



SUPPORT AT WEST LANCASHIRE COLLEGE

Frequently Asked Questions:

Q When and where do I go to enrol?

A Do not worry about enrolment, we will be responsible for enrolling you and will contact you individually nearer the time.

Q What happens if I do not get the grades I need for my chosen course?

A The first thing is do not worry. We will be able to offer you advice and guidance to choose an alternative route to help you work towards your career aspirations and prepare you for adulthood.

Q How will I find my way around College?

A You will be given a tour of the college campus when you start. Friendly staff will point you in the right direction if you are lost. You will be shown where you will catch the college buses, where to buy meals and snacks and the location of the toilets.

Q Am I allowed to leave college grounds?

A As a learner with us you are able to leave the campus during lunchtimes to visit local amenities. You will always need to ensure you are back in plenty of time to start your lessons promptly.

Q How would I get to college?

A Learner Services can provide information on free college coaches, routes, times, bus passes etc and they can be contacted by sending details of your query to enquiries@westlancs.ac.uk You will also receive information about our transport options by email over the next few weeks and during enrolment too.

Q Do I need to wear my lanyard all the time?

A Yes - all students, staff and visitors must wear their lanyards around their necks at all times on college premises. This is to keep us all safe.

Q Can I use my mobile phone in college

A You are allowed to bring your phone to college and use it at lunch and break times. You would usually be expected to switch off your phone during lessons unless, in exceptional circumstances, your tutor tells you otherwise.

Q Is there a dress code in college.

A The dress code is informal; wear comfortable clothing, but no hoods or caps are allowed. Some courses might have a uniform or specialist protective clothing, for example Health & Social Care, Hairdressing, Construction etc. but you will be advised by your tutor what is required.

Q What are the start, finish, lunch and break times?

A This will depend upon your course but you will be provided with an individual course timetable which will confirm the relevant times.

Q Can anyone use the lift?

A Anyone is allowed to use the lift but we require students to give priority to learners with mobility issues and disabilities.

Q How do I address staff? Sir/Miss or other?

A In college, we treat you as an adult. We are friendly and informal and you will usually address your tutor by their first name.

Q What is a Progress Coach?

A You will meet your Progress Coach or Personal Tutor when you start college and then see them on a regular basis. They will make sure that you are happy on your course, check that you're meeting attendance requirements, make sure that you are keeping up with your work and help with any problems.

Q What kind of clubs/enrichment sessions do you have?

A Every year we offer a range of sporting, leisure and games clubs that take place on Wednesday afternoons, at lunchtimes or at the end of the college day. Your Progress Coach will provide more details when you start.

Q If I have a problem at home, or I am feeling anxious or stressed, who do I go to?

A All staff have experience of helping students with personal issues, so you can contact any member of staff for help. Our specialist safeguarding and wellbeing team are based in the Learner Zone and you can approach them at any time.

Q Who do I contact about support?

A If you are struggling, your first point of contact would be your tutor, who will be able to help you address any difficulties you are experiencing and, if necessary refer you to our Learning Support Department.

In our Learning Support Department we have Jane, our manager, two Specific Learning Difficulties Officers, Karen and Jan, and a team of friendly and experienced Learning Support Workers.

If you need exam support or have any other support needs, for example dyslexia, autism, ADHD, or mental health issues, please speak to Jan or Karen.
janet.reed@westlancs.ac.uk karen.woods@westlancs.ac.uk .

Jan and Karen will create your support plan and monitor your progress.

Q Where do I get resources from to help me with my assignments?

A Your tutors will be able to point you in the relevant direction. We use an online resource (intranet) called Moodle, where you can access course resources. The Learner Zone provides computers, books and e-books. SpLD Officers can lend specialist support resources if required.

Q Is there an opportunity for me to do some work experience?

A Every student on a programme of study will complete relevant work experience. The work experience process will be explained by your course tutor.

Q Will I get support if I want to go to university or to get a job?

A Throughout college, our focus is on progression and preparation for employment and independence. Whether you are applying to university, looking for an apprenticeship or get a job, you will be supported to achieve your aspirations by a range of staff, including tutors, progression coaches and other support staff. We have specialist Advice and Guidance Advisors in Learner Services.

If you have any further questions at this time, please contact either Jan or Karen – details above or our direct support helpline **support@westlancs.ac.uk**