



A guide for parents

Your guide to our
college and its
provision.



Welcome to West Thames College

Our students enjoy a vibrant, lively learning environment, where they aspire (Ofsted 2014). High quality vocational courses taught by industry professionals, in state of the art facilities and enriched by employer-led activities will give students the skills and experience they need to succeed. In addition our friendly staff are always on hand to provide support and guidance. We are a successful college but for your son or daughter to achieve their full potential, we need their commitment and your help.

This booklet outlines the support we provide and our expectations of our students. Please familiarise yourself with this information so you are able to support your son or daughter throughout their studies.

We will update you on your son or daughter's progress throughout the year. You will be given access to the parents' portal, which will show you key information about your child's study programme, attendance and key dates. You will also be invited to attend parents' evenings.

If you have any questions, please refer to the key contacts list and we look forward to working with you towards a successful year.



Tracy Aust
Principal

A good job starts here

We go the extra mile to give young people everything they need to succeed.

We deliver a broad programme of study to ensure that students have all the skills they need.

Our Programme of Study includes:

- Core vocational skills
- Employability skills such as team work and problem-solving
- English and/or maths depending on GCSE results
- iLearn to teach students how to make the most of digital information.

Our links to industry

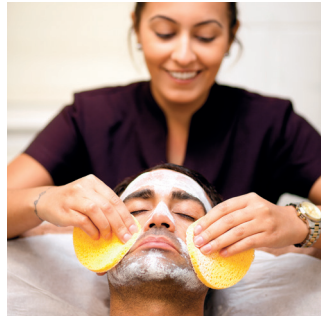
Work experience, industry competitions, field trips, visits to trade shows and exhibitions, talks, demonstrations and workshops led by industry professionals are key components of our courses.

Advice and guidance

Our independent careers team will help your son/daughter make the right decisions for their future and help identify the skills they need to achieve their ambition.

Visit the new **Parent Portal** to stay up to date on your son or daughter's progress and to access key information about their study programme, attendance and key dates.

Register online via the college website west-thames.ac.uk



West Thames College prides itself on its strong links with companies. We have hundreds of contacts with businesses.



Support, advice and guidance

West Thames College is renowned for its friendly, welcoming atmosphere. You can rest assured that your son/daughter will be in a safe learning environment with all the support they need to enjoy their time at college and succeed with their studies.



**“Students enjoy their
courses and feel safe
in the college.”**

Ofsted 2014

Tutorial support

Tutor/Student Learning Adviser (SLA) will monitor academic progress, attendance and punctuality to make sure student stays on track. Students meet regularly with the SLA, who is the first point of contact if there are any problems with the course or student's progress.

Disability support

We welcome and support students with disabilities and learning difficulties. We will aim to meet any additional needs students have so they can participate in learning and succeed with their studies. For more information on support available, including equipment and adjustments, and support with English and maths, see the Head of Inclusion who is based on the second floor of the Learning Resources Centre, or call **020 8326 2103**.

Careers advice and guidance

Our advisers help our students work toward their next step – employment, an apprenticeship, another course or higher education. They can help with CV and interview techniques and applying to university via UCAS, and they have a list of job, apprenticeship and volunteer vacancies.

Financial and welfare support

If there are financial problems, questions about benefits, accommodation or immigration issues, contact the SLA or phone **020 8326 2412** to speak to our financial support and welfare adviser.

Counselling

If student are experiencing any personal problems, emotional issues or difficulties, they can talk in confidence to one of our qualified counsellors. Students can either drop in to the office, call **020 8326 2484** or email counsellor@west-thames.ac.uk. At the Skills + Logistics Centre, Feltham students can ask at Reception or speak to their SLA.

Sexual health and relationships

Sexual health and relationships advice and free condoms are available from the Student Common Room at Isleworth or Feltham or from the SLA.

Keeping safe

Students are issued with an ID card which they should keep with them at all times. Students are not be allowed into college without an ID card and must show it when asked by a member of staff.

Safeguarding

Safeguarding can help to deal with problems such as bullying, domestic violence, gangs, forced marriage, sexual abuse, neglect, emotional abuse or anything that affects students' safety.

If students feel unsafe, whether at home or at college, please ask that they speak to their SLA or a member of the Student Experience team based in the Student Common Room at Isleworth or Feltham.

Safeguarding contacts

- **Isleworth:** Samantha Louisy, Student Experience Manager, A007 Student Common Room, **020 8818 6827**
- **Feltham:** Bev McGuire, **020 8818 6850** or Student Services Organiser, Common Room, **020 8326 2130**

Standards for Success

Students' success is important to us. We encourage students to take responsibility for their learning and work hard to achieve their goals.



Students are expected to:

- Attend every lesson
- Be on time every time
- Show respect to staff and other students
- Come ready and equipped for every lesson
- Meet all their homework and assignment deadlines
- Make sure all their work is their own and not copied
- Contribute positively to college life.

Students must not:

- Leave class early
- Disrupt lessons
- Use a mobile device in class if asked not to
- Damage college property
- Take part in any illegal activity, such as carrying drugs or weapons.

Homework

All full time students at West Thames College are expected to study outside of lessons. This additional study is essential for students to achieve or exceed their target grade.

Failure to work outside of lessons will disadvantage students in terms of their final grade. Homework is set in order to:

- Reinforce and consolidate work covered in lessons
- Encourage independent and reflective learning
- Develop a deeper knowledge and understanding
- Prepare students for future lessons or assessments
- Promote an interest in learning
- Enable teachers to make a judgement about a student's progress and level of attainment

Homework should be varied in terms of tasks and relevant and rewarding for students. Homework may constitute on-going work on an assignment or assignments. Please encourage your son/daughter/ward to complete their homework on the day it is set – the topic and tasks should still be fresh in their minds.

The full homework policy is available to students on Moodle.

Reporting absence

If a student is unable to attend class e.g. due to sickness, he/she must contact the Curriculum Administrator (see Key Contacts) before the class is due to start and must contact the SLA as soon as he/she returns to college. Students should make arrangements to catch up on any work missed during absence. Holidays are not to be booked during term-time and non-urgent appointments should be scheduled out of college hours.

**Contact with parents**

We will contact parents/carers about attendance and progress of students aged under 19 years. You will also be invited to parents' evenings and other events throughout the year.

24 hour exclusion

If a student persistently disrupts a lesson or behaves badly, he/she will be excluded for 24 hours. The student will be interviewed by a senior manager before he/she is allowed back to class.

Smoking, drugs and alcohol

Smoking is not permitted in any college building or near any entrances.

Smoking is only allowed in designated outdoor smoking areas which are clearly signposted. Disciplinary action will be taken against anyone in possession of, or under the influence of, illegal drugs or alcohol on college premises.

Religion and faith

We are a secular college where all faiths are respected, but we do not permit the promotion of any faith. We do not have an allocated prayer room, but rooms that are free may be designated as quiet areas and can be used for prayer. To find out more, students should speak to a member of the Student Experience team in the Common Room.

Equality

The college is committed to providing equal opportunities for all students through a supportive and challenging environment. We celebrate diversity and seek to raise the aspirations of all our students. We promote good relations between people of different religions, nationalities and racial groups and will challenge inequalities arising from race, sex, class, disability, sexuality or age.

Changing course

If, during your first few weeks at college, your son/daughter does not think he/she is on the right course, please contact us. It is important that the student does not simply do nothing or drop out! Please ask for an appointment for you and/or your son/daughter to speak to the SLA who will help to explore the options. If necessary, the SLA will arrange a guidance interview with one of our careers advisers who will help you find a suitable alternative.

Making a complaint

If you have a complaint, please contact the SLA in the first instance. If the matter is not resolved, you can make a formal complaint – ask for a leaflet at the Information Centre or see the website for details.

Amazing facilities

Activities and events

Student Experience run events and activities throughout the year in the Atrium, theatre and Student Common Room at both centres, from Freshers' Fair during Induction Week to our Creative Arts Festival in June. Events include talent shows, charity fundraising activities, guest speakers and awareness raising events around issues that affect young people. We encourage all our students to get involved! It's fun, educational and a great way to meet new friends.

Sport and fitness

Whether your son/daughter wants to represent the college playing in competitive

leagues, or just keep fit for fun, we've got sports and fitness activities to suit everyone – badminton, basketball, cheerleading, football, cricket, netball, volleyball, boxing, swimming, judo, street dancing, zumba – you name it! We've got a fantastic sports hall and outdoor grass and astroturf sports pitches. Students can join our state-of-the-art gym for just £15 a year.

Hair and beauty salons

Get your hair cut or a beauty treatment for a fraction of the normal cost in the Salon at Isleworth – there's also a barber shop for men. Students are entitled to discounts and special offers too.

Opening times

Monday and Friday: 9am-5pm

Tuesday, Wednesday and Thursday: 9am-9pm

Hair and beauty appointments: **020 8326 2201**

Learning Resources Centre

The LRC at both centres has everything students need to help with their studies: books, DVDs, journals, e-resources, quiet study areas, drop-in IT facilities (Macs and PCs) and dedicated, helpful staff.



“Students benefit from high quality accommodation and learning resources.”

Ofsted 2014

Opening times

Isleworth

Monday: 8.30am-4pm

Tuesday, Wednesday and Thursday: 8.30am-8pm

Friday: 8.30am-4pm

Feltham

Monday to Friday, 9am-5pm.

Access to computers

Students will be given an induction on how to use the college's ILT resources on Moodle at the start of the course. They can access a computer in any area of the college with their student ID and password. Offsite access is available via the college website www.west-thames.ac.uk.

All students must abide by the college's ICT Acceptable Use Policy, which is available under the "Policies and Documents" tab on Moodle.

Student canteen

We offer hot meals, sandwiches, snacks and drinks. Through the parents' portal you are able to add money to your son/daughter's student ID card for use in the canteen. If your family is on a low income, your child may be entitled to free college meals. Speak to our financial support and welfare adviser to find out more.

Opening times

Isleworth canteen: 8.30am-2.30pm

Atrium café: 11am-1.30pm

Feltham canteen: 8.30am-1.30pm

Nursery

Our nursery is for children aged 3 months to 5 years. Funding may be available, but places are limited. For more information, call **020 8326 2318** or **8326 6380**.



Dates for your diary 2017-18

Autumn term

Monday 4 September 2017 – Friday 22 December 2017

Half term:	Monday 23 October – Friday 27 October
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Parents' welcome evening:	Isleworth Monday 18 September Feltham Thursday 21 September
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Parents' evening:	Isleworth Monday 16 October Feltham Thursday 19 October
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Staff Development Day (college closed):	Friday 3 November
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Spring term

Monday 8 January 2018 – Thursday 29 March 2018

Half term:	Monday 12 February – Friday 16 February
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Parents' evening:	Isleworth Monday 5 March Feltham Thursday 15 March
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Staff Development Day (college closed):	Friday 9 February
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Summer term

Monday 16 April 2018 – Friday 6 July 2018

Half term:	Monday 28 May – Friday 1 June
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Bank holidays:	Monday 7 May and Monday 28 May
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HE Graduation Ceremony:	Wednesday 27 June tbc
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Student Awards Ceremony:	Thursday 5 July tbc
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Staff Development Day (college closed):	Friday 6 July
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Key contacts

For all general queries, for information on enrolment and fees or to arrange an appointment with a careers adviser please call the Information Centre on **020 8326 2020**

Skills + Logistics Centre, Feltham: **020 8818 6800**

Counsellor: **020 8326 2484**

Disability Manager: **020 8326 2103**

Exams: email exams@west-thames.ac.uk

Financial Support & Welfare: **020 8326 2412**

Nursery: **020 8326 6380**

Safeguarding: email safeguarding@west-thames.ac.uk or call **020 8818 6827**

Security: **020 8326 6300**

Curriculum Administrators

To report absence and for curriculum issues term time only.

Childcare, Health & Care, Science:

Lisa McCarthy **020 8326 2286**

Art & Design, Media, Music, Performing Arts:

Cyrilla Olanipekun **020 8326 2455**

Beauty, Hairdressing, Makeup:

Sandra Hale **020 8326 2219**

Business, ICT: Siobhan Fitzgerald **020 8326 6402**

Catering, Construction, Engineering, Motor Vehicle:

Wendy Lunn, **020 8818 6800**

ESOL Threshold (16-18s):

Debbie Bainbridge **020 8326 2456**

Public Services, Sport, Travel & Tourism:

Hakeem Lawal **020 8326 2352**

Supported Learning, Freshstart and all Level 1

courses: Sanna Baig **020 8326 6492**

For the latest information about what is happening at the college see the website west-thames.ac.uk or follow us on social media.



West Thames College
London Road
Isleworth
Middlesex
TW7 4HS

020 8326 2020
west-thames.ac.uk

