



Student Guide



Welcome to Queen Mary's College

Deciding what to do after school can be a difficult decision but I am very pleased that you have chosen QMC, and confident that you have made the right choice.

Starting at College will be exciting but may also seem a little daunting. At QMC you will need to adjust to new routines and ways of doing things, but we will support you every step of the way. You will find that everyone at College is very friendly and happy to help: should you ever need some assistance all you have to do is ask and your Tutor or the Help Desk are good places to start.

You will probably have a lot of questions about starting College, and I recommend that you take some time to read this guide as you will find it has many of the answers you are looking for. It will provide you with information about the College, the services and support available to you, term dates and useful contacts, as well as advice on how to get the most out of your time at college.

While you are with us at QMC we all want you to have an enjoyable and successful time. I urge you to make the most of the wide range of opportunities that present themselves to you, and to work as hard as you can in order to achieve the best grades that you can. I guarantee that all members of staff will support your efforts, enabling you to get the most out of your time here.

I would like to take this opportunity of wishing you a happy and rewarding time with us at QMC, and I look forward to hearing about your successes in the coming years.

Mark Henderson
Principal

Access Arrangements for Exams

If you have previously been granted access arrangements, for example, extra time in exams, it is important that you make this known to us. Arrangements from school are not automatically applied at college. The arrangement should be your normal way of working in class so we will need to make sure tutors are made aware and that adequate support is in place for you. If you have paperwork to support your arrangement please bring it to your enrolment appointment or ask at the Help Desk, once you have joined us, for directions to hand this in to the specialist assessor. If you need an assessment please ask your tutor for guidance.

Activities

There are a wealth of opportunities and activities that you can get involved with at College. We have fantastic facilities that you can use. We have our own Sports Centre and swimming pool for you to use and our own theatre and performance/rehearsal rooms (see 'Central Studio'). We also have numerous clubs, sporting activities and societies which fall under our Enrichment programme.

Attendance and Absence Reporting

Full attendance at College is non-negotiable. Lessons are never cancelled because each and every one is important. Your punctuality and attendance at all lessons are recorded and your parents/guardians are likely to be contacted by text about any that you miss, so make sure you arrive on time to every lesson or meeting and have full attendance. If it is impossible for you to attend, or you are ill and need to go home, it is essential that you follow the absence procedures outlined below.

Planned absences (ie: medical appointment): This may be an important appointment that will prevent you from attending college. It is your responsibility to provide evidence to the Help Desk, in the form of a text or communication, **before your absence**. Alternatively, your parent or guardian can inform the Help Desk by phone or email on your behalf. If we are not informed prior to the absence your parent/guardian will receive a text message stating that you are missing from lessons. Parents can also report absences via the absence section on the QMC App.

Unplanned absences (ie: illness or an emergency): An unplanned absence is something out of your control, preventing you from being at College.

If you are ill: Please ensure your parent/guardian notifies the College by visiting the absence section on The QMC App or by contacting Help Desk **on a daily basis**, by telephone on 01256 417500 or email help.desk@qmc.ac.uk (messages can be left prior to 8.30am). Teachers will be informed via the registration system.

When you return to College it is your responsibility to discuss the work you have missed with your teachers and devise a strategy for catching up.

If your absence due to illness becomes long term (i.e. more than one week) you or your parents/guardians should get in touch with your Personal Tutor to discuss your situation.

If you feel unwell during the College day: Please go to the Help Desk to report your situation. They will:

- Find somewhere for you to rest, and arrange for first aid as necessary
- Inform one of your emergency contacts – please see below*
- Record your reason for absence on the registration system so that your teachers are aware

***It is very important that your contact numbers and medical details are kept up to date as we may need them in an emergency. If they change please inform the Help Desk.**

Please note: we do not have a College nurse on site.

B

Behaviour

All students are expected to abide by the College's Code of Conduct and observe the highest standard of politeness, courtesy and conduct at all times. Students should behave in a way that reflects positively on themselves, their fellow students, the staff and College. Students are obliged to follow instructions given by staff. In all cases of poor behaviour, consultation will take place and will be clearly communicated and documented – to include parents/guardians. We are very proud of our students who helped us to achieve an Ofsted rating of "Outstanding for Student Behaviours and Attitudes". Let's ensure we keep it that way!

Bullying – see Harassment & Bullying

Bus Passes

There are a variety of Stagecoach and College bus passes available. To apply for a Stagecoach bus pass, applications are made online at www.buymyunirider.com. The College also runs a bus service from the Andover, Burghfield, Fleet and Newbury areas. If you have any queries about the Stagecoach or College bus services you can find more information on our website.

C

Careers Advice and the Progression Hub

The College has an extensive Careers Library to assist you in planning for the future. This is located in the Progression Hub. You will find a wealth of resources including books, leaflets, DVDs and computer programmes available for you to use. Most importantly, the Careers Team are located there and can help you find your way around the information. Throughout the year you can book a careers appointment or drop into the Progression Hub for advice and guidance. We also have an excellent careers site on the Student Portal. Ask at the Progression Hub for further information.

Catering - Café QM, Coffee Shop & Spectrum Counter

All the catering outlets serve a wide range of food to meet all budgets, including: breakfast, hot lunches, hot and cold snacks, sandwiches and salads, cold drinks, cakes and confectionery, ice creams and smoothies. Café QM is home to the Costa Coffee outlet and opens from 8.30am to 3.45pm. The Spectrum Counter opens from 9.30am to 2pm. The Coffee Shop is normally open from 9.45am to 2pm and is the perfect place to catch up with friends, relax, or study over a coffee and cake. You will also find cashless vending machines around the College campus.

Central Registry

Central Registry is located between the Help Desk and Staffroom off 'The Street'. This is where you can report contact details changes, obtain advice or update us on issues which involve your formal College record and timetable.

Central Studio

Central Studio is our own state of the art theatre, complete with recording studio, dance studio and rehearsal rooms. It is used extensively by our performing arts students and is also open to the public.

Challenges Abroad

This is a Government funded scheme which gives individuals the chance to travel on subsidised trips and teach English to primary aged students abroad. Over the last few years we have taken students on Challenges Abroad trips to Europe, Nepal, Panama, Peru, South Korea, India, Australia, Tanzania, Finland and Thailand. Look out on the Student Portal for confirmation that we have received funding again this year.

Charity Events

QMC runs a range of different charity events which are advertised all round College – so please get involved. Every year the Student Union chooses one charity to promote and also supports a variety of national and local charities. If you would like to set up a charity event please talk to your Tutor in the first instance.

Child Protection & Safeguarding

Our Child Protection & Safeguarding Policy is available on the College website. If you have any safeguarding concerns please talk to your tutor or to the Help Desk in the first instance.

Clubs and Societies

There are a wide range of clubs and societies at QMC that you can get involved with that fall under our Enrichment programme. If you would like help promoting or setting up a new club or society please speak to your tutor in the first instance.

College News

The College News is published every week and posted on the Student Portal. It has a teaching and learning focus with important information regarding careers events, activities, deadlines, College trips and news. It is your responsibility to make sure you check the College News each week so you know what is happening.

Counselling

If you have a personal problem, which you do not want to talk to your Personal Tutor about, you may want to

use our confidential counselling service. You will be warmly welcomed, whatever your concerns, and members of staff will not be told anything about your use of the service. The Counselling Room (603) is in the Maths block, near the Help Desk and you can access the service by:

- Filling in a referral form - available from outside the Counselling Room or from the Help Desk- and posting the completed form in the confidential mailbox outside the counselling room. Further information can be found via the Counselling link under Firefly.
- Texting 07789 958410, or phoning 01256 417500 ext. 6400, or emailing counselling@qmc.ac.uk.
- Asking your Personal Tutor or any teacher to make an appointment for you.
- You can also email, in confidence, [someoneotalkto@qmc.ac.uk](mailto:someonetotalkto@qmc.ac.uk) (please note this service is only monitored in college hours).

The Counsellors will get in touch with you by your preferred method of contact.

If you are worried about anything please talk to your Personal Tutor, the Wellbeing Hub, or our Student Support Advisor. If we are unable to support you directly we can refer you to agencies that can help with absolutely anything including housing, benefits, exam stress, family crises, stopping smoking, pregnancy and all aspects of health.

Contraception and Sexual Health Clinic

Incidents of sexually transmitted diseases are high in 16-20 year olds. Students can contact Crown Heights Sexual Health service directly on 0300 300 2016 for Chlamydia screening and general advice and guidance. The Welfare Team at College can provide free condoms and pregnancy testing on site.

Coursework

Coursework is assessed by exam boards and contributes towards your results. For some courses it is the **only** form of assessment and in others it makes up a significant proportion of your final grade and can therefore make the difference between getting a university/job offer or not. The deadlines are set by the exam boards and cannot be changed. Therefore it is **vital that you treat coursework as you would an exam**. You should carry out all coursework to the best of your ability and it is essential that it is handed in on time. Listen to your teachers' advice - they will help you to improve your marks, if you give them the time to do so by handing coursework in early. Coursework must be your own work. This means that if you copy sections from someone else, the internet, or from textbooks, without acknowledging these sections as "quotes" and referencing them properly, you could fail the whole course. Copying like this is called plagiarism and is banned by exam boards and by College (see 'Plagiarism').

D

Data Protection

See the QMC website for updated information on our Data Protection Policy and Privacy notices.

Dress Code

Please ensure your dress is appropriate for College and does not include logos, images or wording, etc, that may offend.

Driving Lessons

Please do not book driving lessons during class time. If you miss or are late to a class due to a driving lesson it will be recorded as an absence. Please note that driving school cars are not permitted on the College site. If they are picking you up/dropping you off they must do so from Cliddesden Road.

Drugs and Alcohol Policy

The College operates a zero tolerance policy towards drugs and alcohol. Any student found in possession of drugs or alcohol in College will face serious repercussions. The Drugs and Alcohol Policy is available from your Personal Tutor, or on the Student Portal. We may engage with outside agencies to offer drugs awareness advice.

E

Email

You will have your own College email account which you must use in order to keep up to date with important messages and information. Personal Tutors and subject teachers will contact you using this system, as will other staff. You will receive instructions on Induction Day so log on as soon as possible after this, and get in

the habit of checking it regularly. The system has lots of other useful features including a calendar, shared Word documents and document storage.

Enrichment

At QMC, enrichment is a compulsory part of your timetable and an exciting opportunity to 'Enhance Your Potential'. Our enrichment programme is designed to help you gain additional qualifications, develop valuable skills, or try something completely new. Not only does it complement your main programme of study, but it also offers a fantastic way to meet new people and make new friends. Depending on your main course, you'll take one or two accredited or non-accredited enrichment options, and you're also encouraged to get involved in our wide range of clubs and societies. For more information, speak to your Tutor or visit the Help Desk.

Equality, Diversity and Inclusion

QMC recognises that all individuals are different and have different needs, and all students should respect the value of diversity brought by individuals. If you want to talk to someone about any issues to do with equality and diversity, please see the Equality and Diversity Lead Teacher, Katherine Bejide, in the Psychology Department. Our Equality and Diversity Policy is available from your Personal Tutor, in Resources or on Firefly.

Environment

We are very proud of our environment at QMC and do everything we can to ensure it is always at its best. We ask that you respect the environment and help us to maintain it by not dropping litter, only smoking/vaping in the smoking area and switching both lights and computers off when not in use. There are recycling bins throughout the site and we ask that you use these wherever possible. At QMC we are committed to sustainability and reducing our carbon footprint.

E-Safety

When using the internet and other technologies it is vital that you are safe. Cyberbullying is when one person or a group of people try to threaten, tease or embarrass someone else by using a mobile phone or the internet and it can be just as harmful as bullying in person. Cyberbullying could take the form of emails, instant messenger, internet chat rooms, text or photo messages, social networking sites (see Social Media) or interactive gaming. Make sure you protect yourself online:

- Never give out your personal details, passwords or login details.
- Treat your email address exactly the same as your home telephone or mobile number and think carefully before you pass it on to anyone.
- Never use your real name as a username or as part of your email address, and don't use a photo of yourself on discussion forums.
- If you find yourself being victimised on a message board, contact the moderator and tell your tutor who will be able to delete or block the account of the person who is bullying you.
- It can be a good idea to only add people you know well to your instant messenger and social networking sites.
- On social media sites restrict what people can see by editing your privacy settings. Don't forget that you can choose to "ignore" the people you do not want to be friends with.
- If you receive abusive or bullying emails, texts or messages keep a record of them and tell someone you trust.
- If anything that you see or read on the internet makes you feel uncomfortable, tell a parent, your tutor or someone else you trust.

Evacuation Procedure & Lockdown Practice

The fire and emergency evacuation procedure will be explained to you by your Personal Tutor. If you discover a fire you should operate the nearest fire alarm and/or report to the Help Desk if possible. Around the College you will see evacuation notices indicating which assembly point you should go to should an evacuation occur. The three assembly zones are: 1 – The Rugby Pitch, 2 – The Allen Lawn, 3 – The Student Car Park. You will be notified of an evacuation by the sounding of the fire alarm.

Fortunately, terrorist incidents in the UK are rare. We do, however, have a tutor session on Run, Hide, Tell and what to do in this type of emergency which is followed up by a practice lockdown. Your Tutor will explain everything in preparation. They will also share the following links which contain further information and the RHT film issued by the UK Government.

[Protect UK](#)

[Staying Safe from Firearms and Weapons](#)

[Stay Safe Film](#)

Exam Instructions

Please check your exam timetable for the location and start time of your exam, and bring it to each exam. If you lose your timetable you can print another copy from Vista. It is important that you arrive on time at the correct location. Please assemble outside the Hall, Gym or other location, and wait to be called in by exam staff. **You must be there no later than 8.50am for all morning exams and 1.15pm for afternoon exams.** We will not wait for late candidates. If you are more than ten minutes late please go immediately to the Help Desk, but be aware you may not be allowed to sit your exam. If you know you are going to be unavoidably late please telephone the Help Desk on 01256 417500. If you are unwell and unable to attend an exam please telephone the College before 8.50am.

Please remember to:

- Wear your lanyard
- Bring your exam timetable
- Bring black pens, pencils and any other equipment required in a transparent pencil case.

Please note you must write legibly in BLACK INK or BLACK BALLPOINT PEN only, unless the question paper states otherwise. Correcting pens, fluid or tape are not permitted, and you must not use highlighter pens or pale coloured gel pens in your answers. You must write your **full legal name**, candidate and centre number on all exam stationery used including additional answer books.

The following items are NOT permitted in the exam room and must be left outside:

- Mobile phones
- Electronic devices, I-pods digital storage devices, web enabled devices
- All watches and fitness trackers
- Bags/handbags
- Coats, hats, scarves, gloves etc
- Calculator lids/covers
- Fizzy/hot drinks or food
- Labels must be removed from water bottles before entering the exam room
- Unauthorised material (notes/books)

Please note the College cannot be held responsible for the loss or damage of any items left outside the exam venues. Please do not bring any valuables, including mobile phones, to exams. Invigilators are not permitted to look after these items during any exam and you will be asked to remove them from the room at the start of the exam.

If you are found to have any unauthorised items in your possession during the exam you will be reported to the Exam Board and it is highly likely you will be disqualified.

Once you have entered the exam room you must not attempt to talk or communicate with any other candidates. You must face the front at all times. If you need anything, please raise your hand and an invigilator will come to you.

If you feel unwell during the exam please tell an invigilator. If you feel that your performance during the exam has been affected by this or any other circumstances, you will need to come to the Exams Office immediately after the exam.

You will be required to stay for the full length of the exam. Please note that exams finish at varying times; you must remain silent when leaving the Hall and whilst collecting your belongings. Please be aware that exams may still be in progress in other parts of the College.

You may also refer to JCQ Information for Candidates available from the Exams Office for further information on exam regulations.

Please note that Examination boards designate exam **contingency days** in June (tbc). These will be used if a significant, unexpected event arises which means that students are unable to sit planned examinations throughout England. You must keep these dates free, usually released in early Spring, if you are taking examinations in the May/June of 2024.

Exams Office

You will need to go to the Exams Office (Room 495, or ask for directions at the Help Desk) for anything concerned with examination arrangements. Exam timetables are available on Vista and your teachers will give you lots of help on how to succeed in exams.

F

Finance Office

Please ask for directions from the Help Desk.

Financial Support

Full details of the support available and how to apply can be found on our website (www.qmc.ac.uk/financial-support). If you are experiencing financial difficulty which is making it difficult for you to study at QMC you should talk to your Personal Tutor or the Financial Support Team at the Help Desk. College has a variety of funds which can help in specific cases of need. Application for the College bursary is made online using PayMyStudent and you must provide all the requested documentary evidence before any application can be considered.

QMC students may also be eligible to apply to the QMC Foundation (Reg. Charity 307257) for additional funding. Please see the website for further information www.qmcfoundation.org.uk

First Aid

If you become unwell or are in need of medical attention, please go to the Help Desk. If you are incapacitated call 3210 from any internal phone to summon a first aider. Please be aware that First Aid is a primary response to any injury/illness that has **occurred in or around College**, and during College hours. Our first aid team are unable to provide any medication. We do not have a College nurse.

G

Gifted and Talented Education

See High Achievers

Governing Body

The Governing Body at Queen Mary's includes two Student Governors, who are elected directly from the student body. Student Governors attend Governors' meetings throughout the year, as well as other planning events. At these meetings, Student Governors are able to put forward views from a student perspective, to ensure that their best interests are reflected in the decision making processes that take place. The Student Governors also liaise with the Student Parliament and Student Union members, and report back on meetings through these routes to ensure that students are aware of the decisions that are being made.

H

Harassment and Bullying

Harassment and bullying at QMC between any members of the College (students and staff) is unacceptable and will not be tolerated. All members of the College should respect each other and this extends to online platforms/social media too. The College is fully committed to eliminating bullying and harassment and will act decisively to do so. Our Harassment and Bullying Policy is available on the College website and student portal.

Health and Safety

Your health and safety while at College is of great importance and we do our utmost to ensure that you are in a safe environment. If you notice anything that you believe to be unsafe, please report it to the Help Desk.

Help Desk

The Help Desk is your first point of call for any query that you may have while at College. The Help Desk is located by the main College entrance on the The Street. You should contact the Help Desk for:

- Absence reporting
- First aid / emergency assistance
- UCAS signposting
- Travel issues, including bus and train pass information
- General enquiries, advice and guidance
- Lost property

You can call the Help Desk on 01256 417500 or email helpdesk@qmc.ac.uk.

High Achievers/Triple A+ Programme

If you are a high achieving student (7s+ at GCSE) you should be looking to enhance your programme of study. This could be with additional complementary qualifications such as an Extended Project Qualification (EPQ) or a specialist course (for example, Perspectives on Science or Fine Art). If you are a talented sportsman/woman, musician, performer or artist your timetable can be worked around your commitments. Personal Tutors and teachers will advise you about opportunities and will provide you with support. Triple A+ students may wish to consider applying to Oxford or Cambridge Universities, commonly known as 'Oxbridge'. Your Personal Tutor will talk to you about this and about specialist sessions for Oxbridge entrants.

Holidays

Do not arrange holidays during College term time. We will not authorise holidays during term time as group work, continuous assessment, regular exams and coursework are a feature of many courses and absences can have serious consequences.

Holiday use of the College Site

There are times you will be permitted on site during College holidays (i.e for revision classes, Library use, supervised rehearsals). When attending site during holidays you must sign in and out daily at the Help Desk. Details of these dates will be made available in College News or by subject tutors nearer the time.

Homework

Homework is a crucial part of your course. It is not optional. If you do not do the tasks teachers ask of you, you won't understand the next lesson and you will fall behind. If you do not understand your homework, or need more explanation of how to start, your teachers are always happy to talk to you and help. See them after lessons to arrange a time. Whenever you get a piece of homework make a note of it in a diary, on your phone or your Google calendar, but try and do it immediately so that you do not fall behind. You need to use your study periods wisely to keep up to date with homework, coursework and revision deadlines. There are plenty of computer work stations around the campus for you to use.

I

Illness

If you are ill, at the start or at any point during the College day, you need to let us know - please see 'Absence Reporting'

Insurance

You are responsible at ALL times for the safe keeping of your personal property and the College is not responsible for losses that arise. For official activities on education sites and for many off-site activities, the risks involved do not differ appreciably from those which occur within the family situation and therefore the College has not taken out insurance cover for these. However, for certain field trips and activities which may be regarded as hazardous, the College has arranged insurance, the details of which may be obtained from the College Finance Office.

IT Support

We have excellent IT facilities around the College so please take full advantage of these. The IT Support Team are located in room 511 next to the Library and can assist you with things like changing your password, student email, printing, or if your log-in does not work.

J

Jobs

Part time work is often an important aspect of a student's life, giving financial independence and valuable work experience. However, you need time both to study and relax if you are to realise your full potential. Part

time jobs should not interfere with College work, nor should they be undertaken during normal College hours. We recommend no more than one full day's work at the weekend and one evening during the week.

If you feel that you are under unfair pressure from your employer to extend your hours, please feel free to discuss your concerns with us. Very often employers have been extremely sympathetic once the College has explained the situation to them.

K

Keeping in Touch

We are always very interested to hear how our students have progressed after studying at QMC. Ex-students are often invited back to talk to current and potential students to share their success stories, tips and ideas regarding the career paths they have followed. Upon leaving QMC we hope you will keep in touch via tutors, our Alumni Facebook page or by emailing marketing@qmc.ac.uk

Lanyards & College ID Card

All students will be issued with a QMC ID card and lanyard at enrolment. It is a requirement that all students and staff have both of these with them whilst on site and you will need them to access barriers/gates, buildings and, in some cases, classrooms. Replacements can be obtained from Resources in The Street.

Learning Support

We are committed to offering a quality learning experience to all students, regardless of learning difficulties and/or disabilities and we have a wealth of support available. Additional revision and study skills workshops are arranged by departments. In the first instance, speak to your Tutor, or ask at the Help Desk. Other means of support are also available and are listed separately throughout this guide e.g. counselling, library etc.

Library

The Library (room 510) provides a wide range of resources to support your learning and is a pleasant, quiet environment for study. From any computer in College or at home you can check the Library's Student Portal page to see what resources are available. You can also contact the Library staff by email at library@qmc.ac.uk. The Library is usually open from 8.30am to 5.00pm Monday-Thursday, and until 4.25pm on a Friday.

The Library is open during most holidays and will organise late openings throughout busy exam periods. Times will be displayed in the College News.

Lockers

Lockers are available in College and are issued by the Resources Team (room 659) which is located on The Street.

Lost Property

If you lose anything please advise the Help Desk. We will note it and contact you should it be handed in, likewise if you find any lost property then please bring it to the Help Desk. We do not encourage the use of memory sticks but if you do use one remember to add ID files, and name any work, folders etc., it will increase the chance of them being returned to you.

M

Multi-Faith Prayer Room

Our Multi-Faith Prayer Room is located in the Psychology corridor (exit end) and can be booked by anyone for prayer and reflection. The key and guidelines for use are available from the Help Desk.

N

NUS (National Union of Students)

The Students' Union is affiliated to the National Union of Students (NUS). The NUS champion students to shape the future of education to help create a fairer, more prosperous society. Further information can be found at www.nus.org.uk

As a student at QMC, you are able to purchase a TOTUM discount card (powered by NUS extra). These cards offer incredible discounts for students, with some retailers offering as much as 50% off! For more information and to order a card, please visit www.totum.com

P

Parents' Evenings (Meet the Tutor (late September) and Making the Grade Parents' Evenings)

In September your parents/guardians usually have an opportunity to meet with your Personal Tutor at our online Meet the Tutor Parents' Evening (this is a group session with other parents/guardians). Details and timings will be confirmed early in September. Later in the year, we offer 'Invitation Only' online consultation evenings with specific subject teachers for you to attend with your parents/guardians. Communications for these evenings will be sent to parents and include instructions for booking appointments. These are by invitation only and are about you meeting your best potential. Parents are also welcome to contact the Personal Tutor and/or teachers at any time to discuss your progress.

Parking and Parking Permits

Parking spaces at College are limited and priority is given to students who:

- Have completed at least one full year at the college
- Need to use their own transport for reasons of disability
- Live in an area where access to public transport, or College run transport, is unavailable
- Have attendance greater than 85%

Holding a permit does not necessarily guarantee that a space will be available. Students who do not hold permits are not authorised to park anywhere on site. All students must comply with the student car parking regulations issued with permits. Failure to do so will lead to the loss of their permit. Application forms and pricing for parking permits are available from the Help Desk.

Payments

Payments for course resources costs, donations, exam re-sit fees, trips, parking permits, music lessons, etc, can be made securely online using our online payment service. Tucasi/ScoPay can be accessed via the College website at www.qmc.ac.uk. A link code is required which is available via the QMC App or upon request by emailing resources@qmc.ac.uk. Payment by debit/credit card (not American Express) can be made during College hours by ringing 01256 417518. We prefer not to take cheques or cash.

Personal Tutor

Your Personal Tutor is your main point of contact in College and will combine this role alongside their role as one of your subject teachers. Tutor time is timetabled for first years at 11-11.40am on Tuesdays and 11-11.40am on Thursdays for second years. Attendance is compulsory.

In addition you will have regular one to one consultations with your Personal Tutor and they are the person you should go to for any help you need. Consultations with your Personal Tutor are an opportunity to review your progress and to help you get the most out of your time at College. It will be your Personal Tutor who writes any references for you. A record of your consultation meetings, the outcomes and any agreed actions, will be recorded on Vista.

Plagiarism

Plagiarism is copying sections from other people's work, from the internet, or from textbooks and not acknowledging that this is not your own work by putting it in quotes and referencing it correctly. Plagiarism is always discovered by examiners, and can mean that you fail your entire course.

The official exam board regulations state that:

- The work which you submit for assessment must be your own.
- You must not copy from someone else or allow another candidate to copy from you.
- If you copy the words or ideas of others and do not show your sources in references and a bibliography, you will be committing plagiarism – and that is cheating.
- If your teachers suspect you of committing plagiarism they cannot accept your work.
- If your work is submitted and it is discovered by the Awarding Body that you have broken the regulations, as a minimum you will be awarded zero marks for the work, and you could lose all your marks from all your exams that year.

Of course we want you to research your coursework and homework, and draw on other people's ideas, so your subject teachers will show you how to do this correctly for each of your subjects. They will show you

how to reference, and how to produce a bibliography at the end of your work which lists the full details of publications you have used in your research.

Prayer Room (See M)

Progression Sessions

Progression sessions are an opportunity to review your progress and learning at group or one to one appointments with your Personal Tutor. You may well be required to attend for the whole day (9.00am - 3.30pm) and undertake critical tasks that help you to reflect on the past and plan for the future. Information for the first one of these will be issued early in the Autumn term.

Progression Hub

See Careers.

Q

QM ID Card

You will be given your QM ID card and a lanyard at enrolment - don't lose it, you need it! Your QM ID card is your:

- Access control pass for main gates/barriers to enter the QMC site
- Access control pass for all building doors
- Some classrooms also have access control points
- Photocopying card
- Exam ID card
- Food card
- Library card
- Identification for Stagecoach bus passes
- Car parking pass (if granted a space)
- QM Sports Centre Membership card

If you lose your QM ID card you will need to obtain a new one from the Resources Centre.

Also see **L** Lanyards

R

Resources Centre

The Resources Centre (room 659), located in The Street, is your one stop shop for: photocopying, printing, binding, stationery and the Payment Point. The Resources Centre sells an extensive range of stationery from the basic pens and pencils, exercise books and paper to Art and Photography supplies, postage materials and stamps and all examination equipment at cost price. They also stock and produce course-specific materials for many subjects, administer college trips and issue replacement ID cards.

S

Smoking and Vaping

The College is committed to becoming a non-smoking site. Smoking/vaping are damaging to your health and bad for the environment. To this end we provide support for any student trying to quit. For those who choose to smoke or vape there is a single designated smoking area on the College site. We will not tolerate smoking in any other area of the College (this includes vaping) and flagrant disregard of this rule will result in disciplinary action.

Social Media

Follow us on Twitter @qmcollege or like the QMC Facebook page at www.facebook.com/QMCBasingstoke to keep up to date with all the latest news and events at the College.

QMC advises you to think carefully when posting on social media platforms. Comments can never truly be deleted and negative posts can have a detrimental impact when applying to university and/or employment. It is common practice for universities, employers and work placement providers to carry out extensive online searches on individuals, and to reject applicants based on their findings on such platforms. Any cyberbullying on such platforms is taken extremely seriously.

Sports and Activities

At QMC we have a wide range of sporting opportunities and activities for you to get involved in regardless of ability. Whether sport is a big part of your life, or you want to try something new, you can do it at QMC! We have specific College sport team trials alongside participation sports that are open to all. From athletics to table tennis, football to trampolining, there is a sport to suit everyone. Pop along to the PE Office to find out more.

Sports Centre and Swimming Pool

Our on site Sports Centre with swimming pool is available for free during College hours to all QMC students, subject to completing a personal induction for which there is a one-off fee*. Outside College hours it may be used by students for a discounted rate. The Sports Centre also offers personal training sessions, exercise classes, badminton lessons, a children's holiday activity club and much more. Pop up to the Sports Centre to arrange your induction or contact them at sports.centre@qmc.ac.uk or on 01256 418301.

*Please talk to the Sports Centre Manager if you require financial support. In such cases the fee can be waived.

Student Portal

Departments and activities have an area on the portal where you will find teaching and learning materials that will be specific to the courses you take, and information about activities, events, policies and procedures. You will also have access to information about further study opportunities and links to the Careers and Higher Education sites. Your teachers will make it clear where and how you can access vital information.

Students' Union

Elected by the student body in the spring of each year, the QMC Students' Union Executive Committee represents all students at the College. Two members of the SU will also take up the position of Student Governor and attend Governor Meetings on behalf of the student body. The SU aims to make your time at QMC as enjoyable as possible and, in addition to organising fun events, are keen to promote the student voice of the college. Student Voice gives students the opportunity to have their say about their learning environment and to discuss their College experience. If you want to get in touch with the SU, you can find them in the SU Office, which you will find at the end of The Street. You can also contact them at su@qmc.ac.uk or on Instagram @qmcollegesu

Getting involved - If you are a first-year student and would like to get involved in the SU as a co-opted member, there are a few positions available, which will be promoted at the start of the year. This offers fantastic opportunities to enhance your CV and/or Personal Statement, and give you valuable experience if you would like to run for an officer role the following year. Please email su@qmc.ac.uk to express your interest.

Study Periods

You will not have the same number of lessons every day of the week. The gaps in between lessons are study periods and these should be spent studying in the library, doing coursework, group work, revision, sports or activities. You need to use your study periods wisely to keep up to date with homework, coursework and revision deadlines. There are plenty of computer workstations and quiet study spaces around College for your use during study periods.

T

Term Dates

See 'Staff & Students' tab on the website for up to date information on dates for key activities, and term dates.

Transport and Travel

In line with our Environment and Safety Policies we would rather you didn't drive to College if at all possible. You should also be aware that accident rates for young drivers are statistically high; please take care. We encourage you to cycle, or walk, where possible. If you cycle to College there are lots of cycle racks around the site and showers to freshen up. In the interests of safety, scooters, e-scooters, skateboards and roller skates are not allowed to be used in College.

For students who are driven to College please ensure that you are dropped off outside the College site at the far end of Cliddesden Road. Vehicles dropping you off/picking you up, including driving school cars, are not permitted on the site. For all queries regarding transport and travel please ask at the Help Desk.

Timetable

Normally, the College day starts at 9.00am and ends at 15.55pm. Group Tutorial (separate for first and second years), one to one meeting (booked with you by your Tutor), one to one appointments and/or enrichment opportunities are compulsory.

	Mon	Tues	Weds	Thu	Fri
09:00	A	B	C	D	E
	(1 hr 40min lesson)				
10:40					
10:40-11:00	Break 20min	Break	Break	Break	Break
11:00-11:40	1:1/enrichment/workshop 40min	Y1 Grp Tutorial 40min or 1:1s	1:1/enrichment/workshop 40min	Y2 Grp Tutorial 40min or 1:1s	1:1/enrichment/workshop 40min
11:40	D	E	A	B	C
	(1hr 40min lesson)				
13:20					
13:20-14:00	Lunch 40min	Lunch	Lunch	Lunch	Lunch
14:00	C	D	E	A	B
15:40 (Yr1)	(1hr40min lesson yr 1)				
15:55 (Yr2)	Additional 15mins retrieval practise (1hr55min lesson Yr2)				
16:00-16:45		Dept/Team meeting			

You will not always have taught lessons in every session. Any gaps in your timetable are study periods.

If you are at College after 4.00pm you will need to sign in at the Help Desk so that we know you are on site.

U

UCAS

UCAS is the 'Universities and Colleges Admission Service'. You apply for a place at university through UCAS as a student of QMC. We will help you with your UCAS application every step of the way. If you choose to go to university you will need to **start your application in June of your first year** and submit it between September and mid-November of your second year at QMC.

Unifrog

Unifrog is the main careers tool we use where you can carry out extensive careers or university research and record any activities or work experience you undertake. You will be given a Unifrog log in by your tutor in your first few weeks at QMC.

University and Beyond

When you are considering progression within and beyond the College you will have access to effective, independent and impartial careers education and guidance (see 'Careers Advice and the Careers Library'). We work with you throughout your time with us to ensure that you get all the support you need with researching your career options and university choices, and applying successfully. Every year around 80% of our students gain places at university. There will be opportunities to attend Higher Education events and to undertake work experience. One of the most important careers talks we attend is the Surrey University UCAS fair in February. This was cancelled due to Covid last year but we are hopeful this will be reinstated as it gives students the opportunity to meet a wide range of universities and to decide whether Higher Education is the correct route for them. It is absolutely essential for students to keep an open mind about their future at this stage in their education. The fair is an easy way to find out more about university life and the prospects it opens up. Regardless of whether a student ultimately goes, the experience affords them a chance to speak to professionals, network with like-minded people, expand their knowledge about the choice that is out there and, ultimately, assists in arriving at an informed decision. There is lots of help and support available at QMC and this is a vital component to the decision-making process that is not to be missed.

VISTA

Vista is our online system which allows you to easily monitor your progress at College. It helps you track your attendance, progress, consultations, marks, predicted grades, exam timetable and much more. You should familiarise yourself with Vista because your teachers will use it all the time, and will expect you to do the

same. You can access Vista at www.qmc.ac.uk/vista. You will need your username and password to login. If you have any problems with this please contact IT Support. Your parents/guardians can also access Vista and we will write to them with their login and password details.

Volunteering (Social Action Project) and Work Placements (work experience)

Teachers and Personal Tutors will highlight opportunities for you to take up voluntary work shadowing or work experience placements. To enquire about volunteering or work placements contact the Work Experience Team in the Careers Library for help in finding employers, example letters of application, CVs and Health and Safety checks. Should you wish arrange your own work experience/placement then please discuss this with your Personal Tutor. In order for your placement to be authorised and not affect your attendance record all of your subject tutors and the Work Experience Team must authorise the placement.

W

Website

The College website address is www.qmc.ac.uk. The website has a wealth of information about your College: things to see, do, participate in and achievements.

Work Placements (Work Experience) & Volunteering (Social Action Project)

All students take part in a compulsory 3 day, work experience placement at the end of their first year (July), which you'll be expected to arrange yourself. This is a great opportunity to explore a career area you're interested in and gain valuable experience for your CV or future applications. You'll also be encouraged to get involved in volunteering and our Social Action Project (June), which allows you to make a positive impact in the community while developing transferable skills.

Your teachers and Personal Tutor will highlight opportunities for voluntary work, shadowing and placements throughout the year. If you'd like support with arranging your placement, the Work Experience Team in the Careers Library can help – they have a list of employers, example CVs and application letters, and can guide you through the process including health and safety checks.

Y

Your Courses

This is your chance to excel and be inspired by the course choices you have made. Your courses may involve: examined coursework (for which strict deadlines apply), mock exams, additional revision classes and almost all courses involve external exams in June. You should expect to offer continued commitment and hard work throughout your time here.

Z

Zero Tolerance

QMC is a zero tolerance site. We expect the whole College community to treat each other, the grounds, buildings and equipment with respect.

How to succeed and get the most out of your College experience

Transition from School to College

The transition from school to College is new and exciting, but can be a little daunting as well. Socially and academically you are embarking on something new and moving a step closer to independence. You have nothing to worry about, this will be the best thing you have ever done and there are lots of people at QMC to help you settle in and enjoy your time at College. The way to succeed is to:

1. Work hard at your subjects, talk to your tutors and attend all your lessons.
2. Eat well, exercise and get plenty of sleep.
3. Do everything in moderation; balance your studies with other commitments and socialising.

The first part is the hardest, but also the most important. People do not get good at something by magic, they have to work at it so have a think about the following...

Establishing Good Habits

1. **Make sure you attend all lessons, on time.** You cannot learn if you're not there!
2. **Make sure you get all relevant notes for each of your subjects.** You may occasionally and unavoidably miss a lesson, so to catch up straight away obtain the appropriate notes from the class you missed. Equally if you do not understand the notes you have been given ensure you ask your teacher to go over the subject with you. Your teacher can provide, or point you, in the direction of resources to help increase your knowledge and understanding.
3. **Make the most of lesson time.** Get into the habit of taking notes throughout lessons; remember it is not only your teacher who may make interesting points, your peers will too. If you do not write something down you are likely to forget it. If you struggle with note-taking ask for help.
4. **It is important that you do all homework and hand it in on time.** Have a system for recording deadlines and homework that works for you. The work you are set to do at home is a good way for you to make sure you really understand the topic and texts. Some subjects will require lots of handwritten work (some in a short time frame) – this skill will only improve with practice. If you fall behind in your work schedule things can quickly build to a point where it becomes increasingly difficult to get back on track. Do not let yourself get into this situation, if you do, seek help sooner rather than later and your Personal Tutor should be the first point of call. Find a good balance of College work whilst making the most of extra-curricular College activities.
5. **Make sure you take notice of the targets set and suggestions made by your teacher for improvement in your work, be they discussions with you or notes on VISTA.** Everyone has different strengths and weaknesses; it is important that you can identify those relevant to you and focus on what you need to improve. If you do not understand anything your teacher has said, you cannot remember, or you are not sure, ask them again. They will be happy to ensure you reach an understanding and identify specific areas for improvement (but you then have to go off and do it).
6. **Make sure you are proactive in the improvement of your work.** If there is no work set, or you're up to date, make use of the Library, Firefly or other resources to increase your subject knowledge. Make good use of your study periods to improve your understanding of a text or topic: do some additional reading, look at what critics have said, discuss with your peers. Make notes on everything; they will come in handy when you are writing essays or revising for exams.
7. **Make sure you get into the habit of using terminology appropriate for your course.** Knowing and understanding the right words will enable you to make points concisely and in a sophisticated manner. It shows that you are knowledgeable in the subject you are studying and writing about.
8. **Do not worry about exams.** Remain focused on your studies and remember there will be lots of support along the way.

Finally, think about the following:

- **Manage your time** effectively so that your focus is on College work – meeting deadlines for homework, assignments, coursework and revision is critical.
- Create yourself a comfortable and **effective space to work at home** and do not forget that during your Study Periods you can use the computer drop-in facilities at College and in the Library.
- Remember that you are moving on to a **higher level of study** at College. Give yourself the time you need and use all the advice and guidance available to you as you make the necessary adjustments and raise your game.
- Make sure you **balance College life** with time for family, friends, hobbies and work.
- There are lots of extra-curricular activities, clubs and societies taking place at College. Make sure you take advantage of all the opportunities available to **have fun at College**.
-

Should you need any help or support during your time at College all you have to do is ask! Keep talking to your Personal Tutor and teachers, they are best placed to review your progress and help you with what you need to do to succeed - but remember that only you can actually do it.

You are key in making the most of your time and utilising your skills to ensure you have the best experience possible at QMC.

Useful contacts

Queen Mary's College – during College opening hours

Help Desk: helpdesk@qmc.ac.uk Tel: 01256 417500

'Someone To Talk To' service during College hours: someonetotalkto@qmc.ac.uk or text: 07624 805400

Basingstoke YPI Counselling Service	01256 423878	www.ypicounselling.co.uk
Beat Helpline	Helpline: 0808 801 0677 Studentline: 0808 801 0811	help@beateatingdisorders.org.uk fyp@beateatingdisorders.org.uk
Beat Youthline (Mon – Fri, 12 – 8pm)	0808 801 0711	studentline@beateatingdisorders.org.uk
British Pregnancy Advisory Service (BPAS)	03457 30 40 30	https://www.bpas.org/
Catch 22 – see 'Hampshire 247' below		
ChildLine	0800 1111	www.childline.org.uk
Hampshire 247 – under 25s (formerly Catch 22) Drugs and Alcohol misuse	0800 599 9591 (24hr line) 0845 459 9405 (Basingstoke)	www.catch-22.org.uk Email: 247hants@catch-22.org.uk
Hope Line UK – Suicide Prevention	0800 068 4141	https://www.papyrus-uk.org/hopelineuk
Kooth – Wellbeing Support Service – up to 25 years Parents reaching out	020 3984 9337	www.kooth.com Parents@Kooth.com
Mermaids (gender support) Helpline (18-25, 9am-9pm)	0808 801 0400 Text Chat: 85258	https://mermaidsuk.org.uk/
National Domestic Violence Helpline (24 hrs)	0808 2000 247	www.refuge.org.uk
North & Mid Hampshire Safe Haven – Support to those in crisis in a safe, confidential space. Drop in 6-10pm.- 365 days – based at 3 Vyne Road, Basingstoke, RG21 5NA	0300 303 5772	www.andovermind.org.uk/services/north-and-mid-hampshire-safe-haven/
Options Wellbeing Counselling - Help with addictions etc. Online, Telephone, In Person. Bournemouth & Southampton only. Costs involved	0238 063 0219 0120 274 0044	support@optionscounselling.co.uk
Police	101 or 999 in emergency	
Pregnancy Crisis Centre – see 'The Safe' below		
Rape and Sexual Abuse Crisis Line now under Start-Org,UK	01962 868688	https://start-org.uk/
Relate – Nearest: Winchester, Reading, Wokingham. All via Zoom or telephone. No face to face contact.	023 8022 9761 0118 987 6161 0118 987 6161	www.relate.org.uk
The Safe (formerly Pregnancy Crisis)	01256 460100 (M) 07973 738861	https://the-safe.org.uk
The Samaritans (National Helpline) Basingstoke Samaritans	116 123 01256 462333	www.samaritans.org/basingstoke
Sexual Health Services, Crown Heights, Basingstoke	01256 300430 0300 300 2016 Option 6	www.letstalkaboutit.nhs.uk
SHOUT, Shout is a free, confidential, 24/7 text support service for anyone in the UK who is struggling to cope.	Test the word SHOUT to 85258	https://giveusashout.org/
Simon Says, Child Bereavement Support	023 8064 7550	https://www.simonsays.org.uk/
Talk to Frank (National Drugs Helpline)	0300 123 6600 Text 82111	www.talktofrank.com