



A guide for parents

Our
standards
and **support**
for our
students.



Welcome to West Thames College

Ofsted described West Thames as a place where **learners feel happy, safe and enjoy their time at college immensely.**

This booklet outlines the support we provide and the expectations we have of our students.

For your son/daughter to achieve their full potential, we need their commitment and your help. Please familiarise yourself with the information in this guide so that you can fully support them throughout their studies.



Tracy Aust
College Principal

Parent Portal

Our **Parent Portal** is for parents/guardians to stay up to date with their child'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 or scan the QR code.



We deliver a broad programme of study to ensure that students have all the skills they need. The college prides itself on its industry links, giving enhanced opportunities for work experience and eventual employment.



London Borough
of Hounslow

Standards for Success

Student Learning Contract

We have high expectations of our students. These standards will help them to reach their full potential at West Thames College.

We expect students to:

- Attend every lesson
- Be on time, every time
- Show respect to students, staff and visitors
- Wear your College ID card
- Be ready and equipped for every lesson
- Keep the College clean and tidy
- Meet all homework and assignment deadlines

We don't expect students to:

- Use a mobile phone in class
- Disrupt lessons
- Eat in class
- Use language which may cause offence to others
- Wear hats, caps, headphones or hoodies in College
- Damage College property

To support our students' success, we provide:

- A safe and healthy place to learn
- Fair treatment and respect
- Extra help if you need it
- Information about how you are doing and help deciding your future
- A chance to say what you think could be better

Our
College
expects
100%

Support, advice & 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.



Tutorial support

A Tutor/Student Learning Adviser (SLA) will monitor academic progress, attendance and punctuality to make sure students stay on track. Students meet regularly with the SLA, who is the first point of contact if there are any problems with the course or the 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 students 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 wear at all times when in college. Students are not 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 inside or outside of 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**

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Life at College

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





Student Learning Contract

The contract (see page 3) states what we expect and what we don't expect, along with the support we give to help our students reach their full potential.

Homework

All full time students at West Thames College are expected to study outside of lessons. This additional study is essential for them 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 ongoing 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 their 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 our website for details.

Learning Environment

The college is not just a place to study. We are here to help students grow socially as well as academically. They can join one of our many sports clubs and societies, take part in fundraising and cultural events or simply relax in the Student Common Room.

Activities and events

Activities take place 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**

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 **020 8326 6380**.

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.

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 their 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, **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 Parent 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

A student with curly hair is performing on stage, singing into a microphone and gesturing with their hands. The stage is filled with thick white smoke. In the background, a large screen shows a live feed of the performance. To the left, a Marshall amplifier sits on a stand. To the right, a professional video camera on a tripod is filming the student. The overall lighting is a mix of purple and pink.

Music Technology
students performing in
our Endeavour Theatre
in aid of Dementia UK.

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Dates for your diary 2018-19

Autumn term

Monday 3 September 2018 – Friday 21 December 2018

Half term: Monday 22 October – Friday 26 October

Parents' welcome evening: **Isleworth** Monday 17 September
Feltham Thursday 20 September

Parents' evening: **Isleworth** Monday 15 October
Feltham Thursday 18 October

Staff Development Day (college closed): Monday 29 October

Spring term

Monday 7 January 2019 – Friday 5 April 2019

Half term: Monday 18 February – Friday 22 February

Parents' evening: **Isleworth** Monday 4 March
Feltham Thursday 7 March

Staff Development Day (college closed): Friday 15 February

Summer term

Monday 23 April 2019 – Friday 5 July 2019

Half term: Monday 27 May – Friday 31 May

Bank holidays: Monday 6 May and Monday 27 May

HE Graduation Ceremony: Wednesday 26 June

Student Awards Ceremony: Thursday 4 July

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**.

Counsellor: **020 8326 2484**

Head of Inclusion: **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**

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

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

Curriculum Administrators

To report absence and for curriculum issues, term time only.

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

Childcare, Health & Care, Science:
Lisa McCarthy **020 8326 2286**

Art & Design, Media, Music, Performing Arts:
Zainab Baig **020 8326 2455**

Beauty, Hairdressing, Makeup:
Sandra Hale **020 8326 2219**

Public Services, Sport, Travel & Tourism:
Loretta Pamment **020 8326 2436**

Construction, Engineering, Motor Vehicle:
Wendy Lunn **020 8818 6800**

ESOL Threshold (16-18s):
Almas Crossley **020 8326 2107**

Supported Learning, FreshStart and all Level 1 courses:
Sanna Baig **020 8326 6492**

Core Skills:
Meriem Amirouche **020 8326 2456**

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West Thames College
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Middlesex
TW7 4HS

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