



Ruskin College
Oxford

**Community and
Residence Handbook 2018/2019**

Contents

| | |
|--|--|
| 1. Study bedrooms | |
| 2. Catering | |
| 3. General facilities | |
| 4. Security | |
| 5. Health and safety | |
| 6. Living in a community | |
| 7. Domestic staff | |
| 8. General complaint procedures and channels | |
| 9. Quality assurance and enhancement | |
| Appendix A: Safeguarding Process | |
| Appendix B: Defects response timetable | |
| Appendix C Critical Incident Operating Procedures | |
| Appendix C: Useful resources | |

Welcome

Welcome to Ruskin College. We hope that you enjoy your stay and make use of our outstanding facilities and resources. Ruskin is a residential College dedicated to providing a transformational learning experience in a quiet and secluded environment. Ruskin is an adult college that enables individuals to realise their academic potential within a mature community of mutual respect and tolerance. We have an outstanding library and resources and we expect students to engage in their learning and academic study.

1. STUDY BEDROOMS

- 1.1 Licence to Occupy and Risk Assessment - Before moving into your study bedroom you will be required to sign a Licence to Occupy and complete a Risk Assessment.
- 1.2 Payment all residency fees will need to be paid within a week of receiving your maintenance allowance or at the start of each term, whichever is sooner.
- 1.3 Payment for Residence in study bedrooms - Unless you are able to settle all of your residency costs for the whole academic year (37 weeks) of £5365 (£135/week en-suite) £4625 (£110/week standard) when you enrol at the start of the Autumn term you will need to enter into an instalment plan agreement with FlexEd. FlexEd collect all residency instalments on behalf of the college. You will not incur any additional charges by making your instalment payments via FlexEd unless you default on any agreed arrangement. You need to register for FlexEd either online or at College when you enrol. FlexEd allows you to check and select the Payment Plan length available that suits you and choose how you would like to make these payments. This can be by debit or credit card or by direct debit (credit card processing charges may apply) or you can set up a direct debit with them. For more information visit www.FlexEd.uk.com. If you have any queries in advance of enrolment which you would like to discuss with the college about FlexEd and payment of accommodation charges please contact the Finance Office
- 1.4 Accommodation is only offered for **one** academic year. HE Students will not be allowed to live at Ruskin Hall beyond **one academic year**. FE students' accommodation will be limited to 18months, subject to availability. All students must have a medical record prior to taking residency and have a permanent address.
- 1.5 The college reserves the right to refuse residency on the basis that it is not appropriate for the student.
- 1.6 Smoking - The College operates a strict NO SMOKING policy in all College buildings. Smoking is only allowed at Ruskin Hall in designated areas of the grounds. Failure to comply with this policy will result in disciplinary action. Any student found smoking in their room will be charged the cost to cover deep cleaning of the room. Smoking in public buildings is illegal and a serious fire hazard. Smoking outside designated smoking areas will result in disciplinary action.
- 1.7 Study bedrooms are allocated to full-time students only. Should students for whatever reason change their status from full-time to part-time, any licence agreement is automatically terminated and the situation will need to be discussed
- 1.8 Although residential students will be guaranteed a room for 39 weeks during term-time and over Easter vacation, there is no guarantee that it will be the same room throughout that time. There may be a requirement to move room if the College deems it necessary to ask you to do so.

- 1.9 You will be required to vacate your study bedroom on Saturday 8th June 2019
- 1.10 Separate consideration will be given to those students who are likely to be on placement which extends beyond that date. As far as it is practically possible, students so affected should notify the Facilities Co-ordinator and the Director of Finance and Estates as to the location and duration of such placement prior to the start of each term.
- 1.11 Each student is responsible for keeping his or her own room in order.
- 1.12 The allocation of rooms is the responsibility of the Facilities Co-ordinator and no changes can be made without prior consent (see below). It is necessary for the College to know at any given time the name of the regular occupant within each room, both to keep the rooms list up-to-date, and to meet the fire regulations.
- 1.13 Moving rooms - Prior approval for moving rooms must be made with the Facilities Co-ordinator. An administrative charge of £15 is applicable in respect of each room move.
- 1.14 Access to rooms - The College reserves the right of reasonable daily access to rooms during working hours and, additionally, in the event of emergency situations as perceived by the College, and for routine checks. If access is denied without good reason, this may result in disciplinary action being taken. In addition, the College reserves the right to charge to the student any costs incurred in effecting entry to the student.
- 1.15 Room key fobs - Room key fobs are issued to residential students once they have enrolled. Key fobs must be returned by 10am on the last day of the academic year at which time the deposit will be refunded. The College reserves the right to charge for 'lost' key fobs and changing the fob codes (the current charge is £20 per fob).
- 1.16 Key fobs are collected from the Facilities Co-ordinator, at the site once students have enrolled on the first day of the Autumn term at the times stated in the 'Joining Instructions' letter. These hours will be strictly adhered to. Any key fobs not collected during specified times will not be issued until the following day unless prior arrangements have been made with the Facilities Co-ordinator. Unannounced late arrivals are responsible for making their own overnight arrangements.
- 1.17 Key fobs will not be issued to anyone other than the designated room occupant.
- 1.18 Inventory - Student rooms include basic items of furniture and equipment. On arrival, each student will be required to check and agree the inventory displayed in his/her own room. Additional items of furniture should not be introduced unless they are made from fire retardant material and permission has been granted by the Facilities Co-ordinator.
- 1.19 Damage - The occupant is responsible for any damage caused by him/her to College property in his/her room. Under no circumstances are items to be removed from rooms without prior approval. If property is damaged, items removed, or the room is left in an unreasonable state, the College will charge for the cost of repair/replacement/rectification at current market rates plus a 10%

levy to cover administrative costs. The onus for checking that the inventory is correct rests with the room occupant. Any initial discrepancies should immediately be brought to the attention of the facilities Co-ordinator. Failure to do so will, in all likelihood, lead to a charge being made to the individual student in respect of any missing items.

- 1.20 On no account are items such as bottles or cartons to be placed on external window ledges, since they may pose a serious hazard for passers-by.
- 1.21 Pets - no pets of any description are allowed in rooms at any time. No animals whatsoever are allowed within any College premises, with the sole exception of assistance dogs with disabled owners. There are cats who roam the site, however these live outdoors. Please do not feed any wild animals on whilst on site.
- 1.22 Pin boards - are provided within rooms for posters. Under no circumstances are posters/stickers to be fixed to walls or doors. The College reserves the right to remove any items which are attached anywhere other than on pin boards. The cost of removal/decoration will be chargeable to the student. Tampering with the contents of pin boards (e.g. the defacing of posters), or the display of offensive comments/material (for example of a racist, sexist or abusive nature) will be regarded as a serious disciplinary issue.
- 1.23 Students displaying materials on public noticeboards are required to sign their name at the bottom of the notice(s). The College reserves the right to remove any material which is not 'owned' in this way.
- 1.24 Rooms must not be decorated without the prior permission of the Facilities Co-ordinator.
- 1.25 Subletting of College rooms, houses or flats to either College or non-College members is not permitted under any circumstances.
- 1.26 Ground floor windows are fitted with window locks for the safety of all residents and you are required to keep these secure. Any damage to a window lock must be reported to the Facilities Co-ordinator.
- 1.27 Overnight guests are not permitted.
 - 1.28 Do not give your keys to anyone else or allow anyone to stay in your room, whether you are present or otherwise. Doing so constitutes a serious disciplinary matter.
- 1.29 Children are not permitted on site -
- 1.30 The College reserves the right to report any concern about a child's safety or wellbeing to the appropriate authorities. This would be discussed with the parent or carer in advance, where reasonably practicable without prejudicing the safety of the child in question.
- 1.31 Cleaning - Please respect the cleaners' responsibilities and co-operate in making the College a pleasant place to live for all residents. Cleaners will normally expect to access all rooms on a daily basis. This is part of our Health and Safety practice.
- 1.32 Laundry - Pillows and duvets are provided by the College. Students should note that they must provide their own bed linen, i.e. sheets, pillowcases and single

duvet covers, and that they are responsible for laundering their own linen. Any linen brought into the College must be of fire retardant quality. In exceptional circumstances the College can make linen available, for which a charge of £20 will be payable in advance.

- 1.33 A washing machine is available in each kitchen.
- 1.34 If students are found to be using mattresses without sheets or suitable covering, the Facilities Co-ordinator reserve the right to impose the appropriate charge for providing linen or, if considered necessary, for cleaning or replacing the mattress.
- 1.35 Vacating rooms - Over the summer and Christmas vacation periods the College premises are used for short courses, conferences and other events. This is necessary both to advance the purposes for which the College exists and to supplement its income to maintain the viability of the College. You will be required to vacate your room over the Christmas period and by 8th June 2019 in the summer term.
- 1.36 Rooms must be cleared and vacated no later than 10am on Saturday 8th June 2019. If not vacated by the designated time, this may result in disciplinary action against the student concerned; in addition, a nightly charge will be applied.
- 1.37 It is the responsibility of individual students to ensure the removal of property and personal effects. The College will accept no responsibility for any items which remain and reserves the right to dispose of them as appropriate, should they remain unclaimed within one month.

2. CATERING

- 2.1 Discretionary Learner Support Fund (for full-time, eligible Access to Higher Education (level 3) students only) - The 'catering' element of the Discretionary Learner Support Fund entitles resident students to set meals in the café. No meals will be provided on the bank holidays. Refunds are not available for missed meals. You must present your student card at the till when collecting your meals. Failure to do so will result in you having to pay for your meal. **No meals** will be provided when the college is closed due to efficiency i.e. Bank Holidays
- 2.2 Special dietary requirements arising from belief systems and medical need are catered for. Individuals should make their needs known to the chef.
- 2.3 College membership cards - are issued to students once they have registered on enrolment day. The card must be produced on demand when collecting meals. The College reserves the right to refuse or charge for meals in any instances where the card cannot be produced.
- 2.4 Replacements for lost cards are chargeable at £5 each.
- 2.5 Footwear must be worn at all times in the dining-room.
- 2.6 Students are not allowed within the servery or kitchen areas of the dining-room.

- 2.7 Student kitchen provision - Students living at Ruskin Hall will have full self-catering facilities. The College will provide pans. Students are expected to provide their own items of kitchen equipment, e.g. their own crockery and cutlery. Deep-fat frying is a fire hazard and is strictly forbidden. The College accepts no responsibility for food cooked by students.
- 2.8 Students must clean the facilities they have used whilst preparing and cooking their food. Students who do not tidy their cooking space will be fined £20, repeat offenders will be asked to leave the accommodation.
- 2.9 Food and drink for consumption outside of the dining-room should be in appropriate packaging, carton or paper cup with a lid. Food is not permitted in classrooms.
- 2.10 Cutlery and crockery - Items must not be removed from the dining room. Students are expected to provide sufficient crockery/cutlery.

3. GENERAL FACILITIES

- 3.1 Irons and ironing boards are available. The Facilities Co-ordinator can advise on where these are located.
- 3.2 Laundry facilities - Washer dryers are available in all residential block kitchens, with some outdoor drying also possible.
- 3.3 Payphones - Incoming/outgoing calls for students will not be channelled through the main College switchboard, other than in genuine cases of emergency.
- 3.4 Recycling/reuse - is undertaken by Oxford City Council through the use of food caddies and the recycling bins provided. Headington has charity shops that will take items and also provide low cost goods for sale.
- 3.5 Incoming student mail - will be placed in pigeon-holes at least once daily, Monday to Friday. Outgoing personal student mail cannot be handled by the College unless pre-stamped. Postage stamps are not available for purchase from the College.
- 3.6 Car parking - Resident students are **not allowed** to bring cars, vans, motorcycles or any other motorised vehicles to Ruskin Hall or Stoke House except when loading and unloading on arrival and departure day. Resident students are **not allowed** to keep a car onsite.
- 3.7 Bicycles -. There are free bicycle stands on the top drive. College members leaving their bicycles in these areas are strongly advised to take additional precautions (e.g. bicycle locks) to secure their possessions. Cycle storage is strictly at the owner's risk and the College cannot accept responsibility for loss or damage, however sustained. Under no circumstances may bicycles be left in rooms, corridors or hallways, or on walkways or lawns, since this contravenes fire regulations and may present a trip hazard.
- 3.8 There is a leisure area in the orchard, the cherry wood and behind the walled garden that all students are welcome to use.
- 3.9 Ball games must not be played near to buildings.

- 3.10 The College has made some arrangements for the use of sports facilities by Ruskin students at Oxford Brookes University in Headington. This is conditional upon registration at Brookes as a Community Member, on payment of a reduced tariff. Thereafter, moderate charges are levied on a 'pay-per-play' basis. The number of Community Memberships available at this preferential rate is limited. Students intending to take up this facility should therefore make enquiries at the Oxford Brookes Sports Office (01865 484373) at the earliest opportunity, but not before 5th October 2018
- 3.11 Ruskin College students are entitled to apply for membership of the Oxford Union Society, which has a range of recreational and intellectual facilities. Details will be available from the Ruskin Student Union (RSU) during Induction Week.
- 3.12 Oxford University Fresher's Fair - Oxford University Students' Union (OUSU) organises a 'fair' in October each year for all new higher education students (Level 4- 7, not Access to HE Diploma students). There are stalls for all those clubs and societies within Oxford University that you are able to join, and this is an excellent opportunity to find out about the activities and amenities available to you. The RSU will provide you with more information on this.
- 3.13 Ruskin students are also encouraged to establish their own activity groups. Recent examples have included students interested in music, film, Scrabble, poetry and gardening. Students have also organised their own Open Mic night at least once a term. Please speak to a representative of the Students' Union.
- 3.14 The walled garden volunteers warmly welcome students to join them in growing their own produce. The gardening club meets on a weekly basis and is open to all students at Ruskin College. Save money, get fit and eat healthily! Leave a message at reception for the Ruskin Crinkle Crankle Club.
- 3.15 Common Rooms - this is in Smith Upper.
- 3.16 Television sets - are located in the Smith common room. Students should note that the College TV licence does not cover mains-operated sets located in study bedrooms. Such licences are the responsibility of individual students.

4. SECURITY

- 4.1 Door access - Entry to residential blocks is subject to access by key-fob. External and internal fire doors must never, under any circumstances, be wedged open, as this constitutes a fire hazard. It is a serious disciplinary offence to do this.
- 4.2 Personal possessions insurance - whilst the College has a composite insurance policy, this **does not** extend to personal possessions. It is the **responsibility of individual students** to secure their property as far as is reasonably practicable, e.g. by ensuring that study bedroom doors and windows are kept locked when unattended. The College **cannot accept liability** for thefts, loss or damage to personal property. Students are therefore strongly recommended to take out personal possessions insurance at the start of the academic year.
- 4.3 Report any behaviour of a suspicious nature to the Facilities Co-ordinator. **Call 999** and summon the police if you ever see a crime of any kind actually being committed.

- 4.4 Incidents should be recorded in the Accident/Incident Book which is kept within the main reception office. Examples of items that should be logged are accidents, near accidents, cases of petty theft, intruders, or individuals perceived to be acting suspiciously. Dates and times should be recorded, together with as full a description as possible.

5. HEALTH AND SAFETY

- 5.1 Fire regulations - Residents are urged to acquaint themselves with the arrangements in the event of fire and to learn the position of fire extinguishers and emergency exits. Notices detailing the location of assembly points are displayed in all study bedrooms, kitchens and public areas, and are not to be removed. The main assembly point is on the side lawn (on the right from looking at the front of the main building) between the Rookery and side gate.
- 5.2 Fire practices will be conducted from time to time. The co-operation of all College members is expected in evacuating buildings. Failure to respond to the fire alarm is regarded as a serious disciplinary matter and appropriate action will be taken against those who elect not to respond.
- 5.3 Fire extinguishers - These are checked regularly and are not to be removed from their mountings except for use in fire emergency situations. Extinguishers should never be used as door stops and those fire doors that are not magnetically controlled must not be wedged open. Such infringements are subject to the College's disciplinary code as they constitute a serious fire hazard.
- 5.4 Electrical heating or cooking equipment - The regulations of the Fire Authority strictly forbid the use in multi-occupied premises of supplementary forms of heating by portable equipment (e.g. electric fires) or of cooking equipment (e.g. kettles and toasters) in study bedrooms. The introduction by residents of any form of supplementary heating or cooking equipment into study bedrooms is strictly forbidden. Any such appliances will be removed by the College without further notification.
- 5.5 Portable appliance testing - Under the provision of the Electricity at Work Regulations, all items of College equipment are regularly tested. However, should students introduce their own items of portable equipment then the responsibility for compliance with the provisions of that test lies with the individual student, not with the College.
- 5.6 Any student wishing to bring permitted electrical equipment to site must contact the Facilities co-ordinator who will arrange for such equipment to be tested by a competent person. A small charge per appliance will be applied. Any item failing the test will not be permitted on site.
- 5.7 Electricity is potentially lethal. The College accepts no responsibility for itself, its employees or others for any injury or loss of property which results from the use of your faulty appliances or from your misuse of electrical installations or wiring. You must not tamper with the electricity supply or electrical equipment provided by the College, including changing the rating of a fuse. Please do not transfer plugs from College equipment to your own appliances or you will be charged for the replacement of the plug. Leads should not be left where someone might trip over them, nor should they be laid under the floor covering.

- 5.8 Should you have any problem with the electrical supply or equipment, please advise the Facilities Co-ordinator immediately.
- 5.9 Drugs policy - Illegal drugs, of whatever category, are strictly forbidden anywhere on Ruskin's premises. Information is available on the Well-being pages of the intranet to direct you towards appropriate drug and alcohol support agencies should you find yourself at risk of slipping into misuse.
- 5.10 The College will act immediately if allegations of drug use are received. This is a serious disciplinary matter and the Police may be contacted. The College reserves the right to conduct occasional room spot checks.
- 5.11 The Education Act extends the power of members of staff at further education institutions to search students without their consent for an item that has been, or is likely to be, used to commit an offence or cause injury to the student or another, or damage property, and to search for items banned under the College's rules (e.g. drugs). On the few occasions when drugs have been present at Ruskin, students have always known about it long before staff. Please be prepared to tell a member of staff if you have suspicions of this kind. If you try and protect a fellow student, you prevent them from getting help and they may also end up tempting others into developing or redeveloping an addiction problem.
- 5.12 Smoking policy - The College Smoking Policy is kept under continuous review by the College Leadership Team who have due regard to the Health and Safety Commission Code of Practice. All buildings at Ruskin Hall and Stoke House have been designated 'No Smoking' areas. You must not smoke within 3 metres of any door or window. It is a disciplinary offence to breach this rule and constitutes a serious fire and health hazard. You must smoke in the designated area. Any breach of this policy will result in disciplinary action.
- 5.13 Smoke detectors - Students should be aware that the integrated heat and smoke detection equipment in bedrooms and elsewhere is very sensitive and that smoking or making toast in unventilated study bedroom areas (neither of which is allowed) is extremely likely to trigger the fire alarm, causing considerable disruption and annoyance to other residents. Joss sticks and candles have the same effect, and again, are not allowed on health and safety grounds.
- 5.14 Should the fire alarms sound, do not attempt to turn off the smoke detector. The heat and smoke alarm systems cannot be turned off in the way domestic appliances often can. To attempt to do so will only compound the problem, resulting in an engineer's call out-charge which will be passed on to any individual who tampers with the installation.
- 5.15 Under no circumstances are smoke detectors to be covered or interfered with. If coverings are found to have been placed on detection equipment, this will be treated as a serious disciplinary issue.
- 5.16 Health care - A completed self-certification form notifying us of any medical problems that might impede studies or constitute a hazard to others should be submitted to the Head of Student Services before arrival. Failure to do so may result in you losing your place in accommodation, as "reasonable adjustments cannot be made". Adjustments are assessed and agreed by the colleges "reasonable adjustment" panel. Resident students should register with a local doctor.

- 5.17 We advise you to register with the College's Medical Advisor at: Richard's Medical Centre, 12 Old High Street, Headington (01865) 741211.
- 5.18 It is advisable to bring your medical card with you.
- 5.19 Health and Safety Policy - The College's Health and Safety Policy is available on the intranet. Please read and make yourself familiar with this document.
- 5.20 Accidents - if you are involved in an accident in the College it must be logged in the Accident/Incident Book as soon as is practical after the accident. If the accident is of a serious nature, it should be reported to the Facilities Co-ordinator immediately. There are First Aiders on site and their names are displayed on noticeboards around the College.

6. LIVING IN A COMMUNITY

Ruskin is a residential College as such it is dedicated to providing a transformational learning experience in a quiet and secluded environment. This is an adult college that enables individuals to realise their academic potential, within a mature academic community of mutual respect and tolerance. We have an outstanding library and resources and we expect students to engage in their learning and academic study. We have social amenities but there are not for excessive alcohol consumption or large parties.

Moderate alcohol consumption is permitted (there is no smoking or drinking around the campus grounds) and parties etc are not permitted, particularly when they disrupt the learning and residency, wellbeing of others. The College academic community needs to be maintained. There is a zero tolerance of all and any anti-social behaviour, particularly violence, aggressive behaviour, aggressive communication including swearing and abuse, towards staff and students - drug use (of any kind) . Inviting unregistered guest on campus will result in the termination of your residency.

- 6.1 Ruskin celebrates its diverse student body, coming from very different backgrounds and different life experiences. Problems can occasionally arise in the residential community but most of these can be overcome by reasoned discussion. Please talk to a member of staff if you have any concerns.
The College has regulations which are designed to set a standard of conduct and to help everyone living in the College community. The College also aims to make its community as accessible as possible and has redeveloped the entire College estate with this in mind.
- 6.2 Noise - Members of the College are expected to avoid undue noise or other forms of behaviour likely to hamper others wishing to study, to interfere with sleep at night or in general to disturb the work of the College or the harmony of the community, (including talking and smoking outside buildings and door banging). This is particularly important in view of the value attached to the residential context of study at Ruskin. If complaints about noise do not result in appropriate steps to lessen its impact, disciplinary action will be taken and will result in your Licence to Occupy being terminated. As the residential areas in College are a study environment, music must be listened to through headphones or an earpiece at all times of day and evening.

- 6.3 Keeping noise at a level that does not interfere with the study, sleep or comfort of staff, contractors and your neighbours is paramount. In particular, students must agree not to make or allow any loud noise between the quiet periods from 23.00 hours and 07.00 hours each day and at all times in the week before and throughout examination periods. This includes (but is not limited to) noise made by any machinery, TVs, sound systems, CD players, digital media, loudspeakers or musical instruments. . Students must agree to reduce the level of noise immediately if asked to do so. If they do not do so, it will be regarded as a serious breach of their License to Occupy.
- 6.4 Code of Conduct - The College is committed to improving and protecting the general welfare and education of its members irrespective of their social background and social identity. Members are expected to behave in accordance with this commitment and not to behave in a manner likely to give offence. Any breach of the Code of Conduct will be dealt with under disciplinary procedures.
- 6.5 Students must not bring into College any weapons or items of any description that are illegal or which we consider to be offensive or dangerous, including, (but not limited to): firearms, air-weapons, bows, knives, swords, martial arts weapons, paint-ball guns and replica, ceremonial or toy weapons. This applies to all areas of the College including the residences. We consider that a breach of this clause is a serious breach of your learning contract and if you breach this clause we may terminate your License to occupy on short notice. Concerns of this kind would also be considered a serious disciplinary issue and potentially a matter for the Police.

7. SAFEGUARDING

- 7.1 The College takes its duty to safeguard children and vulnerable adults seriously. We care about the welfare and wellbeing of all students, residential or otherwise. We recognise that, as adults, most students feel equipped to manage the pressures of life and sometimes it is difficult to share concerns about oneself or others with college staff. We do ask though that all students come and talk to us if they are worried about any situation which may affect the safety and/or wellbeing of themselves or anyone else. We are here to help and early support often prevents things escalating. Please speak to Student Services or someone from the Safeguarding Team.
- 7.1 Outside regular hours, in the event of a genuine emergency, contact numbers are clearly displayed on public noticeboards and on the Facilities Office door. Where the emergency is such as to require police, (e.g. for a crime in process of being committed), fire or ambulance, 999 should be dialled in the normal way. College security can be contacted to help in an emergency.

8. GENERAL COMPLAINT PROCEDURES AND CHANNELS

Please refer to the College Handbook for the formal Complaints Procedure

- 8.1 Hopefully your stay at Ruskin will prove enjoyable but problems can occasionally arise. Should you have cause for complaint concerning a residence or catering matter, the procedures outlined below are designed to cope with most eventualities.
- 8.2 Maintenance defects - These should be reported at an early stage and recorded in the accident book. Should the defect require urgent attention, (e.g. where health and safety is concerned), then the matter should be reported immediately to the

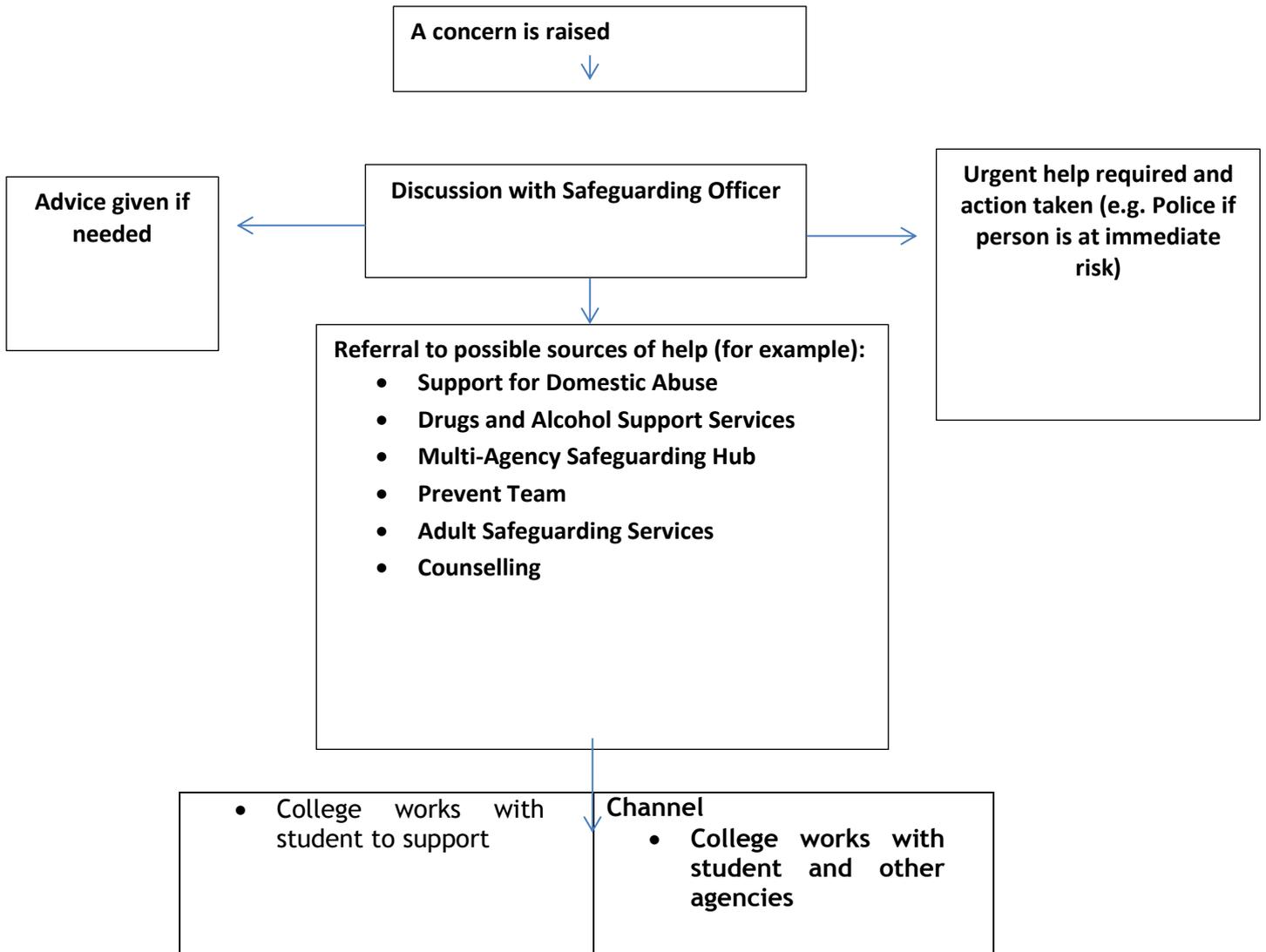
Facilities Co-ordinator. See pages 16 and 17 for Defects Response Timetable.

- 8.3 Catering provision - In the first instance, please feel able to discuss any dissatisfaction with the chef responsible for food provision at the mealtime concerned. Most difficulties can be resolved quickly and easily by doing this. If, having done so, you are still dissatisfied then the concern should be submitted in writing to Wilson Vale, who will explore fully the nature of the problem and seek to help you.
- 8.4 Noise and behaviour - complaints relating to unreasonable noise levels or unruly, abusive or unacceptable behaviour should be reported to the Facilities Co-ordinator who will take action as appropriate. In certain instances, the College's Disciplinary Procedures will be invoked.
- 8.5 General issues - Problems of a more general nature should be communicated to the Facilities Manager. If the matter cannot be resolved at that level, then a formal complaint should be raised with the Principal via the College Complaints Procedure.

9. QUALITY ASSURANCE AND ENHANCEMENT

- 9.1 Ruskin College aims to provide the best quality service within its resources for students, staff and visitors. We aim to continue to meet the needs of students, staff and other College users through continuing to develop and improve the services we offer.
- 9.2 The College also aims to provide the best quality services to conferences and other visiting groups so that they will want to return to Ruskin College and share our learning environment.
- 9.3 Towards the end of your stay at Ruskin, a questionnaire will be made available to you. Part of it is aimed at the residence and catering services and it has been designed with the above in mind. Please assist us by taking a few moments to fill it in. We welcome both positive comments and constructive criticism.
- 9.4 You can give us feedback about the café at any time during the year by filling in a brief questionnaire and putting it in the box in the café. Your own comments, along with others submitted, will be carefully read and considered by staff. The comments help us to know how we are doing and continuously to work to improve our services.

Appendix A: Safeguarding Students



Appendix B: DEFECTS RESPONSE TIMETABLE

The classification of defects is as follows and Ruskin will act as stipulated

- a) Emergency defects - within 24 hours
- b) Urgent defects - within 72 hours
- c) Routine defects - within 5 working days

Examples of the various categories of defects are outlined below, although it should be noted that this list is not exhaustive.

- a) **Emergency - requires immediate response or rectification within 24 hours**
 - Total loss of electrical power within the building, unsafe power or lighting, socket or electrical fitting. This may result in moving to another temporary building.
 - Total loss of water supply. This may result in providing drinking water or moving to another temporary building
 - Heating loss during the period of 31st October to the 1st May
 - Hot water loss during the period of 31st October to the 1st May
 - Blocked or leaking drain, soil stack or toilet (where there is no other working toilet within the residential building)
 - Toilet not flushing (where is no other working toilet in the residential block)
 - Leak from water or heating pipe, tank or cistern
 - Unsecure external window, door or lock
 - Burst water main
 - Flooding
 - Gas leak
 - Breaches of security to individual residential doors
 - Fire alarm activation
- b) **Urgent - requires rectification within 72 hours**
 - Minor electrical faults
 - Hot water faults or breakdowns which effect only one bathroom/shower room in a residential block shower/bathroom in a residential block
 - Heating faults or breakdowns excluding emergency breakdowns
 - Blocked sinks, baths, basins drains or toilets
 - Damage to stair treads, handrails or banisters
 - Leaking roof
 - Door entry not working
 - Defective cistern or overflow
 - Severe dampness
 - Faulty extract fans
 - Faulty communal TV aerial
 - Defective flooring

c) Routine defects - within 5 working days

- Blocked gutters
- General joinery repairs
- Repairs to doors, windows and floors
- Repairs to external walls, fences and paths
- Repairs to walls, brickwork and slates or tiles other than storm damage
- Repairs to kitchen fittings
- Repairs to plasterwork caused by criminal damage
- Minor plumbing repairs
- Easing doors and windows

Please note that the timetable is for the initial response. Works may require additional time to rectify the problem or additional time due to high demand on labour force, whether in-house or external, and/or require additional time due to having to order parts etc.

Appendix C Critical Incident Operating Procedures

Stage One - Immediate response

If there is a major incident on campus it must be reported straight away to either to the Facilities Co-ordinator.

The member of staff will then contact the appropriate emergency services

Stage Two

A designated member of staff will be assigned to ensure that a comprehensive list of all students and staff who have been involved is compiled. Witness statements and accurate accounts will be recorded as soon as possible by the welfare team. To ensure that staff and students are supported, appropriate support will be put into place.

Stage three

Any support that is required will then be documented for each individual involved. These plans will then be shared with the appropriate staff and reviewed. Support will then be provided for any student or member of staff involved i.e. counselling etc.

Stage Four

A meeting will be called and all students will be invited to discuss the events and any problems that they are experiencing. Outcomes of the meeting will then be recorded and appropriate actions followed up on a weekly basis, until no longer required.

Stage Five

A comprehensive Incident report will be completed and submitted to SLT for review. Any actions or recommendations from this will then be documented in an action plan which will be RAG rated. The plan will then be reviewed until all actions are completed.

Appendix D: Useful resources

- Mental Health Support: <http://www.mentalhealthsupport.co.uk/>
- Samaritans: <http://www.samaritans.org/> 01865 116 123
- Oxford Mindfulness Centre: <http://oxfordmindfulness.org/> 01865 247788
- Cruse Bereavement care : <http://www.cruse.org.uk/> 0808 808 1677
- Mind: <http://www.mind.org.uk/> 01865 247788
- Turn to me : <http://www.tunr2me.org>
- Crisis Skylight Oxford <https://www.crisis.org.uk> 01865 263 900
- Restore Oxford <https://www.restore.org.uk> 01865 455821
- Women's Aid <https://www.womensaid.org.uk> 0808 2000 247
- Mankind Initiative <http://new.mankind.org.uk> 01823 334244
- Action for Happiness: <http://www.actionforhappiness.org/>
- Interactive Happiness: <http://happinessinteractive.com/>
- The Pursuit of Happiness: <http://www.pursuit-of-happiness.org/>
- ChildLine: <http://www.childline.org.uk/>
- YoungMinds: <http://www.youngminds.org.uk/>
- Get Connected: <http://www.getconnected.org.uk/>
- Support Line: <http://www.supportline.org.uk/>
- NSPCC: <http://www.nspcc.org.uk/>
- AM I Normal: <http://www.aminormal.channel4.com/>
- Headspace: <https://www.headspace.com/>
- TES articles: <http://www.gyc.ac.uk/boost-happiness-results-sure-follow/>
- Minded: <https://www.minded.org.uk/>
- MHFE: <http://mhfe.org.uk/>

Appendix E Code of Conduct (2018- 2019)

The College expects students to behave in an exemplary manner, both academically and socially, and has an excellent reputation for this being the case. Students are expected to adopt a mature and professional approach to their studies and their general conduct around

the College. The College will honour its professional commitments to students by providing high quality teaching and guiding/supporting students in their studies. In addition, the College will offer further educational and workplace opportunities to students to maximise their chances of success. In return, we expect students to abide by this Code of Conduct.

All of the expectations below apply equally whether you are on College premises or carrying out activities related to your enrolment at the College, for example on field trips or work placements.

You must:

1. Ensure that all communication with staff is conducted respectfully and complies with our College values of tolerance and understanding. The College has a zero tolerance of any instances of inappropriate language or aggressive communication that is intimidating and constitutes bullying of staff or students. Any such behaviour will result in suspension and potentially permanent exclusion.
2. Dress in a manner that is appropriate for an academic environment.
3. Treat all members of the College community with respect and courtesy.
4. Respect the facilities, books and resources provided to assist you in your studies.
5. Comply with the College's IT policy
6. Follow the College's Health and Safety policy and be mindful of the safety of yourself and others.
7. Wear your College ID badge at all times, clearly visible, when on the campus.
8. Switch off phones and store them out of sight in class, unless by permission of the tutor.
9. Attend all timetabled lessons and report any absences before 9:00am

You must not:

1. Bring non-students onto the College campus. If you are aware of any unauthorised visitors, you must report this to a member of staff. Children are not allowed on site.
2. Be under the influence of alcohol at any time during the College day.
3. Drive any motorised vehicles onto the College campus unless by permission.
4. Be in possession of any bladed articles, offensive weapons or firearms.
5. Be in possession of illegal substances or bring such substances onto the College campus.
6. Be under the influence of illegal drugs, New Psychoactive Substances (also known as Legal Highs) or any other non-prescribed psychoactive substances.
7. Engage in any violent, aggressive or threatening behaviour or use inappropriate language.
8. Smoke in non-designated areas.
9. Bully, harass or discriminate against any member of the College community.
10. Use College facilities to send or view any obscene, offensive or illegal material
11. Behave in a manner, within or outside College that may bring the College into disrepute. This includes any criminal or antisocial behaviour.

If you fail to observe any aspect of the Code of Conduct or associated policies, the College's disciplinary procedures will be implemented and you will lead to dismissal

**Thank you for reading this handbook.
Enjoy your time at Ruskin**