



Scan the QR code to visit our wide range of courses on our website

SGS Life

STUDENT HANDBOOK FOR ADULTS 19+



Welcome to SGS Life

Firstly, we would like to welcome you to SGS College.

We acknowledge that as adults, we want the opportunity to engage in a continuum of learning. As you learn with us, we aim to raise your expectations, we aim to increase your aspirations as well as your abilities.

So whether you fancy taking up a new leisure activity, boost your career with professional qualifications, improve your skills or just try something new, we have the right course for you.

Our courses are designed to appeal to all interests, ages and abilities and we are delighted that so many adult learners return to progress their learning or try something new.

As well as face to face courses on campus or in the community, we also offer a range of online courses. The flexibility of online study means it has never been easier to gain a recognised qualification whilst having accessible study resources and a qualified teacher/assessor on hand to support you every step of the way.

The SGS community is a happy, respectful and a welcoming one. We believe in positive behaviours and language with inclusivity and a culture of values where each person is appreciated for who they are and developed in an individualised and supportive way.

Our application form gives learners the opportunity to disclose any specific learning difficulties or disabilities. This is crucial for us to ensure the right support is in place. We understand that some learners don't know or feel they can make this information available so we would encourage contact through our learning support team.

Whilst we endeavour to deliver all the courses advertised in the part time prospectus, on occasion and due to low learner numbers, we may have to postpone or cancel a course. We do operate waiting lists to enable us to plan for new dates and will always keep you informed or be able to offer something similar.

SGS Life offers a friendly, supportive and empowering environment for all of our learners. We are for lifestyle as well as vocational and we are part of your life and you are part of our adult community.

Sara-Jane Watkins

College Principal



Introduction to SGS Life

SGS College offers a wide range of high quality courses and training from short leisure courses to Level 5 professional qualifications.

The key to SGS Life is;

- We are here for the long haul, not just for an episode of learning
- We are for lifestyle as well as vocation
We are part of your life and you are part of our adult community
- Our tutors are qualified professionals/occupational specialists and deliver our adult courses in our up to date facilities on our four main campuses including Filton, WISE, Stroud and Queens Road. We also deliver at many venues within the community.

Our part time prospectus shows our courses, for the latest information about timetables, dates and times, please visit our website at www.sgscol.ac.uk

Our part time curriculum is designed and developed with you, our learner, in mind.

We aim to guide you:

- Find the right level of course, from leisure courses to Level 5 courses
Enjoy a modern learning environment with state-of-the-art facilities on our four main campuses
- Develop and acquire new skills and knowledge
- Build confidence, self-esteem and improve health and wellbeing
Continue career development and aspirations with a range of professional qualifications across a wide range of sectors and professions
Choose from flexible study options to suits your lifestyle with both day, evening and online courses
- Access a range of learning support services where appropriate including, careers guidance, counselling, financial advice and guidance, learning support, disability access and robust policies and procedures
- Claim financial support (if eligible) to assist with course fees, resources, materials, childcare and travel expenses



The SGS Life Values

Attainable

- Open for everyone. Pre course, application and course materials in language appropriate to the course level and learner
- Venues that are accessible Funding advice, wrap around support
- Impartial advice centre

Personalised

- Through your adult learning experience, our staff will know your preferences, your needs and how we can best support you
- Loyal - fast-track service for you and your family to access our course advice centre, facilities and events

Dependable

- SGS Life learner policies that outlines our service to you Consistent service, support and processes across our adult programmes Standardisation of marking, grading and verification and fair appeals, compliments and complaints and processes for redress
- Transparent funding and prices



Student Cards and Lanyards

If your course is face-to-face at a Campus or community venue, please visit Reception a couple of days before your course starts and ask for your student ID badge and lanyard.

If you are not able to visit the College before the day your course starts, please arrive 30 minutes before your start time to enable you to collect your lanyard.

Lanyards are worn for your own safety and security and must be worn at all times whilst on site.

Your ID card and lanyard allow you to access certain areas of the College, such as Library Plus.

Lanyards are not applicable if you apply for an online course.

Key contacts

General Switchboard:
0800 0567 252

SGS Wellbeing Service and Students' Union: 0117 909 2297

Learning Support Team:
0117 909 2365 (Filton)
01453 761224 (Stroud)



Resources

Your tutor will confirm what is appropriate for your course, but these are some of the resources we offer.

ECampus

ECampus provides you with useful information about the support and services that you may get while you are studying at SGS, such as careers advice and guidance, counselling, welfare, bursaries and Student Union activity.

ECampus also contains useful shortcuts to all College online systems like Microsoft Teams, ProPortal, your College email account and updates to current activities and events in College. You can access eCampus by clicking this link:

<http://ecampus.sgscol.ac.uk/>

Once you are enrolled you need to login the first time from a College computer to activate your account. Your login name is your student number (SGS#####) and the password is your date of birth (DDMMYY). The first time you log in you will be asked to reset your password to something of your choice.

Your College Email Address

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Microsoft Office 365

Your College login also gives you access to the full range of widely used software included in Microsoft Office 365, including:

- Word – a standard wordprocessing package
- Excel – a spreadsheet software package
- PowerPoint – standard software for creating presentations
- Outlook – online calendar and email functions
- SharePoint – online hosting of key College documents
- Teams – Microsoft software used within SGS as a digital learning environment (see below)

Microsoft Teams

Microsoft Teams is a digital learning environment that brings conversations, content, and assignments together in one place.

Teams allows the College to enhance and enrich your learning experience with course content presented on industry standard applications and accessible from any PC or mobile device with an internet connection.

You can connect, collaborate, and engage with discussions, projects and interactive activities such as quizzes, polls, and other digital media.



For most courses you will automatically be added to the Adult Learning Hub on Teams at enrolment on an appropriate course. Here you will find all the relevant information for your course and your studies at SGS. All updates for your learner group will be posted onto this hub.

For some courses, this is where you can submit assessments, check for feedback from your tutor, and find out your marks or grades. You can also provide Course Feedback which your tutor will use to check individual progress, inform future planning and help improve delivery.

Accessing Teams To access Teams and its associated applications, you should use the same College credentials you use to access College PCs and email. If you have trouble logging in from home or require a password reset, please email our IT department: Helpdesk@sgscol.ac.uk

For our Wellbeing courses such as Yoga and Mindfulness, these courses are delivered via Zoom. On enrolment you will be emailed a username and password to access the sessions.



Campus Facilities

At SGS College, we have four main campuses:

- **Filton**
- **WISE**
- **Bristol School of Art, Queen's Road**
- **Stroud**

If your course is based at one of these campuses, you will find a Library Plus Centre, where you can access books and other learning materials to support your course. On each campus there are a canteen and vending machines, except for Bristol School of Art, which is surrounded by sandwich shops and cafes. On our WISE and Stroud campuses we also have student gyms.

We also deliver at various community venues such as local libraries, GL11 Community Hub, The Park Kingswood, The Greenwood Centre, Easton Community Centre and many others. Each venue's facilities vary.

Student Gym - (WISE Campus only)

There is a gym available for all students at our WISE Campus. The gym has a range of cardiovascular equipment, machine and free weights, and group exercise areas.

While the gym is used by our sports students for practical lessons, as well as strength and conditioning sessions for our Sports Academies, there is some availability for everyone. To book your gym induction, please email: gymwise@sgscol.ac.uk

Please note that NO SMOKING or VAPING is allowed on College premises



Campus Opening Times

Filton Campus

Monday 8.30am - 5.30pm
Tuesday 8.30am - 9pm
Wednesday 8.30am - 9pm
Thursday 8.30am - 5.30pm
Friday 8.30am - 5.30pm

WISE Campus

Monday 8.30am - 5.30pm
Tuesday 8.30am - 9.15pm
Wednesday 8.30am - 9.15pm
Thursday 8.30am - 9.15pm
Friday 8.30am - 5.30pm

Bristol School of Art

Monday 8.30am - 4.30pm
Tuesday 8.30am - 9pm
Wednesday 8.30am - 9pm
Thursday 8.30am - 9pm
Friday 8.30am - 4.30pm

Stroud Campus

Monday 8.30am - 6.30pm
Tuesday 8.30am - 6.30pm
Wednesday 8.30am - 9.30pm
Thursday 8.30am - 9.30pm
Friday 8.30am - 6.30pm



Library Plus Opening Hours

Opening hours will be different during the holidays. Our Library Plus Centres on each of our campuses combine traditional library services with outstanding IT facilities, including internet access, online journals and databases to support your studies and help you learn. Library Plus provides a quiet working environment for independent study as well as group study spaces. Books covering all course subjects are available, as well as fiction, autobiographies, journals and DVDs.

Filton Campus

Monday 8.30am - 5pm
Tuesday 8.30am - 7pm
Wednesday 8.30am - 6.30pm
Thursday 8.30am - 4.30pm
Friday 8.30am - 4pm

WISE (FE Library)

Monday 8.30am - 5pm
Tuesday 8.30am - 5pm
Wednesday 8.30am - 4.30pm
Thursday 8.30am - 5pm
Friday 8.30am - 4pm

Bristol School of Art, Queen's Road

Monday 9am - 4.30pm
Tuesday 9am - 4.30pm
Wednesday 9am - 4.30pm
Thursday 9am - 4.30pm
Friday 9am - 4.30pm

Stroud

Monday 8.30am - 5.30pm
Tuesday 8.30am - 5.30pm
Wednesday 8.30am - 7pm
Thursday 8.30am - 7pm
Friday 8.30am - 4.30pm



Canteen Opening Hours (during term)

Opening hours will be different during the holidays. All of our larger campuses have food outlets and/or vending machines, with the exception of Queen's Road, which is surrounded by coffee shops and food outlets.

Filton

The Refectory at Filton serves hot and cold food from 8.30am to 2pm Monday to Friday.

In addition, the Coffee Shop is open:

Monday 8.30am - 2.30pm

Tuesday 8.30am - 2.30pm &
4.30pm - 7.30pm

Wednesday 8.30am - 2.30pm &
4.30pm - 7.30pm

Thursday 8.30am - 2.30pm

Friday 8.30am - 2.30pm

WISE

The Refectory at WISE is open:

Monday 8.30am - 2.30pm

Tuesday 8.30am - 2.30pm &
4.30pm - 7.30pm

Wednesday 8.30am - 2.30pm &

4.30pm - 7.30pm Thursday 8.30am -
2.30pm

Friday 8.30am - 2.30pm

Stroud

The Refectory at Stroud is open:

Monday 8.30am - 2pm

Tuesday 8.30am - 2pm

Wednesday 8.30am - 2pm &
4.30pm - 7.30pm

Thursday 8.30am - 2pm

Friday 8.30am - 2pm



Travel

Filton Campus

We encourage learners to use more environmentally friendly forms of travel, wherever possible, such as public transport or our SGS bus services. We aim to reduce car use as much as possible. For general information about how to get to our campuses, see:

<http://www.sgscol.ac.uk/findus>

Parking on campus (Filton, WISE, Stroud)

Car parking on site is free of charge for registered learners but you do need to register your car yourself, before you visit the campus. There is no parking on site at our Queen's Road Campus.

You will need to set up an online account and register your vehicle. Please note permits are electronic so you don't need to display anything on your car. You need your student ID number and your vehicle registration number to create your account at:

<https://www.uk-carparkmanagement.co.uk/permit-order/university/signup.php>

Parking is on a first come, first served basis whilst spaces are available; if the car park is full when you arrive, unfortunately you will need to find alternative parking off-site.

Parking spaces are not reserved and at peak times it may be difficult to find a parking space. We strongly encourage car-sharing if possible. All sites with parking have designated spaces for disabled learners so please display your blue badge clearly when using these spaces.

The vehicle owner/driver is wholly responsible for ensuring the vehicle has a valid parking permit and that it is parked responsibly (within an allocated space). The College does not accept any responsibility for your failure to do this where a Parking Charge Notice (PCN) has been issued. Should you receive a PCN either through the post or on your windscreen you must contact the car park management company (UKCPM) by following the instructions printed on it.

Bus Services (including SGS subsidised bus)

SGS College is well served by local bus services. To find out about buses and routes in your area, please go to:

<http://www.traveline.info/>

First Bus termly Tickets

SGS is pleased to have teamed up with First Bus to provide discounted termly travel in Bristol via its 'mTickets' app, making it cheaper to get to College. Full details of pricing, downloading the App, routes etc. can be viewed at:

<https://www.firstgroup.com/sgs>

With the First Bus termly mTickets, not only do learners get travel to college, but the ticket allows unlimited travel at the evenings and weekends too!

SGS subsidised bus service

In addition, SGS has invested in providing students from the BS15 and BS16 areas with an SGS subsidised bus service. Further details, including timetables, routes and how to buy a pass online, can be found at:

There is also a shuttle bus service between Filton and WISE campuses, which runs regularly throughout the day in term time. Timetables for the service are available at the reception desks.

Train Services

It is only a short walk to our WISE Campus from Bristol Parkway and Bristol Abbey Wood railway stations. Filton Campus is also an easy walk from Bristol Abbey Wood railway station, and there is a frequent bus service from Parkway train station to our Filton Campus. Stroud Campus is conveniently situated a short walk away from Stroud train station also.

It is easy to get to Queen's Road from Clifton Down railway station, or from Bristol Temple Meads with a number 8 or 9 bus, getting off at the top of Park Street.

As a student you can purchase a Student Railcard. This will qualify you for reduced fares (up to a third off) if you meet the criteria. To purchase one you'll need to provide:

- Proof that you are studying 15 hours per week if you are a mature student
- A passport-sized photograph

You will be charged £30 a year for the Student Railcard. You can check whether the discounts make this a useful investment for you, at:

<https://www.16-25railcard.co.uk>

Bikes

SGS encourages travel by bike; all of our campuses are equipped with secure bicycle pods. Students are advised to use strong and effective locks to secure their bicycles as the College cannot accept responsibility for bikes left on the premises. Bristol was named the UK's first cycle city and is fortunate to have a large integrated cycling network. Use CycleStreets to plan your journey.

Electric Scooters

It is currently illegal in the UK to use privately owned electric scooters on public roads, pavements or cycle lanes and only on private land with the permission of the landowner. The College, therefore, cannot accept any responsibility for escooters (or any other personal belonging) brought onto campus and doesn't give permission for e-scooters to be used on campus.

The only electric scooters which can be legally used are those currently being trialled by Voi (under a contract with Bristol City Council). You can find out more about Voi Scooters at:

www.voiscooters.com

E-scooter users are expected to:

- Dismount on arrival to campus for their safety and the safety of others. Escooters are not to be ridden on and around campus
- If brought onto campus, e-scooters should be stored in the bicycle storage units provided and should be secured with a D-lock (recommended) or similar security device. The same applies to bicycle users
- E-scooters must not be taken into College buildings
- SGS College does not provide on-site charging facilities and e-scooters should not be charged on campus



Finance

If your course incurs fees you will receive an invoice and payment links by email before the course starts. Payments can be made online by credit or debit card. To pay course fees, academy membership fees, exam fees or library fines, the person making the payment will need the following information:

- Student ID number
- Student's date of birth
- Credit/debit card details

Money Management Service (MMS)

The Money Management Service (MMS) is here to provide you with information, advice and guidance on the financial support that is available while you study a further education course with SGS College. Please email the team at mms@sgscol.ac.uk or see the MMS webpage, at:

<https://www.sgscol.ac.uk/mms>



Student Benefits

Students' Union (SU) & Discounts

The SU is a group of elected students who run activities, clubs and events but -most importantly – it represents you. The SU is run by students for students!

The team are elected annually by learners and students. Any enrolled student can run for President or Vice President or have a say on who is elected and how the SU is run.

All students are automatically members of the Students' Union unless they opt out. There are a number of ways to get involved with the SU, whether it's giving your opinion or committing to join the team.

You can:

- Be part of the student community
- Help to run SU learner elections
- Get involved in clubs, societies and events – or organise your own
- Receive discounts on a wide range of products and services

TOTUM, the NUS Discount Card

TOTUM, the new name for the NUS Extra card, brings you over 200 UK student discounts and comes with a FREE 1-year International Student Identity Card (ISIC), unlocking over 42,000 international discounts.

Choose from a 1-year card, a 2-year card, or a 3-year card. Prices for cards vary each year, so please visit the website.

Many discounts are online only so you can't get them without your TOTUM card. In order to join please visit the website www.totum.com

International Student Identity Card (ISIC)

The ISIC card is the only internationally accepted proof of certified student status. The International Student Identity Card (ISIC) is your access to fantastic discounts and services at home and around the world. Your ISIC card is accepted in over 130 countries, as well as at your favourite UK high street retailers, restaurants, attractions, and more.



Careers Advice

Employability is at the heart of all the curricula at SGS. You will receive a lot of advice on your course by the professionals working in your subject area. SGS also has a dedicated Careers Service which can offer advice on topics including interview technique, job seeking, and further study opportunities.

Please contact our Careers Adviser if you would like to book an appointment, by email at:

Bristolcareers@sgscol.ac.uk
Stroudcareers@sgscol.ac.uk

Wellbeing Support

It's not always easy to start with caring for your wellbeing, but sometimes taking part in something creative can help distract you from difficult thoughts or feelings, or help you to process them. It can also be rewarding.

For many this could be painting, gardening, listening to or playing a musical instrument, doing a jigsaw or exercising. The key thing is to just focus on enjoying yourself.

Mindfulness is a way of paying attention to the present moment, using techniques like meditation, breathing exercises and yoga. It's been shown to help people become more aware of their thoughts and feelings. This means that instead of being overwhelmed by your feelings, it becomes easier to manage them. The college also offers free yoga, mindfulness and creative courses for wellbeing. These can be found on our website at:

<https://www.sgscol.ac.uk/study/parttime>

Your module tutor and personal tutor are good to ask for help in the first instance. It's important that they know if you have any worries or problems that might affect your ability to engage with your studies.

Sometimes, though, you may also need to speak to someone who specialises in a particular type of support. You may have mental or physical health issues, or a hidden learning difficulty such as dyslexia, and we have staff who are well trained to help you get the support you need.

We are able to offer confidential advice, information and guidance to support our students' wellbeing, where appropriate. We can help with strategies to manage stress and anxiety; mediation and advocacy in resolving conflicts; and signposting to other services.

Please contact us via:

wellbeing@sgscol.ac.uk



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Safeguarding

Each and every learner's welfare is of paramount importance. We fully recognise that it is the responsibility of all staff to ensure that learners are safe within the college environment and this includes raising awareness of and having a zero-tolerance approach to bullying, ensuring learners are safe on and around the college campuses and external venues, paying due regards to our responsibilities to health and safety and the risks of radicalisation.

Section 42 of the Care Act 2014 states that safeguarding enquiries should be made where:

- A person has needs for care and support is experiencing or at risk of abuse or neglect
- Is unable to protect him/her/themselves against the abuse or neglect or the risk of it

Our designated safeguarding Officers are on hand and can be found on the website: <https://www.sgscol.ac.uk/safeguardingV2>

SGS Counselling Service

Life can be challenging and our ability to handle situations can vary from day to day.

Many learners may be working, raising children and families, caring for loved ones or living with illnesses as well as studying with us. The balance of all this can be a struggle, and something be overwhelming so our confidential one to one counselling is available for those who seek it.

The sessions are subject to demand and we try to help as many as possible, we also offer other support like Togetherall and Student Space.

We encourage strongly that anyone facing any difficulties approach their tutor or one of our student support teams so we can support and possibly reduce the impact upon wellbeing and studies. Email wellbeing@sgscol.ac.uk



Values and culture

SGS College aims to create a culture where all learners are able to thrive within a positive and productive environment. It is our priority to instil core values to ensure all learners feel safe, respected and included. During your learning experience, we will ensure you develop a sound understanding of our key values:

- Democracy – We will ensure that you have the opportunity to have your voice heard with regards to your learner experience. This will take place during Voice of the Learner meetings and learner surveys.
- The Rule of Law – You will agree to a Learner Code of Conduct, which outlines your rights and responsibilities as a learner and ensures everyone, regardless of their protected characteristics, can learn in an environment which is fair and equal.
- Individual Liberty – You will have the opportunity to explore your interests and identity within a safe space, without fear of judgement. You will have the chance to develop your learning and development on a personal and social level by joining a range of societies and committees. Mutual Respect and Tolerance - We embrace our diverse learner and staff community, value the perspectives of all individuals, and take a stand against discrimination whenever it occurs.



Prevent and awareness

One element of safeguarding is the Prevent duty. This is a government strategy which has been designed to stop people supporting terrorism or extremist causes or ideologies.

As a provider of education, we have an important role to play in Prevent, particularly in ensuring balanced debate as well as freedom of speech. We also have a clear responsibility to exercise a duty of care and to protect the welfare of our learners.

We place the highest priority on ensuring the safety of all members of our community; as such the College adheres to its legal and moral duties to do all that it can to prevent individuals from being drawn in to terrorism. We promote values and encourage staff and our learners to engage positively with efforts to enhance equality, diversity and inclusion within the College community and beyond.

Under Prevent, we also have a duty to ensure that any person identified with any vulnerabilities are given the appropriate advice and support. The Equality Act 2010 covers 9 characteristics which are protected against discrimination namely:

- Age
- Disability
- Gender reassignment Marriage and civil partnership Pregnancy and maternity Race
- Religion and belief
- Sex
- Sexual orientation

All of our staff have been trained on the range of possible vulnerabilities that would indicate that an individual may need support whilst with SGS College. We urge all staff and learners to be vigilant and to refer any concerns to a safeguarding officer should they see or hear anything which would be either classed as discrimination or indicate any concerns under the Prevent duty.

Student Space

Student Space is a free national service run by Student Minds. Support can be accessed by text, phone, webchat or email.

Telephone lines are free and available from 4pm – 11pm. SMS is also free and available 24 hours and the webchat is available between 4pm – 11pm via

<https://studentspace.org.uk/>

Togetherall

In order to enhance our support for all learners, SGS have invested in Togetherall which is a safe, online community where people support each other anonymously to improve mental health and wellbeing.

Togetherall provides 24/7 peer to peer and professional support from experience clinicians who are always available.

There are also a range of tools to help learners self manage their wellbeing.



Complaints & Appeals Procedure

SGS College aims to positively change people's lives and add value to the social and economic wellbeing of our communities.

We do this by providing high quality, innovative, accessible education and training in a friendly culture of mutual respect and support. SGS therefore recognises the importance of and welcomes feedback about our services from all College users, including learners, employers, staff and other stakeholders.

We also recognise that sometimes things can happen which result in an experience below our normal standards. So we operate a Complaints procedure which is available on the SGS website. This details the process, investigation and outcome including the appeals process.

Should you be concerned or wish to feedback in a non formal way, talktous@sgscol.ac.uk is available for all learners.



Code of Conduct/Positive Behaviour Policy

SGS College offers many facilities and benefits to its learners and students and aims to provide everyone with a safe, stimulating and enjoyable learning experience. This depends on learners and students following the Student Code of Conduct, which you can find on our policies webpage, at:

<https://www.sgscol.ac.uk/policies>

Health and Safety Duty Manager

Each Campus has a daily Duty Manager. The Duty Manager is responsible for dealing with all emergencies and incidents that impact on students, staff, visitors and the building. The front of house Customer Experience Team on Reception can tell you the name of the Duty Manager.

First Aid

First Aid can be obtained at Reception. Many staff are certified First Aiders –please try asking one of them for help if you need it.

Accidents & Incidents

All accidents and 'near misses', however minor, must be reported to your teacher or tutor immediately.

- A College First Aider will attend if required
- An accident report form will be completed
The accident procedure will be explained during your induction
- The College accepts no responsibility for the loss or damage of personal belongings whilst on College premises. Please ensure you have insurance in place to cover your personal belongings
- If something you own is damaged or stolen while at College, please report this immediately to your tutor
- An incident report will be completed, and staff will advise on how to proceed

Fire Emergencies

If you discover a fire, activate the nearest fire alarm. Should an intermittent alarm sound there is no need to evacuate the building but please be prepared to do so. However, if you hear a constant fire alarm sound, please

- Leave the building by the nearest exit, follow the green running man signs Walk slowly and carefully
- Leave all personal belongings
- Follow instructions given by your tutor and other members of staff
- Do not use the lift, unless specified in a Personal Evacuation Plan
- Go to the Fire Assembly Point
- Do not go back into the building until you are told it is safe to do so





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Your Lifelong Learning

