



Student Handbook 2025-26

Capel Manor
College

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 utmost 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

<u>Message from our Principal</u>	2	<u>Student identification (ID) cards</u>	14
<u>Message from our Deputy Principal</u>	4	<u>Accidents</u>	15
<u>Key date</u>	5	<u>First aiders</u>	15
<u>Term dates for 2025-26</u>	5	<u>Offensive weapons</u>	15
<u>Staff professional development days</u>	5	<u>CCTV cameras</u>	15
<u>College Advice Evenings and Open Days</u>	5	<u>Personal property and equipment</u>	15
<u>The Student Charter: our commitment to you</u>	6	<u>Your contribution and benefits</u>	16
<u>Equal opportunities</u>	6	<u>Information and Communication Technology (ICT)</u>	16
<u>Quiet rooms</u>	6	<u>Logging on</u>	16
<u>Safeguarding</u>	6	<u>Email</u>	16
<u>Teaching, learning and assessment</u>	7	<u>Saving data</u>	17
<u>Course management</u>	7	<u>Software</u>	17
<u>Tutorials</u>	8	<u>Wi-Fi</u>	17
<u>Using AI at Capel Manor College</u>	8	<u>MyPortal</u>	17
<u>Course representation and student engagement</u>	8	<u>Moodle</u>	17
<u>Learning support</u>	8	<u>Library and Learning Resource Centres</u>	17
<u>Counselling</u>	9	<u>Volunteering at Capel Manor College</u>	18
<u>Guidance and careers information</u>	9	<u>Work experience</u>	18
<u>Applications</u>	9	<u>Industry placements</u>	19
<u>Financial charges and help</u>	9	<u>The Students' Union</u>	20
<u>Helping us get it right</u>	9	<u>Money and finance</u>	20
<u>Your data</u>	9	<u>Examinations and assessments</u>	20
<u>Your commitment to the College</u>	10	<u>Exam access arrangements</u>	21
<u>Code of Conduct</u>	10	<u>English and maths</u>	21
<u>Special leave</u>	11	<u>Campus information</u>	22
<u>General behaviour</u>	11	<u>Crystal Palace Park</u>	22
<u>Smoking and vaping</u>	11	<u>Enfield</u>	22
<u>Drugs and alcohol</u>	11	<u>Gunnersbury Park</u>	24
<u>Bullying and harassment</u>	11	<u>Mottingham</u>	24
<u>Vandalism</u>	12	<u>Regent's Park</u>	25
<u>Swearing and foul language</u>	12	<u>Contacts, websites and helplines</u>	26
<u>Mobile phones and electronic devices</u>	12	<u>Senior Leadership Team</u>	26
<u>Care for our environment</u>	12	<u>Governing Body</u>	26
<u>Permission to photograph</u>	12	<u>Heads of Curriculum</u>	26
<u>IT acceptable use policy</u>	13	<u>Campus/Facility Managers</u>	26
<u>Your attendance</u>	13	<u>Careers information</u>	27
<u>Yours and others' safety</u>	14	<u>Self-help information</u>	27
<u>Health and safety</u>	14	<u>Useful contacts</u>	28

Message from our Deputy Principal



Your journey at Capel Manor College begins today, and I couldn't be more excited to see where it takes you.

You've made a great choice by joining us, and over the next few weeks I look forward to meeting you and showing you the

opportunities that are waiting for you here. This is your time to grow, challenge yourself, and see just how much you can achieve. Alongside your course, you'll keep building your English and mathematics; the skills that open doors to jobs, apprenticeships, further study, and life beyond college.

Employers tell us all the time how important these skills are, and we'll support you to make great progress with them. At Capel Manor College, you'll be taught by staff who know their industries inside out and who want you to succeed as much as you do. They'll push you to aim high, discover your strengths, and gain the confidence you need to take your next step; whether that's university, an apprenticeship, or straight into work.

Your part is simple: show up to every lesson, give your very best effort, and respect

yourself and others. Do that, and you'll go far here.

And if things get tough; inside or outside college, you're not on your own. Our support teams are here to help you through challenges so you can stay on track.

Education has the power to change lives, and this is your chance to shape your future. Grab the opportunity to work hard and believe in what you can achieve. I can't wait to see all that you'll accomplish during your time with us.

Welcome to Capel Manor College... your journey starts now.

Heather Marks
Deputy Principal, Curriculum and Quality

Term dates for 2025-26

TERM	START	HALF TERM	END
Autumn Term 2025	Full-time: 1 September Part-time: 8 September Higher education: 22 September	Full and part-time: 27 October to 31 October Higher education: Not applicable	Full and part-time: 12 December Higher education: 19 December
Spring Term 2026	Full and part-time: 5 January Higher education: 12 January	Full and part-time: 16 to 20 February Higher education: Not applicable	Full and part-time: 27 March Higher education: 27 March
Summer Term 2026	Full and part-time: 13 April Higher education: 13 April	Full and part-time: 25 to 29 May Higher education: Not applicable	Full and part-time: 26 June Higher education: 22 May

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

Staff Professional Development Days

The College has identified three 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.

11 November 2025
11 February 2026
27 April 2026

College Advice Evenings and Open Days

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

For dates and timings for our college open events, visit 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 and Transgender 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 Assistant Principal for Student Services, Safeguarding and Inclusion, Amanda Evans, is the Designated Safeguarding Lead (DSL).

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. 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**.

Teaching, learning and assessment – what you can expect

At Capel Manor College, every lesson is designed to be purposeful, engaging and supportive, helping you build confidence, develop skills, and succeed in a safe environment where your progress is always valued. You can expect:

- A purposeful start – lessons begin with clear routines and activities that help you focus quickly
- Learning that matters – teachers explain why you are learning something, how it connects to your future, and what success looks like
- Strong foundations – lessons build on what you already know, helping you feel confident and secure in your learning
- Engaging teaching – activities are

varied, inclusive and challenging, with opportunities to work independently and with others

- Time to practise and apply – you will develop your skills in real or simulated contexts, supported by feedback that helps you improve
- Reflection and next steps – lessons end with review and clear signposting of what's coming next in your learning journey
- Vocational relevance – your studies link to your chosen industry and prepare you for employment or progression
- Safe and supportive study – you will learn in a fair, safe and respectful environment, with access to well-prepared resources and facilities
- Clear assessment – assessments and coursework are well-planned and fair, with feedback that supports your progress, and leads to nationally recognised qualifications
- Transparent records – you will have clear access to your achievement and progress throughout your course

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 Curriculum (see page 26 in this handbook) or the Student Support team.



The Student Charter: our commitment to you

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.

Using Artificial Intelligence (AI) at Capel Manor College

AI tools like Microsoft Copilot and ChatGPT can support your learning. They may help with planning ideas, summarising information, or improving spelling and grammar. However, there are clear rules about when and how they can be used.

AI can be used to:

- Plan and organise your ideas
- Summarise research or notes
- Improve grammar, spelling or presentation
- Support learning needs, such as with text-to-speech or translation

AI must not be used to:

- Write all or most of your assignment
- Create fake evidence, reflections or data
- Complete work in exams or assessments
- Copy and paste AI content without referencing it

If you use AI you must clearly reference:

- Which AI tool you used (e.g. Copilot)
- The date you used it

- What you asked it to do (the prompt)
- How you used the information it gave you

Your work must always show your own understanding. If you use AI in the wrong way, your work may not be accepted, and you could face serious consequences. If you are not sure what is allowed, always ask your teacher.

Course representation and student engagement

The College is diverse and includes full and part-time students on both Further and Higher Education courses, across five college sites, as well as apprentices, work-based students and part time adult students. It is our intention that all students have a voice.

If you have any questions, concerns or suggestions about your study programme or your course you can talk to your Course Manager or Head of Curriculum.

We also have the “Class Reps” programme. Every class group elects two Class Representatives who will be responsible for co-ordinating student meetings in tutorial and then expressing those opinions at the Student Representative meetings. These meetings are held every half term and are chaired by the Head of Curriculum. The College will then tell you what we did as a result of your comments. You can also attend campus based Student Focus Groups every term. Here you can meet the senior managers and express your concerns or thoughts.

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. If you wish to talk to a member of the team please email: learningsupport@capel.ac.uk.

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 Wellbeing team on counselling@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. Existing criminal convictions must be declared at enrolment or as they occur in year. Please email safeguarding@capel.ac.uk to declare a conviction.

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. Learn more about your fees and funding options including guidance on tuition fees, learner loans and financial support on the College website: www.capel.ac.uk/fees-and-funding/

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 Deputy 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 Deputy 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 Curriculum.

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 suspected of using, 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. You may be asked to undergo a

search and any drugs or alcohol found will be confiscated.

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 could 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, transphobic 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.

As part of our safeguarding commitment to protect our learners, student online activity is monitored by the Safeguarding Team.

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

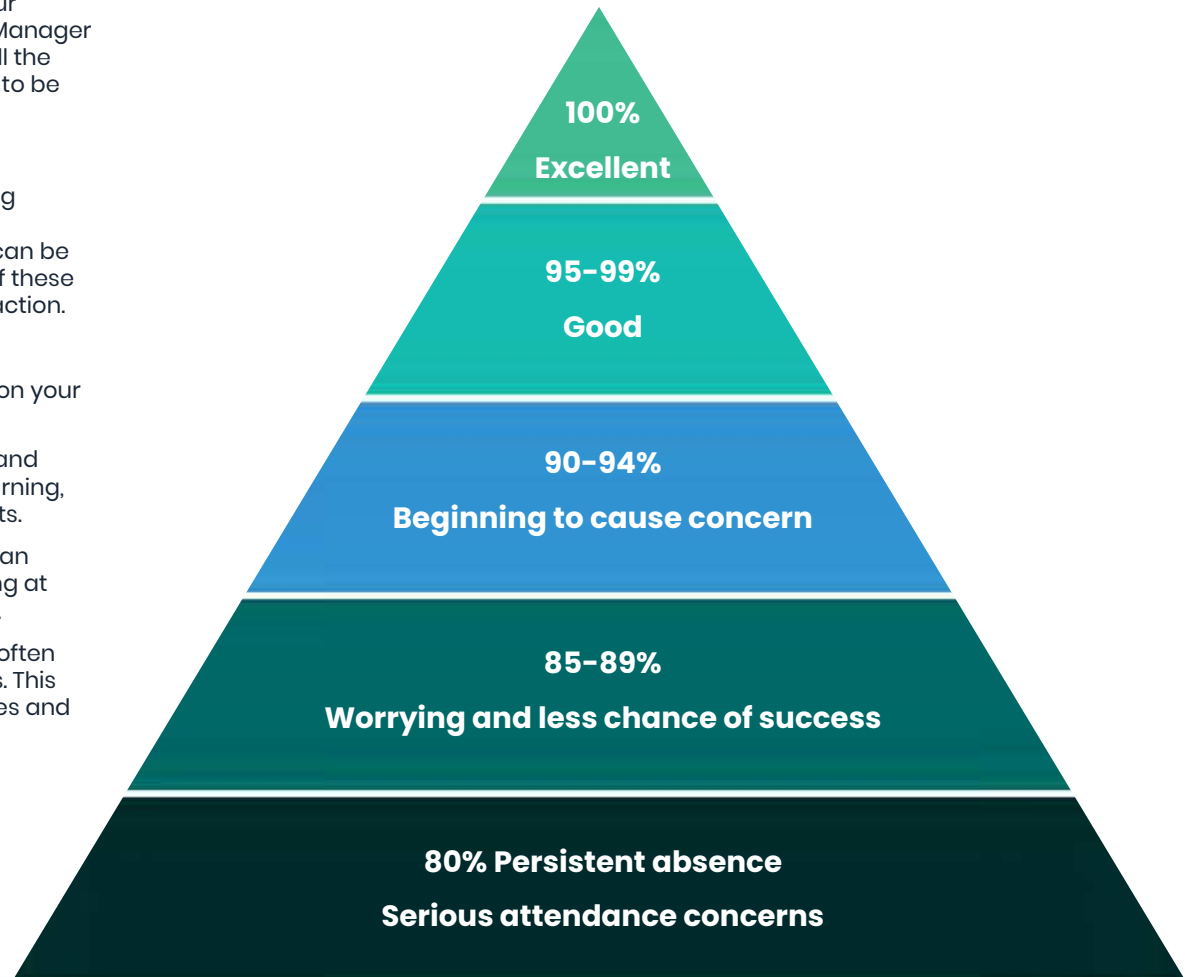
When using the College's computing facilities you must adhere to the **IT Acceptable Use Policy**. This policy can be found on Moodle and any misuse of these facilities could lead to disciplinary action.

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 the 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
- 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) into 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 signing in 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 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

College First Aiders can be contacted via 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.

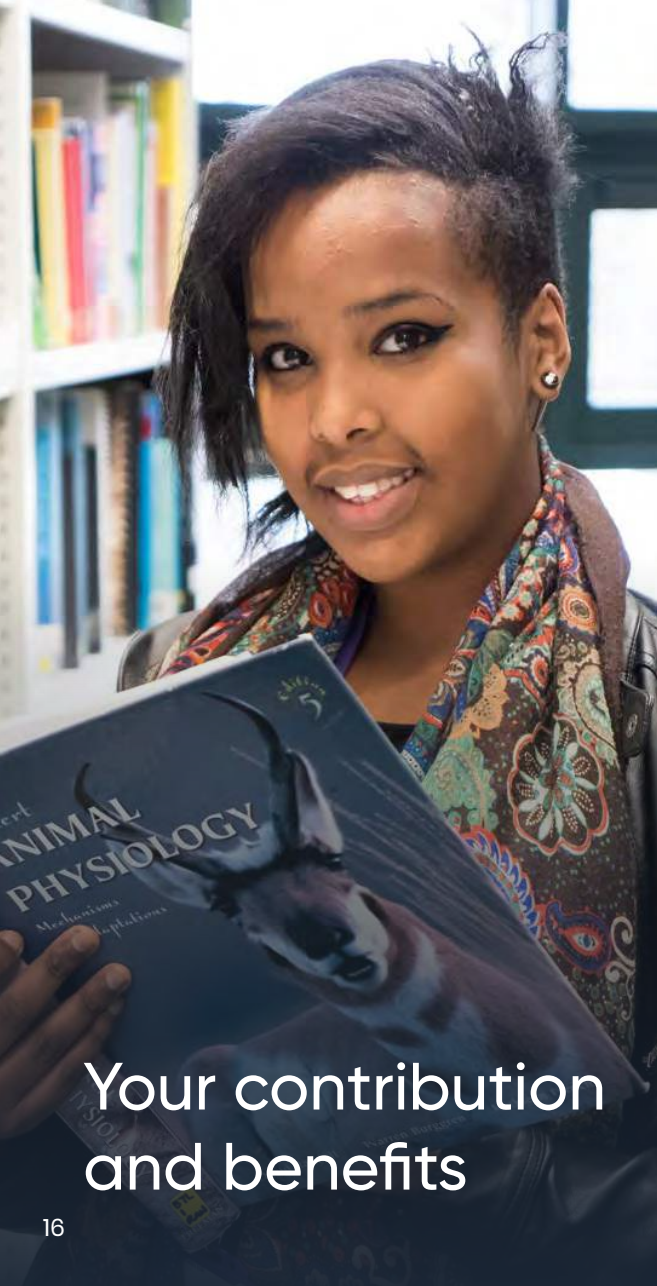
Students are reminded tools of the trade (that may include knives and sharp implements) must be handled with care and never as toys or weapons. Students needing to carry tools on public transport should ask their Course Manager for a letter confirming their need for training purposes.

CCTV cameras

The College does use CCTV cameras around the College to protect people and property and recordings may be used 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. If you require support from our IT team, please raise a ticket by email via itsupport@capel.ac.uk.

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 Deputy Principal.

In order to keep you safe, and in line with the College's safeguarding responsibilities, the College filters and monitors the content of emails, website visits, Teams accounts and social media posts by using a platform called Lightspeed. Any search deemed to be harmful or not in line with the College's **Acceptable Network Use Policy** is reported to the Safeguarding team for monitoring and assessment. You will be contacted by the Safeguarding team if there is concern about your online usage.

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) 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 can download Microsoft Office on up to five devices to assist with your studies. This benefit lasts until one week after your course ends.

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 in a browser or by visiting capel.ac.uk and clicking the Moodle button in the footer. For some curriculum areas, Moodle provides access to your course materials, portfolio, assignments and other resources to support 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 the Moodle Helpdesk via email 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 accessible on-campus and 24/7 via Moodle. You can borrow and return up to six books for two weeks at any campus library. Books can be renewed by phone, in person, online via the Library Catalogue on Moodle or by email: enfield.library@capel.ac.uk.

Photocopying, printing, and scanning are available at all campus libraries. Printing and copying incur charges, but you start with a £5 credit. You can top-up printing accounts with cash at the library desk.

Term-time hours are listed below. Only the Enfield Campus library is open during holidays. Please check Moodle for any time changes.

Library opening times

Crystal Palace Park	Enfield	Gunnersbury Park	Mottingham	Regent’s Park
<ul style="list-style-type: none"> • 10am to 2pm Monday to Friday • Closed during holidays 	<ul style="list-style-type: none"> • 8.30am to 5pm Monday to Friday • 10am to 4pm during holidays (hours may vary, check Moodle) 	<ul style="list-style-type: none"> • 10am to 2pm Monday to Friday 	<ul style="list-style-type: none"> • 8.30am to 5pm Monday to Thursday • 8.30am to 4.30pm Friday • Open as usual during holidays 	<ul style="list-style-type: none"> • 8.30am to 5.30pm Monday to Thursday • 8.30am to 5pm Friday • Closed during holidays



Your contribution and benefits

Volunteering at Capel

The work experience that you undertake as part of your practical duties makes a big contribution to the running of our gardens, farms 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).

You can record your volunteering activities. A 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.

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 Placement 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 across our campuses. Please let your tutor know if you have arranged your own volunteering activities or work experience.

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 adhere to our standards and expectations as set out in this policy. 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.

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 the 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

Exam access arrangements

Access Arrangements are adjustments for students with special educational needs, disabilities, or temporary injuries, designed to ensure fair access to exams without altering the exam's demands. These may include extra time, rest breaks, readers, scribes or Braille papers.

- **Eligibility:** Available to students with substantial long-term difficulties affecting daily college activities. Decisions are based on evidence of need and the student's normal way of working.
- **Regulations:** Capel Manor College follows Joint Council for Qualifications (JCQ) guidelines. Independent assessments without prior consultation with the college cannot be used for arrangements but may provide additional context.
- **Usage:** Access Arrangements must be used appropriately. Failure to use them as intended may lead to losing the arrangements in some subjects.

- **Requests:** Inform your subject teacher to start the process or email accessarrangements@capel.ac.uk

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 prospects 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.



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 and work with the animal collection in the zoo, especially at weekends and during the holidays. Please discuss these opportunities with your tutor.

How to get there

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.

Student activities

The Student Common Room located near Student Services has indoor activities such as pool and other games. There is also a Quiet Room on campus.

Student Activities Coordinators organise regular lunchtime activities (often on the 'Show Ground') 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, an 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 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 or email: 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. Please discuss these opportunities with your tutor.



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. Please discuss these opportunities with your tutor.

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 Café in the Willow Building, Monday to Friday between 8.30am and 2pm.

Volunteering

There are opportunities to volunteer in the gardens and work with the animal collection especially at weekends and during the holidays. Please discuss these opportunities with your tutor.

How to get there

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 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 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 and floristry.

Car parking

There is no public car parking for students. The entrance to the Campus is via The Storeyard on the junction of Chester Road and Inner Circle (next to the Allotment Garden).

Refreshments

Hot and cold drinks and food can be purchased from local cafes in the Park. A hot drinks and snack vending machine is available.

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. Please discuss these opportunities with your tutor.

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 and CEO	Peter Brammall
Deputy Principal, Finance and Resources	Paul Smith
Deputy Principal, Curriculum and Quality	Heather Marks
Director of Marketing, Recruitment and Admissions	Angela White
Assistant Principal, Student Services, Safeguarding and Inclusion	Amanda Evans
Assistant Principal, Academic Excellence	Jessica Berry
Assistant Principal, Quality Improvement	Kirsty Steer
Assistant Principal, Employer Skills, Innovation and Growth	Sam Black

Governing Body

Details about our Governing Body can be found at
www.capel.ac.uk/who-we-are/governance-and-policies.

Heads of Curriculum

Animal Management and Saddlery (South)	Amy Shirley
Animal Management and Saddlery (North)	Elaine Watson
Arboriculture, Agriculture and Environmental Conservation	Adam Sarfas
English, Maths and Pathways	Lyn Boreham
Floristry, Event Styling and Creative Arts	Louise Quigley
Garden Design	Sophie Guinness
Horticulture	Zephaniah Lindo

Campus/Facility Managers

Crystal Palace Park	Vladimir Pavez-Salinas
Enfield	Phil Coulthard
Forty Hall Farm	Paul Grainger (Farm Supervisor)
Gunnersbury Park	Andrew Jackson
Mottingham	Vladimir Pavez-Salinas
Regent's Park	Andrew Jackson

Estates and facilities contact details: facilities-helpdesk@capel.ac.uk

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

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

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

LANTRA is the national sector skills council for the land-based sector
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
wwwucas.com

Self-help information

Alcohol Addiction Support Information
 0800 9177 650
www.alcoholics-anonymous.org.uk

FRANK, friendly confidential drugs advice
www.talktofrank.com

British Pregnancy Advisory Service
 03457 304030
www.bpas.org

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

Dyslexia Action, taking action, changing lives
www.dyslexiaaction.org.uk

Family Planning Association, for information and advice on sexual health, contraception, pregnancy and abortion
www.fpa.org.uk

National Debt Line
 0808 808 4000
www.nationaldebtline.org

NHS Choices, health advice and information service
www.nhs.uk

NHS Stop Smoking Support
www.nhs.uk/smokefree

SANE, advice, support and information about mental health difficulties
 0300 304 7000
www.sane.org.uk

Samaritans
 116 123
www.samaritans.org

UK National Domestic Violence helpline
 0808 2000 247
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

Estates and facilities

facilities-helpdesk@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 Agricultural 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

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