

Induction Handbook

2020/21



Information, Advice and Guidance



We are delighted to welcome you to Lambeth College. We are the Careers College for south London and, in choosing to join us, you have taken your first step forward into further education and your future career.

We offer a wide range of courses all of which aim to prepare you to make the most of your career opportunities. Whether you have chosen to learn and train within health and social care, construction, hairdressing and beauty therapy, hospitality and catering, sport, media, engineering, business, IT or ESOL you can expect to have a course that meets your needs at the right level and with the right opportunities to make progress.

We provide links with industry in order to ensure that the skills and knowledge you develop are up to date and relevant to your chosen career route. In addition, we have strong links with universities, including our close strategic partner London South Bank University (LSBU), helping to prepare your way for higher level study if you choose to progress to a university course.

Throughout your programme you will be expected to aim high, meet all course deadlines, attend regularly, and be on time for classes. We will provide you with the support and challenge you need to achieve a successful result.

By the end of your programme we will have done our best to assist you in gaining the highest results possible: it's up to you to do your best to take full advantage of all that Lambeth College can offer.

We hope you have chosen Lambeth College - The Careers College because you want the best chance to succeed in your own chosen career – between us we can make that happen.

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Career Ready Standards

At Lambeth College, we focus on setting high expectations for both our staff and students. We have developed the following Career Ready Standards which communicate the widely shared learning goals and expectations across the College.

For Students

For Staff

Commitment

- Have an outstanding attendance record
 - Be on time to all timetabled sessions
 - Be ready and prepared to learn
- Prepare students to be career ready
 - Demonstrate and model professional habits
 - Be punctual and start all timetabled sessions on time

Behaviour

- Be respectful to peers, staff and the College environment
 - Dress appropriately for College and not wear hoods or baseball caps
 - Be safe by wearing and displaying College ID passes at all times
 - Not smoke or vape on College premises
- Be respectful to students, peers and the College environment
 - Dress professionally for College and reflect occupational standards
 - Be safe by wearing and displaying College ID passes at all times
 - Not smoke or vape on College premises

Progress

- Develop professional habits and meet deadlines
 - Submit high quality work that demonstrates personal pride and ambition
 - Reflect on and be responsive to feedback
 - Achieve agreed SMART targets
- Have high expectations for all students
 - Mark and feedback on students' work by deadline
 - Be reflective and responsive to feedback
 - Set challenging targets that are agreed and owned by students

Career Ready Programmes

What are the key elements of the Career Ready Programme?

 **Course of your choice**

 **Work Experience & Employability**

 **English & Maths**

 **Learner Development Coach Sessions**

What is the Career Ready Programme?

The introduction of Study Programmes across the UK from September 2013 represents a radical change in the way quality vocational education and training is provided for young people aged 16–19.

At Lambeth College, we have renamed the Study Programme to the Career Ready Programme to reflect our ability to provide you with the teaching and experience needed for career readiness. The Career Ready Programme involves a substantial vocational qualification, combined with English and Maths, experience of work and weekly Learning Development Coach sessions.

It can be tailored to suit each individual student in terms of their qualifications, experience of work and progression into skilled employment and / or higher education.

Who can do the Career Ready Programme?

If you are aged between 16 – 19 you will automatically be placed on the Career Ready Programme. During your College induction, you will get to know your teachers and understand more about each aspect of your programme.



Getting You Career Ready



Enrichment and Sports

The College offers a wide range of career ready activities, trips and events in order to prepare you for employment, apprenticeships and/or higher education. You will also have access to a sports hall and fitness facilities, alongside a range of clubs including football, table tennis, basketball and boxing.



Lambeth College Student Union (LCSU) and Course Representatives

Being part of the LCSU or becoming a course representative gives you the chance to have a vital input into key decisions, to contribute to the development of the College, and to provide feedback to the College Leadership Group.



Learning and Skills Centres

Both Brixton and Clapham Centres have internet access and learning resource centres with a full range of up-to-date electronic, printed and audio-visual resources including books, online databases, DVDs, newspapers and magazines. Silent study rooms are also available and professional librarians are on hand to help.



Careers Advice

The College has a highly qualified and experienced Career Advisor providing employability programmes and up-to-date and accurate information, advice and guidance on a wide range of career-related topics from UCAS application to Career Planning.



Employability Work Experience and Industry Placement

Our Employer Engagement Team are able to support you, answer questions in a range of career-related fields and help you in complete work experience, or industry placements, volunteering and career opportunities.



Learning Development Coaches and Tutorials

Additionally, all full time students will additionally have their own Learning Development Coach or tutor to support their success; students on part time and evening courses will be able to access Learning Development Coach. Resources and information on [Moodle](#).

Getting You Career Ready



Progress Review Weeks

Progress Review Weeks take place midway through the autumn, spring and summer terms to ensure you are on target to achieving your career goals and challenging your grades. Parents and guardians of 16-18 year olds will be invited to a consultation evening at the beginning of the year, as well as regular Parents/Guardians' Evenings and events throughout.



Supporting People with Learning Difficulties and/or Disabilities

We offer specialist advice, guidance and resources and/or additional support for assessments including arrangements for exams. A personalised programme is also available for people who have experienced anxiety, depression or other mental health difficulties. All of our centres are wheelchair accessible.



College Nursery

Choosing the Lambeth College Nursery for your child gives you the flexibility to learn and have your childcare needs taken care of at the same time. With an excellent location, value for money and good transportation links, you couldn't ask for more benefits rolled into one.

The college nursery is located at our Clapham centre, the age range is 2-4 years. Nursery places are allocated on a sessional basis and will correspond with the individual learner's timetable. We are a Covid-19 secure setting.



Childcare Bursary

Learners aged 19 and over who have a total household income of less than £27,000 per year can apply to the Childcare Bursary Team for support towards childcare costs.

To be eligible you must:

- Have settled status in the UK
- Be the parent or main carer
- Maintain at least 90% attendance
- Have a household income of less than £27,000 per year

You can apply once you have a course offer and/or enrolled for your 2020/2021 course/s at Lambeth College, for more information and to apply go to our [website](#).

Bursaries

Do not be deterred from applying to Lambeth College due to money worries. Full-time students on a low income or from a low income household may be eligible for a bursary. There are two types of bursary awards at Lambeth College: vulnerable bursary and a discretionary bursary.

Our bursaries are sufficient to help students meet the costs related to participation e.g. transport, books and equipment, field trips and other course-related costs and may also be used towards the costs of attending university interviews and open days.

Vulnerable Bursary

To be able to receive a vulnerable bursary students must be aged over 16 and under 19 at 31st August before the academic year in question, and meet the residency criteria.

To be eligible, students must be:

- In care
- Care leavers
- Get income support (IS) or Universal Credit (UC) in place of IS in their own right
- Getting Employment Support Allowance (ESA) and Disability Living Allowance or Personal Independence Payments in their own right

Free College Meals

To be eligible for a free college meal students must be aged 16 or over but under 19 at 31 August 2019.

A daily set amount of funds, linked to timetables, will be allocated to a card in the student's name for the purchase of food in the college canteen.

Students aged 19 or over are only eligible for a free meal if they:

- are continuing on a study programme they began aged 16 to 18 ('19+ continuers') or
- have an Education, Health and Care Plan (EHCP)

These 2 groups of students can receive a free meal while they continue to attend education (in the case of a 19+ continuer, this must be the same programme they started before they turned 19), as long as their eligibility continues.

Bursaries

Discretionary Bursary

To be eligible to receive a discretionary bursary students must be aged over 16 at 31 August before the academic year in question and meet the residency criteria.

You must also be from a low income household who is either in receipt of means tested benefits or have an income of £27,000 or less per year.

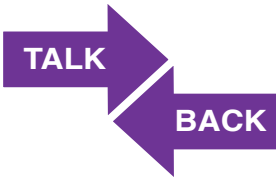
We do not award a flat rate to our students. Therefore, the actual amount awarded varies depending on household income, duration of course and personal circumstance. However, awards are regularly in excess of £450 per academic year.

How to Apply

Bursary forms will be available during enrolment and induction or speak to a Learning Development Coach or a member of the Student Development Team or visit the Student Support Centre on 'The Street SW4'.



Student Voice



Safeguarding

We are committed to the well-being and safety of all of our students and take our responsibility to safeguard our College community seriously.

If you would like to report any concerns or issues, please speak with your Learning Development Coach or Safeguarding Officer (Located in C032) or email safeguarding@lambethcollege.ac.uk

Prevent Radicalisation

As part of Safeguarding we will work with students to help inform and support them to make the right choices to avoid being radicalised either online or in their communities. Building resilience and the promotion of fundamental British values is at the heart of preventing radicalisation.

Lambeth College does this by promoting an environment where students can discuss controversial issues and be given the knowledge and confidence to challenge extremist beliefs and ideologies.

College and British Values

The fundamental British values of democracy, rule of law, individual liberty, mutual respect and tolerance for those with different faiths and beliefs are embedded in daily college life. We see democracy in action in the elected body of Student Union and Course Representatives, individual liberty and mutual respect is promoted through our annual calendar of citizenship events such as International Women's Week, LGBT Month, Black History Month, Anti-bullying Week, Faith and Beliefs Conference and other calendar dates and events. We work with partners in the local community to reinforce the rule of law and raise awareness of everyone's rights and responsibilities.

Talkback

Talkback is a centralised 'one stop shop' approach to capture feedback from all students who have an entitlement to participate in 'co-production' of their college experience and in the evaluation of their teaching and learning. Whilst good practice will ensure that student involvement becomes embedded in day to day operations the following formal mechanisms of engagement provide the framework: Student Union, Student Governors, Course Representatives, Student Voice Conference, Head of School Focus Groups/Forums, Cross College Focus Groups, Student Perception of College SPOC, Student Surveys.

Lambeth College Students' Union



Lambeth College Students' Union is about students representing students democratically so that they can have an equal say in decisions that affect their college life. We advocate on behalf of all learners to represent their welfare and opinions.

We promote student voice, rights and opportunities, which include equality and diversity, as well as student lifestyle. Through our service, we aim to provide each and every student with support that will enhance their college life.

We hope to inspire all students with various events and activities which will provide an all-round excellent experience of education and social life.

Lambeth College Students' Union members observe the following policies in accordance with the college policies and procedures:

- ✓ Equal Opportunities
- ✓ Safeguarding
- ✓ Health & Safety

Students' Union work in accordance and plan events in coordination with college planners as a guide.

Childcare for 16-19 year olds

Care to Learn

Care to Learn can help pay for your child care costs while you are learning.

Childcare may include a child minder, pre-school playgroup, day nursery or out of school club.

You can get up to £175 per child per week to cover:

- Childcare, including deposit and registration fees
- A childcare 'taster' session (up to 5 days)
- Keeping your childcare place over the summer holidays
- Taking your child to the childcare provider

Eligibility

You can get help with Childcare from Care to Learn if:

- You are a parent under 20 at the start of your course
- You are the main carer for your child
- You live in England
- You are either a British citizen or a national of a European Economic Area (EEA) country
- Your course is publicly funded (check at college)

Your Childcare Provider

- Must be OFSTED registered
- If your child needs specialist childcare, the provider must also be on the Care Quality Commission's register for specialist provision
- If you want a relative to get Care to Learn for looking after your child they need to be both:
 - a registered childminder and care for your child outside your home
 - paid using Universal Credit, tax credits or childcare vouchers



Childcare for 16-19 year olds

How to Apply

Apply online if you are applying for the first time. If you've received Care to Learn before you can login to:

www.gov.uk/care-to-learn/how-to-claim

Please note:

- You need to complete an application form each year
- You must apply within 28 days of starting your course so that your childcare provider is paid from the beginning of your course
- If you apply after that, your childcare provider will only be paid from the beginning of the week that your application was received
- You will be paid only on term time

Important Information

- Childcare payments go directly to your childcare provider
- Before your childcare provider can be paid:
 - Your childcare provider needs to confirm your child's attendance
 - The College needs to confirm that you are attending your course
- Payments for travel costs go to the College
- Payments will stop if:
 - You stop attending your course
 - You finish your course
 - Your child stops attending childcare



Travel 16-18

16+ Zip Oyster Photocard

Young people aged between 16 and 18 may be able to get a 16+ Zip Oyster photocard to:

- Buy child rate 7 day, monthly or longer period Travelcard and Bus & Tram Passes
- Pay as you go at half the adult rate on bus, Tube, tram, DLR, London Overground, TfL Rail and most National Rail services in London
- Young people that live in a London borough can get free bus and tram travel if they were aged 16 or 17 on 31 August or were aged under 18 on 31 August and are still in full time education

Eligible Courses

At least 12 guided learning hours between 09:00-18:00, Mon-Fri, for a minimum of 10 weeks, at Level 3 or below (up to and including A Level or equivalent vocational qualification).

How to Apply

A parent or guardian must apply online for a 16+ Zip Oyster photocard if their child is aged under 18. Those aged 18 or 19 and you're applying for a free bus and tram travel, print off a verification letter that will need to be stamped by your school or college. You will need to take the stamped verification letter to a Post Office in London along with any required documentation.

NB: You will have to pay a non-refundable £20. You will need a valid email address and a digital photo.

Important Information

Not all TfL applications are successful. Please see section on **Grants** (pg.13,14) or talk to your Learning Development Coach to discuss your individual circumstances.

Travel for 18+

If you are:

- Aged 18 or over
- Enrolled on an eligible full time.

You can get an 18+ Student Oyster photocard

- Save 30% on Adult Travelcards, Bus and Tram Passes valid for 7 days, one month or up to a year

Eligible Courses

At least 12 guided learning hours between 09:00-18:00, Mon-Fri, for a minimum of 14 weeks, at Level 3 or below (up to and including A Level or equivalent vocational qualification).

How to Apply

Log onto the Transport for London (TfL) website at: www.tfl.gov.uk

Important Information

Not all TfL applications are successful. Please see section on Grants or drop into the Student Services Advice Office or speak to discuss your individual circumstances.

Benefits

Job Seekers' Allowance (JSA)

Students may be able to claim Job Seekers Allowance whilst studying. To qualify you must be:

- ✓ 18 years or over but below State Pension age
- ✓ Not studying a full time course
- ✓ Actively looking for work
- ✓ Available for work and willing to start immediately

What is a Part-time Course?

A part-time course is one that is less than 16 hours per week. It has to be officially classed as a part-time course. The Jobcentre may require you to produce a Learning Agreement, which shows the number of hours you are studying each week. You can obtain a Learning Agreement from the College Registry.

Important Information

Make a claim by telephoning [0800 055 6688](tel:08000556688) or online at www.gov.uk/jobseekers-allowance

You will be required to sign on at the Jobcentre on a regular basis, and if you do not sign on, your JSA claim may be closed.

If your signing on day conflicts with your class, you should speak to your tutor and your Job Centre Plus Adviser.



Universal Credit

Universal Credit if you're studying full-time

You may be able to get Universal Credit if you're studying full-time and any of the following apply:

- you're aged 21 or under, in full-time non-advanced education and do not have parental support
- you're responsible for a child
- you live with your partner and they're eligible for Universal Credit
- you've reached the qualifying age for Pension Credit and live with a partner who is under that age
- you're disabled and have limited capability for work and are getting:
 - Personal Independence Payment
 - Disability Living Allowance
 - Attendance Allowance
 - Armed Forces Independence Payment

Aged 21 or under, in non-advanced education and do not have parental support

This includes if you've left care provided by the local council or you're without parental support.

You may be eligible for Universal Credit if:

- you're on a full-time course of non-advanced education or training that started before you reached age 21
- you reach age 21 while you're on the course

You can continue to get Universal Credit until:

- the end of the academic year in which you reach age 21
- the end of the course, if it ends before you reach age 21

You're responsible for a child

The child may be adopted or a foster child.

For couples, one of you or both of you may be a student.

Part-time study

If you're studying part-time, you may be able to get Universal Credit. You'll need to meet the other eligibility conditions, like being available for work.

You may be asked to provide proof that the course is part-time.

For more information please visit: www.gov.uk/guidance/universal-credit-and-students

Grants

What is Available?

There are a number of external Trusts and Charities that students may apply to for grants and financial help.

In this section you will find a list of websites where you may be able to get money to help with travel, childcare, books, fees and course related equipment.

Eligibility

The eligibility criteria will differ with each Trust or Charity.

How to Apply

- Log onto the relevant website and follow the instructions
- All applications need:
 - ✓ A Personal Statement
 - ✓ A Learning Agreement (you can obtain from the Registry)
 - ✓ An Academic Reference from your Tutor
 - ✓ Proof of ID
 - ✓ Proof of income
 - ✓ Evidence of your needs
- Speak to a Learning Development Coach for further help or guidance.

Useful Websites

www.family-action.org.uk

Contact your LDC

www.walcoffoundation.org.uk

Students who have been living in Lambeth for a minimum of a year and from a low income household

www.turn2us.org.uk

You can also search for non-educational funding, including household needs, furniture, medical equipment or extreme hardship

www.bedehouse.org.uk

Southwark residents with learning difficulties, victims of domestic violence & hate crime, and 11-19 year olds

www.swsjcharity.org.uk

Students under 25 living in Lambeth or Wandsworth

www.newcomencollett.org.uk

Students under 25 living in Southwark

www.edfenergytrust.org.uk and www.britishgasenergytrust.org.uk

If you have utility debts the above websites may help

Housing



General Information

- Generally you can only register for social housing with the Borough with a genuine connection
- Waiting lists are very long and applications are based on a point system according to vulnerability and needs
- If you are homeless you still need to go to your Borough Council first and ask for a 'homeless assessment'
- Most Boroughs run a Rent Deposit Scheme which can help vulnerable people access rent for properties in the private sector

Housing Advice in Lambeth

Lambeth Housing Options & Advice Service

[020 7926 4200](tel:02079264200) 2-7 Town Hall Parade, Brixton Hill London SW2 1RP

Brixton Customer Centre

[020 7926 8890](tel:02079268890) Olive Morris House, 18 Brixton Hill, London SW2 1RL

Gracefield Gardens Customer Centre

[020 3049 4850](tel:02030494850) 2-8 Gracefield Gardens Streatham, London SW16 2ST

Lambeth SNAP (Support Needs and Assessment Placement) Team

Advice and support for vulnerable people with housing-related needs 2-7 Town Hall Parade, Brixton, London SW2 1RP [0207 926 4407](tel:02079264407) (09:00 – 17:00) [020 7926 1000](tel:02079261000) (Out of hours)

Experiencing Domestic Violence

Women's Aid/Refuge advise women on safe housing options for those experiencing domestic violence: 24 HR Helpline [0808 200 0247](tel:08082000247) www.womensaid.org.uk

The Gaia Centre

Supporting young people ages 13 – 17 who are experiencing any form of gender based violence: [020 7733 8724](tel:02077338724)

Housing



Other Options

Housing Associations

Provide social housing www.direct.gov.uk

Renting Privately

Adverts in South London Press, Loot, Time Out, Evening Standard.

Accommodation Agencies & Estate Agents

Help with finding private accommodation. Service subject to fees.

Also try internet websites such as www.gumtree.com

At Risk of Homelessness

Ace of Clubs

Shelter, food, medical care

www.aceofclubs.org.uk St. Alphonus Rd., SW4 7AS [020 7720 2811](tel:02077202811) or [020 7720 0178](tel:02077200178)

St Mungo's Street Population

Outreach Team (SPOT) [0208 762 5500](tel:02087625500)

Shelter

A national 24 hour helpline [0808 800 4444](tel:08088004444) www.shelter.org.uk

Alone in London

Advice and support for 16-26 year olds [020 7278 4224](tel:02072784224) www.aloneinlondon.org

Nightstop

Emergency accommodation for 16 – 25 year olds

Tel: [020 7939 1220](tel:02079391220) www.depauluk.org/nightstoplondon

London Connection at St Martin's

(Westminster residents) [0207 766 5544](tel:02077665544) www.connection-at-stmartins.org.uk

Crisis

Advice for the single homeless [0844 251 0111](tel:08442510111) www.crisis.org.uk

New Horizon

Advice for 16 - 21 year olds [0207 388 5560](tel:02073885560) / [0207 388 5570](tel:02073885570) / [0207 388 5580](tel:02073885580)
www.nyouthcentre.org.uk

The Manor Centre

Advice (Priority Southwark residents) [0207 403 1931](tel:02074031931)

The Passage Day Centre

Advice for the homeless [020 7592 1850](tel:02075921850) www.passage.org.uk

Health

At Lambeth College we care about the health and well-being of all our students, and work in partnership with external agencies to support this.

Below are just some of the agencies who are able to support you with your health and well-being.



Sexual Health

Clapham Manor Centre

86 Clapham Manor Street, London SW4 6EB, [020 3049 4006](tel:02030494006)

Vauxhall Riverside Centre

St George's Wharf, Wandsworth Road London SW8 2JB, [020 3049 4500](tel:02030494500)

Brook Clinic, Brixton

Brixton 2-8 Gracefield Gardens, Streatham, London SW16 2ST,
0207 787 5000

Terrence Higgins Trust

[0808 802 1221](tel:08088021221) www.tht.org.uk

Drugs and Alcohol

Drugs (Narcotics) Anonymous: [0300 999 1212](tel:03009991212) (07:00 – 24:00)

Alcoholics Anonymous: [0207 833 0022](tel:02078330022) (10:00 – 22:00)

[0800 77 66 00](tel:0800776600) www.talktofrank.com

Mental Health and Wellbeing

South London & Maudsley Foundation Trust (SLAM): www.slam.nhs.uk

The Samaritans: [08457 90 90 90](tel:08457909090) (24 hour) www.samaritans.org.uk

Lambeth Mind Online: [020 7501 9203](tel:02075019203) www.lambethmind.org.uk

Rethink: [0300 5000 927](tel:03005000927), www.rethink.org.uk

Young Minds: [020 7407 8887](tel:02074078887) www.youngminds.org.uk

The Well Centre: [020 8473 1581](tel:02084731581) www.thewellcentre.org

Youth Wellbeing Directory: www.youthwellbeing.co.uk

Young Person's Wellbeing Support DASH @ Lambeth College

For advice or to arrange an appointment to see someone at college please phone or text [07789 373861](tel:07789373861), speak to your LDC or see Gemma Dickson in room C032'

for under 21s living or studying in Lambeth

OUR SERVICES

- | | | |
|---------------------|---------------------------|-----------------------------|
| ✓ Contraception | ✓ Emergency contraception | ✓ Support and advice around |
| ✓ Pregnancy testing | ✓ Free condoms | ✓ Alcohol and drug use |
| ✓ STI treatment | ✓ STI testing | ✓ Free & confidential |

Lambeth

LC Lambeth College
The Careers College

DASH
LAMBETH

Counselling



Counselling can help with any personal issue, including study difficulties, low self-esteem, lack of confidence, loneliness, anxiety, depression, relationship issues, bereavement, sexuality, self-harm and other personal difficulties.

Lambeth College Student Counselling Service

Our Student Counselling Service offers short-term counselling to students. The service is free and confidential. The purpose of the Student Counselling Service is to enable students to become more effective in their lives within and outside Lambeth College. We aim to help you to achieve in your studies, help you work through personal difficulties that may be holding you back, and promote your sense of wellbeing.

Our counselling team is made up of voluntary Trainee Counsellors from Lambeth College's 2nd year Diploma in Therapeutic Counselling and Diploma graduates and BACP registered counsellor.

How to Access Lambeth College Student Counselling Service

For referral to our Counselling Service, you would first need to speak to a member of our Student Development team or complete and submit a self-referral form. Once a referral form is received we will offer you an initial appointment as soon as we can, usually within five working days.

Counselling

Accessing External Counselling

Students may be referred by their Learning Development Coaches or may self-refer to the following counselling services by contacting these organisations through the details provided.

We also encourage all students to visit their GP who will also have access to a wide range of services.

The counsellors adhere to the British Association for Counselling and Psychotherapy, Ethical Framework for Good practice in Counselling and Psychotherapy. This can be viewed at www.bacp.co.uk.

External Counselling Organisations

South London Counselling Services

www.lewisham.gov.uk/myservices/socialcare 020 8852 3400; 07957630187; email info@slcservice.org

Cruse Bereavement Care

www.cruse.org.uk; 020 8939 2532; email Lambeth@cruse.org.uk

Catch22

www.catch-22.org.uk; 020 3544 4969; Out Of Hours 0789 9674 544; email YPHealth.Office@catch-22.org.uk

Shine

www.shine.nhs.uk; 020 8586 8888; 07624802242; email shine.onfo@nhs.net

Faces in Focus

www.facesinfofocus.org.uk; 0207403 2444; email reception@facesinfofocus.org.uk

Lambeth Psychological Therapies

www.slam-iapt.nhs.uk email southlondonfamily@yahoo.co.uk; Mon-Fri 9am -5pm.

Mind Connect (Alone in London):

www.aloneinlondon.org 020 7278 4224; 020 7447 7031; email mindconnect@als.org.uk

Talksafe

www.talksafe.org.uk 020 7812 1735; TEXT 07791 309 142; email talksafe@ttht.org.uk

The Brandon Centre

Counselling and Psychotherapy for young people. www.brandon-centre.org.uk 020 7627 4792

Youth Access

www.youthaccess.org.uk; 020 8772 9900; email admin@youthaccess.org.uk

Young Minds

www.youngminds.org.uk; 020 089 5050; email ymentquiries@youngminds.org.uk

iRelate

www.irelate.org.uk; 0300 100 1234; email iRelate@relate.org.uk

The Well Centre

(young people age 13 – 20) www.thewellcentre.org; 020 8473 1581; TEXT 07797 805 819; email info@thewellcentre.org

Kooth

Online counselling support for young people www.kooth.com

Wellbeing, Health & Counselling

Are you worried about yourself, a friend or a relative?

Please use this guide - there are places that can help. If you are feeling generally unwell, this can include mental as well as physical health issues, and you cannot be treated by over the counter medicines at home then your first port of call should be your GP who will talk to you about what will be most helpful and can refer you to the appropriate source of support.

However, if it is an emergency, for example:

- You or someone in your household are in immediate danger of harm
- You or someone in your household are seriously ill

Then call the emergency services (dial 999 and ask for the police or ambulance service) or visit Accident and Emergency or a Police Station. If it is a non-emergency, but you require police presence, call 101 Metropolitan Police website www.met.police.uk

Bereavement

Losing someone important to you is one of the hardest things to experience in life. If you're young, bereavement can be even more difficult. But support and advice are available to help you get through. Your teenage years can be a lot of fun, but they are also often an emotional time. If someone close to you dies, it can be incredibly hard. Your world may feel as though it has crashed down around you. It can make you feel very alone, especially as a young person, because you might find that none of your friends have gone through anything similar and won't understand or know what to say. Talking about your grief is an important part of getting through a bereavement. Below are some resources to help support you through these difficult and emotional times.

Winston's Wish

Support for bereaved young people by phone, online and via live chat National Freephone Helpline: 08088 020 021 (open 9am-5pm, Monday – Friday) ASK email support: ask@winstonswish.org
Crisis Messenger: Text WW to 85258 (available 24/7)

Child Bereavement

Help for young people up to the age of 25 to rebuild their lives after a loss. Call 0800 02 888 40 (Monday – Friday 9am - 5pm) email support@childbereavementuk.org or live chat via the website www.childbereavementuk.org

Cruise

The free helpline is operated by trained volunteers offering emotional support. Call 0808 808 1677 (Monday-Friday 9.30am - 5pm)/extended hours on Tuesday/ Wednesday/Thursday until 8pm) www.cruise.org.uk

Sue Ryder

Online bereavement service offering free and professional counselling to anyone living in the UK and 18+. www.sueryder.org/onlinebereavement-counselling

JIGSAW4U

Bereavement support (9am – 5pm Monday – Friday) 020 8687 1384 | www.jigsaw4u.org.uk

Shout

Shout is a 24/7 UK crisis text service available for times when people feel they need immediate support. By texting 'SHOUT' to '85258' a Texter will be put in touch with a trained Crisis Volunteer

Mental Health Crisis

Should you be experiencing a crisis and need immediate support: Call 999 Call NHS 111 Call your GP Visit Accident and Emergency (A&E)

19+ Welfare Service

The 19+ Welfare Service is available to all 19+ students, in particular, any courses that do not have Learner Development Coaches attached to it, such as, ACCESS courses.

The aim of the Welfare service is to support students who may be experiencing any difficulties or challenges, which could have an impact on their education, or for students who may just need some specific or general advice, to keep them on track.

The Service provides extensive welfare and wellbeing support for 19+ students for the duration of their course and offers each and every student tailored support.

We ensure that students are provided with resources, advice and guidance so that they can make informed decisions and self-develop, with a full understanding of their rights and responsibilities.

As well as supporting students to manage and overcome attendance, punctuality and personal barriers, we also encourage students to take pride in their learning, become self-confident and self-assured to achieve

their core learning aims and increase their future employability chances, but overall to gain an all-round excellent experience of education and college social life. Various relative events and enrichment activities are organised through-out the year in order to allow students to explore personal, social and ethical issues.

We operate a service which is non-judgemental, using an inclusive, open and solution focussed approach, promoting equal opportunities in all areas. The service is confidential and in-line with Lambeth College Safeguarding policy. Students can self-refer, or can be referred by staff members.

There is a range of ways in which students can access the service: 'Drop In' clinic, with specific 'drop-in times' (however, many students visit the service at any point during their college day).

Appointments can be made, as this will allow adequate time to support learners with their individual needs.

Most students are seen for 30 mins- one hour at any one time.

Services offered are:

- Welfare & Wellbeing , including support with Mental Health issues
- General Benefit Advice and financial support
- Support with specific academic needs/ALS/ guidance on progression, future routes and options
- Events and enrichment activities
- Safeguarding
- Employability, self-employment and training preparation
- Referral to external agencies and providers, including housing, counselling and health
- Promoting student voice and participation
- Financial support for students with 24+ loans, including events, trips, equipment, books and travel.

Please contact:

Gina Mensah – 19+ Welfare Advisor, for information or to book appointments.

E: gmensah@lambethcollege.ac.uk

T: 020 7501 5257

Visit: B022 (office opposite the canteen)

Additional Learning Support

You may feel that you need extra support for your studies here at College. We have a dedicated team of experts who are able to provide appropriate support in a number of ways to suit you.

Who can we support?

Our aim is to support students with learning difficulties and/or disabilities to access our courses and College services. We can support students with learning difficulties and/or disabilities in a variety of ways, including providing equipment, resources, support staff, arranging access to specialist advice and guidance, or by making reasonable adjustments in negotiation with you.

- Hearing impairments
- Mobility difficulties
- Medical conditions
- Visual impairments
- Learning difficulties
- Mental health difficulties
- Students with Education and Health Care Plans

Dyslexia / Specific Learning Difficulty Support

Students with dyslexia have particular difficulty with writing, spelling and reading. If you think you may be dyslexic, the College has specialist tutors who will assess your particular difficulty and support you in a variety of ways.

Confidentiality and Disclosure

For all students with learning difficulties and/or disabilities and mental health service users the College follows a confidentiality and disclosure procedure in line with the Disability Discrimination Act.

Accessing ALS Services

If you need help, further information, or wish to book an appointment, you can email als@lambeth.ac.uk, use the self-referral form on the ALS Moodle page, or speak to your tutor or LDC.

Attendance & Punctuality

To ensure you succeed on your course, it is essential that you attend your classes.

Your **attendance is expected to be 100%**. If your attendance drops below 90%, then individual targets will be set and disciplinary action may be taken if you don't improve.

You must arrive on time to lessons. If you are late, you will not understand the lesson. This wastes time for the teacher and the other students. If you are late you should have a good reason that you must explain to your teacher.

All students are expected to inform teachers in advance if they are going to be absent or late to classes. You should not make medical or other appointments during days you attend college unless it is unavoidable. If you are absent due to sickness, you should bring in a note from your doctor (GP) to explain your illness.



Digital Skills, Online Learning and e-Safety

The College's eLearning strategy aims to ensure that all students are prepared for the digital economy, and can take maximum advantage of the technologies available to support them in their studies and future careers.

It promises to provide a safe, respectful and professional environment for learning online through the promotion of digital literacy and online safety.

eLearning

Free copies of Office 365 are available to all students via the Digital Skills course on Moodle. These can be downloaded on to any device you own and accessed from anywhere.

Online support courses can be accessed via Moodle to support with eSafety, college ICT systems, study skills, as well as basic and foundation ICT support courses.

Online support can be accessed through a help form available on Moodle, or issues can be raised via the Student Voice page.

Access to computers and loan of laptops is available in the Learning Resource Centre (LRC). Learning Resource Officers based in the LRC are available to provide you support with your digital work, while free Wi-Fi is available to all students throughout the College.

eSafety

Lambeth College recognises the benefits and opportunities which new technologies offer to teaching and learning. Our approach is to implement safeguards within the College, and to support staff and students to identify and manage risks. We will do all that we can to make our students and staff stay 'e-safe' and to satisfy our wider duty of care.

Students are expected to behave responsibly online and follow the College e-safety policy, which is available on the Digital Skills course on Moodle.

For any issues around Moodle or eLearning please contact the eLearning coordinator, Chris Roberts, on 0207 501 5086 or via email at croberts@lambeth.ac.uk



Equal opportunities at Lambeth College

Lambeth College believes that all people have the right to be treated with respect, and should have equal opportunities (chances) in education and other parts of their lives. Lambeth College is pleased to have students from different cultures with different languages and different religions. The College understands that some groups of people can be discriminated against because of their race, gender, age, disability or sexuality, and will try to stop this happening in all instances.

It is against the law to discriminate against people who have characteristics protected by the Equality Act 2010.

The characteristics that are protected by the Equality Act 2010 are:

- Age.
- Disability.
- Gender reassignment.
- Marriage or civil partnership (in employment only)
- Pregnancy and maternity.
- Race.
- Religion or belief.
- Sex.

The College has a zero tolerance to discrimination and will discipline any student or member of staff who discriminates, and they may be asked to leave the College.

If you have any complaints about discrimination or inequality, you can talk to your Programme Leader, tutor, LDC, or Head of Faculty.



Commendations, Complaints and Suggestions

Lambeth College is committed to providing an excellent service to its students, their parents, employers, partners and the local community. We welcome all your feedback on our services, including commendations, complaints and suggestions. We would like to hear from you.

If You Have A Complaint:

1. Talk to a member to the member of staff informally.
2. If you are not satisfied with the outcome please complete the online [Commendations, Complaints and Suggestions form](#) with as much details as possible.

We undertake to give you a formal response within ten working days of your complaint acknowledgement.

If You Have A Commendation or Suggestion

If you have had a positive experience at the college or a suggestion of how it could be improved we would like to hear about it. Please complete the online [Commendations, Complaints and Suggestions form](#) with as much details as possible.





Lambeth College
The Careers College

www.lambethcollege.ac.uk

020 7501 5010 