. 265** anytime.

Complaints

Most issues can be sorted out informally, however, if you wish to make a formal complaint, you can discuss the issue with a member of the Student & Learning Services staff, complete a complaints form from Reception or e-mail comments@lmc.ac.uk.

Confidentiality

Your personal information will be strictly controlled within College on a 'need to know' basis. The College complies with the General Data Protection Regulation (EU) 2016/679 ("GDPR") and the Data Protection Act 2018. To keep you safe on work placement we may need to share some information with the placement provider. We'll always discuss this with you first.

Copying

All work must be your own. Copying from textbooks, the internet or other students will not be accepted and will result in you having to re-submit original work to pass. This is also known as plagiarism. You may risk disqualification from your course for serious offence.

D

Data Protection

LMC has a policy that usually forbids the release of information about staff and students without their consent. We do share information with our funding bodies and other interested parties about courses and destinations. To keep you safe on work placement we may need to share some information with the placement provider. We'll always discuss this with you first.

Disciplinary

We hope our Disciplinary Procedure is not used much - if we all respect each other it should not be needed. In rare cases, there is a set procedure for the discipline of students which can be found on [Moodle](#). Students who persistently break our policy may be excluded.

Domestic Violence

See Safeguarding

Drugs and New Psychoactive Substances (NPS)

Drugs and NPS (formerly known as legal highs) are not allowed. This includes any paraphernalia (including stash jars or containers) or similar items that could be linked to the use of drugs (possession or supply) which are also classed as specific banned items. Anyone found under the influence of drugs, or drug trafficking will be disciplined. This may lead to exclusion. The College reserves the right to conduct random drug tests. For help with drugs issues call the Community Drugs Team on **01524 846106**, or **Addaction** on **01524 39570**. Speak to your Pastoral Progress Mentor or call into Student & Learning Services in The Hex for more information. If you see someone taking or using illegal drugs or legal highs, please tell a member of staff.

DVDs

DVDs may be borrowed free of charge. You may borrow two at a time for up to one week from The Hex as long as you have your ID card.



E

Eating and Drinking

When Purchasing food from The Lounge or Sports Cafe please be aware that we do not accept cash at any of our catering outlets - **college is cashless**.

Unfortunately, we have had to temporarily remove all seating from The Lounge, to comply with social distancing. Alternative spaces will be available for you to eat your lunch and your tutor will advise you further.

Food and drink is not allowed in classrooms or The Hex, though bottled water is acceptable.

E-mail and Moodle

You can access your e-mail from any college computer. Your College e-mail is how we will contact you about anything to do with financial support, meetings, the SU and many other things. Check your e-mail, The Hub and [Moodle](#) regularly when you start College - there will be all sorts of information for you, plus the chance to win prizes. To log on to your College email initially, your user name is your Student ID number which you'll find on your student card. Your password is your date of birth entered as 09Apr1999 as an example.

You will be prompted to change this password for a new one which has to be 8 characters or more including one capital letter and one number. For example America9.

Emergency Notices

Are displayed on every corridor giving details of what to do in an emergency. Please read them so you know what to do, and follow the instructions carefully.

Emergency Number

If you are in College and see an emergency situation, you can call the College internal emergency number between 8.30am and 7.30pm for an instant response. Call **399** from any College extension.

Enrolment

Any enquiries about enrolment can be dealt with at Student & Learning Services in The Hex. Part time students must enrol before the start of the course.

Equality, Diversity & Inclusion

We expect everyone in College (staff, students and visitors) to treat people with respect. We want everyone to feel comfortable, regardless of age, colour, race, religion, belief, language, ethnic origin, gender, sexual orientation, marital status, family responsibility, socioeconomic factors, disability or learning difficulty.

Respect and tolerance is also a British value.

We have procedures in place to deal with any issues of discrimination and we try hard to make any reasonable adjustment we can for anyone with special needs. Speak to any member of staff if you have cause for concern. To view the full policy visit www.lmc.ac.uk/about-lmc/college-policies/single-equality-scheme

Equipment

Some courses require you to purchase specialist equipment. You will be informed of the cost at interview. Help may be available with costs for qualifying students. Please ask at Student & Learning Services or e-mail studentmoney@lmc.ac.uk. Much equipment is available to loan from the department but may not be new.

E Safety

Help protect yourself and your personal information when using computer systems. Stay safe online with our range of 'no jargon' information leaflets available around college and on [Moodle](#). You'll also find for other useful information on [Moodle](#) under the Wellbeing button. We expect you to use the internet responsibly.

Events

We usually have a range of events throughout the year but these are currently under review, due to social distance guidelines. Keep an eye on [The Hex Facebook](#) page or [The Student Hub](#) for updates.

Exams

You must turn up for exams you have been entered for. If you are absent, you will be invoiced for the cost. A doctor's note is required if illness caused you to miss your exam. You will need to bring your College ID photo card for all exams. Exam results will be notified by post. If your exam is in the workplace and you are absent from work, you must call the Absence Hotline on **01524 521533**.

Exam Access Arrangements

If you have access arrangements at school you will probably be entitled to them again. To find out more, get in touch with Learning Support. Find us in room B212, ring on **ext. 481**, visit www.lmc.ac.uk/student-life/support or e-mail learningsupport@lmc.ac.uk Exam Results You will be notified by post.

F

Facebook

Join our [College Facebook](#) page for all the latest news, including details of College closures in bad weather. You can also join your Facebook course group via this page to connect with classmates and your tutors.

Face Coverings/Masks

In line with recent guidance, staff & learners will be required to wear face coverings in all internal communal areas of the campus, including The Lounge The Hex, toilets, corridors and on the stairs. You do not have to wear them in classrooms. If you are unable to wear face coverings for medical reasons, please speak with your tutor or our Student & Learning Services team in The Hex and we will arrange an exemption for you.

Fiction

Have a break from study - a large collection of fiction is available in The Hex.

Functional Skills

At LMC we are committed to supporting you to improve your Maths and English skills and gain a 4-9 GCSE grade. If you are not studying GCSE you will be working towards this through Functional Skills.

Fundamental British Values

LMC supports British Values, which align with our own Respect Agenda (see the front of this handbook). British Values are:

- The rule of law
- Democracy
- Respect and tolerance
- Individual liberty

LMC expects you to abide by these values and help keep LMC a safe and inclusive place to study and work.

Fundraising

If you'd like to raise funds for charity, talk to the Student Liaison Officer in the Lounge or e-mail studentvoice@lmc.ac.uk.

G

Gambling

Gambling is forbidden in any form in College. If you are affected by this, speak to any member of staff wearing a lanyard. You can also contact **National Gaming Helpline** on **0808 8020 133** directly 08:00 am – Midnight daily.

Gap Years and Careers Breaks

You can get advice and guidance on the wide range of opportunities available to you for a gap year or career break. Opportunities range from a few weeks to a few years, and include paid work, volunteering, travel and learning in the UK and abroad. Great for people wanting a new experience away from home, find out more from Student & Learning Services in The Hex.

GCSE Maths and English

If you are 16-18 with a grade D or 3 in Maths or English, you will be working towards grades 4-9 GCSE.

Grievance

LMC has a Student Grievance Procedure. If you feel you are being unfairly treated, speak to your tutor or Student & Learning Services.



Hair and Beauty Salons

Why pay top prices when you can get your treatments here? Find us on the ground floor opposite The Hex or phone **ext 229** or **01524 521229** or visit www.lmc.ac.uk/about-lmc/facilities/hair-beauty-salon

Harassment

Harassment includes threatening or abusive language, behaviour or materials. If you suffer harassment of any kind, please seek help from a member of staff. We have zero tolerance of harassment.

Health and Safety, Fire, Accidents and Emergencies

Health and Safety is everyone's responsibility.

There are a few Do's and Don'ts that you should follow to keep College a safe place to study.

DO

- Be responsible for your own safety and do not put anyone else at risk through your actions
- Dress appropriately for College and use protective clothing as required for the area in which you are working
- Know and observe the code of safe working practices that apply to your area of study
- Know and observe the rules that are designed for laboratories, studios, kitchens, workshops, sports areas and classrooms as well as those that relate to certain equipment and materials, experiments and exercises
- Always be aware of potential hazards and use common sense to try to reduce the risk of accidents
- Use the litter bins provided
- Use the smoking shelter and don't smoke anywhere else
- Report accidents or near misses
- If you are not clear about anything to do with health and safety, always ask for help and advice

DON'T

- Misuse, neglect, damage or interfere with anything that is provided for safety
- Run within College buildings
- Obstruct any traffic areas in the College
- Ride cycles, motorbikes, or run motorbike engines apart from when entering or leaving the site
- Drop gum or litter
- Smoke anywhere outside the smoking shelters – this includes e-cigarettes and shisha pens
- In particular, please do not block the corridor while you are waiting to go into a classroom

Laboratories, workshops and other practical areas

Are designed to be similar to a normal workplace, you must therefore, be careful to follow all the rules and advice, for your own safety and welfare and that of others.

DO

- Read all the notices about potential hazards in practical work areas
- Stop working immediately if asked to do so by a member of staff
- Make sure you always use the safest method of moving hot or dangerous materials
- Make sure you use the correct method to lift heavy or bulky items
- Always ask for help and advice if you are unsure of equipment or processes

DON'T

- Use any machinery that you have not been trained to use
 - Misuse chemicals, electricity, gas, compressed air, sharp tools, machinery or fire fighting equipment
- In the restaurants and eating areas

DO

- Be extra careful when carrying hot food and drinks
- Wipe up anything that accidentally spills STRAIGHT AWAY
- Be very careful not to touch hot food preparation surfaces

DON'T

- Run or push when people might be carrying hot food
- Act carelessly with drinks, causing them to spill on floors or on other people

HSW and Safeguarding Committee

Meets at least twice a year and has a Student Representative. Have your say; contact the Student Services or the Health and Safety Office for details **ext 307/390** or email studentvoice@lmc.ac.uk

H&S on Moodle and The Hub

Check out [Moodle](#) for the latest news and information on being a healthy and safe College. You could pick up useful information for your assignments

H&S - Fire

For a free home fire safety check, installation of free smoke alarms where needed, plus help with a Fire Escape Plan for you and your family phone **0800 1691125**.

H&S - Fire Procedure

The fire alarm is given by the continuous sound of the fire alarm.

- When the alarm sounds, vacate the building immediately. Emergency information notices and fire exit signs are located throughout the College
- Use the shortest and safest route to vacate the buildings
- **DO NOT** use the lifts when the alarm sounds
- Follow the escape routes marked by arrows
- **DO NOT** collect personal possessions
- **DO NOT** leave the College area or grounds unless instructed by an authorised person
- If you have mobility difficulties, your tutor will follow the emergency assistance procedure which will be explained during your first week at College. Please ensure a Personal Evacuation Evaluation has been completed, if in doubt contact hsa@lmc.ac.uk.

- **DO NOT** re-enter the College area or grounds unless an authorised person instructs you
- Should you discover a fire in the College premises, you must follow the **ABCD rules**
- **Alarm** raise the alarm by breaking the glass
 - **Brigade** College staff will call out the Fire Brigade
 - **Clear** out of the building immediately
 - **Doors** and windows should be closed as you go to prevent fire spreading

H&S - First Aid

You can find details of your nearest First Aider on [Moodle](#), on the emergency notices and at reception.

H&S - Emergency Notices

Emergency notices are displayed on every corridor giving details of what to do in an emergency. Please read them so you know what to do, and follow the instructions carefully.

H&S - Emergency Number

If you are in College and see an emergency situation, you can call the College internal emergency number between 8.30am and 5.00pm for an instant response. Call **399** on a College phone. Outside these times see the Emergency Notice in every classroom.

The Hex

Your place for all your information needs. From books and DVDs to money and course advice to Learning Support & Pastoral Progress Mentors – come and see what is on offer.

Homework

Most courses, even practical courses, involve some study outside the classroom. Completion of this homework is usually compulsory especially if studying GCSE English and Maths or at Level 3.

Honour Based Violence

See Safeguarding.

Higher Education

You can progress on to Higher Education at LMC in many vocational areas, please see our Course Guide. We can also help you find out more about going on to Higher Education. We have a range of resources in Student & Learning Services and keep current prospectuses for many HE institutions. Ask at Student & Learning Services in The Hex for more information. You can find out more about financing HE by visiting www.gov.uk. If you have additional needs you may be able to get support during your HE studies via the DSA. Please contact the **Additional Learning Support** direct on **01524 521245** to find out more.



I

ID cards on LMC campus

You must wear your lanyard and display your ID card at all times. You'll need your lanyard & ID card in order to be served in The Lounge, print, and take resources out of the Hex. If you receive lunch credits, you won't be served without your card and lanyard.

You will be issued with an ID card when you enrol. You will need your ID card to access resources in The Hex, print documents and to log onto the computer network. You will also need your ID card to get a bus pass for the free buses and will be asked to show it to the driver. You need your ID card for online exams too, so keep it safe and wear it while you are in College. If you lose your card you can get a replacement from The Hex for £3, please be aware that we do not accept cash at anywhere on campus - **college is cashless**.

Individualised Support

If you think you need extra help because of a specific gap in your learning or skills, please contact Learning Support for a friendly chat to see what we can do for you, call **01524 521245** or e-mail them at learningsupport@lmc.ac.uk.

Information

We have a wide range of information on all sorts of welfare, health and career matters, just ask in The Hex.

International Opportunities

We have many European partners and take part in projects across all of Europe which enables students to undertake placements, training and volunteering opportunities. Your tutor will let you know more or visit www.lmc.ac.uk/international

J

Jobs

We have employability resources and can help with applications and CVs. We also advertise current Apprentice vacancies visit www.lmc.ac.uk/appvacancies.

L

Language

Language is part of respecting each other and links to the College Respect agenda and British values. Please don't swear or use abusive or hostile language.

Lanyards

Lanyards are compulsory for all students, staff and all visitors to college. Be part of our community and wear your lanyard.

Lifts

Due to current guidance only those individuals who are unable to use the stairs are permitted to use the lifts, and only one person in a lift at any one time.

Litter

Please respect your environment and dispose of rubbish in the waste and recycling bins provided.

Learning Support

See Individualised Support or visit www.lmc.ac.uk/student-life/support.

Loans

The Advanced Learning Loan will cover the cost of your tuition fees, if you are 19 or over and studying at level 3 or 4. Your first full level 3 is free in the majority of cases if you are aged 19-23 on 1st September 2017.

Please ask in The Hex or call **01524 521469** for further information. See www.lmc.ac.uk/courses/adult-courses/financial-support for details. Higher education students must apply to Student Finance England for assistance.

Mobile Phones

You must switch them off in class unless instructed otherwise and in The Hex and they are not allowed in exams at all. You are not allowed to use your mobile phone in the College Nursery. If you are lucky enough to get a new phone, we can recycle your old one. Remember to keep us up to date when you change your mobile number by filling in a change of details form in the Hex. It is important to use social networking responsibly.

Money

If you need help with childcare, travel or course expenses, the Learner Support Fund (LSF) is for students who may struggle with the financial cost of coming to College. This does not apply to work based students. Ask at Student & Learning Services for further information. Means testing applies, so ask to see if we can help you.

You can contact us at studentmoney@lmc.ac.uk or on **01524 521469**.

Higher Education students must apply to Student Finance England for assistance.

Moodle

Moodle is LMC's way of communicating with you by putting course materials online for you, and making sure you can find out what you need to know. [Moodle](#) is for every student at College, no matter where you study, at Morecambe Learning Centre, in the community or at work. You can access [Moodle](#) from any College computer and also log on from home. See what you can find under the Wellbeing button on [Moodle](#).

N

Neighbours

Please respect our neighbours – use the litter bins in college before leaving, park responsibly if you come in a car and please respect the fact that although it is daytime, people are entitled to live in an environment where they do not have to listen to students being disruptive.

O

Office 365

Office 365 is free for all students, you can access Word, Excel, etc. via the Cloud, or download to your home computer. Log on and use your College email to have a chance of winning a £25 voucher monthly.

M

Medicine

If you are taking any prescribed medication, you should tell your tutor, who may contact the Head of Estates, Safety and Wellbeing on a confidential basis. Some prescribed medicines can be dangerous so we ask that you discuss storage arrangements with Health and Safety or Additional Learning Support. Your tutor can put you in touch with them.

P

Parking - Torrisholme Road entrance only

Students must not park on the Morecambe Road car park at Main Reception.

Students may only park on the Torrisholme Road car park using any designated spaces except those reserved for people with disabilities. There is pressure on space at busy times and if you are able to cycle or use public transport, it would be much appreciated. We only permit vehicles which have valid insurance and tax. Please observe the speed limits. Smoking is not allowed in cars on College grounds. You park at your own risk and cars must not be left overnight without letting the Security Office know. You may be fined if you park in the wrong place.

Payments and Refunds

Payment

When you enrol at the start of your course, you will be assessed for fees. If you are under 19 at the end of August, you will not pay fees. Many students are eligible for fee remission if you receive benefits or are below 24 and studying for your first level 2 or 3. For fees over certain amounts you may pay in instalments. Ask in The Hex for further information. You can pay for most things in the Hex.

Refund of Fees Policy

This policy covers course fees, exam fees, books and material fees and Business Training Services fees. LMC will refund all fees in the event of course cancellation or overcharged fees. A credit note can be issued at the discretion of the College if exceptional circumstances prevent students from starting their courses and supporting evidence is provided. Ask in The Hex for further information.

Personal Property

Storage space is limited so please do not bring valuables to College. You are responsible for your own property at all times. Lockers are available in some areas for students with equipment storage needs – your tutor will advise you.

Photocopying

You can photocopy in The Hex, you'll need your ID card. You will have a credit on your ID card for printing and photocopying, so please use it wisely. You can top up your credit at the Computer Helpdesk in the Hex.

Practical Areas

You may have lectures in workshops, salons, kitchens etc. Rules apply in these practical areas and are for everyone's safety. Listen to instructions and follow rules to keep everyone safe.

Prayer Room

We have a room for Reflection located in A Block. Please ask a member of staff in The Hex, there is a simple code of conduct for use of the room, which is locked when not in use.

Prevent

Prevent is the government initiative to prevent people being drawn into extremism, being radicalised and ultimately terrorism. LMC supports the Prevent agenda which links to Safeguarding and British values. We all want to live in a safe and fair society. Prevent is about stopping people being drawn into criminal activity without realising it. If you are concerned about anything, tell a member of staff right away.

Printing

You are expected to print only what you need. Try and edit your work on screen, and print on both sides as we are committed to sustainability. You won't be able to print without your ID card. Each student will have printing credit on their ID card at the start of the September term. When that has been used, you can purchase more printing credit from the Hex.

Progression

We want you to succeed and will support you all the way. When it is time to take the next step you can get advice about careers, other College courses or higher education from Student & Learning Services in The Hex or from your tutor.

R

Reduce, Reuse, Recycle

We are committed to sustainability – please tell us your ideas to make the world a better place. Please do your bit and use the appropriate recycling bins around college.

Review

You will have a review with your tutor regularly and will compile an Individual Learning Plan (ILP). We want you to succeed and will support you and help you with your studies. You can access your ILP on [Moodle](#) or will be given a paper copy. This is an important document for you to look at on a regular basis and to discuss any issues with your tutor. Reports will be sent home three times a year of you are aged 16-18 when you enrol.

S

Safeguarding

We have an established procedure to deal with disclosure of abuse under the Child Protection Act 1989. This also includes vulnerable adults. Safeguarding applies to everyone at college. Please come to Student & Learning Services in The Hex, who will arrange for you to talk confidentially to a Pastoral Mentor or the Pastoral & Safeguarding Manager. All staff have a duty of care to pass on information relating to safeguarding to the Pastoral & Safeguarding Team.

We want all our students to have a great time here at College and your tutor will be able to help you with most of the problems you may face whilst here. However, if you have a more personal problem, speak to your Pastoral Mentor who are here to help you and your tutor find the best solution.

We can put you in touch with lots of specialist organisations, to empower you to make the best choice for your wellbeing. To contact your Pastoral Mentor, you or your tutor can email us at - safe@lmc.ac.uk

The Senior Safeguarding Team is:

Maggie Dodd,

Director of Personal Development & Welfare **01524 521401**

Beverley Martindale,

Safeguarding Manager **01524 521382**, safe@lmc.ac.uk

Safe Learner - see also Confidentiality

LMC takes your safety seriously. It is important you tell us anything we need to know to keep you safe. You'll also find lots of ideas and tips to help you with the Health and Safety aspects of your coursework by clicking on the Wellbeing button in [Moodle](#).

Sexual Health

We want to help you take responsibility for your sexual health. Condoms can be obtained from staff in The Hex or via your Pastoral Progress Mentor. Information for all methods of contraception, chlamydia screening and any other sexual health areas can also be obtained Free by contacting **CaSH 0300 1234 154**, www.cashlancashirecare.nhs.uk, for details of local clinics..

Smoking, E-Cigarettes and chargers

We would rather you didn't smoke, for the sake of your health. We are a smoke free College. If you wish to smoke you must use the smoking shelter near the Morecambe Road car park. Due to social distancing, all other smoking shelters are currently out of bounds. Smoking is not allowed anywhere else on the campus and you will be disciplined if you ignore this rule. This includes e-cigarettes and shisha pens. E -cigarette chargers are not permitted on site.

Sport at LMC

You can take part in a range of sporting activities at LMC, no matter what you are studying. Email a.cowperthwaite@lmc.ac.uk

Student Finance England

You'll need to apply through Student Finance England if you plan to go on to Higher Education next year. Apply online and ask in the Hex as you will need the College buzzword to apply, and it is a good idea to get your application checked.

Student Governors

The College has a Board of Governors who meet on a regular basis to make sure the College is running smoothly and meeting the needs of the people who use it. There is also a place on the board for a Student Governor. You can also be a Student Governor if you are a work based student. This is an important responsibility and also looks very good on your CV. If you'd like to find out more, please drop into The Hex.

Sustainability

Sustainability is about respect: respect for the environment, each other and our communities. Please help us make a difference.

T

Transfer

If you decide you want to change course, please speak to your tutor or come and talk to someone in Student & Learning Services. We will ensure you have all the facts to make the best decision for you.

Transport

See Bikes, Buses and Bus Passes - visit www.lmc.ac.uk/bus

Tutorial Support

You will be allocated a Personal Tutor or an assessor who will be your first point of contact for your time in College. You will meet with your tutor or assessor on a regular basis in tutorials or at reviews.

U

UCAS

Is the Universities and Colleges Admissions System and if you aim to go on to Higher Education you need to know about UCAS. Application is electronic and you will need to apply as soon as you can in the Autumn Term. Ask your tutor or staff in The Hex for guidance.

We also have a wide range of HE prospectuses, which can be found in The Hex. If you have any special requirement that may affect your time at university, please contact the Additional Learning Support team who will be able to advise how to get extra support.

V

Volunteering at LMC

Volunteering is a great way to gain new experiences, meet new people, and increase confidence, whilst doing something worthwhile that benefits others. It's also great for your CV or UCAS statement. What are you waiting for?

W

Weather

In case extreme adverse weather causes us to close College, we will notify local radio stations. Information will be available through [Facebook](#) and [Twitter](#), which you'll be able to access through the College's [website](#).

Wet Room

We have a fully accessible wet room including hoist, Closamat toilet, adjustable bed for changing and shower facilities. Please contact Additional Learning Support on learningsupport@lmc.ac.uk

Work Experience

This is an important and essential part of many courses at College and is a stepping stone into the world of work. Many students gain employment through work experience, so make sure you impress your work placement with your attitude. For your own safety, you must not attend a work placement unless you know it has been approved by College. To keep you safe in your placement, we may need to share some information with the placement provider. We'll always discuss this with you first.

WiFi

The whole campus is Wi-Fi enabled so you should be able to access the internet most places around college and certainly in any of the buildings. You can connect to LMC Wi-Fi with your student ID number@student then your password.



Useful Numbers

Your tutor

College Numbers

Main Campus (Switchboard)	01524 66215
Absence Hotline	01524 521533
Student & Learning Services	01524 521385
Computer Helpdesk	01524 521265
Student Money Team	01524 521469
Learning Services	01524 521269
Hair & Beauty Salon	01524 521229
Coulson's Restaurant	01524 521224
Morecambe Learning Centre	01524 410365

Young People's Service

Lancaster	01524 586530
Morecambe	01524 831978

Inspira

Barrow	01229 824052
Kendal	01539 730045

Concerned about money matters?

Tax Credits Helpline	0345 300 3900
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Benefits Agency www.gov.uk/benefitadvisor

You or someone you know worried about gambling?

Gambling Gamcare	0808 802 0133
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(Advice and guidance on gambling problems)

Welfare Rights

Where you can get help and information on welfare benefit issues

Lancaster	0300 123 6739
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Citizens Advice Bureau

Where you can receive information, advice and support on any issue

North Lancashire	01524 400404
Windermere	01344 411 1444
Barrow	01229 830367

The Law - Police Control Centre

Non emergency	101
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Health - The Health Service

NHS Direct	111
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(Information about GP services, support groups and Health care advice)

NHS Smoking Helpline	0300 123 1044
Addaction	01524 39570
Student & Learning Services	0800 306 306
Celebrating Cycling	01524 582394
CaSH Sexual Health Services	0300 1234 154

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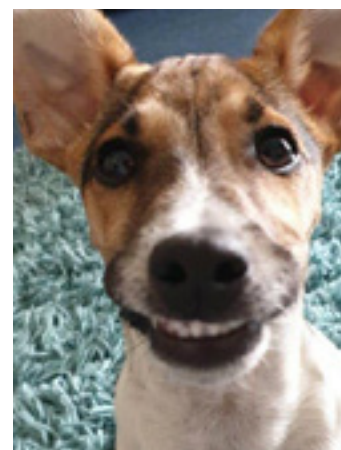
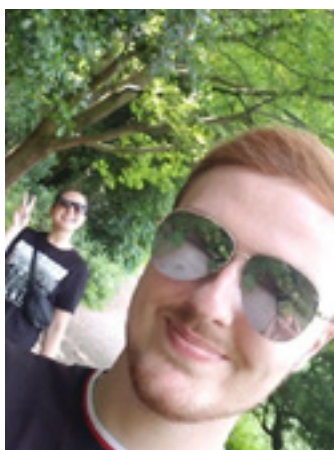
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