

# Student Handbook 2023-24

Capel Manor  
College



[capel.ac.uk](http://capel.ac.uk)

# Welcome

## Message from our Principal



I am delighted to extend a very warm welcome to Capel Manor College.

We are very proud of the unique settings in which we deliver our fantastic range of courses, all designed to help you reach your goal; whether that is further study, starting your own business or moving into a job. Each course is delivered by expert teachers and we work with hundreds of employers from across the land-based, animal management and environmental

sectors to ensure we equip our students for the next step in their journey.

This handbook contains a range of useful information designed to help you make the most of your time with us. Please read it and ensure you are familiar with its contents: not only the opportunities and support available to you, but also the standards of attendance and study which we require of all our students.

Education and acquiring new skills has the power to truly transform lives. We have seen that happen with the thousands of students who have passed through our College, before progressing onto new, successful, rewarding experiences in the next stages of their study and careers.

The common thread in all of these journeys is perhaps not surprising: a desire to learn and demonstrable commitment to taking the most from the learning opportunities made available to you; 100% attendance, hard work and dedication to classes, course work and assignments; and a

mutual respect for other students, teachers and support staff alike.

We understand that there are sometimes challenges – inside and outside of the College – that you will need support with, and our expert Student Support Team are experienced in helping our students navigate through such times. We will do our outmost to help you both succeed and enjoy your time here. In return, the above traits are the commitments we require from you.

The focus of everyone at Capel Manor College is simple: we want the very best for all of our students, for everyone to pass their courses and get the qualifications they need to progress. I hope you seize this opportunity with both hands and wish you all the best for an enjoyable and productive time with us.

**Peter Brammall**  
Principal

<b>Welcome</b>	<b>4</b>	First aiders	15
<b>Key dates</b>	<b>5</b>	Offensive weapons	15
Term dates for 2023-24	5	CCTV cameras	15
Staff professional development days	5	Personal property and equipment	15
College Advice Evenings and Open Days	5	<b>Your contribution and benefits</b>	<b>16</b>
<b>The Student Charter: our commitment to you</b>	<b>6</b>	Information and Communication Technology (ICT)	16
Equal opportunities	6	Logging on	16
Quiet rooms	6	Email	16
Safeguarding	6	Saving data	16
Teaching, learning and assessment	7	Software	17
Course management	7	Wi-Fi	17
Tutorials	7	MyPortal	17
Course representation and “the student voice”	8	Moodle	17
Learning support	8	Library and Learning Resource Centres	17
Counselling	8	Team Capel	18
Guidance and careers information	8	Volunteering for Team Capel	18
Applications	9	Mentoring for Team Capel	18
Financial charges and help	9	Work experience	19
Helping us get it right	9	Industry placements	20
Your data	9	The Students’ Union	20
<b>Your commitment to the College</b>	<b>10</b>	Money and finance	20
Code of conduct	10	Examinations and assessments	20
Special leave	11	English and maths	21
General behaviour	11	<b>Campus information</b>	<b>22</b>
Drugs and alcohol	11	Crystal Palace Park	22
Bullying and harassment	11	Enfield	23
Vandalism	12	Gunnersbury Park	24
Swearing and foul language	12	Mottingham	25
Mobile phones and electronic devices	12	Regent’s Park	25
Care for our environment	12	<b>Contacts, websites and helplines</b>	<b>26</b>
Permission to photograph	13	Senior Leadership Team	26
IT acceptable use policy	13	Governing Body	26
Your attendance	13	Directors of Studies/Heads of Schools	26
<b>Yours and others’ safety</b>	<b>14</b>	Campus/Facility Managers	26
Health and safety	14	Careers information	27
Student identification (ID) cards	14	Self-help information	27
Accidents	15	Useful contacts	28

## Message from our Vice Principal



It is a privilege to welcome you to Capel Manor College to embark on your next exciting educational journey. I am delighted you have chosen to study with us, and look forward to meeting you all during the next few weeks to tell you more about the fantastic opportunities for you to explore whilst at the College.

Capel Manor College is a unique and very special place that provides exceptional

and inspirational learning opportunities for young people and adults to get jobs in the land-based industries. We are very proud to have so many industry experts working for the College who are passionate about the subjects they teach, and are ambitious for you to aim high and exceed your potential.

The staff have excellent relationships with employers and work collaboratively to ensure you can gain high quality work-experience or Industry placements. Many of our employers come into college to deliver masterclasses to enhance your skills and knowledge to give you the best chance of gaining employment after you complete your course.

You will receive dedicated support with your academic studies and will have access to additional support services should you require this. A problem shared is a problem halved, so please do let us know if you are struggling and need help. Your tutors will guide you through your

course and monitor your progress to ensure you stay on track to achieve. Ensure that you make use of all of the fantastic resources available to you to maximize your experience and achievement at the College.

Capel Manor College students continue to remain part of our community for many years and we hope that you will do so too through our alumni network or continuing to study additional professional courses to enhance your industry knowledge and skills.

Finally, and most importantly, I want to wish you good luck with your studies. I hope your time with us is successful, enjoyable, fun and that you create some amazing memories along the way.

**Denise Lloyd**  
Vice Principal

# Term dates for 2023-24

TERM	START	HALF TERM	END
Autumn Term 2023	Full-time: 4 September Part-time: 11 September  Higher education: 18 September	Full and part-time: 23 to 27 October  Higher education: Not applicable	Full and part-time: 15 December  Higher education: 15 December
Spring Term 2024	Full and part-time: 2 January  Higher education: 8 January	Full and part-time: 12 to 16 February  Higher education: Not applicable	Full and part-time: 28 March  Higher education: 15 March
Summer Term 2024	Full and part-time: 15 April  Higher education: 8 April	Full and part-time: 27 May to 31 May  Higher education: Not applicable	Full and part-time: 28 June  Higher education: 24 May

Please check your Course Handbook for exact dates and times that apply to you.

## Staff Professional Development Days

The College has identified four days during term time which will be designated Staff Professional Development Days. There will be no formal lessons on these days and your Course Manager or tutor will confirm arrangements nearer the time.

**17 October 2023**

**26 January 2024**

**19 March 2024**

**14 May 2024**

## College Advice Evenings and Open Days

These events give prospective students, family and friends the opportunity to tour the College facilities. Current students provide demonstrations and displays.

For dates, timings and updates, visit [capel.ac.uk](https://www.capel.ac.uk).



# The Student Charter: our commitment to you

It is our aim, our policy and our practice to set and maintain high-quality standards across all the services we offer to ensure your educational, professional and personal goals are met proficiently and with care.

Our Charter outlines the services to which you are entitled and the standards you can expect, and refers to policies published by the College on Moodle (the College's virtual learning environment) or available by request from your Course Manager.

We ask all students to read and understand these policies as they give more detail about what support the College offers. Further help and guidance about our policies is available from your Course Manager or the Student Support team.

## Equal opportunities

We want all of our students to be able to learn, develop their skills, achieve their goals and have their aspirations encouraged in a welcoming, friendly and supportive environment.

We are committed to providing equality of opportunity regardless of gender, race, colour, nationality, ethnic origin, religion, disability, sexual orientation, age, marital status and responsibility for dependants.

**Our Equality and Diversity Policy** describes how the College aims to provide and promote an environment which is open and equal, where students and staff are treated solely on their merits and abilities

and recognises that discrimination on any grounds or definition, or in any form, denies individuals the opportunity to develop to their full potential and is therefore not tolerated under any circumstances.

## Quiet rooms

We have quiet rooms available at all campuses to aid physical, spiritual and religious well-being.

## Safeguarding

The health, safety and welfare of our students is one of our highest priorities and the College has a statutory and moral duty to commit to practices that protect children, young people and adults at risk from abuse, neglect or significant harm.

Our Director of Student Experience and Support, Ellen Luke-McDonald, is the Designated Safeguarding Lead (DSL). Amanda Evans is the DSL in Ellen Luke-McDonald's absence.

There is also a team of Designated Safeguarding Officers across all campuses who are specifically trained to help and support students with any worries or concerns. The Safeguarding Team have lilac lanyards so are easily identifiable.

If you have any concerns for yourself or for another student then our Safeguarding team can be contacted by calling 01992 707027 or by emailing [safeguarding@capel.ac.uk](mailto:safeguarding@capel.ac.uk). There is also a safeguarding link on the front page of Moodle where you can report abuse.

**Remember, it is much better to say something than keep quiet.**

The College is committed to working with existing local Safeguarding Boards, Adult Safeguarding Boards, the Government's Prevent Strategy and other health and social care partnerships to ensure the safeguarding of its learners to try to ensure:

- A safe environment for children, young people and vulnerable adults in which to learn
- Children, young people and vulnerable adults who are suffering, or are likely to suffer significant harm are identified
- The College takes appropriate action to see that such children, young people and vulnerable adults are kept safe at the College

How the College responds to safeguarding is set out in the **Safeguarding Policy**.

“ It is the policy of this College to promote an environment which is open, fair and free from discrimination. ”

## Teaching, learning and assessment

You have the right to expect high quality teaching, learning and assessment including:

- Teaching staff that set a good example
- Planned lessons that are suitably supportive and challenging
- Study is vocationally relevant and current
- Students can study and practice in a fair and safe environment

- Assessments and coursework are well written and planned at pre-defined times
- Relevant and nationally recognised qualifications
- A logical and seasonally relevant course of study whenever possible
- Positive and informative feedback about your work and assessments that helps you improve
- Clear and available records of your achievement and progress
- Transparent and accurate quality assurance of assessment

## Course management

Each full-time, part-time or work-based course has a Course Manager who is primarily responsible for all students on that course and all aspects of the day-to-day coordination of your programme. You will meet your Course Manager on your first day and they will be your key contact for most questions or support in relation to your studies, achievement and progress.

Your Course Manager will be responsible for:

- Checking your enrolment on your course(s) and making further applications
- Helping you settle into college through the induction programme
- Helping you write and update your Individual Learning Plan
- Timetabling your lessons and practicals

- Monitoring and reporting your progress
- Helping you achieve your course aims
- Arranging off-site visits, guest speakers and study tours (as appropriate)
- Discussing and advising on study and assessments
- Helping you find and achieve work experience and volunteering opportunities
- Guiding you towards your next steps including work and higher education
- Assisting you with travel, finances and personal wellbeing
- Asking about your learning experiences through surveys and focus groups
- Arranging enrichment and other activities to complement your course and study

You should feel comfortable raising matters of importance to you with your Course Manager in the first instance but you can also talk to the relevant Head of School (see page 26 in this handbook) or the Student Support team.

## Tutorials

Your Course Manager will also arrange for you to have regular individual one-to-one tutorials which give you a chance to discuss any matters that may be affecting your work, progress and wellbeing at college. What you can expect from tutorials is set out in the **Tutorial Policy**. It is your responsibility to read, understand and follow this policy and all other college regulations that apply to you.



# The Student Charter: our commitment to you

## Course representation and “the student voice”

If you have any questions or concerns about your study or your course then you should talk to your Course Manager or Head of School.

For other suggestions or issues about the college or the campus, we have the “Course Reps” programme. Every course or classroom group elects a Course Representative (the Course Rep) who will be responsible for attending meetings and expressing students’ opinions at Course Representatives Meetings. These are held at least once every term and chaired by the Vice Principal or the Campus Manager.

“ Capel Manor College supports the development of students helping them take personal responsibility. ”

## Learning support

Whichever programme you are studying you may need additional support with your studies to help you achieve your full potential. Additional learning support (either in small groups or one to one) can help with study skills, exam preparation, note-taking and revision techniques or time/stress management. Our teams can also support you with specific learning difficulties or disabilities.

We want you to feel supported throughout your time at college and our Student Support team can help you if you wish to discuss any additional help or welfare issues in a confidential environment.

## Counselling

Sometimes it is essential to have someone to talk to about a problem or issue. The College employs professional counsellors or we can refer you to external counsellors for specialist help and support.

Our counsellors can help explore any problems you might be having and aim to help you find your own solutions. Appointments can be made by emailing the Safeguarding team on [safeguarding@capel.ac.uk](mailto:safeguarding@capel.ac.uk) or calling 0303 003 1234 and asking for extension 1274 to arrange support.

## Guidance and careers information

The College aims to make available the most current and personalised help with your next steps. You should expect informed, impartial, supportive and timely guidance or careers advice about:

- Your existing knowledge, skills and experience and how you might develop
- What the College offers and how to make the most of what is on offer
- Additional courses and qualifications that would complement your current course
- Further study including higher education and how to apply
- How to find and apply for jobs and careers in your chosen industry
- How to develop your personal and employability skills

Your tutor or Course Manager will be a source of support throughout the course as they know your chosen industry well.



The College also has a dedicated Careers team that will help you with job hunting and progression to university and the Work Experience Officer can support you when looking for work or a work placement. Details on how to access this service are on Moodle or available via your Course Manager.

## Applications

We aim to handle your application fairly and efficiently in accordance with our admissions arrangements and targets for processing applications. We provide opportunities for you to look around the College, its facilities, meet the staff and discuss your requirements before you decide on a course of study.

## Financial charges and help

Whilst the College receives some Government funding to support some of our courses which covers part of the cost of the teaching and resources it does not cover everything. The College operates as a charity and makes up the rest of the cost of education from other sources including events and commercial activities. Therefore, the College does levy charges for some education and materials in certain circumstances but it does so transparently and only to cover reasonable costs.

“ The College operates as a charity and makes up the cost of education from other sources including events and commercial activities. ”

## Helping us get it right

We aim to ensure that your experience whilst studying at Capel Manor College is as good as it can be and that you receive the best possible education, training and support. If for any reason you are not satisfied with the service you receive then we have a **Student Complaints Policy** that has been designed to help you resolve your concern as quickly and as effectively as possible. It is your responsibility to read, understand and follow this policy and all other college regulations that apply to you.

## Your data

The College abides by its legal obligations in respect of data as defined in our **General Data Protection Regulation (GDPR) Policy** and **Communications and Freedom of Information Strategy**. The College keeps data to allow it to monitor performance, achievements and health and safety, amongst other things. You can expect that every effort is made to ensure that only necessary data is retained and that it is as accurate and up-to-date as possible.



# Your commitment to the College



The College maintains a Code of Conduct that outlines acceptable behaviour in college, your responsibilities as a student and our expectations of you.

By enrolling as a student at Capel Manor College, you are agreeing to follow by our standards and expectations as set out in the **Student Code of Conduct and Disciplinary Policy** and it is your responsibility to read, understand and follow this policy and all other college regulations that apply to you.

## Code of conduct

This Code of Conduct is particularly important because the College grounds are either open to the public or are adjoining parks and public spaces. Without the goodwill of the public and income we receive from other sources, the cost of education would be higher or we would not be able to run some courses.

The Principal and Vice Principal maintain the right to interpret standards and regulations for the College in order to preserve the integrity of students, staff, the public and the general reputation of the College. In cases of gross misconduct or illegal activity (on or off college campuses), any member of the management team may suspend a student from the College in line with the student disciplinary procedures whilst the matter is investigated. The College may involve the police if appropriate.

It is expected that all students maintain high standards of conduct and behave politely, respectfully and professionally to other students, visitors, clients, our staff and employers. These are the standards expected by industry so maintaining these standards is beneficial to everyone and for you when seeking employment or progressing to higher education.

“ We aim to provide a high quality, inspiring and attractive setting in which to study, work or visit and we expect everyone at college to help us maintain this environment. ”

Our college community and settings are based on a 'Professional Learning Environment', we encourage mature, friendly and shared standards of behaviour from everyone and require:

- Respect for each other, our personal rights, freedoms and opinions
- The safety of others
- The welfare of animals
- Compliance with the Law
- Compliance with college rules and regulations
- Everyone to wear appropriate clothing and safety gear

Further, we also expect all of our students to:

- Attend their courses punctually and regularly



- Let us know when they are going to be absent
- Do work which is set and hand it in on time
- Attend examinations and assessments punctually

Students should be aware that failure to meet these standards will result in disciplinary action being taken against them as set out in the **Student Code of Conduct and Disciplinary Policy**. This includes instances when behaviour outside college premises may, in the opinion of the Vice Principal, be hurtful to others or reflect badly upon the reputation of the College.

## Special leave

We expect students to attend all timetabled activities. Leave may be granted only in exceptional circumstances which does not include holidays. Should you wish to be absent from any timetabled activity, written applications must be made at least two weeks in advance of the absence to your Head of School.

## General behaviour

Disruptive, dangerous or anti-social behaviour is unacceptable and expected standards are described in the **Student Code of Conduct and Disciplinary Policy**. This includes any physical violence, threatening behaviour or personal abuse, causing a nuisance, theft of college property, theft from other students, staff or visitors or driving too fast or dangerously on the College roads (speed limit 10 mph for everyone). We also ask you to

consider others and clear up after yourself when leaving a classroom, workshop or refreshment area.

Where an illegal activity has taken place the College may involve the police and support them in any subsequent action.

## Smoking and vaping

Smoking and vaping are not permitted on site at any college campus.

## Drugs and alcohol

Studying at Capel Manor College requires your full concentration and you need to be especially alert during your practical activities.

Drinking alcohol or taking drugs (including psychoactive highs, solvents and gases for example) before or during your time at college is totally unacceptable.

We have a zero tolerance approach to drugs and illegal substances of any kind and will act decisively if students are found using or supplying them. Please help us to make Capel Manor College drug and alcohol free by not bringing them into College and reporting any abuses.

“ Where an illegal activity has taken place the College may involve the police. ”

We could use drugs and alcohol testing kits if there is a suspicion that you are under the influence. We invite trained sniffer dogs onto our premises at different times of the year to check on illegal substance use and

possession. You may be asked to undergo a search and be asked to give up any drugs or alcohol found.

Possessing or supplying drugs and/or alcohol to minors is a criminal offence, because of this, we treat any issues relating to drugs or alcohol very seriously and we will involve the police as needed and apply our disciplinary procedures which will result in your suspension or expulsion.

## Bullying and harassment

We believe that all students and staff have the right to study, work and spend their free time at college in an atmosphere free from verbal, physical, psychological bullying or other harassment including online or cyberbullying. The College is committed to providing fair and meaningful education for everyone within a mature and caring environment which includes providing a safe, secure and friendly atmosphere and does not tolerate abusive, rude, threatening or any inappropriate behaviour from students, staff, volunteers or visitors.

By enrolling as a student at Capel Manor College, you are agreeing to follow our standards and expectations as set out in the **Student Bullying and Harassment Policy** and it is your responsibility to read, understand and follow this policy and all other college regulations that apply to you.

If you feel you are being bullied or any other student is being treated unfairly you must inform someone. Please contact your Course Manager, the Student Support team or any other member of staff you feel able to talk with and ask for their help.



# Your commitment to the College

## Vandalism

Any incidents of vandalism or damage to college property or venues used for visits and outside activities are unacceptable and will lead to disciplinary action under the **Student Code of Conduct and Disciplinary Policy**. This includes buildings, furniture, fittings or equipment, vehicles parked on the College premises or personal property, including the act of defacing college property with graffiti.

## Swearing and foul language

Students are expected to use polite language at all times whilst at college or when associated with the College. This includes all campus grounds, on visits or outside activities, study tours and work experience. This is particularly important at Capel Manor College as we often share our environment with the public, employers, guests and VIPs.

Swearing, blasphemous, sexist, racist, homophobic or any other abusive language is not acceptable and will lead to disciplinary action under the **Student Code of Conduct and Disciplinary Policy**.

## Mobile phones and electronic devices

All personal devices that might be a distraction to your or others' learning must be switched off during lesson times and whilst in the libraries unless otherwise agreed with or directed by your tutor.

At any other time please use your mobile phones/electronic devices considerately and use headphones at a reasonable volume when listening to music.

## Care for our environment

We aim to provide a high quality, inspiring and attractive setting in which to study, work or visit and we expect everyone at college to help us maintain this environment. This includes the grounds as well as the buildings and public spaces at all campuses.

We ask everyone to use the bins provided or to pick up litter if necessary and to take part willingly in litter picking activities when organised. Deliberate or wilful dropping of litter is not acceptable and will be dealt with through the disciplinary procedures.

We are a land-based college and working outside does mean that mud is an issue. To maintain a clean environment in buildings and classrooms for all, you are asked to take particular care to ensure that you have clean footwear whilst using indoor areas, and muddy shoes or boots in carpeted areas are not allowed. Food and drink should only be consumed in the refreshment areas, not in laboratories, IT areas, libraries, workshop areas or classrooms.

## Permission to photograph

College photographers and others authorised by the College may take pictures or videos at various college occasions and events. These may be used to promote the College, its courses and events via digital and traditional media. Please sign the induction form on ProPortal to give us permission to use your image.

If you would prefer us not to use your



image, please inform your Course Manager or tutor, opt out on ProPortal and tell the photographer that you do not wish to be photographed.

### IT acceptable use policy

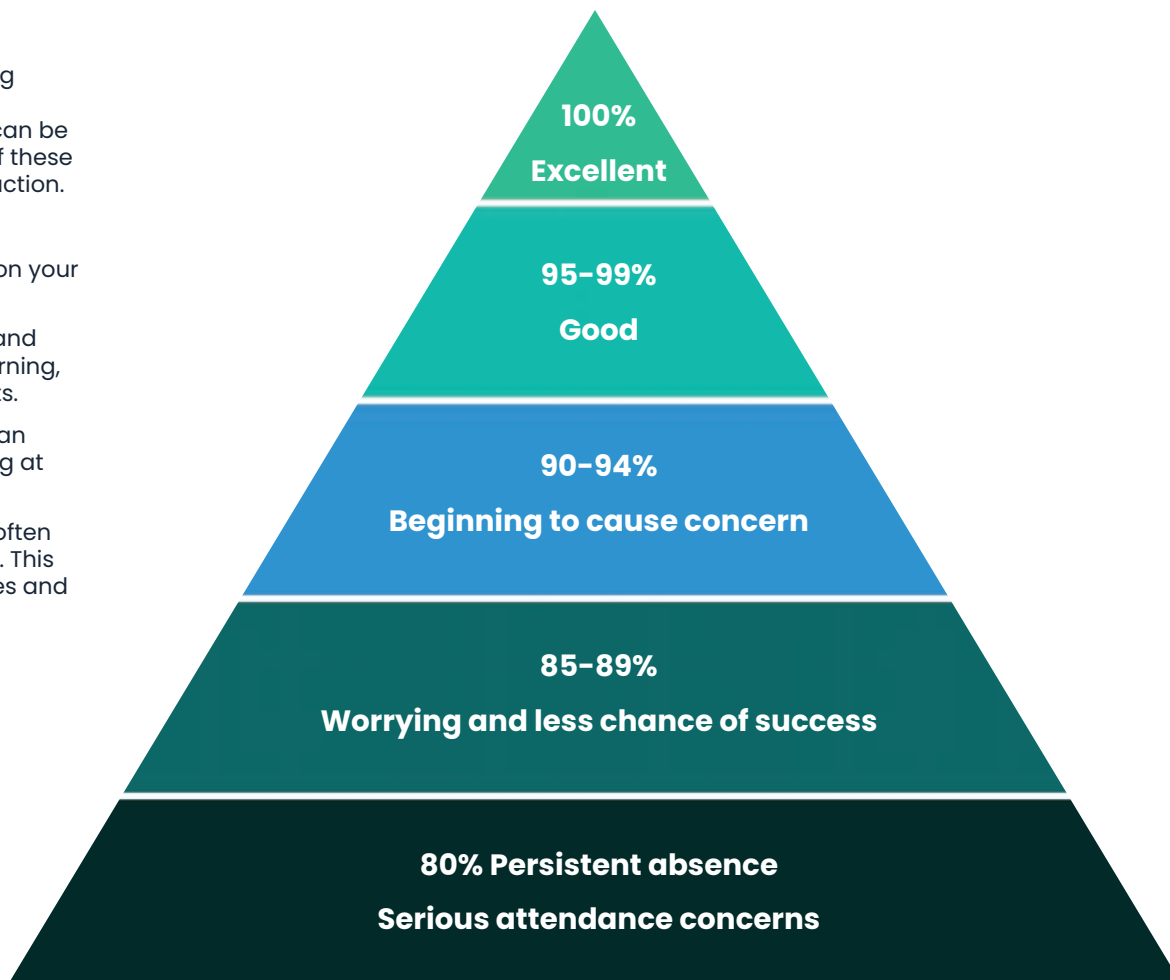
When using the College's computing facilities you must adhere to the **IT Acceptable Use Policy**. This policy can be found on Moodle and any misuse of these facilities could lead to disciplinary action.

### Your attendance

Your attendance has a big impact on your success at college.

- Absence means you fall behind and can affect your enjoyment of learning, progression and career prospects.
- Even short breaks from college can reduce your chances of achieving at college by as much as a quarter.
- Students with good attendance often improve their academic success. This opens up more work opportunities and higher earnings potential.

## Why is good attendance so important?





## Yours and others' safety

### Health and safety

Health and safety is everyone's responsibility and you must look out for yourself and others whilst at college or involved in college activities. Students are expected to comply with all college health and safety procedures and regulations and must familiarise themselves with the **Health and Safety Policy**.

You must never interfere with anything provided for your or others' health and safety such as firefighting equipment, safety signs or emergency exits and if you do it will lead to disciplinary action under the **Student Code of Conduct and Disciplinary Policy**.

Appropriate safety clothing (known as personal protective equipment or PPE) such as work boots, gloves, overalls, safety glasses and hard hats must be worn at all times during practical instruction or duty periods as directed by your tutor or supervisor.

Loosely hanging jewellery, including pendant earrings, must be removed or covered appropriately before all practical sessions. False nails are not permitted; nails in general are to be kept to an appropriate length.

Please report anyone you see not wearing a lanyard or visitor sticker to a member of staff. This is to ensure that we can fulfil our safeguarding obligations and ensure everyone on site is safe.

### Student identification (ID) cards

You will be issued with your own personal student ID card when you enrol on your course; you must make sure that it is visibly worn at all times in college. This is to ensure that we can fulfil our safeguarding obligations and take best care of you and everyone else in college.

## Not visibly wearing your ID card will result in disciplinary action.

The ID card has your student ID number which is a unique number that identifies you, gives you security access and allows you to use our systems.

The student ID cards are (or will be) also used for:

- Accessing college buildings, classrooms, libraries, learning resource centres, car parks and computers
- Borrowing books and learning materials from the libraries
- Obtaining occasional discounts in campus shops
- Using photocopiers and printing facilities
- Gaining entry (for the card-holder and one guest) to the Gardens at our Enfield Campus
- Paying for food in the restaurants (although this is currently not available at all campuses)

If you attend college without your ID then you must report to Reception to sign in and get a temporary ID. You cannot bring other people (who are not enrolled at the College) in to college including children. Other people, be that family members or friends, may not attend classes or enter college grounds without a specific written invitation and getting checked at the campus Reception.

If you lose your ID card you must inform Reception straightaway. Replacement of

lost cards will be issued to students at a charge of £5. At the end of your course, the security system will automatically remove your permissions to access the College and facilities. If for any reason you need this to be extended you must contact your Course Manager at least two weeks before the end of your course. If you enrol onto another course then your permissions will be automatically extended.

## Accidents

If you have an accident you must report it to your tutor or Course Manager or, depending on the nature of the accident, contact your nearest First Aider and ensure all injuries are recorded in the accident book. In more serious cases and some specific accidents, diseases and dangerous occurrences, including physical violence, the College has a legal obligation to report them to the Health and Safety Executive (HSE).

## First aiders

The names of First Aiders are displayed on signs throughout the campuses and they will have access to a first aid box normally located at the campus Reception.

## Offensive weapons

Firearms, ammunition and knives are not permitted at any college campus or on any college activity at any time. If such items are found, the College will notify the police as a matter of course. The College reserves the right to search individuals or groups if they have cause to believe that offensive weapons or illegal substances are being brought onto college grounds.

Students are reminded tools of the trade (that may include knives and sharp implements) must be handled with care and never as toys or weapons. Students needing to carry tools on public transport should ask their Course Manager for a letter confirming their need for training purposes.

## CCTV cameras

The College does use CCTV cameras around the College to protect people and property and recordings may be used to monitor behaviour and videos used as evidence in the case of an internal or police investigation.

## Personal property and equipment

The College does not accept any responsibility whatsoever for the safe keeping of personal property including cars, bicycles and motorcycles. Only bring to college what is required for that day and make sure you protect your own property at all times. If you see property that has been lost then please report it to Reception.





## Your contribution and benefits

Your time at Capel Manor College can be about much more than just study.

There are many other activities to get involved with for fun or for your personal development including opportunities for volunteering and mentoring. You may find that the more you put into your time at Capel Manor College, the more you benefit in the long term and your contribution to the College is important to us.

### Information and communication technology (ICT)

The College provides access to the computers, our own networks including Wi-Fi and internet access to support your studies and actively encourages you to make good use of these facilities.

As a student at Capel Manor College you are agreeing to follow our standards and expectations for the use of computer systems (including network and hardware) as set out in the College **Acceptable Network Use Policy** and it is your responsibility to read, understand and follow this policy.

You must conduct yourself professionally and with due regard to others when using college systems including Moodle, email and the internet and you must not access, use or distribute materials that might be considered to be offensive, of a sexual content or containing profane or vulgar language, racial or ethnic slurs or similarly insulting materials. No hardware or software (including computer games) should be installed onto the College network or

computers unless specifically authorised by the Vice Principal.

### Logging on

When you enrol as a student, you will have access to the College computer systems and networks.

To log on to our systems from external devices you will use your username which will also be your email address.

You will be given an initial password by your Course Manager but you will be prompted to change it to your own password when you first log on.

### Email

You will be given your own student email address. This is in the format:

**student-id-number@student.capel.ac.uk**

So, if your student ID number is 12345678 your email address will be:

**12345678@student.capel.ac.uk**

You will need to monitor your student email regularly and you have the option to create an automatic forwarding to your personal email (see guide on Moodle: Student info > Moodle & IT help > MS Office & Office 365 help > Forwarding emails).

### Saving data

When you log on to our systems you will be given access to a storage area to save your college work and assignments.

This includes up to 1 Terabyte (1TB) on the Cloud (OneDrive), a separate storage area called your 'H: drive' on our network and up



to 50 Gigabytes (50GB) storage for your email mailbox.

Your mailbox and storage facility will be disabled and data in the mailbox will be automatically deleted when your course/s finish.

It is essential that you regularly save a backup of your own work, especially before the end of your course, should you wish to save a copy.

## Software

As a student, you will be able to download up to five copies of Microsoft Office to your own devices. This is to help you with your studies whilst you are a student but this benefit will cease one week after your course finishes.

## Wi-Fi

The Wi-Fi network connection at all college campuses is **CM-Guest** and the password is **capelguest**.

## MyPortal

MyPortal allows you to view your individual

learner plan online. It provides you with access to markbook grades, module information as well as attendance data, assessment schedules, SMART targets, meetings, tutorials, comments and reports.

## Moodle

Moodle is the College's virtual learning environment. You can access Moodle on any device with access to the internet, by going to [moodle.capel.ac.uk](http://moodle.capel.ac.uk) in a browser or by searching "Moodle at Capel". Moodle provides access to your course materials, portfolio, assignments and other resources to support you in your learning. You can also find key information and the latest college news on Moodle, which is why you should regularly log on. If you have any queries about Moodle, please contact Moodle Helpdesk on 07834 784973 or via email [moodle-helpdesk@capel.ac.uk](mailto:moodle-helpdesk@capel.ac.uk).

## Library and Learning Resource Centres

There is a library at each campus and the central library is at Enfield. All students are registered with the library as part of the enrolment process and your student ID card

is also your library card.

We have a comprehensive collection of books, magazines and reference materials to support our courses. We offer study space with access to computers, Wi-Fi and careers information.

The Library Catalogue is available in College and 24/7 via Moodle. You can borrow and return books at any of the campus libraries. You can borrow up to six books at a time, for two weeks.

Books can be renewed by phone, in person, online via the Library Catalogue on Moodle or by email: [enfield.library@capel.ac.uk](mailto:enfield.library@capel.ac.uk).

Photocopying, printing and scanning facilities are available in all campus libraries. All printing and copying is chargeable, but you receive £5 printing credit at the start of your course. Printing accounts can be topped up with cash at the library desk.

Term time opening hours are shown below. Only the Enfield Campus library is open during holiday periods. Any changes to library opening times are shown on Moodle.

## Library opening times

Crystal Palace Park	Enfield	Gunnersbury Park	Mottingham	Regent's Park
<ul style="list-style-type: none"> <li>10am to 2pm Monday to Friday</li> <li>Closed during holidays</li> </ul>	<ul style="list-style-type: none"> <li>8.30am to 5pm Monday to Friday</li> <li>10am to 4pm during holidays (check on day as times can vary due to staff availability)</li> </ul>	<ul style="list-style-type: none"> <li>Monday to Friday 10am to 2pm</li> </ul>	<ul style="list-style-type: none"> <li>8.30am to 5pm Monday to Thursday</li> <li>8.30am to 4.30pm Friday</li> <li>Open as usual during holidays</li> </ul>	<ul style="list-style-type: none"> <li>8.30am to 5.30pm Monday to Thursday</li> <li>8.30am to 5pm Friday</li> <li>Closed during holidays</li> </ul>



## Your contribution and benefits

### Team Capel

Team Capel is a volunteering opportunity for you to get involved with the College beyond your studies, to extend your interests, confidence and personal skills. We know that students that volunteer for Team Capel have a lot of fun and get experience from helping the College in a variety of ways, gain confidence and develop new friendships. Some students may also be able to work towards an additional volunteering or mentoring qualification that will assist when job-seeking.

As the College is only partly funded by the Government, we operate as a charity and we need to raise in excess of £3 million every year to maintain the facilities including the range of animals, the quality of gardens, farms and estates to the enhanced level that we think you need to get the most out of your course. Helping with Team Capel will benefit not only you, but also current and future students at Capel Manor College (just as past Team Capel students have helped you).

Team Capel volunteers help to maintain our facilities. If you join you will develop your personal, learning and thinking skills by assisting college staff, interacting with the public and supervising or mentoring other students. There will be opportunities for you to use your initiative and develop problem-solving and innovation skills.

You will record your activities as part of Team Capel which will be verified by our Student Activities Coordinators. This record will be a very useful addition to your CV

or portfolio when looking for employment and may be evidence for a volunteering or mentoring qualification to enhance your profile.

### Volunteering for Team Capel

The work experience that you undertake as part of your practical duties makes a big contribution to the running of our gardens, animal collections, farm and estates.

Helping out at events, opening our gardens, zoos and farm to the public, meeting and greeting potential students and their families at our Open Days and Advice Evenings is a big support and can give you a lot of experience and fun working with the public, potential students or the animals.

There are opportunities to volunteer at all of our campuses including Forty Hall Farm (see page 23 for more information).

If you are interested in volunteering as part of Team Capel then there is a **Team Capel Handbook** available on Moodle or from the Student Support team which includes an application form to become part of the team.

### Mentoring for Team Capel

Joining a new college and studying at higher levels can be a daunting prospect for some. However this can be made much easier if there is someone to talk to who has already settled into college and is enjoying and achieving at their studies.

Becoming a peer mentor to help new or younger students to adapt to college life, complete coursework and develop

independent skills can be a hugely rewarding and enjoyable experience. Peer mentors are volunteers and they will work closely with our Student Support and Learning Support teams who will be able to offer guidance, training and advice about how to become a peer mentor and to match you with a mentee.

If you are interested in becoming a peer mentor, further information and the application form is available in the **Team Capel Handbook** on Moodle or from the Student Support Team. You may be required to undergo a Disclosure and Barring Service (DBS) check before taking on a mentee.

Benefits of being in Team Capel:

- A student who has demonstrated an outstanding contribution to Team Capel during the year will receive a Special Team Capel Award at the College Awards Ceremony at the end of the academic year
- Students that achieve at least 50 hours of verified volunteering support as part of Team Capel will receive an exclusive Team Capel sweatshirt or hoody embroidered with 'Team Capel Student Ambassador'
- It can open up a whole range of new opportunities and a new network of friends and experiences
- It can enhance your employability as employers look for people that can demonstrate initiative, commitment and who have additional skills to help their business

- It has a positive benefit to your own personal confidence and 'soft skills' including team-working, supervision and contact with customers
- It can be hugely rewarding on a personal level to feel that you have contributed to the success of an event, the team or the College

## Work experience

Work experience is an essential part of preparing to work in industry whether you are a school leaver or changing career. It allows you to extend the skills and knowledge you have gained in college, develop your personal skills and proficiency in a job and improve your personal employability and experience.

The College insists that work experience is part of most courses and will help you find work placements although it is important that you take the lead in securing your own opportunities wherever possible.

There are also important opportunities for gaining work experience at the College grounds by working at Capel Manor Gardens, with the animal collections or in some of our commercial activities. This will help you extend the range of skills you have by working alongside our professional staff and you will get the chance to practice and improve the skills you have learnt on your course. This will really improve your employability and will help you get that right external placement or job.

Your Course Manager or the Work Experience Officer will help you arrange

opportunities for work experience at Capel Manor College and you can do this during the half terms, end of terms and summer break as well as the days you are not studying. The more you do, the better you will become and we know that most employers appreciate this above all other skills.

You can also extend the range and depth of your work experience by getting involved in the many volunteering activities that are on offer through Team Capel.

What is expected of you and what you can expect from work experience is set out in the **Work Placement Assessment and Protocols** and by enrolling as a student at Capel Manor College you are agreeing to follow by our standards and expectations as set out in this policy and it is your responsibility to read, understand and follow this policy and all other college regulations that apply to you.

## Industry placements

Industry placements form part of all Level 3 vocational full-time courses at Capel Manor College. Each Industry placement is at least 315 hours long, providing students with invaluable industry experience as part of their studies. Students are invited to make contact with employers, relevant to their studies, who could host their placement. For further information about this please contact your Course Manager or Tutor.





# Your contribution and benefits

## The Students' Union

We do not have an NUS branch within the College but individual membership of the union is available via the NUS national office. Contact the Student Support team for more details.

As an enrolled student you should also be eligible for NUS Extra which is a student discount card and app for your iPhone and Android phone. Details are available from [www.totum.com](http://www.totum.com).

## Money and finance

All students (including part-time students) may be eligible for hardship financial awards and adults can apply to receive support with travel, childcare and course costs in certain circumstances. Young people who have received free school meals may also be eligible for the Capel Meal Voucher Scheme. If finance is an issue for you then you should contact the Student Support team or the Admissions team for initial advice on financial matters.

## Examinations and assessments

For courses subsidised by Government through national funding agencies and as a condition of enrolment on many courses students are required to enter for examinations as and when they are required during their course. By enrolling as a student at Capel Manor College you are agreeing to follow by our standards and expectations as set out in the **Controlled Assessments and Examinations Policy** and it is your responsibility to read, understand and follow this policy and all other College

regulations that apply to you.

The College is committed to ensuring that whenever staff assess and/or mark students' work or controlled assessments, this is done fairly, consistently and in accordance with the awarding body's specification and subject-specific documents. Equally, the College aims to resist or remove malpractice and where malpractice occurs it aims to deal with it in an open and fair way. By enrolling as a student at Capel Manor College you are agreeing to follow by our standards and expectations as set out in the **FE Assessment Appeals and Malpractice Policy** and it is your responsibility to read, understand and follow this policy and all other college regulations that apply to you.

Examinations advice:

- You will be told by your Course Manager or Tutor when examinations are scheduled in advance so you have time to get ready
- On the day of the examination, you are responsible for being on time. If you cannot attend for any reason you must inform your Course Manager or the Examinations team. This is important as the College is charged for examinations and if you do not attend, we may pass on that charge to you
- Before the examination begins, it is important that you listen to instructions and follow the examination protocol for example:
  - You must turn off your mobile



phone(s) before entering the examination room and put them in your bags/coats

- You will be asked to place bags/coats in an allocated space in the examination room
- You will be asked to be quiet once you are in the examination room
- You will be told when you can leave the examination room

### English and maths

Having good skills in literacy and numeracy is essential to most employers.

It can also make your studies easier and more enjoyable. Reading, writing and communicating to a good level and demonstrating good number and problem-solving skills can be one of the most important factors in getting work or improving your job or going on to study in higher education.

Ensuring that everyone has the right level of English and maths is a priority for the Government which is why English and maths is included as a compulsory part of Study Programmes.

This means that if you do not have a GCSE at grade 4 or above in both English and maths you will need to continue to study English and maths.

The College is committed to helping you improve your grades in English and maths and your Tutors and our Skills Development team will support you in lessons or in additional sessions.



Did you know that low levels of literacy cost the UK an estimated £81 billion a year in lost earnings and increased welfare spending, impacting on the success of the economy as a whole?

Did you know that lower numeracy is often connected to poor wellbeing and lower salaries?

# Campus information



## Crystal Palace Park



The campus has two bases in the Park, one within the Farm and the other, a few minutes' walk away, in the Jubilee Stand.

### Car parking

Car parking is available within the Park.

### Refreshments

Hot and cold drinks and food can be purchased from the Park and the cafe in Crystal Palace station, a student discount is available from the cafe in the National Sports Centre. Snack vending machines are also available.

### Volunteering

There are opportunities to volunteer in the Park and work with animal collection at Crystal Palace Park Farm especially at weekends and during the holidays.

### How to get there

By rail: Crystal Palace station from Victoria, London Bridge and Dalston Junction and the Overground.

By bus: 157, 358, 227, 410, 249 and 432 buses stop nearby.

## Enfield



Enfield is our largest campus with 34 acres of gardens and animal collections.

### Car parking

Car parking is available in front of the Reception at the College's entrance. Overflow parking space is made available and clearly signposted in the East Field. Student or public parking is not permitted elsewhere on site.

### Refreshments

Hot and cold drinks and food can be purchased from the Café. Students receive a substantial discount on most food and drinks in the Café.

Opening times during term time are:

Monday to Friday 8.15am to 4pm

Saturday and Sunday 10am to 5pm

(Closed at weekends November to February)

Light refreshments may also be obtained from vending machines in the restaurant.

Please note that the restaurant and the area around the restaurant is non smoking.



## Volunteering

There are opportunities to volunteer in the Gardens, Manor Flowers, our commercial arboriculture business and work with the animal collection in the zoo especially at weekends and during the holidays.

## How to get there

Students living in Hertfordshire may use the Uno bus service operated by the University of Hertfordshire.

By rail: Turkey Street station, the College is approximately 20 minutes' walk from Turkey Street.

By bus: 217 and 317 buses stop nearby.

## Capel Manor Gardens Shop

Our shop at the Enfield Campus is normally open to students from 9am to 5pm weekdays and 10am to 5pm at weekends. The shop sells stationery for your studies as well as gifts, books and plants. It also sells items for floristry, flower arranging and balloon artistry and events or special occasions and is often staffed by floristry students doing work experience.

## Gardens

On presentation of a current student ID card, students from all campuses will be admitted free with one guest to the Gardens during normal opening hours.

## Student activities

The Student Common Room located near the Old Manor House Garden has indoor activities such as pool and video games and there is also a Quiet Room.

Student Activities Coordinators organise regular lunchtime activities (often on the 'Show Ground' near to the Student Common Room) and fundraising activities linked to national campaigns which are open to all students. You should regularly check Moodle.

There is also a cross-campus Careers Fair in the spring term, where national and local employers come to the College to meet students and discuss industry.



## Forty Hall Farm

Forty Hall is a mixed farm with pasture, woodlands, vineyards, market garden areas and a variety of animals including many rare breeds.

Only two minutes' drive from the Enfield Campus, the Farm provides educational opportunities for Capel Manor College students. The Farm is home to London's only vineyard, the Forty Hall Vineyard, a new orchard, an organic market garden and a Farm Shop. You can buy produce from the Farm and other locally crafted goods, foods and art in the Farm Shop.



There is an organic market garden with over five acres devoted to the production of salad, vegetables, herbs and soft fruit. The market garden supplies produce for a number of local shops and cafes as well as the Enfield Veg Co., our organic veg bag scheme. Members of the scheme receive a weekly delivery of organic vegetables, much of them grown at Forty Hall Farm. Each bag contains a variety of fresh, seasonal vegetables with three different-sized bags to choose from, the scheme delivers to Enfield centres weekly. To find out more or to sign up visit [www.enfieldveg.co.uk](http://www.enfieldveg.co.uk) or email: [fortyhallfarm@capel.ac.uk](mailto:fortyhallfarm@capel.ac.uk).

## Volunteering

Volunteering at the market garden is the perfect way to learn more about vegetable growing especially if you are considering a career in production horticulture, want to gain experience of working on a farm or to just have fun with other volunteers.



# Campus information

## Gunnersbury Park



Our campus, within the historic Walled Garden at Gunnersbury Park, is welcoming and well resourced.

### **Car parking**

Car parking is available in the public car park outside the campus and can be accessed via the Park entrance in Popes Lane.

### **Refreshments**

Hot and cold drinks and a range of snacks are available from the lobby vending machines and the cafe in the Park.

### **Volunteering**

There are opportunities to volunteer in the gardens and work with the animal collection especially at weekends and during the holidays.

### **How to get there**

By tube: Acton Town station (Piccadilly and District Line) is 10 minutes' walk from the campus.

By bus: E3 bus stops nearby.

## Mottingham



The campus has a range of buildings, lovely garden areas and grounds, including a Site of Interest for Nature Conservation comprising of woodland and the River Quaggy.

### **Car parking**

Car parking is available on site.

### **Refreshments**

Hot and cold food and drinks can be purchased from the Student Common Room Monday to Friday between 11am and 2pm.

### **Volunteering**

There are opportunities to volunteer in the gardens and work with the animal collection especially at weekends and during the holidays.

### **How to get there**

By bus: There are a number of bus stops within five minutes' walk of the campus. The closest stops are Jevington Way, Alnwick Road and Mottingham Way.



By rail: Mottingham station is a 23 minute walk from the campus, with regular services to London Charing Cross, London Bridge, Cannon Street and Dartford.

By car: Mottingham Campus is located on Mottingham Lane, just two minutes' drive from the A20 Sidcup Road/South Circular Road roundabout.

## Regent's Park



This central London campus has been established for over 10 years and provides high quality facilities to support training in horticulture, garden design, arboriculture, countryside, wildlife and conservation.

### Car parking

There is no public car parking for students at Regent's Park, the campus may be accessed on foot, at the entrance on Chester Road.

### Refreshments

Hot and cold drinks and food can be purchased from Regent's University London and other cafes in the Park. A hot drinks and snack vending machine is available in the kitchen.

### How to get there

By tube: Regent's Park (Bakerloo Line), Great Portland Street (Hammersmith & City, Circle and Metropolitan lines), Baker Street (Hammersmith & City, Circle, Jubilee, Metropolitan and Bakerloo lines), St John's Wood (Jubilee Line) and Camden Town (Northern Line).

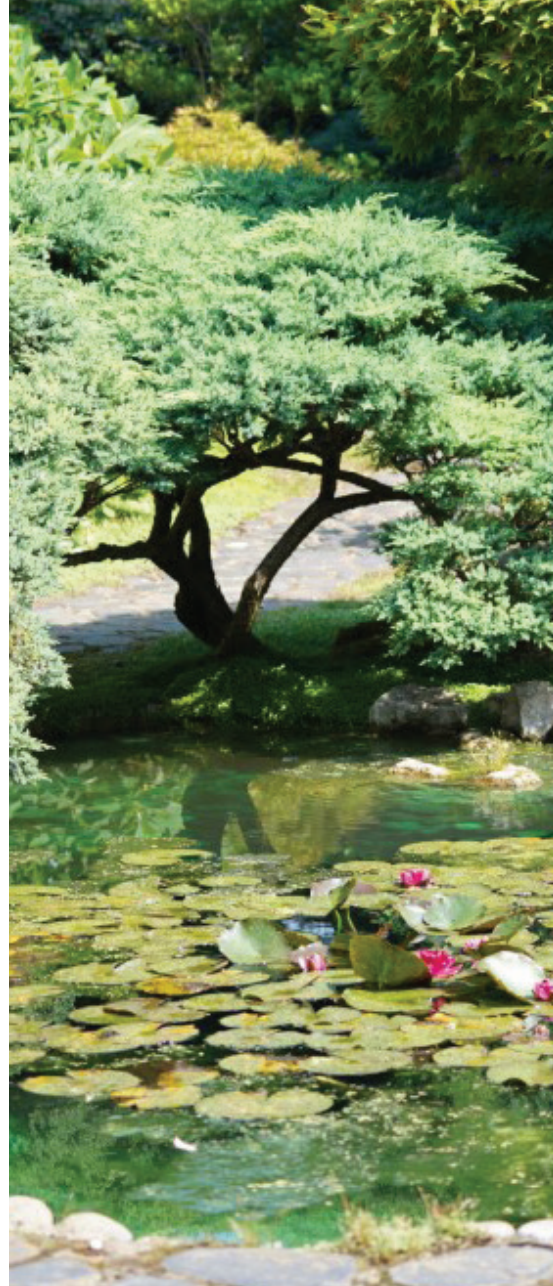
By bus: 2, 13, 18, 27, 30, 74, 82, 113, 139, 189, 274, 453 and C2 buses stop around the Park.

### Volunteering

There are opportunities to volunteer in the gardens especially during the holidays and summer break.

### Parking at campuses

The College does not take responsibility for vehicles or contents of vehicles parked on its premises or on neighbouring parking places. Bicycle racks are available for use in some campuses. Please contact your Campus Manager for further information.



# Contacts, websites and helplines

## Senior Leadership Team

Principal  
Vice Principal  
Deputy Principal, Finance and Resources  
Executive Director of Human Resources

Peter Brammall  
Denise Lloyd  
Paul Smith  
James Bryan

## Governing Body

Details about our Governing Body can be found at  
[www.capel.ac.uk/who-we-are/governance-and-policies](http://www.capel.ac.uk/who-we-are/governance-and-policies).

## Directors of Studies/Heads of Schools

Director of Animal Management and Leatherwork  
Director of Green Skills  
Arboriculture, Agriculture and Environmental  
Conservation  
Floristry and Event Styling  
Horticulture and Garden Design  
Director of Student Services and Learning Support  
Apprenticeships and Industry Training

Nikolaos Karantanis  
Caroline Turner  
Adam Sarfas

Louise Quigley  
Sophie Guinness  
Ellen Luke-McDonald  
Ingrid Dick

## Campus/Facility Managers

Crystal Palace Park  
Enfield  
Forty Hall Farm

Gunnersbury Park  
Mottingham  
Regent's Park

David Scott (Interim)  
Alfred Nettey  
Paul Grainger (Farm  
Supervisor)  
Andrew Jackson  
David Scott (Interim)  
Andrew Jackson

## Careers information

For all the latest careers, education, advice, information and guidance please refer to the relevant sections on Moodle.

Apprenticeships

[www.gov.uk/topic/further-education-skills/apprenticeships](http://www.gov.uk/topic/further-education-skills/apprenticeships)

Disability Rights UK is a source of advice and information for disabled people for independent living, benefits and education

[www.disabilityrightsuk.org](http://www.disabilityrightsuk.org)

GOV.UK is the Government portal for all information, including jobs, benefits, and information for employers

[www.gov.uk](http://www.gov.uk)

LANTRA is the national sector skills council for the land-based sector

[www.lantra.co.uk/careers](http://www.lantra.co.uk/careers)

National Careers Service

<https://nationalcareers.service.gov.uk/>

UCAS is the university application portal where you can apply for university courses and search for further and higher education courses, advice and information

[www.ucas.com](http://www.ucas.com)

## Self-help information

Alcohol Addiction Support Information

0800 9177 650

[www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)

FRANK, friendly confidential drugs advice

[www.talktofrank.com](http://www.talktofrank.com)

British Pregnancy Advisory Service

03457 304030

[www.bpas.org](http://www.bpas.org)

Citizens Advice Bureau, for free independent and impartial advice on your rights

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

ChildLine, helpline for children and young people who want to talk about any type of problem

0800 1111

[www.childline.org.uk](http://www.childline.org.uk)

Dyslexia Action, taking action, changing lives

[www.dyslexiaaction.org.uk](http://www.dyslexiaaction.org.uk)

Family Planning Association, for information and advice on sexual health, contraception, pregnancy and abortion

[www.fpa.org.uk](http://www.fpa.org.uk)

National Debt Line

0808 808 4000

[www.nationaldebtlines.org](http://www.nationaldebtlines.org)

NHS Choices, health advice and information service

[www.nhs.uk](http://www.nhs.uk)

NHS Stop Smoking Support

[www.nhs.uk/smokefree](http://www.nhs.uk/smokefree)

SANE, advice, support and information about mental health difficulties

0300 304 7000

[www.sane.org.uk](http://www.sane.org.uk)

Samaritans

116 123

[www.samaritans.org](http://www.samaritans.org)

UK National Domestic Violence helpline

0808 2000 247

[www.nationaldomesticviolencehelpline.org.uk](http://www.nationaldomesticviolencehelpline.org.uk)



# Useful contacts

## Internal contacts

### Safeguarding

safeguarding@capel.ac.uk

### Learning support

learningsupport@capel.ac.uk

### Counselling

counselling@capel.ac.uk

### IT support

itsupport@capel.ac.uk

### Moodle

moodle-helpdesk@capel.ac.uk

### Library

library@capel.ac.uk

### Learning resources

[On Moodle](#)

### Careers

careers@capel.ac.uk

### English and maths

englishandmaths@capel.ac.uk

## Student support for those studying our higher education course run in partnership with the Royal Agriculture University (RAU)

Student support services are on hand at Capel Manor College and the RAU to support your emotional wellbeing in times of challenge and provide information, advice and guidance on practical matters such as:

- Mental health and wellbeing
- Disability support
- Financial support
- International support
- Neurodiversity support
- Bullying, harassment, and discrimination

### Student services at the RAU

**Email:** [student.services@rau.ac.uk](mailto:student.services@rau.ac.uk)

**Phone:** 01285 652531

The [TalkCampus](#) app is a peer-to-peer support platform for students around the world which students can access at any time of the day or night to talk to other students about worries they may be having.

Talk Campus is anonymous and supports 26 languages, students sign up using their RAU email address.



# Our mission

To provide outstanding and inspirational land-based learning opportunities across the Greater London region



**Crystal Palace Park** The Jubilee Stand, Ledrington Road SE19 2BS | 020 8778 5572

**Enfield** Bullsmoor Lane, Enfield EN1 4RQ | 0303 003 1234

**Gunnersbury Park** Popes Lane, Acton W3 8LQ | 020 8993 6266

**Mottingham** Mottingham Lane SE12 9AW | 020 8676 0870

**Regent's Park** The Store Yard Inner Circle, Regent's Park NW1 4NR | 020 7486 7930

Capel Manor College



capel.ac.uk