



Accommodation



Woodlands Hall of Residence Handbook



Everything you need to know as a Woodlands Halls residence at Chichester College

Chichester College



Welcome...

"On behalf of Chichester College may I extend to you all a very warm welcome to Woodlands Hall of Residence. I hope that you will enjoy your stay in Woodlands and make the most of the special opportunities, which are available to our residential students, both for study and for relaxation.

I am sure you will understand that in a hall of residence certain guidelines and regulations are necessary to ensure a secure environment for all. It is therefore most important that you have read and understood the information set out in this booklet.

The halls' management and supervisors are responsible for your general welfare and support, in relation to your stay in Woodlands. Please do not hesitate to contact them.

I wish you every success in your studies at Chichester College and hope you will find your stay in Woodlands is a happy and fulfilling one."

Andy Green
Chief Executive, Chichester College

Ofsted Outstanding

In 2022, Chichester College was graded "Outstanding" in all categories of the Ofsted Inspection of Further Education Colleges with residential provision for children and young people under the age of 18 years.



Woodlands Hall of Residence

Woodlands Hall of Residence offers full board accommodation for home and International students who are under 18 years old at the start of their residence agreement.

Woodlands is available to any student who is enrolled on a full time course at the College, although priority is given to those students who are unable to travel to the College each day.

The residence is managed by the Accommodation Team and is staffed

24 hours a day by experienced supervisors who provide a high level of service to the students.

To assist us in providing the best possible care to all of our residents, we kindly ask you to let us know if you have any specific requirements or information which would be of help.

For advice and practical help with any problems whilst living in Woodlands, the first point of contact should always be the supervisor on duty at the time.

Hall of Residence Staff

Accommodation Staff

The Accommodation Team are based in the International & Accommodation office next to the college shop

Head of Accommodation

Denise Moon

Director of International Operations

Steve Bannister

Woodlands Student Support Coordinator

Matthew Lane

Residence Duty Supervisors

Denise Jurd	Charlie Cole
Tiff Bowry	Martin Foster
Peta Bannister	Barbara Cairns
Cristina Chirita	Zoe Shield

Health Care Assistant Sarah Lambert

Study Sessions Supervisor

TBC

Accommodation Team

The Accommodation Team is located in the International & Accommodation office near the College shop and can help with any questions you may have.

Open 8.30am-5.00pm, Monday to Friday.

Supporting our Students

We strongly believe that all our students should be seen as individuals. Their physical and mental wellbeing is extremely important. Below are just some of the ways we aim to support the students through their time at Woodlands.

Meals / Dietary Needs

The Catering Manager is always happy to sit down with students to look at an appropriate diet plan or talk through the options available. There are meetings each half term when the Catering Manager and the Head Chef listen and share ideas on the catering provision, as well as through surveys and student rep meetings

Welfare

A welfare interview with a member of the Accommodation Team is conducted each term and feedback from this along with an academic report will be sent to parents/guardians.

Buddy System

For those students who arrive later in the year, we have a buddy system in place to help make sure they integrate into Woodlands life. Their buddy will show them around and help to introduce them to others in Woodlands

Homesickness

We are aware that many students may suffer from homesickness whilst at the College. For some, this passes very quickly and they make new friends and 'find their feet' on their course

However, this is not always the case. Settling in can be a little harder than you originally thought, and residents feeling this way should remember that all staff at Woodlands are there to listen and to offer help and support. It is important to remember that studying at College should not be a period of isolation.

First Aid

All halls staff are first aid trained. There is a College nurse and Health care assistant who both work closely with the Woodlands residents and staff. Throughout the year, they not only see the students when they are ill, but also during organised sessions to discuss relevant health topics. They also liaise, if appropriate, with external health agencies and other cross-college support services.

Sickroom

There is a dedicated room on both sides of Woodlands, for any students who are unwell. A College nurse supports the staff and students at this time, but the College has no provision for the long term care of ill residents. If a student is deemed to require a high level of care, or is a contagious risk to others, then we will work with the parents/guardians to ensure they are given the best possible care until they can return home.

Health and Wellbeing

We will make sure all students here for 6 months+ register with a local doctor's surgery. Those students here less than 6 months can be seen as a temporary patient if required. The Health Care Assistant will complete a medical check at the beginning of the year with each individual student.

Local Doctors

Parklands Surgery

Parklands Road, Chichester
Emergencies: 01243 782819
Appointments: 01243 786827

Cathedral Medical Group

Cawley Road, Chichester
Emergencies: 01243 786666
Appointments: 01243 781833

Local Dentists

Brian Quilter

12, City Business Centre
Basin Road, Chichester
Tel: 01243 775318

Fleetwood and Partners

(under 18 years only)
Richmond House
47, South Street, Chichester
Tel: 01243 783141

Counseling Service

There is a College counseling service, with a named college counselor for our students within Woodlands for those students who need confidential support.

Safeguarding

The College has a safeguarding policy and has designated Safeguarding Officers on both campuses. Links to a number of relevant College policies can be found on page 18 of this handbook. This includes the bullying and harassment policy, drugs and alcohol policy and complaints policy.

We Value Your Feedback

We feel it is important to have as much feedback as possible from both students and parents. The students are asked to complete a survey at the end of September and also at the end of their stay. Parents are also sent a questionnaire in October which we would appreciate being completed and returned to the Accommodation Team.

Student Enrichment Opportunities

Woodlands offers a full and varied enrichment package to all residents. We actively encourage all residents to get involved in the activities available and to get to know the staff and the other students in halls.

Halls Facilities - Facilities within the halls include:

- Large games room with two pool tables and a table tennis table
- Communal kitchen space
- Comfortable reception area with three computers and printer
- Xbox and Wii games consoles
- Outdoor games equipment

Trips and Excursions

There are trips throughout the year including Go-Karting, Thorpe Park, Paintballing and Ice Skating. Local trips also take place at weekends to places such as Brighton, Oxford and Bath. Note: we need the parental permission forms completed before students can participate in these trips.

College Fitness Gym

All Woodlands students are granted FREE membership of the College's on-campus fitness gym and exercise classes with a full induction to the equipment and facilities.

Student Union

"Chi-SU" is the name of the Chichester College student union. All students automatically become a member of TOTUM, formally known as NUS when they join the College. Students can claim discounts at many shops and restaurants with their TOTUM cards. The Student Union is a vibrant environment and is open to all students.

Sports Activities

There are many sports activities in the evenings at the College which halls residents can participate in. The tennis and basketball courts are free to use during the week and, for a small deposit, out of hours as well. Equipment may be borrowed from Woodlands.

Student Representation

The Student Reps work with the Woodlands students, Student President and College staff on the activities provided throughout the year.

Student Rep Meetings

In the first Student Rep meeting of the academic year, the supervisors will look at the behavioural code with the students and will discuss how they are expected to behave and how they might expect others to behave.

Student Rep meetings are then held each half term and all students are encouraged to participate. The College's Student President will attend these meetings along with suitable halls staff.

We encourage our students to participate in College and community events. The Student Reps will also have an active role in encouraging participation in both evening and weekend activities.

Woodlands / College Facilities & Services

Induction

All residents have an induction to the halls of residence. This will run through all the paperwork, rules and regulations as well as introducing the staff. There are also short tours of Woodlands and the College campus during the first week, so that all residents become familiar with the locations of all the facilities and services available.

Internet Access

The College outsources its internet provision for the residence to provide a comprehensive service to the students. All study bedrooms have an access point and Wi-Fi. There is a support line for any problems. All students are asked to sign and agree to the published terms of usage.

») There is Wi-Fi throughout the residence

Coasters Food Court

Students residing in Woodlands use Coasters food court and 'stop & shop' for all their meals and snacks. Vending machines are available in the residence.

The evening meal has a set menu provided for all Woodlands residents. This is served in Coasters.

Breakfast and lunch can be purchased with a student card in any of the food outlets provided by the College. There is an allocation for this each day. No monies can be transferred to subsequent days. The allowance is for the relevant day to ensure the student is using the allocation.

Coasters Opening Times

Week Days:	8.00am - 6.30pm	
Week Days Evening Meal:	5.00pm - 6.30pm	
Weekend Brunch:	11.00am - 1.00pm	
Weekend Evening Meal:	5.00pm - 6.00pm	Winter
Note: All times are subject to change	5.30pm - 6.30pm	Summer

Halls Kitchen

There is a small kitchen area in the halls that students are welcome to use at all times before lock up, and contains a microwave, toaster, hot water facilities and vending machines. Woodlands provides a full-board provision, and a full hot meal provision is provided in the Coasters food court and hot drinks and squash are provided and accessible in Woodlands 24/7. It is the responsibility of all students who use the facility, to keep the communal kitchen area clean and bring all dishes/cups down from the study rooms.

Meals and Evening / Weekend Employment

Residents who take up employment in the evenings and weekends or are on a college related function and likely to miss meal time should register this fact with the duty supervisor, giving one week's notice wherever possible and a packed lunch or evening meal can be provided.

Telephones

Pay phones are installed on the ground floor of the residence and may be used for incoming and outgoing calls. They have, however, been barred from receiving reverse-charge calls. Residents should ensure that relatives or friends wishing to contact them know the number of the pay phone nearest to their room. Reception should not be expected to take personal calls unless in an emergency.

If students need to make a private phone call, they need to let the member of staff on duty know and this will be arranged. Students can contact the duty supervisor in an emergency via the telephone situated on the ground floor of the boys' side of the halls.

Emergencies

In an emergency the duty officer may also be contacted on the following 24 hour number: **01243 533690**

Wake-up Calls

Woodlands provides a "wake-up call" service for those students who may need a little extra help in waking up in the mornings. Halls staff are given a list each day of any students who are absent from classes and work closely with the student tutors on matters of attendance.

Open Access Centre (OPAC)

The Open Access Centre is a drop-in computer resource for students to use at their own convenience. Students may use these facilities for study, email and internet access. It is manned at all times by multi-skilled staff who are on hand to assist with any problems that might arise.

OPAC Opening Times

Term time:	8.30am-7.00pm Monday - Thursday
	8.30am-5.00pm Friday
During holidays:	9.00am-5.00pm Monday - Friday

Note: All times are subject to change

Study Sessions

Study sessions are run from mid-September through to May half term. These are a great way to support academic studies and provide opportunities for you to talk about important issues in College and more generally with life in halls. This includes talks on topics such as healthy eating, staying safe and our 'Positive About Behaviour' agenda.

Progression+

The College Progression+ team is committed to careers and training and aims to meet all careers and employment needs. This includes help on what course to choose at Chichester College and what career paths to take after completion of College studies. A full time advisor is available to answer questions about employers on their job boards.

The Careers Centre is Open:

Monday - Friday: 8.30am - 5.00pm

Note: Progression+ run career sessions in Woodlands, throughout the year

General Woodlands Guidance and Advice

Room Cleaning

Rooms are cleaned once a week. Residents are required to make their room available for the weekly clean on set days as shown on the notices on each floor.

Keeping Your Room Tidy

In the interests of health and safety residents are expected to keep their room clean and tidy. Vacuum cleaners are available from reception, if required.

The cleaning staff require clear access to rooms at all times. Woodlands supervisors will check the rooms each week. Should the room require an extra clean, as a result of the resident not keeping it clean and tidy, a charge may be incurred.

Room Fixtures and Fittings

Residents must not alter or remove any of the fixtures or fittings belonging to their room or bring in other furniture/fittings. In order to comply with fire regulations, furniture must not be moved from its original position and mattresses must remain on the bed in the room to which they belong.

Pictures, posters and similar items should only be displayed on the boards provided in the study bedrooms, not directly on to the walls.

If damage is caused as a result of items having been fixed to walls or ceilings a charge for repair and/or redecoration will be made. Posters/pictures/apparatus deemed to be inappropriate or of an obscene nature will be removed by supervisors during room checks.

Bed Linen Change

Residents will be expected to strip their bed and place dirty linen into the designated containers in the laundry rooms by 10.00am on the following days:

Ground floor	Monday	Note: These days and time are subject to change.
Middle floor	Wednesday	
Top floor	Friday	

Fresh linen will be left in the laundry rooms for students to collect. Beds must be made for that night. If residents choose to bring their own bed linen, students will be responsible for laundering these.

Personal Laundry

Launderettes are available on the ground floor. These are equipped with high-speed washing machines and dryers. Residents are responsible for washing their own clothing, towels etc and for providing their own detergent. It is advisable that a combined liquid detergent/softener is used. Please do not leave personal laundry unattended for longer than necessary.

The launderettes have a cashless App that can be downloaded on arrival and can be topped-up online using a credit/debit card or via Paypal. Students are also able to log on to the laundry website to see which machines are available for use.

Last Wash: 9.00pm

Laundry rooms are locked at 10pm each night. If you have any problems with the machines at any time, please let a Halls Supervisor know.

Room Allocation

There is a mix of single, single en-suite, twin and twin en-suites in Woodlands. In the first year. Preferences will be taken into account but it may not always be possible to meet these requests. The allocation will be issued on a 'first-come-first-served' basis. If the student has a specific study need we will always try to accommodate this. For those allocated a twin room we will always try to allocate according to any preferences you may have, this could include sharing with a friend, or having a preference on nationality. If no preferences are given we will allocate you with a student of a different nationality to encourage the use of English throughout your stay.

Male students are accommodated in the Oak wing and female students in the Cedar wing of the building. Anybody that does not identify with the gender assigned at birth, please get in touch prior to arrival. Students may not change rooms without the prior permission of the Accommodation Coordinator. Students may cross between the Oak and Cedar wings from 11am until lock-up. This is to protect the privacy of all our residents.

Period of Occupancy

Students are required to enter into a residence agreement for a fixed period of time as indicated on the residence agreement. Standard dates for the accommodation period change from year to year. The full opening times for Woodlands are in your welcome pack along with the College term dates. This information is also on the College website: www.chichester.ac.uk

Access to Rooms

In order to carry out appropriate maintenance and provide services, the staff require reasonable access to all study bedrooms. In the event of a perceived emergency situation, the College retains the right for its officers or nominees to enter rooms at any time.

Food Restrictions in Rooms

Hot prepared food is not permitted in study bedrooms unless a student is ill and unable to go to Coasters. Dry snack food i.e. biscuits, crisps etc. are permitted in rooms, if stored correctly. A microwave, toaster and sandwich maker are available for residents' use in the communal kitchen and must be cleaned after use. Fridges, water collers and hot water dispensers are located in each wing, accessible 24/7. These are to allow students to make a snack, if required. The College will provide milk, bread, squash and hot beverages in this areas.

Common areas, such as these, should always be left clean and tidy, with all washing up completed.

Hot Drinks in Rooms

Hot drinks may not be prepared in study bedrooms. Students have access to hot water dispensers 24/7 in the vending areas.

Kettles are not permitted in bedrooms

Notice of Departure

The parents of a student who intends to withdraw or is withdrawn from a course of study at the College should let the Accommodation Team know as soon as possible in writing. They will be required to provide four weeks' written notice of their intention to depart the residence. Once it is confirmed with the respective academic department that the student has withdrawn from the course, the student will only be liable for accommodation fees up until the expiry of the notice period, or until the room is re-allocated to a new student, whichever is the sooner. If a student wishes to change their accommodation but is not leaving the College, the room will be charged at a room only rate until the room is re-let or the end of the residency period whichever is sooner.

Evening Closure / Lockup

In the interests of safety, residents must return to the residence by:

10.00pm Sunday to Thursday, and by 11pm on Friday and Saturday.

The outer doors will be locked at these times to enable the duty Supervisor to commence room checks.

Late passes cannot be issued unless in exceptional circumstances and all residents must be in the building by the closure times. Failure to do so will be treated as a breach of the rules and action may be taken using the College's behavioral management system. In the event of a valid emergency, which prevents return by these times, please contact the duty Supervisor immediately on: **01243 533690**

Residents must not attempt to gain entry to the building other than through the main entrance doors. Students must not try and admit other residents or visitors other than through the main entrance. Residents who fail to observe these regulations and cause damage to College buildings by forced entry will be disciplined and invoiced for the repair of any damage caused.

Signing Out Overnight / Absence from Halls

The hall of residence staff have responsibility for the welfare of all the students living in the halls and it is therefore imperative that they are kept informed of the occasions when students will be absent from the halls.

Students are only allowed to stay out overnight if permission has been given by their parents or guardian. This needs to be given in writing by a parent/ guardian completing the parental permission form and returning it to the halls or Accommodation staff. Students cannot sign out over the phone unless there are exceptional circumstances.

All students, including those students who turn 18 during their stay in halls, must complete a signing-out sheet whenever they stay out overnight. This includes the name and address of where they are going, contact number and the date they are returning to the halls. They must also hand in their room key to a member of staff on duty. This process is for the safety and security of all residents. The Supervisor who is on duty must validate this for you.

Students with parental permission are able to sign out only at weekends (Friday and Saturday night) If further nights are required then this will be looked at with the parents and tutors of the student to ensure that College attendance and performance is not affected and must be approved by the Head of Accommodation in advance. Woodlands residents must leave the over 18, Westgate Halls of Residence by 10pm, Sunday through Thursday and by 11pm on a Friday and Saturday. All students, wherever they are, must ensure they leave themselves enough time to get back to Woodlands by the appropriate time. All students are given Woodlands' phone number so, if they have difficulties at any time, they are able to contact the duty Supervisor to let them know.

Visitors

No visitors are permitted in Woodlands, except parents, guardians or siblings. All visitors should always report first to the duty Supervisor when they arrive and again when they leave.

Post

Post is delivered daily each week day to the residence and will be placed in pigeonholes in reception. Parcels and registered post must be signed for. Stamped, outgoing mail can be left with a Supervisor at Woodlands reception who dispatches residents' post daily.

Woodlands Halls Postal Address:

Woodlands Hall of Residence, Chichester College,
Westgate Fields, Chichester, West Sussex, PO19 1RA

Pets

No pets of any type are allowed in any of the halls of residence.

No Games in the Road

For safety reasons, skates, roller blades, skateboards or ball games are not permitted on the road fronting the residence or inside the residence itself.

Halls Equipment

Items belonging to the residence must not be taken outside of the building. This includes bedding, duvets, furniture etc. Personal items should always be marked clearly with the resident's name.

Bicycles

There is no provision for bicycles to be stored in halls. Bicycle racks, monitored by security and cameras, are situated adjacent to halls. The College takes no responsibility for loss or damage to bicycles. It is advisable to insure bicycles whilst at College. Details are available from Woodlands reception.

Cars and Motorcycle

Vehicles, including motorcycles, must be registered with the College reception and a permit obtained. Students must not park in the areas adjacent to halls, which are designated for staff/visitors, except overnight or at the weekend.

Electrical Equipment

For students and fellow residents' safety, all personal, portable electrical equipment must be registered with our partnered insurance company Endsleigh upon arrival and is free to all residents

Study bedrooms are fitted with sufficient 13 amp square pin socket. All plugs used must be 13 amps, fused and correctly wired and must be compliant with this type of socket. Any other type of plug must NOT be forced into the sockets. Suitable adapters should be used, where necessary.

All items of electrical equipment must be PAT tested and a qualified electrical testing technician will check and test each item of equipment shortly after arrival. Any equipment deemed to be faulty or dangerous will be removed for safekeeping until the fault is remedied. Plugs must not be removed from desk lamps or other items of halls' equipment.

Following fire service advice, the use of cooking equipment, 'one cuppa' elements, rice cookers, steamers, toasters, kettles, sandwich/pizza makers or any form of supplementary heating is prohibited in halls.

Reporting Faults / Problems

Any maintenance problems with rooms or equipment should be reported to the duty Supervisor who will arrange for a technician to check/repair.

Televisions and Musical Equipment

Residents are permitted to bring their own television for use in study bedrooms. However, televisions must not exceed a maximum screen size of 15 inches / 40cms because of the limited space available for safe use. Students wishing to bring personal television sets are reminded that, by law, a valid TV license must be obtained. This should be handed in to the duty Supervisor.

DVD players may be used in study bedrooms. CD players/radios should be of the portable variety, with built-in speakers or head/earphones. Other music/video playing devices, laptops, mp3 players, smartphones and tablets are also permitted. However, in the interests of maintaining acceptable noise levels within the residence, stereos, surround sound systems, bluetooth speakers, hi-fis and bass tubes/sub woofers are not permitted. If these items are bought into the residence they may be confiscated.

Musical instruments are permitted, but amplifiers are not permitted.

Financial Matters and Advice

Valuables

It is not advisable to bring items of great value into the residence. If this is unavoidable small items can be kept in the safe in the halls reception or the Accommodation office

Borrowing / Lending

Residents are discouraged from borrowing or lending money or personal items from each other. Should a student require financial assistance they should see their Student Tutor or visit Student Finance in the Student Centre.

Insurance

Personal insurance is included in the halls' fees. This covers items damaged by fire, theft or flood. All details are available upon request and are included in the welcome pack which residents receive on arrival.

Adequate insurance to cover accidental damage of personal property is also recommended to all residents. The College also advises students to ensure they have sufficient medical and dental cover whilst studying in the U .

Opening UK Bank Accounts

All students are provided with an official College letter to assist when opening a bank account. If you would like this before arrival please let us know and we will arrange this.

Accommodation Fee Refunds

Partial refunds of accommodation fees can only be considered for extended periods of absence, due to sickness or injury, where a medical certificate is produced. Please be aware that for the efficient processing of halls' bookings and room allocations, it is not possible to transfer accommodation from Woodlands Halls (for 16-18 year olds) to the Westgate Halls (for over 18s) even if residents turn 18 during their stay.

If a student leaves the accommodation earlier than stated in the residence agreement, please be aware that the meal-related component of the fee cannot be refunded or transferred to another student. This also applies if the student is asked to leave through the College disciplinary system. All fees and residence agreements are for full board accommodation.

Payment of Fees

Unless the Principal grants special exception, the appropriate fee for each term must be paid in advance or upon arrival at the beginning of each term. Payments can be made in cash, cheque, credit card, bank transfer

Damage

Any significant damage to halls' property, for which individual students are held responsible, will be invoiced at the time. This will include any non-attendance for trips and lost keys. Invoices will be sent to parents or guardians. In addition residential students are collectively responsible for damage in the communal areas of the residence and will be charged accordingly. An inventory of the room will be completed on arrival and again on departure with a halls Supervisor.

Arrangements During College Holidays

Woodlands will be closed for the official College holidays at Christmas. For this you must make alternative accommodation arrangements. Accommodation Services are able to provide a half board homestay family for the Christmas break, if required. Payment for this homestay accommodation must be paid through the College. Please ask for further details.

Students may remain in Woodlands over the half term holidays and the Easter break. No refunds will be issued to those students who choose to vacate the residence at these times.

Rooms must be cleared completely for the summer holidays. Storage is only available in the residence during this period if a student is returning the following year. There will be a small charge for this service. Staff can provide details of local storage facilities and local storage firms are invited into College throughout the year to talk to students about the services they offer.

Security

The main entrance to the residence is equipped with a security lock system. It is operated using a fob. All residents are issued with individually numbered fobs.

Study bedrooms must be locked when residents go out, even if only for a few minutes. Residents should ensure they keep their keys with them and must not give keys or swipe cards to any other person(s) under any circumstances.

A professional security firm, whose base is adjacent to Woodlands reception, provides additional overnight security for the College and the hall of residence. There is also a security fence around the rear of Woodlands to prevent unauthorised access. This provides added safety, security and peace of mind, for all the residents in Woodlands.

As a College, the safety of students is our priority. After consultation with Ofsted and our Management, CCTV has been installed. The CCTV cameras are located in the corridors and do not intrude on the privacy of the students in any way. The cameras cannot see inside students' rooms or in the bathrooms. This is a measure to create a positive and safe environment in the residence.

Noise in the Residence

We do not tolerate excessive noise and work closely with all residents to encourage them to be considerate when using musical equipment, so as not to intrude on the living environment of the other residents.

Summary of the College Non-smoking & Vaping Policy

The Health Act (2006) means that, smoking and vaping at Chichester College is:

- Only be permitted in designated external smoking zones and in private vehicles if not being used to carry members of staff, students, visitors or other members of the public whilst carrying out the duties of an employee
- Not permitted in any College building
- Not permitted in vehicles belonging to or leased by the College

Any breach of the policy by staff or students will be dealt with in accordance with the College disciplinary procedures.

Burning candles or joss sticks is also not permitted in the residence. Disciplinary action will be taken against any resident found breaching this rule.

Alcoholic Drinks / Illegal Substances

Residents are not permitted to bring alcoholic drinks or illegal substances on to the premises. If this rule is broken, disciplinary action will be taken and the resident's place in the Woodlands/College could be put in jeopardy or revoked completely. Disciplinary action will also be taken against any resident who returns to the hall of residence under the influence of alcohol or illegal substances. It may also be necessary for the Police to be involved.

Supervisors have the authority to confiscate any items relating to this rule.

Firearms

Firearms, offensive weapons, air rifles/pistols, knives, swords and pyrotechnics are not permitted in the residence or on campus. This includes 'BB' guns and other pellet guns.

Positive Behaviour Management

The College has in place the Positive Behaviour Management policy. This policy covers supportive measure with actions to address and change behaviours where appropriate. The policy covers the referral procedure which has four stages and covers attendance, behaviour and commitment.

The policy covers all the above both, in and out of the classroom including the accommodation facilities.

The full policy can be found on the following link on chi online: <https://ccgonline.chichester.ac.uk/course/view.php?id=1067>

The halls staff may also impose curfews for minor infractions.

Body Cameras

In the event of a disturbance or incident within Woodlands, staff will wear a body camera to safeguard both students and staff and maybe used as evidence through the college's referral process. Staff will always announce before the camera is turned on and when it is turned off.

Complaints

If a student/parent wishes to make a complaint they should write to the Head of Accommodation. This complaint will be handed to the appropriate Supervisor at Westgate, Woodlands or homestay or to the Accommodation staff in the Accommodation office.

Following an investigation, a full reply will be sent to the originator of the complaint. Written complaints to the Accommodation Team will receive a written reply within seven working days.

If the student/parent is not satisfied with the response they can contact Ofsted directly on any issues relating to under 18 year old students using the contacts below.

email: enquiries@ofsted.gov.uk

tel: 0300 1234666

website: www.ofsted.gov.uk

Alternatively, write to:

OFSTED, Piccadilly, Gate Store Street, Manchester, M1 2WD

If a written complaint comes in to a specific member of staff, then if appropriate, this member of staff will reply in full. Copies of all written complaints go to the Head of Accommodation.

College Policies

College policies including the College safeguarding and anti-bullying policies can be accessed on the College website. Please follow the link below to view this policy or ask at halls reception for further details.

www.chichestercollegroup.ac.uk/governance/policies-and-procedures

Other Policies For details of other policies use the links below:

<https://ccgonline.chichester.ac.uk/course/view.php?id=1067> or
<https://www.chichestercollegroup.ac.uk/governance/policies-and-procedures>

Energy Saving

Chichester College is committed to improving environmental issues. One way to do this is to save on energy.

Here are a few energy efficiency tips

Appliances

- Do not leave appliances on standby.
- Always switch off!
- Don't overfill your kettle

Lights

- Always switch off lights when not in use.
- Use low energy light bulbs.

Curtains

- Closing curtains at night provides an extra barrier to stop heat escaping through the window.

Laundry

- Always try to wash a full load. If you are unable to do this use the low temperature programmes.

Declaration

The College reserves the right to amend the rules and regulations described in this handbook as and when necessary.

Fire Safety

In the interest of fire safety, smoking and vaping is not permitted anywhere inside the residence. The halls are fitted with smoke detectors and alarms for the safety of all residents. The tampering or covering of any smoke detector in the residence will be taken extremely seriously and could result in the student being removed from College accommodation.

An unannounced fire drill and security drill will be carried out at least once a term by the Health & Safety Officer to ensure all students know, and are familiar with, the fire evacuation and lock down procedures.

Note: Fire alarm systems are tested regularly

Evacuation in the Event of a Fire Alarm

Woodlands has a particular style of fire alarm, a continuous ring, which requires immediate evacuation when it sounds.

When The Alarm Sounds:

1. Immediately make your way outdoors
DO NOT STOP to pick up any belongings.
2. Assemble at designated point (in front of main College reception).
3. A role-call of students will be taken using the bed list. Responsible students may be asked to assist, where safe and appropriate.

Students must vacate the building immediately when the alarm is sounded and go to the assembly point. The duty Supervisor will NOT patrol the building after the alarm sounds.

Any missing students will be reported to the Fire Officer in attendance

If the fire alarm activates at night or in adverse weather conditions the duty Officer will collect the keys for Coasters and usher residents to the canteen, adjacent to Woodlands. Staff and students must only return to Woodlands when the Fire Officer has given the all clear.

THE FIRE ALARM PANEL IS ONLY TO BE RESET AFTER THE CHIEF FIRE OFFICER HAS GIVEN CLEARANCE AND THIS SHOULD BE DONE IN THEIR PRESENCE.

Lock down in the Event of a security Alarm

In the event of a security threat, a different type of alarm will sound, this will be an intermittent ring, and will mean immediate lock down within Woodlands.

When The Security Alarm Sounds:

1. Immediately go to your room, close your door.
2. Stay in your room until the alarm stops

The information in this booklet is correct at the time of printing. The College reserves the right to make changes, as may be necessary, at any time.

FOR MORE INFORMATION CONTACT

Woodlands Hall of Residence

Tel: **01243 533690**

Email: **accommodation@chichester.ac.uk**

The Accommodation Team

Tel: **01243 812205**

Email: **accommodation@chichester.ac.uk**

Alternatively, visit them in the International & Accommodation office, near the College shop.

For relevant policies follow these links

<https://chionline.chichester.ac.uk/course/view.php?id=3850> or

<https://www.chichestercollegegroup.ac.uk/governance/policies-and-procedures>

Chichester College

Tel: **01243 786321**

Web: **www.chichester.ac.uk**

Chichester College | Westgate Fields | Chichester
West Sussex | PO19 1SB | United Kingdom

EMERGENCIES

In case of an emergency during your stay please call: **01243 773533**

There is always someone there to answer your call, 24 hours every day and will be able to advise and assist you, if necessary.

Chichester
College

