

YOUR SAFETY

If you have general concerns about safety, security or bullying, you can **speak to your Progress Coach**. If you have a particular concern, support is available from our **Safeguarding Co-ordinators** on:

- Buxton, Leek and Derby: **01538 322100**

YOUR SUCCESS

Your Tutor, Progress Coach or Assessor will meet with you regularly to **set targets and monitor your achievements and progression**. Access and Foundation Programme students can check **online course resources** for announcement and lecture materials. Your own **Individual Learning Plan**, or **Progress Review** (for work based learners) will be available on **e-Trackr** so you can check how you're doing. You'll get your login details for e-Trackr during induction week.

YOUR FUTURE

The Careers and Employment Service is here to offer information, advice and guidance on any career related questions you may have.

- Buxton: **01298 330309** or **careersbuxton@derby.ac.uk**
- Leek: **01298 330891** or **careersbuxton@derby.ac.uk**
- Derby: **01332 591316** or **accesscareers@derby.ac.uk**

The Student Employment Agency can help you find a part time job.

T: 01332 591830 E: sea@derby.ac.uk

YOUR CAMPUS

We often share our Campus with members of the public. This may be to use the Restaurant and Hair, Beauty and Spa facilities for example. **You can identify staff and students as staff wear blue lanyards, FE students yellow or red and HE students wear green. Formal visitors wear orange lanyards and Governors wear black.** If you have a concern about a member of the public, please let Reception, Security or your Tutor know.



YOUR LIBRARY

Study space • Books • Periodicals • Online resources
• Computers • Laptops for loan • Library staff to support you

Please check:

www.blc.ac.uk/14-18/student-support/
for opening times.

Buxton, Leek and Derby:

T: 01332 591215 or **E: library@derby.ac.uk**

YOUR RIGHTS RESPONSIBILITIES AND REGULATIONS

We want to provide a **positive environment for all** so please be respectful towards all students, staff and visitors. We are committed to promoting equality and will challenge discrimination.

We expect you to attend all of your lessons on time and come prepared with your study resources. During classes, make sure your mobiles are turned off and out of sight.

REPORTING ABSENCES

For full time learners and Apprentices: Contact your Tutor, Progress Coach or employer between 8.30am-9.30am.

For Access students: Call the AFEC Reception on 01332 591080.

For Foundation Programme students: Register your absence at the Student Centre on UDo.

YOUR VIEWS

Your feedback on College and University life is important to us. **Speak to your Course Representatives** who will represent your views at meetings. For full time learners and Apprentices you can also email us. Visit <https://www.blc.ac.uk/14-18/student-support/> If you have a complaint, speak to your Tutor or Progress Coach.

For Access or Foundation Programme students, you can email us via access@derby.ac.uk if you have any compliments or feedback.

YOUR WELLBEING

Student Wellbeing is here to help and advise you about non-academic issues, including health and wellbeing, finance, childcare, disability support, welfare, housing and benefits.

- Buxton and Leek: **01298 330414** or swsbuxton@derby.ac.uk
- Derby: **01332 593000** or studentwellbeing@derby.ac.uk

YOUR SUPPORT

We're committed to providing a positive and supportive environment for all and  a comprehensive range of support services for all students.

Full time learners and Apprentices:
0800 074 0099 or support@blc.ac.uk

Access and Foundation Programme students:
01332 593794 or l.moore@blc.ac.uk

YOUR ENRICHMENT

We offer a full programme of Enrichment activities for you to get involved in. Take part in volunteering, The Duke of Edinburgh's Award, community outreach programmes, health and wellness sessions and sporting opportunities. You'll receive information from your Tutor and Progress Coach. Keep checking online for updates.

enrichment@blc.ac.uk

<https://www.blc.ac.uk/your-study-programme/>

WELCOME TO US

When you become a student, you automatically become a member of the Union of Students'. **us** run societies, sports, programme representation and an independent, free and confidential Advice Service. If you need advice, support, just a chat or want to relax and engage in various social activities, pop into The Hub at the Leek Campus, DO/G22 at the Buxton Campus or visit Info point at the Derby Campus. Visit the website for more information -

www.derbyunion.co.uk

TRAINEESHIPS AND APPRENTICESHIPS

If you're an Apprentice or working towards a Traineeship **you're entitled to all of the services and facilities based at our Buxton, Leek and Derby Campuses**. If you have any queries contact us on:

T: 0800 074 0099

E: enquiries@blc.ac.uk

W: www.blc.ac.uk/apprenticeships

STUDYING WITH OUR PARTNERS

If you're studying your course with one of our delivery partners then you can use all of the resources available in this guide. If you need any support or guidance please contact us stating which partner you are training with:

T: 0800 074 0099

E: enquiries@blc.ac.uk

W: www.blc.ac.uk