

WELCOME TO LMC!

Lancaster & Morecambe College

Your Welcome Guide
2021-22

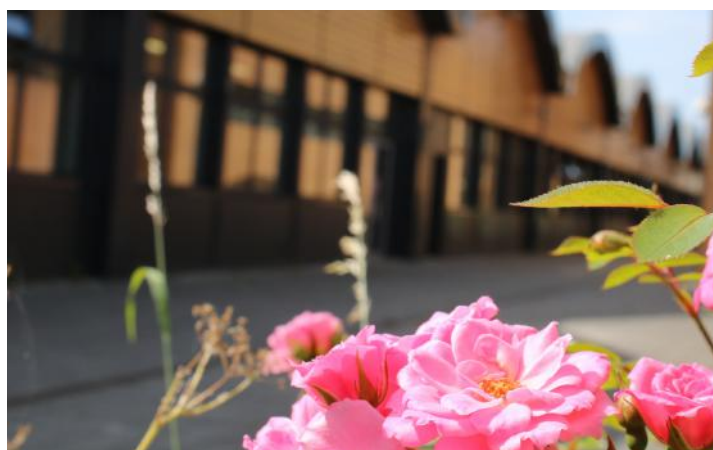
NICE TO MEET YOU!

Congratulations on gaining your place at Lancaster & Morecambe College.

We hope you had a lovely Summer and are excited to start your course soon!

In this guide you'll find useful information to help prepare you for your time here at LMC and ensure you know all the important bits of information you'll need throughout your time at College.

If there is anything you'd like to know before your course starts that isn't included in this guide, please get in touch with our friendly support team in The Hex on 0800 306 306 or 01525 521385.



PRINCIPAL'S WELCOME

As we excitedly look forward to the new academic year at LMC we all recognise that we are still living through very unusual and uncertain times, which we all continue to adapt to. Over the summer we have been preparing the campus for the safe return of students in September whilst continuing to innovate in the ways we deliver learning.

As the new term 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 to achieve your qualifications over the coming year.

Our first priority, as always, is to safeguard the health & wellbeing of our learners, apprentices and staff 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.

Regardless of this, our expectations of all remain high and our staff teams will continue to stretch and challenge all students and apprentices to be the best they can be in their chosen subjects.

The Safeguarding & Pastoral team and Learning Support staff will be on hand to support you with your studies and any other issues you may face. We know the impact of the last 18 months has affected many of us in terms of our mental health and wellbeing. Remember to ask for support if you need it; we are here to help.

So, as we begin the first term of 2021/22, I encourage you to fully engage with your College, your tutors and your learning. We want to ensure that you not only achieve your qualification, but you then progress on to rewarding careers and higher-level studies. We are all keen to see the College vibrant again in September and to welcome our learners back to a safe learning environment. 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.



Wes Johnson
Principal

Use the hashtag

#LMCollege

on all socials so we can share
your excitement!



CLICK me!



@LMCollege



TERM DATES



AUTUMN TERM

Monday, 6th September - Friday, 10th September 2021

Induction Week

Monday, 13th September 2021

Autumn Term Commences

Friday, 1st October 2021

Learner Review Day

Monday, 25th October - Friday, 29th October 2021

Half Term

Friday, 17th December 2021

Autumn Term Ends



SPRING TERM

Wednesday, 5th January 2022

Spring Term Commences

Friday, 11th February 2022

Learner Review Day

Monday, 14th February - Friday, 18th February 2022

Half Term

Friday, 1st April 2022

Spring Term Ends



SUMMER TERM

Tuesday, 19th April 2022

Summer Term Commences

Monday, 2nd May 2022

Bank Holiday (College Closed)

Friday, 20th May 2022

Learner Review Day

Monday, 30th May - Friday, 3rd June 2022

Half Term

Friday, 1st July 2022

Summer Term Ends

www.lmc.ac.uk/calendar

YOUR FIRST FEW WEEKS

W/C 6th September

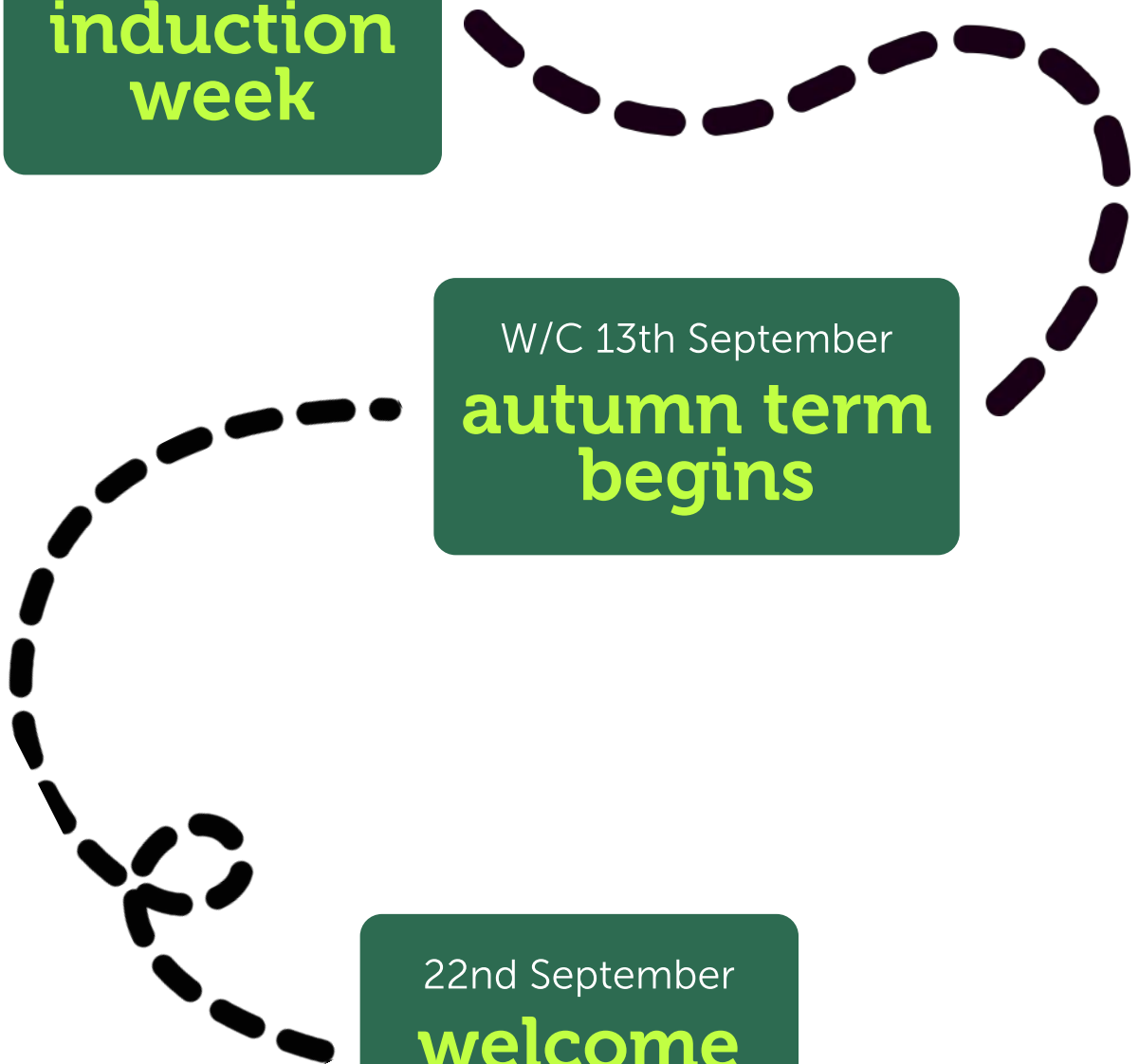
**induction
week**

W/C 13th September

**autumn term
begins**

22nd September

**welcome
fair**



OUR CAMPUS

Our campus will be your home for the next year, so it'll be useful for you to get familiar with it! You may have already visited us previously so you have an idea of what to expect, but have a look below so you'll know your way around when you start with us.

The Hex

The Hex is at the heart of the College campus; it is a quiet space for independent study and is home to our helpful Student & Learning Services team.

Our friendly team are there to support you with your well-being, student money queries, travel, careers advice, resources, and more.

For more information, contact The Hex on [0800 306 306](tel:0800306306) or [01524 521385](tel:01524521385) or info@lmc.ac.uk.



The Lounge

The Lounge is a place for you to relax with your friends during breaks and provides a variety of tasty, affordable food and drinks throughout the day. The menu includes 'specials' every day, so hopefully there's always something you'll like!

If you arrive at The Lounge between 8.30am and 9.15am, you can choose between porridge, tea, and toast for FREE. What better way to start the day?

The Lounge
Food · Shop · Social Space

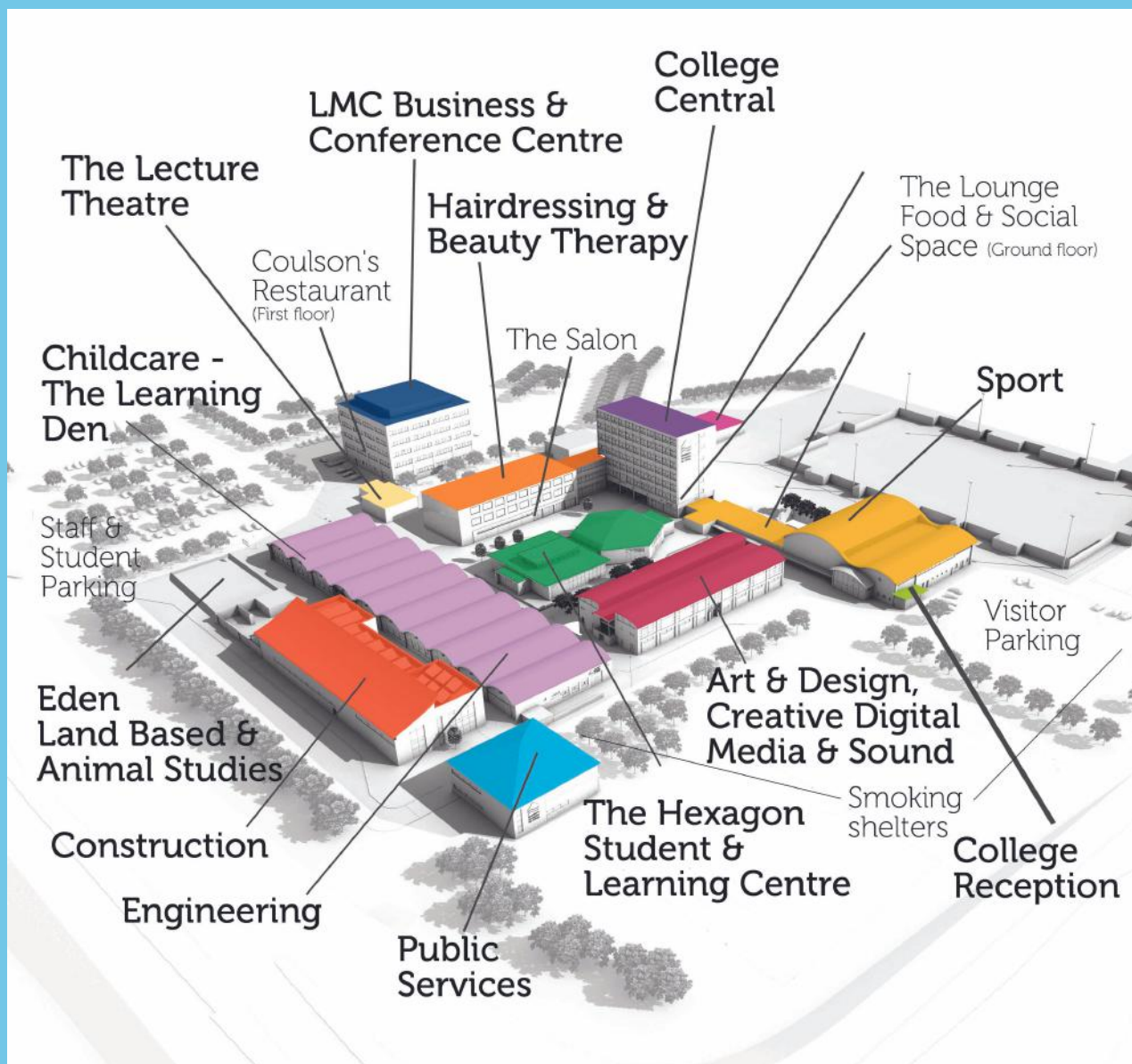
Term-Time Opening Hours

Reception	The Hex	The Lounge	Lunch Served
Mon: 8.00 - 5.30PM	Mon: 8.30 - 5.00PM	Mon: 8.30 - 4.00PM	11.30 - 1.45PM
Tue: 8.00 - 5.30PM	Tue: 8.30 - 6.00PM	Tue: 8.30 - 7.45PM	
Wed: 8.00 - 5.30PM	Wed: 8.30 - 6.00PM	Wed: 8.30 - 7.45PM	
Thu: 8.00 - 5.30PM	Thu: 8.30 - 5.00PM	Thu: 8.30 - 4.00PM	
Fri: 8.00 - 4.30PM	Fri: 8.30 - 4.00PM	Fri: 8.30 - 3.30PM	

Site Map

Our campus can look overwhelming at first, but you'll soon familiarise yourself with it. You'll hear about different blocks around College - and it's likely you'll only have classes in 1 or 2 different buildings, so this map is a useful guide to where you find the different subject areas:

- **A Block** - Engineering, Animal Studies, Child Education "The Den"
- **B Block** - Hairdressing & Beauty Therapy
- **C Block** - College Central (Business, Digital Technology, Health & Social Care, Child Education, Foundation Learning, The Lounge).
- **D Block** - Employer Hub, Coulson's Restaurant, Access to HE, Travel & Tourism, Hospitality & Catering, Estates.
- **E Block** - Public Services
- **F Block** - Construction & Built Environment
- **K Block** - Art & Design, Creative Digital Media & Sound
- **S Block** - Sport



TRANSPORT

FREE Bus Service

We provide a free bus service to students who live outside Lancaster and Morecambe and are studying on a full-time course. Buses will operate from Monday, 6th September. For a detailed list of our free bus routes, please 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. You can only use your specific free bus route (you can't use every route). Your allocated bus stop will be printed on your ID.

Students who live in 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, as well as on-site parking.

To ensure the safety of all of our learners, you will be required to wear a mask at all times on the bus, unless medically exempt.

Please see the map below for our free bus routes:



TRANSPORT

LSF-Funded Stagecoach Bus Pass

You are eligible for a LSF-Funded Stagecoach termly bus pass if you live more than 1.5 miles from College (measured using Google Maps walk), are studying a full-time course, and your household income is less than £35,000 including income from 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.

LSF-Funded Stagecoach bus passes are only available to students who cannot travel on a free bus route. However, we can 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	MegaRider	MegaRider Plus	MegaRider Gold
Autumn	£199	£205	£345
Spring	£155	£160	£259
Summer	£127	£142	£228

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.

Student 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.

Apprentices

Apprentices can get support for travel costs to College and the workplace - please contact the Student Money team on [01524 521469](tel:01524 521469) to find out more.

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 including income from means-tested benefits

**Here are just a few
benefits of being an
LMC student!**



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

Free Breakfast

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

Pastoral Support

Our Pastoral Team are here to help you with your personal well-being throughout your time at College. Visit The Hex or email safe@lmc.ac.uk to book an appointment to speak to one of the Pastoral Mentors!

Careers Advice

You have the option to book appointments with our careers advisors who can support you finding work opportunities during or after College - simply contact The Hex to book yours.

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 info, ask your tutor or contact studentvoice@lmc.ac.uk

Student Ambassadors

Become a student ambassador and represent the College at a range of events, school visits, and on social media. You'll have the opportunity to work alongside the marketing team and will have the opportunity for paid work. Email marketing@lmc.ac.uk for more information!

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 our Student Money Team, or contact us on 01524 521469 or email studentmoney@lmc.ac.uk

Apprentices qualify for support with travel costs only.

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 age 16, 17, or 18 before 31 August 2021, your course is free.

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

Lunch Credits

You will qualify for a free lunch each day you are timetabled 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 2021 **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 look 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 2021, please apply for support through the Care to Learn Scheme www.gov.uk/care-to-learn

If you are a parent aged 20 or over on 31 August 2021 **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**.

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

YOUR SAFETY

Lanyards

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

Below you can see who each coloured lanyard represents:



Students



Staff



Visitors

Secure Campus

In response to requests from learners, from October the College will be using secure door access controls and you will need to swipe in and out of buildings, using your ID card.



Student ID

You'll use your ID card to log on to computers, print, borrow resources such as textbooks and laptops from The Hex, and for online exams. You will also need your lanyard and ID for The Lounge to serve you.

You will be asked for your ID card if you use our free bus service as your 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. Visit The Hex for a replacement.



Email

When you start with us you will receive a student number which will be on your student ID card and is used 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 or call 01524 521269.

1-to-1 Careers Support



Pop into the Hex to speak to our friendly advisors who will be able to help you prepare for your future career. Whether you know what you want to do or not, they will support you to develop a plan so you can progress into your dream job!

You can book an appointment by emailing advice@lmc.ac.uk

CAREERS ADVICE

Employer Visits

Over the year you will have the opportunity to meet a range of employers through your course and college-wide events. Stay tuned as there may be some exciting opportunities for you!

Workshops

You will have access to a range of workshops throughout your time at college, preparing you for your career once you finish your course.

Workshops include:

- Interview Preparation
- Introduction to HE
- CV Workshops and more!



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 which we expect the whole College community to follow:

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.

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 - you will sign this at the beginning of your course, as part of your enrolment form.

You agree to:

- Attend 100% of your timetabled sessions
- Be punctual
- Behave in a considerate manner at all times
- Complete all of 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 rules:

- Behave politely, sensibly and safely at all times
- Don't use your mobile devices during class
- Do not eat or drink in the classroom or workshops, only bottled water is allowed
- Keep your college clean - don't leave litter
- Leave your classroom and workshops tidy

USEFUL CONTACTS



General Numbers

Absence Hotline (Until 9:30am)	01524 521533
Main Reception	01524 66215
The Hex/Student Support/Resources	01524 521385
Additional Learning Support	01524 521245
Safeguarding	01524 521382
Student Money	01524 521469
Student Resources	01524 521269
Computer Helpdesk	01524 521265
Morecambe Learning Centre	01524 410365
Pastoral Support	01524 521220
Careers Advice	01524 521385



Administrators

Sport, Public Services	01524 521250
Art & Design, Creative Digital Media	01524 521423
Hair & Beauty, Hospitality, Access	01524 521262
Construction & Engineering	01524 521245
Animal, Foundation Learning, ESOL, Skills for Life	01524 521379
Health & Social Care, Childcare, Business, Travel & Tourism	01524 521351



Email

General Enquiries	info@lmc.ac.uk
Student Money	studentmoney@lmc.ac.uk
Safeguarding & Pastoral Support	safe@lmc.ac.uk
Additional Learning Support	learningsupport@lmc.ac.uk
Tell us what you think	studentvoice@lmc.ac.uk

College emails for staff are easy - simply put their initial, a dot, and their surname@lmc.ac.uk
e.g. John Smith would be j.smith@lmc.ac.uk

FOLLOW US!



@LMCollege



Don't forget to LIKE The Hex!

Make sure to like The Hexagon's Facebook page for regular messages throughout the year from our Learning Services Team
[@TheHexLMC](#)



**Click
here!**

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 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 Lancaster City Council Housing Services Section at Morecambe Town Hall **01524 582257**. 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 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 help with alcohol or drugs issues call **We Are With You** based at YMCA in Lancaster. Free phone **0800 164 0074**. 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 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 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 9 & 10 of this guide or [**lmc.ac.uk/bus**](http://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 [**lmc.ac.uk/bus**](http://lmc.ac.uk/bus)

C

Careers

You'll find careers resources in Student & Learning Services in The Hex and also on [**Moodle**](#).

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**](mailto: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**](mailto:studentvoice@lmc.ac.uk) if you are interested and we'll get in touch.

Computer Helpdesk

IT support is available from Computer Services - call **ext 265** or pop into The Hex.

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**](mailto: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

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

The Lounge is a place for you to relax with your friends during breaks and provides a variety of tasty, affordable food and drinks throughout the day. If you arrive between 8.30am and 9.15am, you can choose between porridge, tea, and toast for FREE. Food and drinks (other than bottled water) are not allowed in classrooms, workshops or The Hex.

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

The majority of our courses enrolments are now done on-line and the Student & Learning Services team in The Hex can help with enrolment enquiries. 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 **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 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

Staff & learners are advised to wear face coverings in all internal communal areas of the campus, including The Lounge, The Hex, toilets, corridors and on the stairs, unless you are medically exempt.

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, e-mail studentvoice@lmc.ac.uk for advice and information.

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 The Salon on **01524 521229** visit 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

The Hex is at the heart of the College campus; it is a quiet space for independent study and is home to our helpful Student & Learning Services team and Pastoral Mentors who are there to support you with your well-being, student money queries, travel, careers advice, resources and more. Contact them on **0800 306 306** or **01524 521385**.

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 **gov.uk/advanced-learner-loan**. 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.



ID cards on LMC campus

You must wear your lanyard and display your ID card at all times. You'll need your lanyard and ID card in order to be served in The Lounge, print, and take resources out of The Hex. From October, our Secure Door Access controls will be in use and you will need to swipe in and out of College buildings. 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.

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 **lmc.ac.uk/international**



Jobs

We have employability resources and can help with applications and CVs. We also advertise current Apprentice vacancies visit **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 [**lmc.ac.uk/student-life/support**](https://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 2021.

Please ask in The Hex or call **01524 521469** for further information. See [**lmc.ac.uk/student-life/financial-support**](https://lmc.ac.uk/student-life/financial-support) for details. Higher education students must apply to Student Finance England for assistance.

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.

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**](mailto: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.

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.





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 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**, 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.



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 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

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 581170
Morecambe	01524 581171

INSPIRA

Barrow	01229 824052
Kendal	01539 730045

CONCERNED ABOUT MONEY MATTERS?

Tax Credits Helpline	0845 300 3900
Benefits Agency	www.gov.uk/benefitadvisor
National Debt Line	0808 808 4000
Money Advice Service	0800 138 7777

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

National	03444 111 4444
Lancaster	0344 488 9622
Morecambe	01542 400 400
South Lakes	0344 411 1444

SUPPORT SERVICES FOR MENTAL HEALTH

Lancashire

Minds Matter	01524 550 552
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Cumbria

Under 18	Contact GP for CAMHS Referral
First Step (Over 18)	0300 123 9122

THE LAW - POLICE CONTROL CENTRE

Non emergency	101
Crimestoppers	0800 555 1111

FOODBANKS

Morecambe Bay	01524 932 001
Kendal (King's Foodbank)	01539 446 464

HOMELESSNESS & HOUSING

Lancaster & Morecambe

Strategic Housing	01524 582 257
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Cumbria

Cumbria Council Housing	0300 0133 000
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National

Shelter	0808 800 4444
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RAPE & SEXUAL ASSAULT

SAFE	01772 524 555
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The Birchall Trust	01229 820 828
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(Text 07860 025 367)

NEST Lancashire	0300 1110 323
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(Text 'NEST' to 60777)

DOMESTIC ABUSE

Lancashire Victim Services

Domestic Abuse Helpline	0300 323 0085
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BULLYING

Helpline	0808 8002222
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EATING DISORDERS

B-eat

Helpline	0808 801 0677
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Youthline	0808 801 0711
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SEED

Helpline	0844 391 5539
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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	0800 022 4332
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WeAreWithYou	0800 164 0074
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Student & Learning Services	0800 306 306
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Celebrating Cycling	01524 582629
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CaSH Sexual Health Services	0300 1234 154
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SEXUAL HEALTH CLINICS

Morecambe & Carnforth Clinic	0300 123 4154
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Lancaster Clinic	01772 401 140
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DRUG & ALCOHOL SUPPORT

Lancashire

WeAreWithYou	0808 164 0074
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Cumbria

CADAS Kendal	0300 111 4002
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CADAS Barrow	0300 111 4002
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BEREAVEMENT

Samaritans	116 123
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Cruise Bereavement Care	0808 808 1677
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Cancer Care	03330 150 628
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(Text 07860 018 278)

SELF HARM

National Self Harm Network	0800 622 6000
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Your Future Starts Here!



Lancaster &
Morecambe
College

Lancaster & Morecambe College,
Morecambe Road, Lancaster, LA1 2TY