



South Gloucestershire  
and Stroud College

# WISE CAMPUS

New Road, Stoke Gifford, Bristol, BS34 8LP

# FREQUENTLY ASKED QUESTIONS

PART-TIME INFORMATION GUIDE



Thank you for enrolling with South Gloucestershire and Stroud College. The College aims to provide students with a positive and enjoyable experience with the following information outlining key areas relating to your time with us.

We appreciate all feedback so please do not hesitate to contact us on **talktous@sgscol.ac.uk** with any recommendations or concerns you may have during your time with the College.

## OPENING TIMES

TERM TIME	Open	Close
Monday	08:00	21:15
Tuesday	08:00	21:15
Wednesday	08:00	21:15
Thursday	08:00	21:15
Friday	08:00	17:30
Saturday	08:30	16:00

NON TERM TIME	Open	Close
Monday	08:00	17:30
Tuesday	08:00	21:15
Wednesday	08:00	17:30
Thursday	08:00	21:15
Friday	08:00	17:30
Saturday	08:30	16:00

If there is a requirement to provide learning activities on weekends at WISE a competent Event Duty Manager must be provided by the relevant department.

## CLOSURE DATES

All campuses will be closed on bank holidays.

---

# TRAVEL

---

There are lots of ways you can travel to our WISE campus:-

## **Bicycles**

If you prefer to cycle to College, there is a cycle parking area for students to use. Students are advised to use strong and effective locks to secure their bicycles as the College cannot accept responsibility for bicycles left on the premises.

## **Buses**

SGS College is well served by local buses. To search what buses and routes are available in your area, please go to:

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

**0871 200 2233.**

SGS College has invested in providing students from the BS15 & BS16 districts with a subsidised bus service.

Further details can be found at

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

Current bus timetables for your local area can be obtained from our Reception. 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.

## **Trains**

Both Bristol Parkway and Filton Abbey Wood railway stations are just a ten minute walk from WISE, making train travel a convenient option. A student railcard may qualify you for reduced fares (up to a third on most travel). To get one you'll need to provide:

- Evidence of your age if you are 16 to 25 years old or
- Proof that you are studying 15 hours per week if you are a mature student.
- Proof of full time enrolment
- A passport-sized photograph

You will be charged a small fee for the Railcard. It lasts for 12 months and can be purchased from your local train station.

## **Parking**

At WISE you will have access to a free car park. However, the parking is managed to reduce the number of cars on site to encourage students to consider more environmentally friendly forms of travel, in line with sustainable transport initiatives. To register your car you will need to visit our SGS website using your SGS student number otherwise parking charges will apply. For more information, please contact reception. Please note car parks can be busy at peak times, we strongly encourage car sharing. All sites with parking have facilities for disabled students.

---

# FACILITIES

---

## Refreshments

There is a food outlet on the campus which serve a variety of hot and cold options.

REFECTORY OPENING HOURS	OPEN	CLOSES
Monday	08:30	19:00
Tuesday	08:30	19:00
Wednesday	08:30	19:00
Thursday	08:30	19:00
Friday	08:30	16:00

If these facilities are not available then machine based food and drink dispensers will usually be available.

## Learning Resource Centre (LRC)

Our state of the art Learning Resource Centre (LRC) combines traditional library services with outstanding IT facilities, such as internet access, online journals and databases to help you learn. It provides a quiet working environment for independent study, as well as group study space. Books covering all course subjects are available, as well as fiction, autobiographies, newspapers, magazines, journals and DVDs.

OPENING HOURS	OPEN	CLOSES
Monday	08:30	17:00
Tuesday	08:30	17:00
Wednesday	08:30	17:00
Thursday	08:30	17:00
Friday	08:30	16:30

## Gym

There are gyms at our WISE Campus and Stroud Campus for all our students to use. Both gyms have a range of cardiovascular equipment, machine and free weights, and group exercise areas. The gyms are used by academic students for practical lessons, strength and conditioning sessions for the sports academies, with some availability open for all. To book your gym induction, please email:

[gymwise@sgscol.ac.uk](mailto:gymwise@sgscol.ac.uk) or  
[gymstroud@sgscol.ac.uk](mailto:gymstroud@sgscol.ac.uk)

---

# SECURITY AND SAFETY

---

## **Student Cards and Lanyards**

Before the course starts, please visit the front of house Customer Experience Team and ask for your student ID badge and lanyard. If you are not able to visit College prior to the day your course starts, please arrive 30 minutes prior to your start time and enable you to collect your lanyard. ID cards allow you to access certain areas of the College, such as the Learning Resource Centre (LRC). Lanyards are worn for your own safety and security and **must** be worn at all times whilst on site. It is advisable to liaise with your tutor prior to collecting your card to ensure you are enrolled fully and that the campus is accessible on the day you wish to collect your ID card.

## **Safeguarding**

South Gloucestershire & Stroud College (SGS) is committed to promoting the well-being of all students and protecting them from harm. We fully recognise that it is the responsibility of all staff to ensure that students are safe within the College environment and this includes: raising awareness of, and a zero tolerance approach to bullying; ensuring students are safe on and around College Campuses; paying due regard to our responsibilities in relation to health and safety, child protection issues and risks of radicalisation. At SGS, we believe in ensuring students' time at College is a positive and rewarding experience, where:

- We respect and value each other
- We respect and value students, parents and employers
- We want the best for all our students
- We change lives
- At SGS you succeed

At SGS we do our very best to make sure that all our students feel safe, valued, respected and are listened to. We also make sure that all new and existing students are made aware of what safeguarding is and how we can support them whilst at College. SGS College recognises it has a statutory duty and responsibility to actively promote

the wellbeing of our students, particularly those considered as vulnerable young people and adults. The College is an active member of both the South Gloucestershire and Gloucestershire Local Safeguarding Children Boards (LSCBs). The College complies with all statutory legislation and guidance under:

- The Children Act (1989) – Section 47
- The Education Act (2002)
- The Children Act (2004)
- Keeping Children Safe in Education (2015)
- Prevent Duty Guidance (2015)

College staff are Disclosure and Barring Service checked to the required level. They also receive safeguarding training at induction as well as regular refresher training so that they know how to respond to any safeguarding concerns. The College designated Safeguarding Officers have undertaken the appropriate level of safeguarding training and work closely with curriculum, support staff and external agencies to provide the right support for students when needed.

## **What do I do if I am concerned about the welfare of another student?**

Speak to your tutor as they will be best placed to take this forward and address your concerns.

## **What do I do if I have a personal issue that is impacted upon my studies?**

Speak to your tutor as they will be best placed to take this forward and address your concerns. If your concern is of a safeguarding or child protection nature, then the staff member may have to take this forward with the safeguarding team and this can't always remain confidential due to the College's duty of care to all students.

## **What if I don't feel comfortable talking a concern through with my tutor?**

If the concern is of a safeguarding or child protection nature, then you can ring the safeguarding team to discuss your concerns on **0117 909 2231** or **07903 894527**.

---

# CODE OF CONDUCT

---

This Student Code of Conduct sets out the College's expectations about appropriate student behaviour for an outstanding learning experience. This Code is applied to all Higher Level and Professional students of the College from enrolment up to the completion of their studies. An important principle of this Code is that it promotes a holistic view of the life as a student; and, that what an individual may believe to be an isolated or minor incident could actually have quite serious implications on their course of study. Therefore, the College expects all students to conduct themselves to the highest possible standards of behaviour; working in partnership with us and peers to maintain a professional, respectful, safe, supportive and successful learning environment for all.

## Behaviour Expectations

- We expect the following from you  
We expect the following from you whilst on College premises and offsite when representing the College:
- Ensure your attire is appropriate for your situation in which you are working.
- Wear your lanyard and ID card;
- Professional conduct yourself, both on and off campus, in a manner which demonstrates respect for the College, its staff, fellow students, property and for other members of the local community;
- Fully commit to your learning experience by attending all required activities;
- Be punctual and ready to learn;
- Communicate regularly with your tutor;
- Work hard, keep up-to-date with your work and make the most of opportunities to learn whilst at College;

- Seek help at the earliest opportunity from the College should you need it;
- Stay safe and do not put others at risk;
- Follow the College's Health & Safety guidelines and adopt ethical working practices;
- Treat College property with care and follow relevant College guidelines when using specialist equipment, including IT equipment; and
- Adhere to College guidance on the use of social media, the Internet and mobile devices as outlined in the Student Handbook

## You may:

- Only smoke in the designated smoking areas whilst on College premises.

## You must not:

- Substantial obstruction or interference with the functions, duties or legitimate activities of any student or member of staff of the College, or any visitor to the College;
- Violent, indecent, disorderly, threatening, intimidating or offensive behaviour or language (whether expressed orally, in writing or electronically, including via blogs, social media platforms, websites and other digital means);
- Sexual misconduct (which includes assault, sharing sexual images and making inappropriate sexual comments);
- Publish, display, communicate or distribute any poster, notice, sign or any publication including audio-visual material, blog, webpage, or social media which is illegal, SGS, Quality Office, Higher Education Student Code of Conduct, April 2018 Page 4 of 5 offensive, intimidating, threatening, indecent, or incite violence/hatred/distress to others or likely to promote radicalisation;

- Any behaviour which could constitute discrimination, harassment or radicalisation, including on social media;
- Any behaviour which could constitute a criminal offence, including on social media;
- Any behaviour which could constitute a criminal offence, including on social media;
- Any theft, fraud, deceit, deception or bribery;
- Any behaviour which interferes with the legitimate freedom of speech, ideas, action or enquiry of any other student or member of staff or which disrupts or interferes with activities properly carried out at SGS College;
- Any slanderous or libellous claims against the College or a member of the College's community, including frivolous or vexatious complaints or academic appeals;
- Any behaviour that brings the College into disrepute;
- Action which may cause injury or jeopardise the safety of others;
- Any possession, supply or production of drugs;
- The misuse of computers or the communications network, including the unauthorised use of the College's logo, the theft, misappropriation, unauthorised use (or misuse) or falsification of any data or record system, or any breach of the College's policies on the use of its information systems, including social media;
- Any act of plagiarism that breach copyright laws or academic regulations (see below);
- Any unauthorised use of the College brands, logos or trademarks;
- Any breach of ethical guidelines when carrying out academic research.

### **Plagiarism, Collusion or Cheating**

In the event that you are suspected of any of the following activities, an investigation will be carried out by the appropriate manager in accordance with the Joint Awarding Bodies guidelines and the SGS Assessment Policy:

- Plagiarising work from another individual or source (such as the internet), by copying and passing off such work as your own, or allowing work to be used by others;
- Colluding by working collaboratively with others to produce work that is submitted as your own work, or the work of a single individual alone;
- Falsifying results and / or evidence;
- Cheating by communicating with others by any unauthorised means when this is not allowed, (eg. in a supervised session);
- Using unauthorised materials when under test conditions;
- Altering any results document, including certificates; and
- Cheating in any other way which undermines the integrity of the assessment process.

### **Academic Appeals**

If you feel that your work has been assessed unfairly, you may appeal against an assessment decision at any stage. Appeals should be lodged initially with the appropriate course tutor/leader within ten working days of receiving your initial grade, and will be reviewed in accordance with the Joint Awarding Bodies' guidelines as appropriate. If you are dissatisfied with the outcome of the appeal, you may request that the Head of Faculty or the Vice Principal Curriculum consider the matter further.

---

# HEALTH & SAFETY

---

## Duty Manager

The Duty Manager is responsible for dealing with all emergencies and incidents that impact on students, staff, visitors and the building for the period of the duty.

The Duty Manager is authorised to deal with operational issues which other staff are unable to address, that is, those issues which do not specifically relate to the responsibilities of Departmental Managers.

If required, the front of house Customer Experience Team can advise the name of the Duty Manager.

## Fire & Emergency

If you discover a fire, activate the nearest fire alarm. Should an intermittent alarm sound there is no need to evacuate the building but 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.
- Do not stop to collect personal belongings.
- Do not run.
- Follow instructions given by your tutor and other member of staff.

- Do not use the lift, unless specified in a Personal Evacuation Plan.
- Go to the Fire Assembly Point. Do not enter the building until you are told.

## Accidents

- All accidents and 'near misses', however minor, must be reported to your Teacher/Tutor immediately.
- A College First Aider will attend if required.
- An accident report form will be completed. Accident procedure will be explained further during your induction.
- First Aid can also be obtained at reception.

## Incidents

- 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.

---

# RESOURCES

---

Please note, your tutor will confirm what is appropriate for your course.

## **ECampus**

ECampus provides you with useful information about the services that you can get while you are studying in SGS College such as careers advice and guidance, counselling, welfare, bursaries and Student Union activity etc. It also contains useful shortcuts to all College systems like Moodle, ProPortal, your College email and updates of current activities/events in the College. You can access ECampus through Sharepoint or 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.

## **Email**

Once enrolled a College email account is automatically created for you. This can be accessed from the link on eCampus. It is important you check this email account regularly as any emails sent from College systems will automatically go to this address. If you are concerned you will not see

these emails then you can set up a function to forward all emails to another address. The welcome email explains how to do this.

## **Microsoft Teams**

Microsoft Teams is a digital classroom hub that brings conversations, content, and assignments together in one place. 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. Connect, collaborate, and engage with discussions, projects and interactive activities such as quizzes, polls, and other digital media. For some courses, this is where you can submit assessments and check feedback and grades. Required Course Feedback will be provided within the Teams environment and should be completed once a term, or more often if your views on your progress change or you wish to leave additional feedback for your tutor. This feedback will be used by your tutor to check individual progress, inform future planning and help improve delivery.

Accessing Teams and its associated applications all use the same college credentials used to access college PCs and email. If you have trouble logging in from home or require a password reset, please call reception on **0117 909 2371** and ask to speak to someone in the IT department.

## WiFi

When onsite you can use the College's WiFi to access these great resources from any compatible device.

### LOGGING ONTO SGS\_OPEN WIFI

Connect to SGS\_Open,  
the password is:

**OutstandingByStandingOut**

## Learning Support

Students with a learning difficulty, disability or health issue which impacts their learning can access a range of support services including:-

- 1:1 Study support or mentoring.
- A Learning Support Assistant (LSA) to help you inside or outside the classroom, or support you with things like research, assignments or private study.
- Discrete support in the classroom.
- Note-takers or readers.
- Technical support from central support staff and the loan of technical equipment.
- Special examination considerations such as extra time, readers, scribe or a separate room.

## Study Skills Support

Study support is available to all HE Students via the HE Academic Support Specialist and the Study Skills Tutors based in Filton and Stroud Learning Resource Centres.

See your Course Handbook for further information and contact details for your campus.

## Student Welfare Support

The SGS Wellbeing Service team together with the HE Academic Support Specialist offer a range of services and support for students during their time at the college. They will help you in any way they can to achieve your goals and successfully complete your course of study. The college aims to provide a tailored service designed to best meet your needs.

## Career's Advisor

Get in touch with our Careers Advisor to:

- Choose a career
- Explore volunteer and work experience opportunities
- Learn about SGS Employability Conferences
- Conduct a job search (e.g. CV preparation, mock interview, personal statement guidance)
- Find Employment ( e.g. part-time work, graduate employment)

To make an appointment, please email [careers@sgscol.ac.uk](mailto:careers@sgscol.ac.uk) or call the Careers Service at **0117 909 2225**.

---

# BENEFITS

---

## Student Union

The SU are a group of elected students who run activities, clubs and events but most importantly represent you. The SU is run by students for students! The team are elected annually by you. Any enrolled student can run for President or Vice President or have a say on who is elected and how the SU is run.

Being part of the SU will give you an opportunity to part of something exciting, you'll gain practical experience and valuable new skills which will look great on your CV. Most of all it's fun, you'll meet new people and make friends as well as being involved in something amazing.

All students are automatically members of the Students' Union unless you 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.
- Run by students for students.
- Help to run SU learner elections.
- Organise your own club, society or event.
- Get involved in clubs, societies and events.
- Receive discounts on a wide range of products and services.

## TOTUM Card

TOTUM, the new name for the NUS extra card, brings you over 200 UK student discounts and comes with 1-year FREE ISIC unlocking over 42,000 international discounts. Choose from a 1 year card for just £14.99, a 2 year card for £24.99 or a 3 year card for only £34.99. Many discounts are online only so you can't get them without your TOTUM card. Over 200 UK discounts on the brands you love.

In order to join please visit their website **[www.totum.com](http://www.totum.com)**

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.

---

# USEFUL CONTACTS

---

## WISE Campus Switchboard

0117 919 2601

## Learning Resource Centre

0117 919 2648

## SGS Wellbeing Service and Student Union

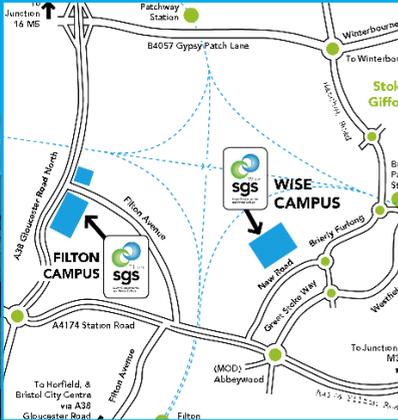
0117 919 2605

# WISE CAMPUS

New Road, Stoke Gifford, Bristol, BS34 8LP



South Gloucestershire  
and Stroud College



All content was correct at time of publishing in August 2019