Security Can Be Contacted On 0191 427 3655

Dr. Winterbottom Halls of Residence Handbook

August V1 2026

Important Information About Student Accommodation and Campus Developments

South Tyneside College is preparing for an exciting new future. As part of these developments, **Dr Winterbottom Halls of Residence will close in early 2027**, ahead of the move to our new student accommodation at **1 Harton Quay** on the River Tyne. The College will also relocate to its new campus in **South Shields town centre**, providing enhanced facilities for learning, support and student life. We remain committed to ensuring a smooth transition for students and parents and will continue to share updates as plans progress.

Learn more:

- Student Accommodation at 1 Harton Quay
- South Tyneside College New Campus

- We will consider any request for this Handbook to be made available in an alternative format.
- We review our Handbook regularly to update it and to ensure that it is accessible and fair to all and we welcome suggestions for improving the accessibility or fairness of this Handbook.
- This Handbook has been subject to an equality impact assessment*. We are always keen to hear from anyone who wishes to contribute to these impact assessments.
- To provide feedback, request alternate formats or to contribute in any way, please contact the Soft Services Manager on Ext 3522 or email Eamonn.Murphy@stc.ac.uk

*Equality Impact Assessments are carried out to assess whether this handbook has, or is likely to have, a negative impact on grounds of: age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

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Approved by:	Version:	Issue Date:	Review Date:	Contact Person:
Eamonn Murphy	**V1**	**1st August 2026**	**31st July 2027**	Soft Services Manager

Equal Opportunities: Impact Assessed

August V1 2026

Information for Residents, Parents, Training Officers and Staff

Equality is about recognising and respecting diversity and difference – it is not about treating everyone the same. Equality is about treating everyone as individuals, with respect and consideration, and being aware of the impact our words and actions can have on others. It is about recognising the impact that prejudice and discrimination has on people and taking positive and constructive steps to ensure that we do not participate or promote negative attitudes, stereotypes or damaging misconceptions about certain communities or individuals.

Diversity is about embracing and celebrating the richness of our society and ensuring that underrepresented communities have a stake in that society – it is not about meeting quotas. It is about relationships and creating an environment that helps people to thrive and progress.

Absolutely everyone who enters the Halls environment is affected by Equality and Diversity. At all times everyone - Residents, Staff, Contractors, Parents, and Visitors - is responsible for adhering to our commitment to equality and diversity. This includes direct and indirect discrimination, victimisation, harassment and bullying.

For clarity – some definitions: Discrimination occurs 'directly' when a particular group of people or a person is treated less favourably than others because of their race, colour, nationality, gender, gender-identity, age, sexual orientation, religion, belief, or ethnic/national origin. It occurs 'indirectly' when there are rules and regulations or procedures that are applied equally to all groups, but has a disproportionate effect on the members of one group.

Victimisation occurs where a person has been treated less favourably than another person because they have made allegations in good faith - regardless of the reliability of these allegations, provided information, or given evidence.

Harassment occurs when an individual or group are subject to unwelcome attention, intimidation, humiliation, ridicule, offence or loss of privacy and that group or individual have made it clear that this behaviour is unwelcome or causing them distress. This behaviour can range from verbal comments and abuse, to the display of posters, flags and information, through to physical confrontation, threats and violence.

Bullying is a particular form of personal harassment; it can be threatening, abusive, intimidation, or insulting behaviour that may be an abuse of power, position or knowledge. It can occur in public or in private and is not confined to open, derisory remarks or aggression, but can also be subtle, resulting in an individual being single out, demeaned or devalued.

Sexual Harrassment, abuse, Vioence

Our Commitments at the Halls:

- to ensure that to the best of our ability that Halls Staff, Residents, Visitors and those associated in any way with the Halls are not engaged in, or in any way involved in discrimination, harassment or bullying practices. Where any such practices are identified, to deal with the perpetrators in a pro-active, robust and unambiguous manner.

- is to provide Halls of Residence which are basic, safe, secure, clean and comfortable accommodation for all residents. It is intended to be a place where residents can relax, study, and sleep in peace and quiet. To achieve this we strive to work in harmony with, and promote good relations between all persons within the Halls community.

- to achieve this community through the exercise of consideration for all with, it is hoped a minimal imposition of external discipline. We aim to achieve this by ensuring that our policies and procedures are regularly reviewed and are evident in their application and practice.

- to take appropriate action to safeguard and promote the welfare of every resident, particularly where it is believed that the resident is participating in or the victim of, any group or activity which goes beyond the normal expectations of freedom of thought or expression, information, assembly or association, conscience or religion, and presents a significant risk to their own welfare, to public safety or public order, health or morals, or the rights and freedoms of others.

- to work with other parents, residents, regulatory institutions, shipping companies and other stakeholders to promote equality, diversity and good practice.

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Standards, Quality and Inspections

Our Halls comply fully with the National Minimum Standards for the Accommodation of students under eighteen by further education colleges.

In June 2025 our Halls were inspected by OFSTED who judged the provision to be GOOD across all areas.

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DR. WINTERBOTTOM HALLS OF RESIDENCE HALLS HANDBOOK

Dr. Winterbottom Halls of Residence is comprised of 204 single study bedrooms arranged over six accommodation blocks. This accommodation is intended primarily for residents under the age of 18, Pre-Cadets and Phase 1 Cadets.

Subject to room availability, we are also pleased to welcome other Cadets, Senior Marine students and those attending short courses at the College.

Please note:

Minimum Stay Contract Periods apply;

We offer Standard Catered, En-suite Catered, En-suite Non-Catered and a Bed-only rate[1] accommodation.

We no longer provide a 5 day stay option (i.e. Residents are charged for 7 days regardless of whether the room is used or not).

Rooms are charged 'per night's stay'.

IMPORTANT INFORMATION ABOUT THIS DOCUMENT

Tyne Coast College is empowered by law to adopt such regulations relating to residential students as it sees fit and to update these regulations periodically.

By enrolling in the College, residents have agreed to be bound by all College regulations, procedures and guidelines, in particular (but not limited to) the **Student Code of Conduct; Student Disciplinary Procedures; Health and Safety Policy; Fire Regulations, Terms and Conditions of Residence and the Halls Handbook all of which form part of the Residence Licence Agreement**.

Residents at Dr. Winterbottom Halls, in particular, agree to be bound by the policies laid out in this Handbook as well as the Terms and Conditions of Residence which are handed out upon arrival and able to view on the College website.

Your Residency Agreement is governed by English Law which international residents may find is quite different from the law that applies in their own country. Take advice before signing the Residency Agreement if you feel that you need it.

ALL RESIDENTS ARE ADVISED TO READ THE TERMS AND CONDITIONS OF RESIDENCE BEFORE SIGNING THEIR RESIDENCY AGREEMENT.

Parents of residential students under the age of 18 years of age will be required to countersign the Residency Agreement.

Data Protection Notice:

All residents should be aware that where it is deemed necessary, **any information regarding any aspect of their residence can, and will be shared, with both South Shields Marine School (course tutors etc.), employers and sponsoring companies (training managers etc.)**.

[1] Bed only rate only applicable when on-site catering facilities are closed (i.e. holiday periods).

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Dear Resident

Welcome to the Dr Winterbottom Halls of Residence. We hope that you will soon feel at home here. The Halls' staff are here to help everyone settle in as soon as possible, so please let us know if you have any issues or questions.

The vast majority of residents here are following marine based courses at the College and are ranged in age from 16 to 55. All residents are required to adhere to the regulations and routines as laid out in this Halls Handbook and the Terms and Conditions of Residence.

These Halls of Residence exists to provide basic, safe, secure, clean and comfortable accommodation for all residents. It is intended to be a place where residents can relax, study, and sleep in peace and quiet. It may also, in some cases, provide valuable experience in living away from home.

The achievement of a community in which these aims are possible depends largely on the exercise of consideration by all residents with, it is hoped, minimal imposition of external discipline.

In straight forward terms **rowdy behaviour, misuse of alcohol, lack of respect for the privacy, comfort and peace of others will not be tolerated** and all residents will be expected to be accountable for their actions.

Shipping Companies, Sunderland Foundation Academy, Savant Training Academy and staff from the College liaise with staff at the Halls to ensure that residents are able to adjust to life in a multicultural community. Living away from home and establishing working and social relationships are features of a career at sea. The experience of living in these Halls should therefore be considered as part of the training and assessment process.

This handbook will explain how things are arranged on the site, and the standards of behaviour expected from each resident during their stay. Please read it carefully and keep it somewhere safe – you will need to refer to it from time to time as your stay goes on.

We hope that, for each of you, your time here will be a happy and successful time.

Regards

Eamonn Murphy
Soft Services Manager

0191 427 3522
eamonn.murphy@stc.ac.uk

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1 WHO'S WHO

(Correct as at August 2023)

Soft Services Manager & Safeguarding Lead – Eamonn Murphy
Responsible for the overall management of the Dr.Winterbottom Halls of Residence, managing external contractors, Deputy Designated Safeguarding Lead of Tyne Met and South Tyneside Campus's. Based at the Halls admin office and at Tyne Met campus also.

Responsible for the safety, welfare and wellbeing of all residents, in particular those under the age of 18 years and acts as 'in loco parentis'. Has special responsibility for any Safeguarding (Child Protection) and anti-bulling issues.

The Soft Services Manager is normally on duty during office hours.

(0191) 427 3522
07762223818
emurphy@tynecoast.ac.uk

Assistant Halls Manager – Ken Nott
Responsible for the smooth running of the Dr Winterbottom Halls of Residence outside of office hours. Deputises for the Soft Services Manager on all Halls related matters, with particular attention to issues involving residents under the age of 18 and the maintenance of good order. Also responsible for supervising the security team and monitoring the maintenance, health and safety and cleanliness of the accommodation complex and providing a varied and appropriate enrichment programme for the residents also responsible for the safety, welfare and wellbeing of all residents

The Assistant Halls Manager is on duty from 14:00hrs to 22:00hrs daily and 08:00hrs to 18:00hrs at weekends. Outside of normal working hours, they reside on-site and are available on call via security to respond to urgent out of hours' issues.

(0191) 427 5844

Ken Nott – knott@tynecoast.ac.uk

Duty Supervisor & Safeguarding officer – Nicola Railton
Responsible for the smooth running of the Dr Winterbottom Halls of Residence outside of office hours. Deputises for the Soft Services Manager on all Halls related matters, with particular attention to issues involving residents under the age of 18 and the maintenance of good order. Also responsible for supervising the security team and monitoring the maintenance, health and safety and cleanliness of the accommodation complex and providing a varied and appropriate enrichment programme for the residents also responsible for the safety, welfare and wellbeing of all residents, covers Ken on his rest days.

(0191) 427 5844

Nrailton@tynecoast.ac.uk

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Soft Services Administrator & Safeguarding Officer – Katherine Douglass
Responsible for the smooth running of the Dr Winterbottom Halls of Residence during office hours, with particular responsibility for room allocation and the maintenance and cleanliness of the accommodation complex. Also responsible for the collection of fees, company and private accounts and Soft Services administration.

The Soft Services Administrator is on duty during office hours.

(0191) 427 3666
kdouglass@tynecaoast.ac.uk

Halls Administrator – Karen Whitfield
Responsible for the collection of fees, company and private accounts and general Halls of Residence administration.

The Halls Administrator is on duty during office hours.

(0191) 427 3668
kwhitfield@tynecoast.ac.uk

Halls Security Officers
Responsible for the security of the Dr Winterbottom Halls of Residence complex with duties including patrolling, CCTV monitoring, emergency response, the booking in and out of residents and visitors and administering the under 18 curfew.

Security Officers should be your first port of call for any out-of-hours issues which may arise during your stay.

The Security Officers are on duty from 24/7 – 365 days a year.

(0191) 427 3655

John Davisdon
Alan Mountain
Alan Howe
Peter Goudy
Graham Crutwell
Dominic Wilkinson

Halls Caretakers
The Caretakers are members of the College Estates Team assigned to the Dr Winterbottom Halls of Residence for the day to day maintenance of the accommodation complex.

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The Caretaker are on duty during office hours.

Norman Davidson.

Other Contacts

OFSTED - (Office for Standards in Education).

OFSTED, Piccadilly Gate, Store Street, Manchester, M1 2WD

E: enquiries@OFSTED.gov.uk

T: 0300 123 1231 (08.00 to 18.00)

2 TELL US HOW WE ARE DOING

We would encourage you to tell us if we are not meeting your expectations by giving us feedback on our services by:

- Contacting Security or any other member of staff at the Halls
- Emailing or writing to the Soft Services Manager
- Attending the Hall's Forum which are held at least twice per academic term
- Completing the exit survey at the conclusion of your stay at the Halls

3 OFFICE HOURS

A Security Officer is on Duty 24 hrs per day.

The Administration Office opens at 08.00 and closes at 16.00 Monday to Wednesday & 08.00 to 12.00 Thursday and Friday

Payments can be made at the office, however, we encourage payment standing orders to be set up prior to arrival and for the duration of your stay.

The Duty Supervisors are on duty from 14:00 to 22:00 Monday to Friday and 08:00 to 18:00 at weekends and public holidays.

4 PAYMENT HOURS – WE ARE A CASHLESS COLLEGE, CARD PAYMENTS ONLY

Payments can be made at the following times:

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Monday to Wednesday 09.00 to 16.00 hrs
Thursday to Friday 08.00 to 12.00

5 OUR ADDRESS

Dr Winterbottom Hall, Grosvenor Road, South Shields NE33 3EN, United Kingdom

T: (0191) 427 3666 E: dwh@stc.ac.uk

6 WELFARE AND DISCIPLINE

Welfare and discipline within the Halls are the responsibility of the Soft Services Manager, assisted by the Halls Duty Supervisors and Halls Security. As a team we will rely on your assistance and consideration to help maintain an environment in which residents can study, sleep, relax and make reasonable progress. Please approach any member of staff with any issue that you may have. We are glad to provide any reasonable assistance to residents.

7 UNREASONABLE NOISE

All residents need to be able to study and get an adequate amount of sleep during their day. If you are thoughtless and noisy, you may prevent others from doing this. Please keep music and general noise to a reasonable level. Keep your music within your own room by keeping your windows shut and wearing headphones if possible. Remember that a lack of consideration for others in the Halls is regarded as a breach of your Terms and Conditions of Residence.

Any noise, disturbance or nuisance between 23:00hrs and 07.30hrs will be considered a serious breach of your Residence Agreement and may lead to disciplinary action being taken. **This may include the confiscation of equipment, raising the issue with the South Shields Marine School, your employer and/or sponsor and your parents (if under 18).**

8 BULLYING AND HARASSMENT

Our definition of bullying / harassment is a deliberate or careless misuse of perceived or actual power or influence, whether verbal, psychological or physical; actual or implied by any person/s towards another person/s, or group, in person, across a range of mediums, including online abuse (i.e. cyberbullying).

If you witness bullying, or suspect bullying is taking place, or you are the victim of bullying or harassment, report it at once. All Halls staff are trained to deal with these issues in a discrete but assertive manner.

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Should you not wish to disclose the matter within the Halls, College Student Services could also be contacted for professional advice; or you can also speak to your course tutor at South Shields Marine School.

All forms of initiation or 'hazing', or any ceremony, custom or practice, which may cause pain, anxiety or humiliation, are expressly forbidden within the Halls.

9 Sexual Harassment, Sexual Abuse and Sexual Violence.

Tynecoast College, is committed to providing a safe and respectful environment where the whole community is able to learn and thrive free from sexual violence, abuse and sexual harassment. The College takes any incidents of sexual violence or sexual harassment very seriously and is committed to handling all reports sensitively, effectively and in a timely manner.
We are clear that sexual violence, abuse and sexual harassment are not acceptable, will never be tolerated and we accept that they are not an inevitable part of growing up. We will always challenge behaviour or language that seeks to normalise sexual harassment, sexual abuse or sexual violence in the College.

What is meant by sexual violence, abuse and sexual harassment between learners?

- Sexual violence and sexual harassment can occur between two leaners of any sex. Additionally, sexual violence, abuse and sexual harassment can occur through a group of students sexually assaulting or sexually harassing a single student or group of students.

- Students who are victims of sexual violence and sexual harassment will likely find the experience distressing. This will, in all likelihood, adversely affect their educational attainment. Tynecoast College will aim to support these students to access their education and get the correct specialist support, working in partnership with the Police, local authority and parents.

What is the definition of sexual violence?
when referring to sexual violence we are referring to sexual offences under the Sexual Offences Act 2003 as described below:

Rape: A person (A) commits an offence of rape if: he intentionally penetrates the vagina, anus or mouth of another person (B) with the penis, B does not consent to the penetration and A does not reasonably believe that B consents.

Assault by Penetration: A person (A) commits an offence if: s/he intentionally penetrates the vagina or anus of another person (B) with a part of her/his body or anything else, the penetration is sexual, B does not consent to the penetration and A does not reasonably believe that B consents.

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Sexual Assault: A person (A) commits an offence of sexual assault if: s/he intentionally touches another person (B), the touching is sexual, B does not consent to the touching and A does not reasonably believe that B consents.

What is consent? Someone consents to vaginal, anal or oral penetration only if s/he agrees by choice to that penetration and has the freedom and capacity to make that choice. Consent to sexual activity may be given to one sort of sexual activity but not another, e.g. to vaginal but not anal sex, or penetration with conditions, such as wearing a condom. Consent can be withdrawn at any time during sexual activity and each time activity occurs.

What is sexual harassment? When referring to sexual harassment we mean 'unwanted conduct of a sexual nature' that can occur online and offline. When we reference sexual harassment, we do so in the context of child on child sexual harassment. Sexual harassment is likely to: violate a child's dignity, and/or make them feel intimidated, degraded or humiliated and/or create a hostile, offensive or sexualised environment.

Whilst not intended to be an exhaustive list, sexual harassment can include:

Sexual comments, such as telling sexual stories making lewd comments, making sexual remarks about clothes and appearance, and calling someone sexualised names, catcalling, wolf whistling, and leering.

Sexual "jokes" or taunting

Physical behaviour, such as deliberating brushing against someone or interfering with someone's clothes

Displaying pictures, photos, or drawings of a sexual nature.

online sexual harassment, which might include non-consensual sharing of sexual images and videos and sharing sexual images and videos (both often referred to as youth produced sexual imagery (nudes /sexting), inappropriate sexual comments on social media, exploitation, coercion and threats. online sexual harassment may be standalone or part of a wider pattern of sexual harassment and/or sexual violence.

Sexual harassment creates an atmosphere that, if not challenged, can normalise inappropriate behaviours and provide an environment that may lead to sexual violence.

Harmful Sexual Behaviour

Students' sexual behaviour exists on a wide continuum, from the perceived normal and developmentally expected too inappropriate, problematic, abusive and violent. Problematic,

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abusive, and violent sexual behaviour is developmentally inappropriate and may cause developmental damage. A useful umbrella term is “harmful sexual behaviour”. The term has been widely adopted in child protection and is used in this Handbook.

Protected Characteristics
Students who are lesbian, gay, bi, or trans (LGBTQ+) can be targeted by their peers. In some cases, a child who is perceived by their peers to be LGBTQ+ (whether they are or not) can be just as vulnerable as children who identify as LGBTQ+.

10 ENQUIRIES AND BOOKING

All booking enquiries and bookings should be directed by email (only) to dwh@stc.ac.uk – we are not able to respond to enquiries or make bookings over the telephone. All bookings are confirmed with a booking reference number – until you have a reference number, you do not have a booking at the Halls. Please bring a copy of your confirmation letter with you on arrival (hard copy or smart phone screen shot and electronic versions are acceptable).

○ ROOM ALLOCATIONS

Rooms are allocated on a first come first served basis. In order to meet our legal and OFSTED requirements, those residents under the age of 18, where possible, are accommodated together on their own floors, behind additional privacy locks and away from the older residents. Female residents in our standard accommodation, where possible, are also accommodated together to ensure privacy when using shared facilities.

○ EXTENDING A BOOKING

Rooms are booked to a single resident for a fixed period, on a ‘per night’ basis. On the day of departure, we expect the room to be vacated by 11.00hrs. There is no automatic right to extend your stay in any room, regardless of the circumstances.

Where a request for an extended stay is made, depending availability, we will either:

- Extend the departure date, if the room in question is available for the extended period required; the current Licence Agreement will be extended;
- Should the room in question not be available, use our best endeavours to provide another room – depending on availability; the current Licence Agreement will be extended. Note that the available room may not be in the same block or vicinity as the current room.

○ CHANGING ROOMS

In certain circumstances, it may be possible to swap your study bedroom for another. These requests are each judged on their particular merits and may be refused due to operational, welfare or safeguarding reasons. Should you wish to swap your room you should in the first instance raise the issue with the Admin Office.

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11 UNDER 18's

All residents are reminded that there are co-residents at the Halls who are under the age of 18. In law these residents are classed as minors. In order to ensure their health, safety and wellbeing, they are subject to more restrictive procedures. Encouraging a minor to breach these procedures may result in a criminal act (e.g. supplying a minor with alcohol or involvement in drinking games; involvement in any gambling or game of chance; supplying obscene or illicit material etc.).

The welfare and behaviour of those residents under the age of 18 are the direct responsibility of the Halls staff and beyond reporting issues to Halls staff, **no older residents are given any power to administer sanctions or regulate their behaviour**.

11.1 RESIDENTS UNDER THE AGE OF 18

The Care Standards Act 2000 places an extra responsibility on all staff at the College when residents are under the age of 18.

11.2 CONSENT

Parents / Guardians of residents under the age of 18 will be required to countersign the Residency Agreement signed by their ward. They will also be required to provide consent for the Soft Services Manager (or agent) to act in 'loco parentis' of their ward, and also provide adequate contact information.

11.3 LOCO PARENTIS

The College undertakes to consult, wherever it is deemed necessary, in all matters concerning the welfare, health, safety and protection of any resident who is under 18 years of age. However, the Soft Services Manager retains overall responsibility for the welfare and wellbeing of any resident under the age of 18 whilst resident at the Halls.

Emergency Accommodation u18: Can be permitted, on the proviso that.

A) a legal guardian or social services provide written consent for the young person to be accommodated.
B) A member of the senior executive group agree to the emergency accommodation and loco parentis.

11.4 CURFEW

These curfew arrangements have been agreed by the Halls management in consultation with our sponsoring Shipping Companies and OFSTED. Each breach is taken very seriously and may result in your Residence Agreement being withdrawn, which will have a serious impact on your ability continue with your studies.

11.4.1 CURFEW SHEETS

All residents under the age of 18 are on a curfew to be within the Halls by:

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23.00hrs Sunday to Thursday and 00.00hrs Friday and Saturday

To record compliance, they are required to sign the curfew sheet each day at the required time. (Sunday to Thursday between 21.00hrs and 23.00hrs; Friday and Saturday between 22.00hrs and 00.00hrs).

Failing to sign the curfew sheet on time will result in a search of their room and block being undertaken by staff, after which the resident will be reported as a missing person to the police, and your parent / guardian or carer.

Once the curfew sheet has been signed the resident is not permitted to leave the Halls of Residence until 06:30 the following morning.

Failure to comply with this requirement will lead to action being taken under the Halls disciplinary process.

11.4.2 CURFEW VARIATIONS

Curfew may be varied subject to the following conditions:

- Approach the Soft Services Manager or the Duty Supervisor to request a variation; **and**
- Have a bona-fide reason for the request; **and**
- Parents or guardian are in agreement with the variation; **and**
- Previous conduct is such that you can be trusted.

Verbal requests will not be accepted. All requests are to be emailed to dwh@stc.ac.uk and are not approved until you have a response from the Soft Services manager or the Duty Supervisor authorising the variation.

Please note that the Soft Services Manager and the Duty Supervisors reserve the right to refuse, withdraw or alter curfew arrangements regardless of parental consent or otherwise.

11.4.3 WEEKENDS

If a resident who is under 18 years of age intends to leave the Halls for a weekend, they are to inform the Soft Services Manager or the Duty Supervisor via email to dwh@stc.ac.uk by 15.00 hrs on the Friday before (even if they go home every weekend).

They are to leave the Halls by 18.00hrs on Friday and may not return until 16.00 hrs on Sunday. (i.e. if they are out of the Halls for the Weekend, then they are out for the entire weekend – not just for the days that suit them).

If they return to the Halls late on Sunday night, they must sign the curfew sheet (regardless of the time).

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It is anticipated that when they leave the Halls, they are travelling directly to their home address. Spot checks are made on a regular basis. If they are not going to their home address, they should inform the Soft Services Manager.

11.5 ALCOHOL AND UNDER 18'S

Alcohol consumption in the UK is governed by strict laws.

It is against the law:

- To sell alcohol to someone under 18 anywhere.
- For an adult to buy or attempt to buy alcohol on behalf of someone under 18.
- For someone under 18 to buy alcohol, attempt to buy alcohol or to be sold alcohol.
- For someone under 18 to drink alcohol in licensed premises, except where the child is 16 or 17 years old and accompanied by an adult. In this case it is legal for them to drink, but not buy, beer, wine and cider with a table meal.
- For an adult to buy alcohol for someone under 18 for consumption on licensed premises, except as above.

It is a breach of the Residence Agreement for any resident (or visitor) under the age of 18 to misuse alcohol. Any person under the age of 18 found intoxicated will be issued a minimum of a verbal warning and have any alcohol in their possession confiscated.

11.6 RESIDENCE MEAL ARRANGEMENTS FOR RESIDENTS UNDER THE AGE OF 18:

Residents under the age of 18, are required to attend a cooking workshop with in the first 4 weeks of arrival, this is a mandatory requirement.

Residents under the age of 18 are no longer required to be placed on a meal plan, as long as we are satisfied through the attendance of the cooking workshop that they can cater for themselves.

11.7 SAFEGUARDING, WELFARE AND SUPPORT - INTERNAL

In order to assist those under the age of 18 to adapt to their new environment, we attempt to keep any visible intrusion into their affairs as understated as possible. However, all residents under the age of 18 are clearly identified 'behind the scenes'. All staff are aware of their status, and that they may require additional support. This arrangement ensures that they receive the support they require, but do not stand out in any way as far as their peers are concerned.

The welfare and behaviour of those residents under the age of 18 are the direct responsibility of the Halls staff and, beyond reporting issues to staff, **no older residents are given any power to administer sanctions or regulate their behaviour.**

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Mental Health & Wellbeing: Wellbeing drop in service – The Halls manager & Duty Supervisors are experienced in dealing with residential wellbeing and are readily available to listen to concerns or offer advice and guidance they are available 14.00 - 22.00 Monday to Friday 08.00 – 16.00 Saturday & Sunday. In the case of an emergency or want to speak to someone outside of those times contact security 0191-427-3566. The Halls Manager is available on call 24/7 and again is available if required via contacting security.

Contact details
dutysupervisor@stc.ac.uk
07891159777

11.8 SAFEGUARDING, WELFARE AND SUPPORT – EXTERNAL

Residents of the South Shields Marine School under the age of 18 have access to a **Company Training Officer** who has direct responsibility for their Welfare and Support throughout their training (from Phase 1 through to Phase 7). These training officers have regular meetings with all of their learners, and also make regular visits to the Halls. They are able to mobilise a range of academic and welfare support services to effectively support the individual.

Should you wish to contact your Company Training Officer outside of these regular meetings, you can do so directly using the contact information on your contract documentation or ask at the Halls Admin office for their contact details.

Each learner within the College has access to a free, independent, and **confidential counselling service**. This service can be accessed via contact from the Halls, from Student Services or via Curriculum Staff requests.

In addition to the above, **OFSTED** can also be contacted regarding any aspect of your stay. Their contact details are listed towards the front of this document.

11.9 CONTACT WITH FAMILY, FRIENDS AND RELATIVES

It is our experience that regular contact with friends, relatives and family is of vital importance for the development of those under the age of 18. We do not restrict a resident's ability to freely contact any appropriate person, and would ask any parent to report any issues. If you are experiencing difficulties in contacting your family, friends or relatives please contact the Halls Staff for assistance.

12 SMOKING & VAPING

Smoking or Vaping is not permitted within any of the Halls buildings or within three metres of a main or secondary entrance or window. Smoking is permitted at smoking bins which are placed next to each assembly point. Vaping is permitted anywhere outdoors.

Smoking / Vaping outside of any of these areas displays a lack of consideration for others in the Halls. Any breach is regarded as a serious breach of the Fire Safety regulations at the Halls, and

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may lead to disciplinary action being taken. Smoking outside of these areas is against the law. Failure to adhere to this legislation is regarded as putting others at significant risk, the Soft Services Manager in agreement with the Marine School Principal and Deputy CEO can terminate your residency immediately.

13 ACCESS TO UNDER 18 ACCOMMODATION

The Under 18 accommodation areas are for the sole use of the Under 18 residents. Residents over the age of 18 are strictly prohibited from entering Under 18 accommodation area. This includes their study bedrooms, common rooms and communal facilities.

14 VISITOR POLICY

The Halls has residents from a range of international and religious backgrounds, and caters for residents aged under the age of 18, as well as senior residents of all ages. Each resident group has discrete expectations for their stay at the Halls.

We have therefore reached what we feel to be an equitable balance regarding access by visitors to the Halls. It is fully accepted that this is not a perfect solution to the issue of visitors. It is, however, an arrangement which meets the needs our residents. This policy in non-negotiable and will be rigorously enforced by the Halls management team.

Residents who are found to be in breach of the visitor policy may be subject to the Halls Disciplinary Procedure which could lead to the resident being prevented from having visitors for an unspecified period of time at the discretion of the Halls management.

For the purpose of this policy a visitor is defined as a person who is not a current resident at the Halls.

There are three defined categories of visitors to the Halls of Residence:

1. **Tyne Coast College (STC) Students.** These are students who are currently enrolled on a course at Tyne Coast College, who are not residents at the Halls and who are in possession of a valid college identity Card.

2. **Approved Visitors.** These are non-residents who have been pre-approved by the Halls Management Team who are authorised to enter the Halls of Residence. Residents who would like to have an individual added to the approved visitors list must apply on a visitor application form at least 48 hours prior to their first visit. Visitors under the age of 18 will not be considered.

3. **Parents/Guardians of U18 Residents.**

14.1 RESIDENTS OVER THE AGE OF 18

14.1.1 DAY VISITORS

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During the hours of 08.00 to 23.00, **subject to signing the visitor's log in reception**, residents over the age of 18 are permitted to bring **Tyne Coast College Students** and **Approved Visitors** (male or female) into the Halls, including study bedrooms and common rooms, subject to the following conditions:

- The visitor(s) must sign the visitors log in the Halls reception accompanied by their host.
- Visitor ID cards must be displayed at all times using the supplied lanyard. This identification must be returned upon departure.
- The visitor must be escorted by their host at all times. If the host leaves the Halls for any reason (for example attending class), then the visitor must also depart the Halls until the host returns.
- **The visitor is prohibited, under any circumstances, from entering the accommodation areas for the under 18 residents.**
- The host is responsible for the conduct and behaviour of their visitor(s) at all times. The host will be held responsible for any damage caused to property by their visitors.

14.1.2 OVERNIGHT VISITORS

Residents over the age of 18 are permitted to have one **Approved Visitor** stay with them at the Halls, subject to the following conditions:

- The resident must accompany their visitor to reception upon their arrival at the Halls. Their visitor must sign the visitor's log in reception and produce a valid form of photographic identification (passport, driving licence, student card etc). If the details do not match those on the Approved Visitor list, the visitor will be refused entry to the Halls.
- Visitor ID cards must be displayed at all times using the supplied lanyard. This identification must be returned upon departure.
- A single visit should not exceed 2 days, unless exceptionally approved by the Soft Services Manager.
- Only one visitor is permitted per resident per room.
- **The visitor is prohibited, under any circumstances, from entering the accommodation areas for the under 18 residents.**
- The visitor must be escorted by their host at all times. If the host leaves the Halls for any reason (for example attending class), then the visitor must also depart the Halls until the host returns.

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- The host is responsible for the conduct and behaviour of their visitor at all times. The host will be held responsible for any damage caused to property by their visitors.

14.2 RESIDENTS UNDER THE AGE OF 18

14.2.1 DAY VISITORS

During the hours of 08.00 to 23.00, residents under the age of 18 are permitted to bring **Tyne Coast College Students** and **Approved Visitors** (male or female) into the Halls, **but are restricted to the common room in the main admin building.**

and

Invite their **Parents/Guardians** to visit their accommodation, during the hours of 08.00 to 23.00,

Subject to the following conditions:

- The visitor must sign the visitors log in the Halls reception accompanied by their host.
- Visitor ID cards must be displayed at all times using the supplied lanyard. This identification must be returned upon departure.
- The host is responsible for the conduct and behaviour of their visitor at all times. The host will be held responsible for any damage caused to property by their visitors.

14.2.2 OVERNIGHT VISITORS

Residents under the age of 18 are prohibited from having visitors stay overnight.

15 RESTRICTED AREAS

Access to certain areas of the Halls is restricted and includes (but is not limited to):

- Cupboards, store areas, roof spaces and roof tops – no access under any circumstances.
- The Security and Admin offices – access by invitation only.

16 SITE SERVICES AND FACILITIES

16.1 BEDDING, LINEN AND TOWELS

Please note that it is unhygienic and therefore unacceptable for a resident to sleep on an uncovered mattress. Mattress protectors and a bottom sheet should be used at all times.
We supply a mattress and mattress protector for each room.

Residents are required to provide their own bedding, linen and towels. You can supply your own, or bedding packs are available to purchase at the Halls Reception for £25.

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These bedding packs contain a single fitted bottom sheet; a single duvet and duvet cover; a pillow and pillow case; a bath towel; and a hand towel.

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16.2 CLEANING

16.2.1 WHAT WE WILL DO

We undertake to provide a daily cleaning service to communal areas Monday to Friday, and to clean study bedrooms at least once a week.

Cleaning takes place in the halls Monday to Friday from 09:00 to 12:00 – **residents are required to vacate their rooms and their blocks for this period**. This serves two purposes: it minimises Health and Safety risks and allows for room inspections and maintenance etc.

Should you have any issues with the cleaning services, please contact the Halls Admin Office on Ext. 3666 or dwh@stc.ac.uk.

16.2.2 WHAT WE EXPECT

Each resident is required to keep their accommodation in a clean and tidy condition at all times. The accommodation must be left in the same condition at the end of residence as when the accommodation was first occupied (making allowances for normal wear and tear).

The College is responsible for the cleaning of all communal areas, but where a number of people share facilities, for example, shower rooms, toilets, common rooms and kitchens, each resident is responsible for cleaning up after themselves and leaving the facility in a clean and tidy condition ready for use by the next person. This means wiping around showers and hand basins, wiping down work surfaces, disposing properly and safely of all rubbish and keeping appliances such as ovens and fridges clean.

It is a condition of the Residence Agreement that the resident keeps the accommodation and the common areas in a clean and tidy condition, and the College is entitled to charge for the cost of cleaning, repair or replacement arising from a breach of the resident's obligations. In addition, failure to take reasonable care for the health and safety of others is a breach of the College's policy and may lead to disciplinary action.

16.2.3 EXCESS CLEANING CHARGES

16.2.3.1 BEDROOM (OCCUPIED)

Standard Required	Excess Charges
Floor litter free, clean and accessible Rubbish placed in rubbish bins, recycling material placed in appropriate bins in the common rooms Furniture and Surfaces clear and neat Suitcases and luggage appropriately stored	Carpet Cleaning £20.00 Floor inaccessible for vacuum cleaning £10.00 bagging fee £10.00 linen fees

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16.2.3.2 BEDROOM (ON LEAVING)

Standard Required	Excess Charges
Floor litter free, clean and accessible Rubbish placed in rubbish bins, recycling material placed in appropriate bins in the common rooms Furniture and drawers cleared All personal items removed All posters and wall coverings removed and disposed of All surfaces wiped clean	Carpet Cleaning £25.00 Discarded Belongings / Rubbish Removal £25.00 Vacuum Carpet / clean floor / wipe surface and clean furniture £10.00. Removal and disposal of any item thought to pose a Health and Safety risk £20.00

16.2.3.3 SHARED SHOWERS AND TOILETS

Standard Required	Excess Charges
Floor litter free and clean Showers, WC and sinks wiped clean Toilet tissue flushed away in WC Discarded toilet items (wrapped as appropriate) in rubbish containers	Removal of disposal of any item thought to pose a Health and Safety risk £20.00 Any cleaning (other than daily clean) caused by disregard, negligence or nuisance or removal and disposal of any item thought to pose a Health and Safety risk £20.00

16.2.3.4 COMMUNAL AREAS

Standard Required	Excess Charges
Floor litter free and clean All rubbish removed All walls, doors and surfaces clean All equipment and furniture returned to original location	Rubbish removed at £5.00 per bag or part thereof Excess clean £10.00 per area Carpet Cleaning £25.00 Note that this charge will be split between all residents on the floor if no culprit can be found

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16.2.3.5 EXCEPTIONAL CHARGES

Window Restrictor Tampering	Repair £25 Replacement £50
Flood damage due to negligence	Water extraction and drying £25
Smoking / Vaping in Bedroom	Cleaning – £25
Window Cleaning	Cleaning – at cost Scaffolding if required – at cost Access platform – at cost

16.3 MAIL DELIVERIES

The Royal Mail makes deliveries to the Halls from Monday to Saturday other parcel services deliver as required. Post must be collected by residents in person from the Security Office. Parcels and registered mail will be accepted and signed for by a member of the Halls staff and is then retained in the Security Office until collection; identification may be required before registered mail is released. We will not accept any parcels for any person no longer living at the Halls.

The correct postal address for the Halls is:

Dr Winterbottom Hall, Grosvenor Road, South Shields NE33 3EN, United Kingdom

16.4 LAUNDERETTE

There are washing machines and tumble dryers situated at the Halls. These machines are cashless.

- Via the use of a Smart Phone App. Please refer to the posters in the laundry for details of how to download and use the app. This will be the method the majority of residents use.

Residents are to supply their own washing soap and conditioners.

16.5 TELEPHONE AND FAX FACILITIES

As the majority of residents own a personal mobile telephone, the Halls of Residence no longer operates a pay phone service. However, should a resident need to make a personal telephone call and they have no other means to make the call, the telephone in the Duty Supervisor's office, with an external line, will be made available for their use. If the call is not of an urgent/compassionate nature, the student should expect to receive a bill for the call.

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There are no facilities to send or receive faxes at the Halls, however, the main printer in the Administration Block, is able to scan documents to your College email account – ask staff for instructions.

16.6 COMPUTER AND INTERNET FACILITIES

You are reminded of the College Acceptable Use of ICT Policy (as outlined on your College enrolment documentation).

All resident bedrooms have Wi-Fi coverage providing you with access to the internet and some College ICT facilities. These are included in your Halls fees. There is also a free to use computer Suite, with 24/7 internet access, situated in the Admin Block. You may use personal devices within the Computer Suite, providing you do not unplug existing equipment or connect devices to college ICT equipment.

Please note that it is an offence to tamper with College ICT equipment and installations.

Internet traffic is monitored to ensure 'reasonable use' and access to certain sites blocked. If you require access to a particular blocked site, please raise the issue with the ICT Helpdesk who may allow access on a site by site basis.

If you should have any queries or issues please contact the ICT department:

- Ext. 3677
- Logging an email request addressed to helpdesk@stc.ac.uk

The ICT Helpdesk is situated on the first floor above the Costa Coffee Shop, and is open from 08:00hrs to 20:00hrs Monday – Thursday, 08.00hrs to 18.00hrs Friday, and is closed on weekends.

16.7 COMMON ROOMS

16.7.1 MAIN COMMON ROOM

The main Common Room is located within the Admin Building adjacent to the Computer Suite. The Common Room provides the following facilities.

Soft Furnishings
X-Box and a range of games
Pool Table
Dart Board
Large Screen Smart TV with Netflix

To use the X-Box, Pool Table or Smart TV with Netflix, you will be required to swap your student ID card at the security desk for the respective equipment. You will be required to sign for use of the Pool Table equipment. The student ID card will be returned to you when either the equipment is returned to security or in exchange for another students ID.

Any abuse of the facilities provided may result in a suspension of services.

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Should any damage occur to the equipment, the student whose card was last held by security will be held responsible and will be held liable for any damage incurred.

16.7.2 BLOCK COMMON ROOMS / KITCHENS

Common Rooms and/or kitchens are provided on each floor of all of the accommodation blocks and provide the following facilities:

Soft Furnishings
TV with Freeview
Fridge
Microwave
Toaster
Iron and Ironing Board
Water Cooler (Ground Floor Blocks A-D and all Floors in E and F Blocks)

16.7.2.1 F BLOCK SELF CATERING FACILITIES

In addition to the above facilities, F Block additionally has a Fridge/Freezers, Ovens and sufficient crockery and cutlery per floor. These are provided for the use of those residents who are on a self-catering plan. Cooking utensils are not provided you must provide your own.

16.7.2.2 CUPBOARD SPACE

Each room in F Block has been allocated a cupboard within one of the kitchens on your accommodation floor. These room cupboards are for the sole use of the occupant of the respective room. If a resident decides to use another resident's allocated cupboard, the items may be disposed of.

Any perishable item stored within the kitchens outside of your allocated cupboard (such as cereal boxes and drink making ingredients on the worktops) are to be labelled with the name of the resident. Any unlabelled perishable item will be disposed of.

There are additional cupboards per kitchen available as shared space for residents to store other items, such as crockery, cutlery and cleaning materials. No perishable items are to be stored in these areas. If perishable items are found within these cupboards, they will be disposed of.

Note: Any perishable item found anywhere in the kitchens that has passed its use by date will be disposed of.

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16.7.2.3 FRIDGE/FREEZER SPACE

There are Fridge/Freezers available in the Common Rooms of F Block for the use by the residents. When purchasing food to store in the fridge/freezers, please be mindful that there are up to 20 residents per floor that need to share these facilities, so please keep the amount of items stored in them to the minimum (no more than a few days' worth of shopping per person at any one time). Please refer to para 16.13 regarding the use of personal fridges in study bedrooms.

Note: Any perishable item found in the fridges that has passed its use by date or visually 'gone off' will be disposed of

Whilst there is no need to routinely label items in the fridge/freezers with your name or room number, a review of the contents of each appliance will take place during each holiday period (i.e. Christmas, Easter, May half-term and the summer break). During these periods, residents will be required to label **all** their items held in the fridge/freezers with their name and room number. Any item not labelled during these inspections, or passed its use by date (even if labelled) will be disposed of. Every effort will be made to remind residents in advance of these holidays, but the onus is on the residents to remember to label the items accordingly.

16.7.2.4 UPKEEP OF FACILITIES

The kitchens and common areas to be maintained in appropriate and acceptable state, and we expect each individual to be conscious of food hygiene, in food preparation and disposing of food items. Inspections of the Kitchens and Common room facilities will be carried out on a regular basis. It is the responsibility of the residents to keep appliances (Ovens, Microwaves, Fridge/Freezers etc) clean.

16.7.2.5 SUSPENSION OF FACILITIES

In the event of any of the public areas or facilities being left in an unacceptable state, the facility may be suspended or removed for a period of time.

16.8 COLLEGE ACTIVITIES

The College has a range of fitness classes taking place in a number of venues across the College and local community. Please see the activity calendar for details displayed across the site, or collect one from the Halls Reception area.

17 CATERING SERVICES

The catering services include a large diner (The Dock), and Costa Coffee outlet at the Marine. These outlets provide hot and cold food and beverages. Outside of term-time the college offers reduced services. These will be published in advance of the periods.

17.1.1 THE DOCK/REFECTORY – Hot meals provided for breakfast & lunch and Starbucks coffee available as well as selection of cold drinks.

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Monday to Thursday	**Saturday and Sunday**
08.00 – 11.45 (breakfast) 11.45 – 13:15 (Lunch) 13.15 – 15.00 (Light lunch & snacks) Friday 08.00 – 11.45 (breakfast)	Closed

17.1.2 COSTA LRC (Marine School)

Monday to Thursday	**Saturday and Sunday**
08:00 – 11:00 (Breakfast) 11:00 – 15:00 (Lunch) **Friday** 08.00 – 11.45 (Breakfast)	Closed

17.2 MEAL ALLOWANCE & CARD BALANCES

There are 2 options for catered plans. A two-meal provision for £8.10 per day or a 1 meal provision for £4.05. This allowance is issued on a 'per day Basis' and is stored on your College ID Card. The balance will go on your card at midnight Monday to Friday.

Remaining daily Balance on the card:

Any remaining balance on the card, will be lost if not spend daily. Your balance will zero each midnight and your new daily balance will then be applied the following morning, whether that be £4.05 or £8.10.

17.3 CASHLESS CATERING OUTLETS

All outlets are cashless, you can pay by debit or credit card and all outlets have the facility for payment by phone or watch.

The other way to pay is via our cashless APP, called Upay. Please see instructions of use and benefits of the App below.

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Security Can Be Contacted On 0191 427 3655

TyneCoastCollege

Upay app downloaded? Download the App and recieve a free meal

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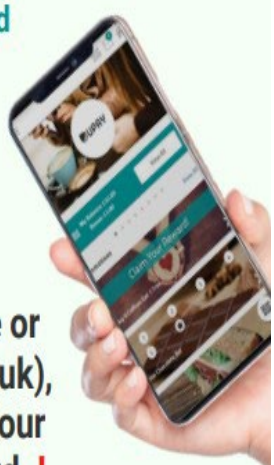
- ✓ Pay with a quick scan of your QR code or your student/staff card
- ✓ More benefits than debit/credit card & contactless
- ✓ View your balance, receipts, loyalty points, new menus, and more, all in one place!

Top up as you go or activate auto top-up



Download Upay from the App Store or Google Play (or go to www.upay.co.uk), and register using single sign on. Your College email address and password. !

GET IT ON Google Play | Download on the App Store

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17.4 SPECIAL DIETARY REQUIREMENTS

Whilst living at the Halls, you are responsible for managing your diet, allergies, or food intolerance. If you have a special dietary requirement or food intolerance, please contact the Refectory Catering Manager or the Soft Services Manager who will, as far as is practicable, assist in providing an alternative offer. All allergen information from catering outlets are available on request.

17.5 RELIGIOUS AND BELIEF BASED DIETARY REQUIREMENTS

As a matter of course, at least one meal per serving session (breakfast, lunch and dinner) provides a suitable vegetarian offer, and one meal per serving is halal compliant.

Furthermore, as far as is practicable, we seek to support the religious needs of any resident. This includes the content, availability, preparation and timing of meals.

Please discuss any specific requirements you may have with the Refectory Catering Manager or the Soft Services Manager.

17.6 ISSUES AT MEAL TIMES

We value your feedback related to the food, please, if you any constructive critism or indeed compliments, we urge you to contact us. We have built the menu's and variety around previous years feedback, we can flex and adapt with trends and preferences, so please tell us what you think.

If you experience any problems during your time here related to catering please report it to the Catering Manager or Soft Services Manager. immediately and note their name. If you fail to get a satisfactory response, please inform:

- Catering Operations Manager
  0191-4273654
  cboland@tynecoast.ac.uk

- Halls Admin Office
  0191 427 3666
  dwh@stc.ac.uk

17.7 FOOD CROCKERY AND CUTLERY

Food, crockery and cutlery are not allowed to be removed from the refectory.

17.8 VENDING MACHINES

A snacks and drinks vending service is available within the reception area of the Halls of Residence. If you encounter a problem with this service please telephone the number displayed on the front of the machine for assistance, or alternatively report the fault to a member of Halls staff. Shaking or

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tilting the machine without permission may be interpreted as vandalism and may result in serious injury.

17.9 CLOSURE OF FACILITIES

There is an annually updated calendar designating holiday periods and a maximum of 6 occasional days during which the Refectory will be closed.

Residents are given at least 24hrs notice of each occasional day. On these days, there will be no evening service. A cold take-away dinner option will be available – in addition to the daily meal allowance.

Halls fees will not be adjusted for these occasional days, but will be adjusted to reflect periods when meal entitlements are not available. The College calendar (as updated annually) designates holiday periods during which the catering facilities will be closed.

18 HEALTH AND SAFETY

18.1 DRINKING WATER

Unless clearly marked, cold water supplies within the Halls are supplied to drinking water standards. On occasions the water may be warm and/or taste stale - it does not mean it is unsafe to drink. For this reason, a chilled water machine is also available in the ground floor common rooms of A-D Blocks and all common rooms in E and F Blocks.

18.2 SAFE ENVIRONMENT

You must ensure that your bedroom is free from clutter and that the floor area in particular is free from trailing cables, clothing and other hazards.

Communal areas, in particular stairs and stairwells, are the responsibility of all residents. No items are to be left on the stairs or stored under them.

Such items may be removed and disposed of without consultation or notification.

Please report any safety issues to the Halls Admin Office or the Soft Services Manager during office hours, or Security or the Duty Supervisor out of hours.

18.3 REPORTING MAINTENANCE ISSUES, DAMAGE OR SAFETY DEFECTS.

Option 1 = report the issue to security and they will in turn log a job with estates.
Option 2 = report the issue direct with Estates by email your room number, a brief description of the issue to estates@stc.ac.uk

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18.3.1 BEDROOM CONDITION ON ARRIVAL

Whilst staff endeavour to identify and rectify damage and defects to the Study Bedrooms prior to residents arriving, all residents are required to report any damage or defects to their Study Bedroom as soon as possible, but no later than 48 hours after your arrival. If there is any damage to your bedroom or its furniture on departure that is not reported at the beginning of your stay, the resident may be liable for the cost of the repair or replacement of the damaged property upon departure.

18.3.2 DURING YOUR STAY

Any defects identified or maintenance required within the Halls which might affect the health, safety or wellbeing of any person must be reported.

18.3.3 REPORTING MAINTENANCE ISSUES

During normal working hours, please contact the Halls Admin office in person or by phone – Ext 3666 / 0191 427 3666

Outside normal working hours, you should contact Security or the Duty Supervisor in person or by phone – Ext 3655 / 0191 427 3655

You can also email the Halls at dwh@stc.ac.uk

18.4 QUALITY, MAINTENANCE AND SAFETY INSPECTIONS

All rooms are inspected on a regular basis for the purposes of carrying out quality, maintenance and safety checks. Where practicable, you will be informed at least 48 hours in advance of any such inspections.

Three key criteria are monitored on these inspections:

- The quality of cleaning and maintenance in each room.
- The decorative order of each room.
- Cleanliness and hygiene of the resident of each room.

18.5 BALL GAMES

No ball games are to be played within the Halls grounds or within any of the Halls accommodation blocks.

Ball games are permitted within designated parts of the College grounds, Security are able to provide access to the College playing fields.

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18.6 MOTORISED AND SELF-PROPELLED TRANSPORTATION

All motorised and self-propelled forms of transport may not be driven/ridden within the Halls grounds.

The list is not exhaustive but includes cars, motorcycles, bicycles, segways, hover boards, go-karts, and skateboards.

Cars are to be parked in the designated bays within the car parks and there is a designated parking area for bicycles towards the rear of the Interface building.

Motorcycles, mopeds and scooters may only be parked within the Halls grounds at the discretion of the Soft Services Manager or the Duty Supervisor, and then only in designated areas.

18.7 ASBESTOS

Due to the age of the residential blocks, asbestos is present in certain areas of the accommodation blocks, although none of the asbestos is currently exposed.

The college has a stringent Asbestos Management Plan that controls any risk to the public.

That being said, all residents are advised that they are prohibited to make any alterations to the accommodation that may interfere with the fabric of the building. Any breach of this regulation would be considered to be a serious breach of the Terms and Conditions of Residence.

18.8 COVERALLS AND BOOTS

All coveralls and work boots must be **completely removed prior to entering** the Halls grounds.

18.9 FIRE SAFETY

Residents are requested to familiarise themselves with the fire evacuation procedures as soon as possible after taking up residence. These can be found attached to the rear of each bedroom door.

18.9.1 IF YOU DISCOVER A FIRE:

- On discovering a fire the alarm should be raised by breaking the glass of the nearest **break glass point** and shouting **'FIRE, FIRE, FIRE'** loudly
- **Do not take personal risks**
- **Do not attempt to fight a fire** unless you are competent to do so and in any case **never fight a fire alone**
- If it is not possible to douse the fire, close all doors and windows (if practicable) and attend the muster point

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18.9.2 IF YOU HEAR THE FIRE ALARM:

- **Dress** quickly and leave the building
- Ensure that:
    - All occupants leave the room
    - Windows are closed (where practicable)
- Assemble at the area indicated outside of your block.
- Do not re-enter the building until instructed to do so.
- Do not leave the assembly point until instructed to do so.
- Do not stop to collect personal belongings.

Please note that you may be outdoors in inclement weather for some time - where possible, you should wear the appropriate clothing and footwear.

18.9.3 FIRE DRILLS AND FIRE ALARM TESTING

The Halls are obliged to carry out regular fire drills.

You may experience a drill every 6 weeks.

Fire drills may take place at any time. On hearing the alarm, residents must follow the evacuation procedure.

Participation in fire drills is mandatory and you will be in breach of your Residence Agreement if you fail to act properly.

Some call points and the alarms are tested on Mondays between the 09.00hrs and 12.00hrs. – should alarms sound for more than 10 seconds during these times, please evacuate the building as previously described.

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18.9.4 FIRE FIGHTING AND SAFETY EQUIPMENT

Tampering with fire-fighting equipment, fire alarms sensors and break glass points or any fire signage and tags, will not be tolerated under any circumstances – the risk to others is too great.

For any breach of this Health and Safety regulation, the Soft Services Manager will impose the strongest possible sanctions.

In any case:

- If your actions are deemed negligible and have caused significant risk to others and yourself the Soft Services Manager with agreement from the Marine School Principal can immediately terminate your residency.
- You will receive at least a final warning.
- Your company and / or sponsor will be informed.
- The Marine School will be informed.

18.9.5 FIRE SAFETY BASICS

Some very basic precautions should be taken to avoid fire accidents:

- Smoking / Vaping is not allowed within any part of the Halls buildings.
- Never use candles, joss sticks, oil lamps, oil burners or incense in your room.
- **Do not cover, tamper with or adjust room alarm sensors.**
- Never leave electric hair styling equipment turned on or unattended.
- **Do not iron clothing in your room.**
- **Never use any form of cooking appliance in your room.**
- **Never leave Laptops, Tablets or Mobile Phones or Hair Tongs charging on your bed.**
- Never fix any form of lightshade/canopy to your room lights or use decorative fairy lights.
- Never obstruct fire exits or staircases with boxes, bikes etc.
- Never wedge doors open under any circumstances.
- Never light barbecues or campfires within the Halls grounds.

18.10 ELECTRICITY – SUPPLY, INSTALLATION AND APPLIANCES

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All wiring and fixed applications are tested every five years, and all portable appliances are tested regularly. You must not interfere with any electrical installation, equipment or fitting provided by the College.

18.11 PERSONAL APPLIANCES

You may bring some electrical equipment into the Halls but you must ensure the appliance is certified by a qualified person as working correctly so that it does not present a hazard or risk.

All appliances must be fitted with a correctly wired and fused (3 amp) plug. Take care to ensure that no electrical leads from lamps, televisions, radios etc. get trapped under your bed or other furniture or are left wound tightly in a bundle. Personal appliances that present a risk will be removed from the public areas and stored at the admin office until the individual owner departs.

18.11.1 ELECTRICAL SAFETY TESTING

The Halls staff carry out a routine programme of Portable Appliance Testing in Study Bedrooms. Where possible, advance notice will be given. Once tested, residents are forbidden from removing the inspection sticker from the appliance until after they have departed the Halls.

Any item that fails an electrical safety inspection will be confiscated and only returned upon departure from the Halls. The only exception to this rule is if a resident wishes to take a failed item for repair. The repaired appliance will require re-testing before it is permitted back in the study bedroom.

18.12 HEATING, IRONING AND COOKING APPLIANCES

18.12.1 HEATING

The use of **personal portable electric, oil or gas heating devices is not allowed** under any circumstances. Any of these items found within the Halls will be removed and retained until the owner leaves. College supplied and tested heaters issued by the Halls during periods when the heating system has failed are the only permitted portable heating devices.

18.12.2 IRONING

No personal irons are to be kept or used in your study room. Any of these items found within study rooms will be removed and retained until the owner leaves.

Irons and ironing boards are supplied in each common room for your use.

18.12.3 COOKING

No personal cooking appliances (eg. microwaves, kettles, hot-plates, heaters or food grills) are to be kept or used in your study rooms.

If a residents wish to use a personal cooking appliance in a common rooms or kitchens, permission must first be obtained from the Soft Services Manager. Approval will be considered on a case by case basis and approved appliances must pass an electrical safety check before they are used.

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Any of these items found within a Study Bedroom will be removed and retained until the owner departs the Halls. Any of these items found within a common room or kitchen that have not been authorised and electrical safety tested will be removed and retained until the owner leaves.

Kettles, microwaves and toasters are supplied in common rooms / kitchen areas.

Ovens are provided within the kitchens in F Block for the sole use of residents who are on a self-catered residency plan.

18.13 FRIDGES / FREEZERS IN STUDY BEDROOMS

Fridges and/or Fridge Freezers are supplied within the common rooms for appropriate use by the residents of each block. Residents are responsible for the contents and cleanliness of these fridges which will be removed should they become a health hazard.

Catered Residents

Small size fridges with small freezer box are permitted in your room, providing they do not exceed a capacity of **50 litres.**

Non-Catered Residents

Medium size fridges with a small freezer box are permitted in your room, providing they do not exceed a capacity of **150 litres.**

18.14 EQUIPMENT FROM ABROAD

Equipment from a country outside of the United Kingdom may not be safe for immediate use without being specially adapted.

Please refer enquiries about electrical appliances to the Soft Services Manager or the Duty Supervisor. If it is considered necessary for you to have your appliance adapted by a qualified electrician, it will be your responsibility to arrange and pay for that before using the appliance.

You should ask the electrician who carries out the work for proof that the application is suitable for use in the Halls. You must show this proof to the Soft Services Manager before you can use the equipment.

18.15 FAULTY EQUIPMENT

Use of faulty electrical appliances is a breach of the terms of your Residence Agreement. It could also lead to disciplinary action, as the College's Health and Safety policy places all students and residents under an obligation to take reasonable care for the health and safety of themselves and others.

Any electrical appliances which Halls staff have reasonable cause to believe may be faulty or constitute a hazard or risk may be removed from the accommodation and retained until you leave.

18.16 ADAPTERS

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Old style 'block' adapters may not be used.

You may use only one British Standard approved four outlet running block with a maximum 13 amp fuse.

18.17 POWER FAILURES

In the event of a power failure, you are advised to unplug electrical items. When power is restored, there is the possibility of a 'power surge' which can damage sensitive items such as computers.

As a general precaution, if you have a computer and it is not in use, you are advised to unplug it from the electrical supply.

19 SECURITY

19.1 ID CARDS

College ID cards are issued to all College students for security purposes, **it is also the means by which catered residents pay for your meals**. Please carry your card with you at all times. Security may challenge any resident to present their ID card. If you lose or misplace your ID card, please have it replaced at Student Services as soon as practicable. ID cards are for the sole use of the student the card has been issued to and are not to be passed to a third party for use as a form of identification or to allow another person access to your meal balance. Any third party found to be using an ID card that is not issued to that person will have the card confiscated and an investigation will be undertaken to determine if any fraud / breach of the Halls disciplinary policy has taken place.

19.2 ROOM KEY CARDS

Your key card is required to provide entry to your **accommodation block**, floor corridors (D and E Blocks only) and to **your room**. Key cards will only provide access for a fixed period (the date to which your Halls fees have been paid) and will require regular updating. Failure to pay your fees on time, or to update your key card as required, may result in your access to your room being restricted.

If you are intending to leave the Halls for more than 24 hours, you must inform Security or the Halls Admin Office.

It is your responsibility to ensure that your key card is kept safe at all times, loss of the card will result in a replacement fee of £5.00. If your key card is lost or stolen, you must inform Security or the Halls Admin Office as soon as possible so the card can be cancelled to prevent illicit use. Proof of identity may be required when replacing a card.

It is a breach of your Residency Agreement to lend room key cards to anyone else.

19.3 ELECTRONIC DOOR LOCKING SYSTEM

All accommodation blocks and study bedrooms are accessed via an electronic key card which is encoded to allow access only to your block and to your room – it will not operate any other lock.

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Each card will be validated for the **period of your residence for which you have paid**. Please ensure that **your fees are paid during working hours**, failure to do so may result in your door lock being inoperable.

Where a resident's fees are being paid by a sponsor, you will still have to validate your key card from time to time.

Do not inscribe this card with any information or graffiti, stickers or any other marks – if lost this card could be recognised as your card and access could be gained to your study bedroom.

Cards damaged through fair wear and tear or which no longer work, will be replaced as soon as practicable and free of charge.

If your key card is lost or stolen, you must contact Security for a replacement; proof of identity will be required. There is a £5.00 charge for each replacement key card.

19.4 STUDY BEDROOM DOORS

To operate the lock, move the card slowly and in close proximity across the black reading zone at the top of the lock. There is no need to touch the lock with the card.

*Swiping the lock will unlock the door-lock, and as long as the door is closed, it will remain unlocked. **You therefore need to swipe the lock on exit to lock the door**.

Should the door not be used after 10 minutes, the lock will automatically lock **- You therefore need to keep your key card with you at all times.**

19.4.1 F BLOCK STUDY BEDROOM LIGHTS

Residents of F Block must insert their key card into the holder adjacent to the light switch at the entrance to their room to enable the lights in the room to operate.

19.5 ACCOMMODATION BLOCK DOORS

Note that your key card will only provide access to your own accommodation block.

To operate the lock, move the card slowly and in close proximity across the black reading zone of the lock. There is no need to touch the lock with the card.

The door will close behind you on the magnetic lock – note that this door is a main fire door and that to block, alter or interfere with its function in any way constitutes a fire risk which will be dealt with in a pro-active and robust manner. In simple terms – **do not jam the door to your accommodation block open. This is a breach of the Halls Security and Health and Safety Regulations and may incur a sanction under the Halls Disciplinary Procedures.**

To exit the accommodation, press the green button to release the magnetic lock, whilst the lock is released, push the door to open.

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19.6 ROOM SAFES

Safes are provided in each study bedroom.

19.6.1 OPERATING INSTRUCTIONS FOR YOUR ROOM SAFE

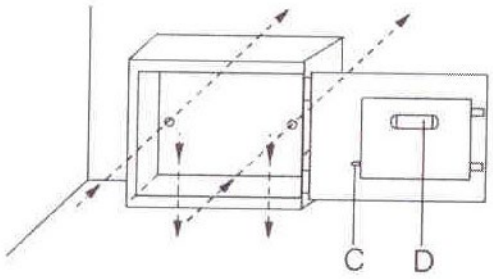

Diagram 2

19.6.2 INSTALLING / REPLACING THE BATTERIES

The safe requires 4x size “AA” (1.5v) batteries. These are available from the Halls reception upon request.

A red light on the number panel signifies that the batteries are running low.

Open the safe, push the battery cover plate “D” on the back of the door and install the batteries.

After replacing the batteries, the safe will need to be re-programmed with a personal code.

19.6.3 PROGRAMMING THE CODE

With the safe door open, press the red button “C” – see diagram 2, release the button and you will hear two beeps, and the yellow light will be on.

Press any 4 numbers that you wish to use as a combination, and confirm by pressing the letter “A” or “B” within 15 seconds. You will hear two beeps, and the yellow light will go off. The code is now set.

Before shutting the door and locking the safe, check your combination works with the safe door open.

19.6.4 USING THE SAFE

To open the safe, enter your personal 4 digit code followed by the letter “A” or “B” (as selected in 2 above). You will hear a beep and the green light will be on. Turn the doorknob clockwise and open the door within 5 seconds.

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If the incorrect combination is used 3 times, the safe will not operate for 5 minutes.

If you forget your code, the safe is locked open or the safe will not operate, contact the Halls reception.

19.7 CCTV

CCTV cameras and recording equipment are used to monitor:

- the main access points to the College premises, this includes all gates and service roads.
- for theft from the Refectory, Costa Coffee Bars and the C Store.
- within the Halls entry / exit routes.

It is college policy to provide recorded CCTV footage as evidence to the police, College management, shipping companies and other agencies (TV Licensing, DVLA, South Tyneside Borough Council etc.).

19.8 GENERAL SECURITY ADVICE

Halls of Residence may sometimes attract undesirable visitors. Please take care, both of yourself and your belongings.

- **Be security conscious,** particularly during the first few weeks, as you familiarise yourself with your new surroundings.
- Always **lock** your room **door and window** whenever you leave, even if only for a few minutes.
- If your room is on the ground floor, **close the blackout blind** whenever you are away from your room for any length of time. Do not leave money or valuables where they may be seen by a would-be thief.
- It is strongly suggested that you **use the safe box installed** in each room to secure valuable items.
- Always keep your cheque books and cheque card separate**,** each in a safe place.
- Do not allow **strangers** to enter the Halls or your room, whatever reason they may give, unless they can provide you with suitable identification. All College staff are issued with personal identity cards. Investigate politely and if you are suspicious, report any suspicious incident to Security or another member of staff.
- Always be on the alert for **intruders** and, if any incident or person causes you to be **suspicious**, report it to a member of staff or Security.
- If you have a bicycle, make sure that it is **secured with a strong chain** in the designated area.

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- If any of your personal possessions are stolen, **report the incident immediately** to Halls staff. You may also need to report the matter to the Police, and must do so if you are likely to be making an insurance claim (remember to make sure that Security have a copy of the incident number and the names of any police attending the Halls).

- **Do not, under any circumstances, pass your Halls key card to any other person**.

- **Do not mark your key card** with anything that identifies your block or room number. If you do, and they are lost, anyone finding them may have immediate access to the Halls and your room.

- Stick to main roads **after dark and do not wander in the parks**. If you go out alone at night, make sure someone knows where you are going and when you expect to be back.

- **Ensure that money or valuables are sent to you by registered post**.

- Leave your car **securely locked,** preferably with an additional anti-theft device, and do not leave possessions in your car.

20 INSURANCE

Please be aware that home insurance policies do not always provide adequate cover for your possessions when living away from home, and the College cannot legally insure your possessions. **All residents are encouraged to insure their belongings whilst at the Halls.**

21 FIREARMS, EXPLOSIVES AND OTHER WEAPONS

Firearms and other weapons, including: air guns; air pistols; 'BB' guns; crossbows; and catapults, are not to be brought into any part of the Halls, even if you have a license for them.

Fireworks of any description are also forbidden.

22 ILLEGAL SUBSTANCES AND 'LEGAL HIGHS'

Illegal substances and 'legal highs' are not allowed in Residences.

The possession and/or supply of any drugs (class A, B and C) is a criminal offence and the Halls and College management strictly uphold their legal obligations to prevent such activities taking place on its premises.

The use and / or supply of any substance classified as a 'legal high' is strictly forbidden within the Halls and is a serious breach of your Residence Agreement.

Possession of an illegal substance or inappropriate behaviour caused by suspected use of a substance (illegal or otherwise) or involvement in any activity surrounding substance misuse constitutes a College disciplinary offence as well as grounds for terminating a Residence Agreement Immediately.

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If we have sufficient evidence to demonstrate probability that consumption or possession of illegal substances has taken place on campus, we have the grounds for immediate Termination of a Residency Agreement.

- Any person **arrested** for an offence may be suspended from the Halls pending an investigation into the circumstances.

- Any person **charged** with an offence may be excluded from the Halls.

- Any person **cautioned** or **convicted** of an offence may be permanently excluded from the Halls.

- Where any arrest, charge or conviction occurs, a full written report will be made to:

    - The College Business Operations Manager
    - The Deputy CEO.
    - The Principal of South Shields Marine School (When appropriate)
    - The Marine School
    - any sponsor or party responsible for payment of residence fees
    - the Sponsoring Company and/or employer

23 OBSCENE, ILLEGAL, ILLICIT OR SUSPICIOUS SUBSTANCES OR 'THINGS'

For the purposes of this Handbook any item or thing which in the reasonable opinion of the Soft Services Manager constitutes a hazard or potential hazard to any person; or is considered to be offensive, or likely to cause offence will be classified as obscene, illegal, illicit or suspicious substances or things. This includes, but is not limited to:

- Firearms, explosives
- Air weapons, including 'BB Guns'
- Bows, arrows, crossbows, bolts
- Martial art weaponry (except as part of a practicing martial artist)
- Knives swords and blades (except as part of a ceremonial dress)
- Laser Pens and strobes
- Any substance of suspicious nature
- Drugs and 'legal high's' or suspected such substances
- Illegal / illicit obscene material (hard-copy, electronic or other)

24 SEARCH, SEIZURE AND CRIMINAL ACTIVITY[2]

The College strives to maintain a close working relationship with Northumbria Police. In any case where criminal activity is suspected, advice will be sought as a matter of course. Where reasonable grounds are believed to exist, the Soft Services Manager and other College managers will, as far

[2] Iaw official legal advice issued by Muckle LLP Staff powers, duties and obligations in relation to specific issues dated 23 June 2010

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as practicable, always extend their jurisdiction to a police officer to undertake search, seizure and investigation as required.
In all cases (where practicable) where such a search is carried out, the resident (or an appointed person) must be present – unless the resident themselves waives this right.

Where such a search is carried out (whether items are found or not) a full written report will be made to:

- the College CEO
- the Principal of South Shields Marine School
- any sponsor or party responsible for payment of residence fees
- the resident themselves
- the Sponsoring Company and/or employer
- the parent, guardian or carer of any person under the age of 18

25 ENTRY TO ENSURE WELFARE, SAFEGUARDING OR WELLBEING

Notwithstanding the above guidelines the right is maintained to enter any study bedroom or part of the Halls if required to locate a resident; in response to any welfare or wellbeing concern; or in response to the commission, or suspected commission of an illegal or criminal activity; or to prevent harm to any resident.

26 USE OF ALCOHOL

It is our intention that the Halls to play an important part in your education, not only for your new career but for life in general; hence you are given the opportunity to participate in 'student life'. However, with freedom comes responsibility.

Excessive drunkenness is not tolerated in the Halls of Residence and is never an excuse for rude, offensive or anti-social behaviour.

Regarding the use of alcohol please note the following:

26.1 INTOXICATION

It is each resident's responsibility to know their own limits. Every incidence of extreme intoxication (which will be compounded by any confrontation, noise, rowdy or anti-social behaviour) will be investigated by the Soft Services Manager, and where required corrective sanctions will be applied.

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26.2 HEALTH AND SAFETY RISKS

Any resident incapable through intoxication is a Health and Safety risk to themselves, other residents and staff at the Halls. This is a serious breach of the Residence Agreement and may result in sanctions being applied under the Halls Disciplinary Policy.

26.3 DRINKING IN PUBLIC

Drinking of alcohol (or any drink in a glass container) outside of the residence blocks is forbidden. Doing so will result in confiscation of any open container and a verbal warning.

26.4 ALCOHOL RELATED CLEANING CHARGES

The Standing Cleaning Charges (see schedule 1) are made for any additional cleaning requirements due to any incident related to the use of alcohol.

26.5 ALCOHOL RELATED INFORMATION SHARING AGREEMENTS

Employers and/or sponsoring companies, parents of those under 18, and the Marine School are informed of repeated alcohol related breaches of the Residency Agreement.

27 DAMAGE

Residents will be held responsible for any damage to their study room. If common areas are damaged, and the Halls Management is unable to identify the perpetrator(s), the cost of cleaning or repair may be shared among the residents in the appropriate area of the Block.

Repairs will be charged at the full cost of a professional repair (where it is economical to repair) or replacement.

Excess cleaning charges may also be charged as defined earlier in the Handbook.

27.1 REPORTING AND CHARGING FOR DAMAGE IN COMMUNAL AREAS

- The Soft Services Manager will prepare a damage report; copies will be sent the College Estates Department, any Sponsoring Company, any parent of a resident under the age of 18, and the relevant College Head of School.
- An invoice will be sent to the resident/s identified as the culprit/s.
- Where the culprit/s is not identified, the bill for repair will be divided among all those residing on that floor / in that Block as appropriate and added to each individual account.

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28 HEALTH, SUPPORT AND WELFARE

28.1 HEALTH

Should any resident feel unwell or require some form of medical treatment (even if they intend only to self-medicate – paracetamol, lemsip etc.); they should inform a member of the Halls staff as soon as is practicable.

28.2 FIRST AID & AED (DEFIB)

There is a First Aid box in the Security Office and Halls staff are First Aid qualified.

- If you **require a first-aider, contact security in person or on: 0191 427 3655**
- **A DEFIB is available at the security office.**

28.3 MEDICAL APPOINTMENTS

If you need to see a doctor or attend a hospital:

- Between 08.00hrs and 16.30hrs contact the Halls Admin Office on **0191 427 3666**
- Between 16.30hrs and 08.00hrs contact the Duty Supervisor or Security at the Security Office or on **0191 427 3655**

Please note that we have agreements with local doctors' surgeries etc. and are able to book priority appointments where required.

Impartial information regarding local General Practitioners, dentists and hospitals is available from the Halls Admin Office.

28.4 MEDICAL EMERGENCIES

In the **case of an emergency where an ambulance is required**, contact:

- College Emergency: Ext 3999 (0191 427 3999)
- Halls Security: Ext 3655 (0191 427 3655) or
- Emergency Services: 999 (or 112 from a mobile)

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28.5 REPORTING OF MEDICAL CONDITIONS

You are strongly advised to inform the Halls Admin Office if you have a condition that may require medical treatment, for example, epilepsy or asthma. This information will be treated confidentially.

Any resident at the Halls with restricted mobility should consult the Soft Services Manager as a "Personal Emergency Evacuation Plan" may be required.

Staff at the Halls may notify parents / guardians of any health issues concerning a resident who is under the age of 18 should there be serious health issues or emergencies.
The Soft Services Manager, or the Duty Supervisor in his absence, reserves the right to terminate a Residence Agreement if, in their reasonable opinion:

- A resident's health issues constitute a threat or danger to other residents.
- Reasonable measures to control the spread infection or illness are not complied with by the resident.
- A resident is wilfully ignoring reasonable advice or continues on a course of action likely to contribute to illness or injury to themselves, other residents or Halls staff.

28.6 DENTAL TREATMENT

If you need dental treatment (emergency or routine):

- Between 08.00hrs and 16.30hrs contact the Halls Admin Office on 0191 427 3666
- Between 16.30hrs and 08.00hrs contact the Duty Supervisor or Security at the Security Office or on 0191 427 3655

Please note that we have agreements with a local dentist and are able to book priority appointments where required.

28.7 HYGIENE

Living in the Halls of residence means that you are required to share toilet, shower and common living facilities. Your personal hygiene habits are therefore very important, please:

- Bathe regularly
- Wash and dry your hands regularly; particularly after using the toilets and before consuming food
- Refrain from spitting, coughing or sneezing without appropriate containment measures
- Use disposable tissues – and dispose of them responsibly when sneezing or coughing
- Change/wash your bedding on a weekly basis
- Ensure that all toilets, basins, showers etc. are wiped clean prior to and after use

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28.8 LOCAL CONTRACEPTION AND SEXUAL HEALTH CLINIC

Address: Gordon Street
South Shields
Tyne and Wear
NE33 4JP

Website:
https://www.stft.nhs.uk/service/sexual-health-services

Phone
0191 404 1000

28.9 MENINGITIS VACCINATION

Public Health England have advised that Meningitis W, a particularly dangerous strain of the disease, is on the increase. They are advising students to be vaccinated with the Men ACWY vaccine. This vaccine protects against the A,C,Y and W strains of the disease.

Health officials say new students are at risk as they often mix closely with groups of unfamiliar people – some who may unknowingly carry the bug. It is vital to watch out for friends that may be unwell. If they have Meningitis, it can be like a very bad hangover that quickly gets worse. It can be deadly so it is important to act fast and get Medical help as soon as possible.

By getting this free vaccine, students are not only protecting themselves from a potentially deadly disease, but also protecting others by stopping the spread of the disease.

If you would like to be vaccinated against Meningitis, please contact the Halls reception who can put you in contact with our local Health Centre.

28.10 COUNSELLING

This is a confidential service, staffed and run independent of the College.

The College Counselling Service helps students and residents with personal and emotional problems. The counsellors are professionally qualified and experienced, and enable students to talk over their difficulties in the strictest confidence.

Residents are able to contact the Counselling Service with a wide range of concerns including personal, home and family relationships, depression, anxiety and loneliness.

Please call into Student Services if you would like to register to see a counsellor or call Ext 3773 / 0191 427 3773.

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28.11 STUDENT SERVICES

Student Services offer an independent, impartial, and unbiased guidance service backed up by comprehensive and accurate course and careers information.

Student Services are available on (0191) 427 3900.

28.11.1 SUPPORT AVAILABLE THROUGH STUDENT SERVICES @ THE STUDENT HUB

Located next to reception, the student hub is a one stop shop for all the listed below.

Course Information and Advice
Safeguarding.
Admissions/Applications
Counselling Service
Wellbeing Advice Service
Careers Guidance Higher Education Advisory Service
Co-ordination of Higher Education Applications
Learner Support Funds

28.11.2 BULLYING, DISCRIMINATION AND HARASSMENT

Tyne Coast College recognises the detrimental effects on residents who may be subjected to bullying and will work efficiently to eradicate its occurrence. The College also seeks to support any person who has been, or feel that they have been discriminated against or harassed because of their age, gender, ethnic background, sexual orientation, ability or for any other reason.

If you are being bullied, harassed or discriminated against, or are concerned about someone else who is being bullied, harassed or experiencing discrimination, then tell a member of staff. Alternatively, you could fill in an Incident form and hand it in to:

- Halls Management
- Halls Administration Office
- College Reception
- Student Services
- The Learning and Resource Centre

Forms are available from:

- College Reception
- The Learning and Resource Centre
- Student Services
- from the College intranet

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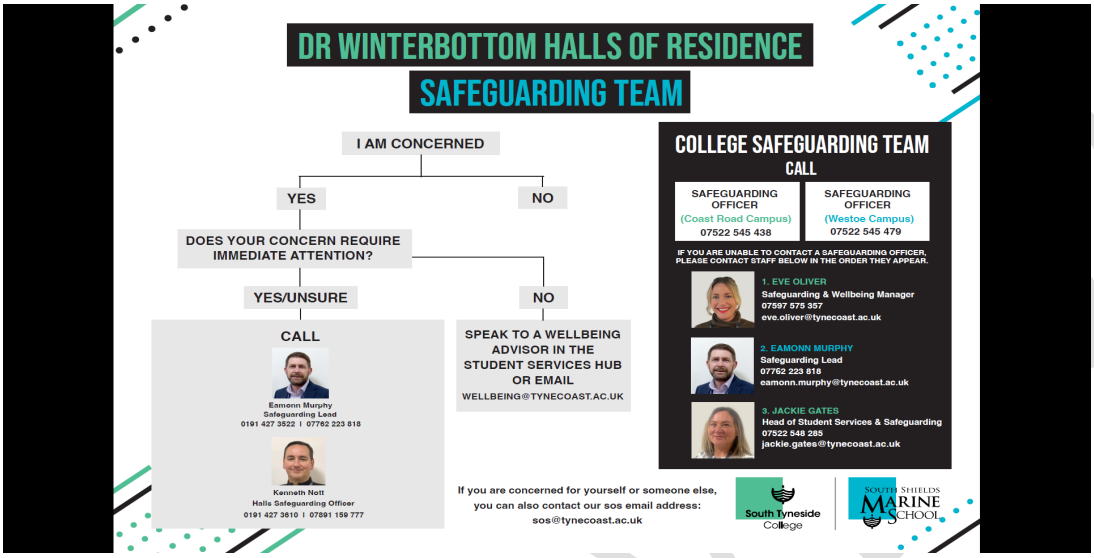
28.11.3 SAFEGUARDING CHILDREN AND ADULTS

The welfare of all the college community is paramount to the College and the Halls of Residence. At the Halls of Residence and the main campus we have a dedicated Safeguarding team. If you have a concern related to yourself or a fellow resident, please use the contact details below.



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Security Can Be Contacted On 0191 427 3655

28.11.3.1 Safeguarding / Discrimination / Harassment / Anti - Bullying Contacts:

The primary contact for DWH residents should be the Soft Services Manager, located in the Halls Reception:

Eamonn Murphy (Halls Manager Ext 3522 / 0191 427 3522) in the absence of Eamonn
Kenneth Nott (Assistant Halls Manager)

In the event that he is not available or you would prefer to speak to an alternative contact at the College, you can request to speak to a designated Safeguarding Lead via:

Reception	Ext 3500 / 0191 427 3500
Student Services	Ext 3900 / 0191 427 3900

At all other times (24hrs):

Via Halls Security	Ext 3655 / 0191 427 3655

28.11.3.2 External Emergency Contacts:

Police / Fire / Ambulance 999

Police	03456 043 043	www.northumbria.police.uk
Child Line	0800 1111	www.childline.org.uk
Samaritans	08457 90 90 90	www.samaritans.org

29 HALLS OF RESIDENCE COMPLAINTS PROCEDURE

The Halls of Residence are committed to providing a range of services to all of our customers to a consistently high standard, efficiently and cost effectively. It is inevitable, however, due to the size and complexity of the organisation, that issues will arise from time to time, and it is important therefore to make our customers aware of the procedures and protocols to follow should a problem arise. Complaints may be made by individuals or groups of residents.

Experience reveals that the majority of complaints can be dealt with effectively on an informal basis. However, it is accepted that it can be appropriate, depending on the nature and circumstances of the complaint, to formalise the request for redress.

The Halls has a complaints procedure which operates in accordance with the principles set out in the College's Complaints Policy.

It is also worth remembering that your **Company Training Officer** will be willing to raise a complaint on your behalf (or on behalf of a number of residents). They will also be willing to provide advice and guidance should you wish to escalate the complaint further and may also attend any part of the procedure when invited by you.

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These Halls are inspected by OFSTED. **If you should wish to make a serious complaint and do not feel comfortable making it to a College employee, you can make direct contact with OFSTED** (contact details are available at the front of this document).

29.1 STAGE 1

The nature of the complaint will determine who the complaint should be made to in the first instance.

If the complaint relates to a failure in the services, e.g. repairs, cleaning etc. the complaint should be raised with the Soft Services Administrator or the Duty Supervisors.

On matters arising out of hours relating to resident welfare, noise, anti-social behaviour etc., the first point of contact will be the Duty Supervisor or Security. DWH@stc.ac.uk or 01914273566

If the complaint relates to catering and meals, the complaint should be raised with the Catering Manager – conor.boland@tynecoast.ac.uk

Any complaint regarding the actions of staff should be made directly to the Soft Services Manager & Safeguarding Lead Eamonn.Murphy@stc.ac.uk or 01914273522.

Any complaint regarding the actions of the Soft Services Manager should be raised with the Principal of the Marine School Simon.Ashton@stc.ac.uk or 01914273500 - entry at Stage 3.

29.2 STAGE 2

Should Stage 1 not produce a satisfactory outcome, the complaint should be put in writing to the Soft Services Manager.

29.3 STAGE 3

Should Stage 2 fail to deliver a satisfactory outcome, the complaint should be submitted in writing to the Marine School Principal. An investigating Officer will be appointed, and a formal investigation will take place.

If, following the outcome of the investigation and action, the complainant believes procedural irregularity has occurred, an appeal may be made to the College Chief Executive Officer.

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30 CONTRACTUAL INFORMATION

30.1 THE RESIDENCE AGREEMENT

Every resident living at Halls of Residence does so on the terms of the College's Residence Agreement.

Taking occupation of a study room is interpreted as acceptance of these Terms and Conditions, and therefore a Residence Agreement.

30.2 PAYMENT OF ACCOMMODATION FEES

The first instalment of fees becomes payable prior to arrival. You will receive a payment form with in the confirmation of your booking, payment details (card details) must be provided and the amount will be deducted up to 14 days prior to your arrival.

On arrival, your key card will only provide you with 48 hours access to your room. When you have paid the necessary fees, or provided proof of third-party payment, your key card will be activated for the period of residence you have paid for.

Payment must be made by the due dates and fees should be a minimum period of 4 weeks in advance.

Late payment may result in the termination of the Residence Agreement if any payment is overdue by 14 days or more.

Any resident who anticipates payment difficulties should discuss these immediately with the Soft Services Manager.

Payments are taken by **card only,** in exceptional circumstances.

30.3 MINIMUM PERIODS OF RESIDENCE

Your obligation to pay the Licence Fee applies is as follows:

FOR A MINIMUM PERIOD OF 4 WEEKS, WHETHER OR NOT YOU RESIDE AT THE HALLS FOR THIS PERIOD, unless

- you are booked onto a short course of less duration than 4 weeks; or
- your period of residence is pre-negotiated with the Soft Services Manager (or agent).

Having completed the Minimum Residence Periods you have the right to cancel the agreement by providing 28 days notice of your intention to vacate the Halls;

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30.4 PAYMENT OPTIONS

All accommodation fees must be paid by their due dates. Penalties may be incurred in accordance with the Payment Policy. Please ensure that you have a realistic financial plan in place before starting your residence at the Halls.

Fees can be paid by:

- Debit/credit card **ONLY**

30.5 SPONSORSHIP BY AN OUTSIDE ORGANISATION

If your fees are to be paid by a sponsor, please ensure that evidence of this fact is handed into the Administration Office when registering. Please note that although a third party (sponsor, company, bursary, or your parents) may be paying for your fees, it is your responsibility to ensure that these payments are made. If fees are being paid to you by a third party or need to be transferred from another bank account, please ensure that the cleared funds are available to you by the due dates.

30.6 ADMINISTRATION CHARGES

A charge of £10.00 will be made for cheques that are returned from the bank, and further cheques cannot be accepted from that resident.

30.7 FIXED TERM LICENCE

The Residence Agreement is binding throughout the period of residence regardless of whether your course starts after the beginning of the period of residence.

You will be charged for the full period of residence, irrespective of whether you choose to be in occupation throughout.

31 GENERAL CONDITIONS AND CONTRACT CLAUSES

31.1 COLLEGE'S RIGHTS OF ACCESS

The College acknowledges that each room is the residents' private space and will not intrude unnecessarily on residents' privacy. However, the College needs access from time to time for various purposes connected with the management of residences (we will always knock before entering) and it is not always practicable to give advance notice.

Where planned repairs involving material disruption are necessary, the College will give advance notice. Residents should be aware that in reporting a repair, you are automatically giving your consent for an approved tradesperson to enter your room to carry out the repair. The College reserves the right to vary this access agreement where reasonable grounds exist to suspect that a criminal offence is about to be, has been, or is in the process of being committed; or the health, welfare or safety of a resident would be in question.

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31.2 COLLEGE REGULATIONS AND GENERAL LAW

The College is a large and complex organisation and has a number of regulations, policies and codes of practice to help it manage its many functions.

The Residence Agreement, the Terms and Conditions of Residence, and this Handbook set out the rules and regulations which are most important and relevant to the regulation of Dr Winterbottom Halls of Residence.

While the College has its own rules, it and its students are still subject to the civil and criminal laws of England and Wales.

Each resident in the Halls is responsible for ensuring that his/her visitors (whether or not they are residents or students) comply with College regulations and the law of the land.

31.3 PAYMENT OF COMPENSATION AND COSTS

If any resident fails to comply with their obligations in the Residence Agreement and the College suffers loss as a result, the College is entitled to recover that loss from the resident. This may be by way of a deducting from the card details provided on arrival, prior notice and evidence of damage will be presented. The College may take court proceedings to recover these losses, and may make an application to the court for the resident to pay its cost as well as compensation.

31.4 TELEVISION LICENSES

If you bring a television set for use in your room, you must by law have a current television licence for it. You are not covered by any other licence you may have or by the Hall's licences. The Halls are visited by the television licensing authorities and you could be subject to a fine if you are discovered to own a television set without a licence.

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"If you use any device to receive television programmes as they're being shown (live) on TV, the law requires you to be covered by a TV Licence. It makes no difference how you watch TV - whether it's on your laptop, PC or mobile phone or through a digital box, DVD recorder or TV set."

"From 1 September 2016 you will need to be covered by a TV Licence to download or watch BBC programmes on demand, including catch up TV, on BBC iPlayer. This applies to any device and provider you use."

TV Licensing Authority.

31.5 HEALTH AND SAFETY

Placing the health and safety of others at risk is a breach of the Health and Safety at Work Regulations (1974) and the Terms and Conditions of your Residence Agreement. The College will deal with this serious breach in all cases (and **will in all cases inform the resident's sponsoring company and South Shields Marine School**). Examples of behaviour which would place the health and safety of others at risk are set out in the Discipline and Code of Practice section of this Handbook.

Each resident is responsible for their own Health and Safety and must:

- Fully co-operate with the College management in carrying out their responsibilities.
- Take reasonable care for their own Health and Safety.
- Consider the Health and Safety of others who may be affected by their acts or omissions.
- Refrain from intentionally misusing or recklessly interfering with anything that has been provided for Health and Safety reasons.

31.6 ALTERATIONS TO THE ACCOMMODATION

If the accommodation is in need of repair, the issue should be reported to the Halls Management.

Residents must not, under any circumstances, attempt to repair the accommodation or any fittings or equipment in it.

Residents should not decorate or alter in any way any part of the residence, or attach anything to the walls or ceilings which would damage the decorative finish.

Floor coverings must not be lifted.

31.7 USE OF ACCOMMODATION

The Halls are for residential use and private study use only and must not be used for the purpose of any trade or business, political activity or other meetings except for social gatherings of reasonable numbers of people.

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31.8 SHARING, SUB-LETTING AND SWAPPING

Each room is allocated to a resident. Only the person named in the Residence Agreement may occupy the room for the period prescribed.

Residents are not allowed to share the room with anyone or allow anyone to stay there in their absence.

If a resident wants to swap their room with another resident, they must first seek permission from the Soft Services Manager.

Allowing unauthorised overnight guests is a breach of the Residence Agreement and may constitute grounds for disciplinary action.

Sharing accommodation is a breach of the Residence Agreement and may lead to it being terminated. The College reserves the right to charge residents for additional occupancy.

31.9 NUISANCE

The Discipline and Codes of Practice in this handbook gives examples of behaviour which are a nuisance and grounds for disciplinary action. Most of these will also constitute a breach of the Residence Agreement.

Causing excessive noise is a nuisance to others and therefore a breach of your Residence Agreement. The College will take steps to remove from the Halls residents who persistently cause a disturbance and those residents may also be liable to disciplinary action.

Excessive noise is always unacceptable, but residents should be especially considerate to other residents between the hours of 23.00 and 07.30. Residents should wear headphones if they wish to play music loudly.

Offensive behaviour to other people is not acceptable - being drunk is no excuse. You may be liable to disciplinary action if you are part of a group behaving in a way that infringes disciplinary regulations.

Smoking / Vaping in areas where it is prohibited is a nuisance.

Leaving shared areas dirty or untidy is a nuisance.

Displaying any flag, banner or poster in a window, or any place so that it can be seen from the outside of the room is a nuisance.

Throwing anything from a window (with the intention of retrieving it or not) is a nuisance.

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32 DISCIPLINE AND CODES OF PRACTICE

32.1 INTRODUCTION

Every resident is subject to such rules regulating the conduct of students as may from time to time be made by the Tyne Coast College.
One of these rules is that no student shall engage in behaviour which constitutes a breach of any College Policy such as to create a disciplinary offence.

This Code of Practice sets out a non-exhaustive list of behaviour which will be regarded as a disciplinary offence. It also summarises the disciplinary powers of the College's staff to deal with such behaviour.

32.2 BEHAVIOUR WHICH CONSTITUTES A DISCIPLINARY OFFENCE

32.2.1 ANY BREACH OF A RESIDENT'S OBLIGATIONS ON THE RESIDENCE AGREEMENT

The Residence Agreement is a legally binding contract between the College and each resident, enforceable through the courts. In addition, or as an alternative to court action, the College may take disciplinary action where there has been a breach of the terms of the Residence Agreement.

32.2.2 BREACH OF ANY OTHER COLLEGE POLICY

Disciplinary action may be taken either under the College Policy in question or under this Code, but not under both (i.e.no double jeopardy).

32.2.3 BEHAVIOUR WHICH CAUSES HEALTH AND SAFETY RISK

The College Health and Safety Policy places every student, whilst on College premises, under a duty to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions. It is also a term of the Residence Agreement that a resident will not put their health and safety or the health and safety of others at risk.

The following are examples of behaviour which places health and safety at risk:

32.2.3.1 FIRE SAFETY

- Failure to comply with fire drills, emergency alarms or evacuation procedures
- Tampering with fire prevention or fire safety equipment
- Using any wedge or device to hold a fire-door open
- Covering any detectors or sensors in rooms or common areas
- Smoking / Vaping within any of the Halls buildings
- Use of cooking equipment (including microwaves, grills and toasters) other than in dedicated areas
- Using candles, joss sticks or any other item which smoulders or has a naked flame
- Leaving any cooking equipment (including microwaves, grills and toasters) unattended, at any time when being used.
- Storing flammable or hazardous materials within any of the Halls buildings.

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32.2.3.2 ELECTRICAL SAFETY

- Interference with electrical equipment or installations
- Use of electrical equipment which is unsafe (non PAT tested)
- Use of portable electric fires or heaters (including oil filled heaters) that are not provided by the college.
- Use of old block style plug-in electrical adapters.
- Overloading electrical sockets

32.2.3.3 SECURITY

- Allowing others to use your key cards to gain access to the Halls
- Leaving windows or doors open or jamming access doors open when out of the accommodation
- Allowing strangers onto the site
- Failure to follow the provisions laid down for residents under the age of 18

32.2.3.4 HEALTH

- Failing to notify a member of staff if you have an illness which may be contagious (other than minor ailments such as common cold)
- Failing properly to dispose of medicines or used syringes
- Being so drunk so as to be considered incapable
- Failing to comply with requests regarding movement restriction (quarantine)

32.2.3.5 HYGIENE

- Failing to properly dispose of unwanted food
- Leaving showers, toilets and common areas in a dirty state
- Failing to maintain personal hygiene so as to cause nuisance or distress
- Failing to regularly change linen
- Sleeping on an uncovered mattress / using and uncovered duvet

32.2.3.6 OTHER

- Substance abuse (including ‘legal highs’)
- Bringing any weapon (even if licensed) or fireworks into residence
- Bringing bicycles, motorbikes, mopeds, or parts of them, inside the Halls
- Bringing animals into the Halls (except for assistance with a disability)
- Moving furniture to different parts of the Halls

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32.2.4 BEHAVIOUR WHICH CAUSES A NUISANCE

Causing a nuisance is also a breach of the Residence Agreement. The following are examples of behaviour which causes a nuisance:

32.2.4.1 NOISE

- Any prolonged noise made in a bedroom which is audible from outside of the room in question. This includes instances of loud music, singing and boisterous conversation.
- Any noise emanating from the shared areas of residence which is audible from within the bedrooms.
- Any noise excessively made between 23.00 and 07.30.

32.2.4.2 OTHER

- Anti-social Behaviour
- Criminal activity
- Substance abuse
- Harassment
- Allowing or encouraging non-residents to use shared facilities
- Obstruction of shared areas
- Leaving any shared area or amenity dirty or untidy

32.3 POWERS AND RESPONSIBILITIES OF HALLS OF RESIDENCE STAFF

The Soft Services Manager, Duty Supervisors, Security and other persons holding office in the College have power to check disorderly and improper conduct by residents occurring on the premises of the College including the Halls of Residence.

Duty Supervisors and Security have a responsibility to:

- Ensure the health, safety and wellbeing of all residents and staff at the Halls of Residence making any decision they see fit at that time
- Take all measures necessary to protect the integrity of the Halls estate and buildings and to protect the belongings and valuables of all residents
- Attend any disturbance in the Halls and to intervene in an appropriate manner
- Obtain identities of those responsible or suspected of being responsible for any breach or anti-social behaviour and to make further investigations where necessary
- Update security logbooks and documentation regarding the facts of any incident, the outcome of their enquiries or to convey information pertinent to the safe and efficient operation of the Halls

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32.4 HALLS DISCIPLINARY PROCEDURES

The following procedure is intended for implementation with regard to breaches arising within the prerogative of the Halls of Residence. At the Halls, a breach of discipline will be investigated by either the Duty Supervisors or the Soft Services Manager, who will decide on the appropriate action in accordance with their job role. For any serious breach (for which a resident may be excluded from the College etc.) the College Student Behaviour Policy will be invoked.

In all cases, the resident concerned will be:

- Informed that a breach of the required standards has occurred and given an outline of what they have alleged to have done.
- Given an opportunity to state their side of the matter and offer a defence / explanation.
- Given the opportunity to invite a 'friend' to any proceedings with regard to this allegation.
- Provided with information regarding their right to appeal the decision.

The Duty Supervisors or Soft Services Manager, where satisfied that there has been a breach of these standards and those outlined in the Terms and Conditions of Residence, may impose one of or a combination of the following:

- Deliver a reprimand and advise of the consequences of a repeated breach;
- Deliver a verbal, written or final warning in writing;
- Withdraw certain privileges for a period of up to 14 days;
- Order payment of compensation for damage which will be charged at the full cost of professional repair (where it is economic to repair) or replacement;
- Impose a curfew or restrict movement in the Halls for a period of no more than 7 days without review by the CEO, Marine Principal & Assistant Principal.
- Recommend the suspension of the resident from the Halls (subject to ratification by the Marine Principal & Assistant Principal)
- If the breach is deemed unlawful and considered reckless and caused or actions could have caused risk to life, the immediate dismissal from the Halls can be considered and actioned. (subject to ratification by the Marine Principal & Assistant Principal)
- Information related to disciplinary sanctions from verbal warnings to dismissal will be passed to the relative head of school. In the event of unlawful actions or conduct that is considered reckless and caused or actions could have caused risk to life, immediate suspension pending investigation from your course may be actioned. (subject to ratification by the Marine Principal & Assistant Principal)

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32.4.1 DISCIPLINARY PROCESS

This applies to any resident under the age of 18 regardless of which phase of training they are in.	**Curfew Warning**	In the first instance parents, tutors and companies are not informed. In the second instance parents, tutors and companies will be informed. Following this a minimum of a verbal warning will be issued. Who is Informed	Issued by: Duty Supervisors Soft Services Manager

May be reinforced by the confiscation of alcohol, speakers etc.; or costs for damage caused, additional cleaning etc.; or a request to take restorative action.	**Verbal Advice** **Written Reprimand**	Are confirmed in writing and remain on your record at DWH. Companies and tutors are not informed. Parents of U18's may be informed.	Issued by: Duty Supervisors Soft Services Manager

May be reinforced by the confiscation of alcohol, speakers etc.; or costs for damage caused, additional cleaning etc.; or a request to take restorative action.	**Verbal Warning** **Written Warning** **Final Warning**	A verbal warning is confirmed in writing. Shipping companies, Heads of School and the parents of under 18's are informed.	Issued by: Soft Services Manager

Although rare, this sanction may be used in the first instance for any serious breach where the resident is a risk to themselves or others; or is at risk; or where there is a serious risk to property.	**Removal from the Halls**	Shipping companies, Head of School, Lead Invigilator Principal of the Marine School – Assistant Principal and the parents of under 18's are informed.	Recommended by: Soft Services Manager Ratified by: Assistant Principal & Marine School Principal.

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