



Herefordshire,  
Ludlow & North  
Shropshire College

# Student Services

## Student Support Guide



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# HOW TO ACCESS SUPPORT INFORMATION

Student Support Information is available at our Open Events. They are held several times a year, offering course specific advice and information about all our support services.

## In our College Prospectuses

Available at every college, viewable on our website, or call to request a copy.

## College Website

Our website [hlsc.ac.uk](http://hlsc.ac.uk) offers a range of information including; course details, entry requirements, student finance, transport, careers offer, SEN offer, Pastoral and Wellbeing offer, and much more.

## One-to-one Advice & Support

Available for prospective students by individual appointments, either face-to-face, via video call or telephone.

Once a young person joins our college community they will also be offered support from:

- Personal Tutors - for day-to-day guidance and advice
- Student Services Officers - for universal support and guidance
- Student Support Team - for SEND guidance and help
- Pastoral and Wellbeing Team - for personal 1:1 support

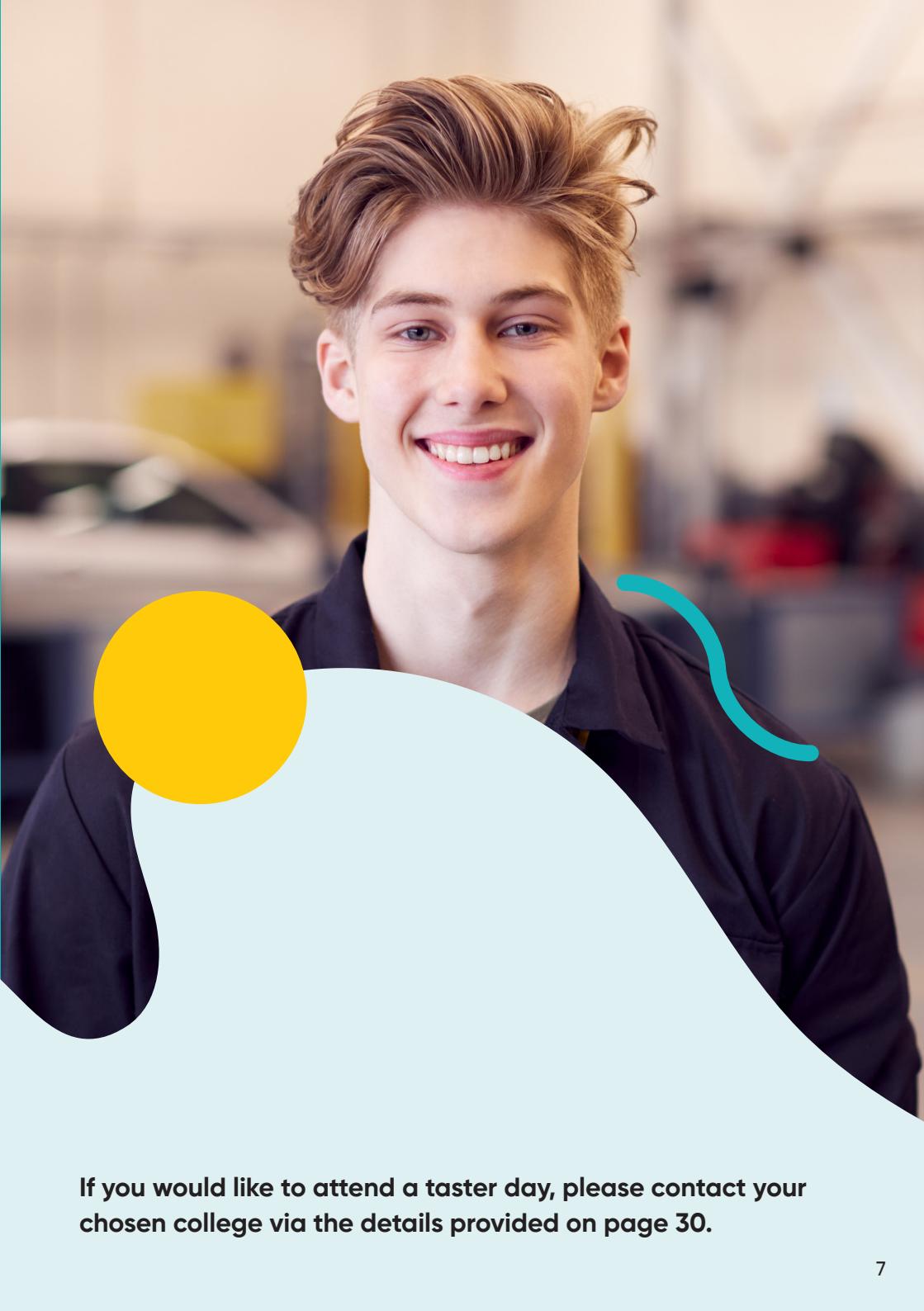


**If you have any queries, please contact your chosen college via the details provided on page 30.**

# TASTER DAY OPPORTUNITIES

We offer several taster day opportunities throughout the year at each of our colleges. For event details please contact the relevant college directly by phone or email.





**If you would like to attend a taster day, please contact your chosen college via the details provided on page 30.**

# COLLEGE TOURS & TRANSITION VISITS

Experience our campus first-hand and ensure a smooth transition into college life through our dedicated College Tours and Transition Visits.

## College Tours

Discover what makes our college special!

A tour of the college can be provided at our open events, alternatively you can contact the relevant college by phone or email to book a dedicated slot.

Tours are led by knowledgeable staff and current students, providing an in-depth look at our state-of-the-art facilities, vibrant student life, and extensive support services. Highlights of the tour include:

- **Academic Buildings:** Explore classrooms, labs, and workshops.
- **Library and Study Spaces:** Visit our library and various study areas.
- **Student Services:** Learn about our comprehensive support services.
- **Recreational Facilities:** Check out our social spaces where students can connect with peers.
- **Accommodation Options (Walford College Only):** Look around the dormitories and communal areas.

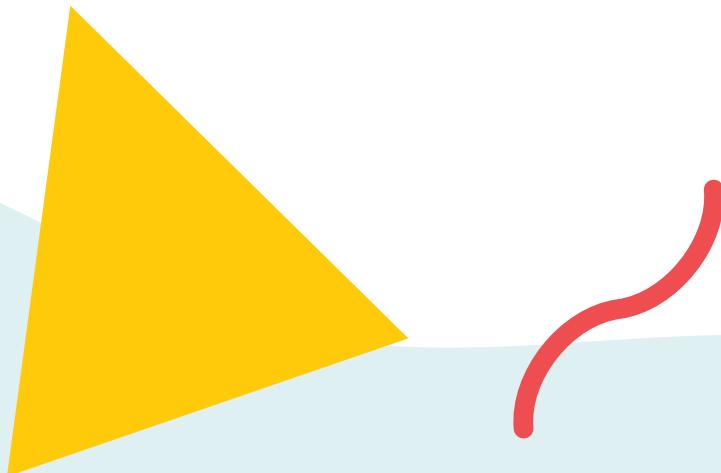
## Transition Visits

Our transition visits are tailored to help new students acclimate to college life before the term begins. These visits include:

- **Meet-and-Greet Events:** Interact with tutors, staff, and fellow students in a relaxed environment to start building your college network.
- **Introduction Classes:** Participate in a classroom environment with your peers helping you to gain essential information about academic expectations and the course structure.
- **Personalised Support:** Receive one-on-one guidance from staff to address any concerns or questions you may have before the start of term.

By participating in our events, college tours and transition visits, applicants will not only gain an understanding of college life, but also gain confidence to begin their academic journey in further education. We look forward to welcoming you and making your transition into college as smooth and enjoyable as possible.

If you would like to book a tour or speak with a team member about transition visits, please contact your chosen college by the details provided on page 30.



# ADMISSIONS

Navigating the admissions process at our FE college is designed to be straightforward and supportive, ensuring that every prospective student finds the right course for their aspirations. Here is what to expect:

- 1. Explore Courses:** Browse our comprehensive course offer in our prospectus, available online and in print, helping you to decide what options align with your goals and interests.
- 2. Attend an Open Event or Taster Day:** Join us at an advertised event to tour the College, meet faculty members, and get a real feel for student life. Our open events offer a valuable opportunity to ask questions and gather information directly from staff and current students. Whilst our taster days allow you to really sample what your chosen course has to offer.
- 3. Application Submission:** Complete and submit your application form online or by post. Ensure you include any information that will help us support your studies and provide a complete picture of your academic background and motivation.
- 4. Interview and Assessment:** Providing you meet the entry requirement for your chosen course, you will be invited for an Advice and Guidance appointment with the course tutor. This step allows us to better understand your skills and enthusiasm, and to discuss how your chosen course can meet your educational needs.
- 5. Receive Your Offer:** After reviewing your application and interview, we will send you an offer letter. Offers may be conditional or unconditional, based on your current qualifications and other course specific requirements.
- 6. Acceptance and Enrolment:** Once you receive your offer, you will need to confirm your acceptance to secure your place at college. You will then receive information about the enrolment process.



Our Student Services Team is here to assist applicants at every stage, providing guidance and answering any questions you may have. We are committed to making transitions to college as smooth and enjoyable as possible. **If you have any queries regarding the general admissions process, please contact your chosen college by the details provided on page 30.**

# STUDENT FINANCE

Herefordshire, Ludlow & North Shropshire College is consistently working towards removing barriers to education, committed to providing comprehensive support and ensuring your time with us is both accessible and enjoyable. We understand that managing finances can be a significant concern, but we can help!

## 16–19 Bursary Funds

If you are aged under 19 on 31st August you may be eligible to apply for financial assistance.



### Bursary for Vulnerable Groups

A bursary of up to £1,200 per college year may be available for applicable students.



### Discretionary Bursary

For students who need financial support to help them to stay in education or training to help with the cost of transport, accommodation for eligible courses, and additional course costs.



### Further Education Free Meals

Students who meet the criteria for a free meal must apply to the Bursary Fund (for students 16–18) and submit evidence that they or their parent/guardian is in receipt of one or more of the benefits required.



### For Parents Aged 16–19

'Care to Learn'. Talk to Student Services about how to apply. Or visit [www.gov.uk/care-to-learn](http://www.gov.uk/care-to-learn)

## 19+ Discretionary Bursary Funds

This fund is for students aged 19 and over and studying a Level 1 or 2 course, or aged 19 to 24 and studying their first Level 3 course as of 31st August.



Childcare (if you are not eligible for Care to Learn) with a registered Childminder or Nursery.



Additional Course Costs such as materials, equipment, protective clothing, field trips, exam fees.



Travel to and from college.



Accommodation for eligible courses.

## Advanced Learner Loan Bursary Fund

This fund is aimed at helping students studying at Level 3 or above who are being funded with an Advanced Learner Loan for course fees.



Childcare with a registered Childminder or Nursery.



Additional Course Costs such as equipment, materials, protective clothing and field trips.



Travel to and from college.



Accommodation at Walford College for eligible courses.

## **Additional Bursary Information**

All College Bursary funds (excluding the Bursary for Vulnerable Groups) are means tested, so not every application will be successful. To be eligible for consideration your household income must be less than £30,000 per annum.

Please see the guideline pages of the bursary pack for eligibility criteria. You can download the bursary pack from our website after 1st June at: [hlnsc.ac.uk/fees/financial-support](http://hlnsc.ac.uk/fees/financial-support)

## **For Students Under 19 Years of Age Living in Wales - EMA**

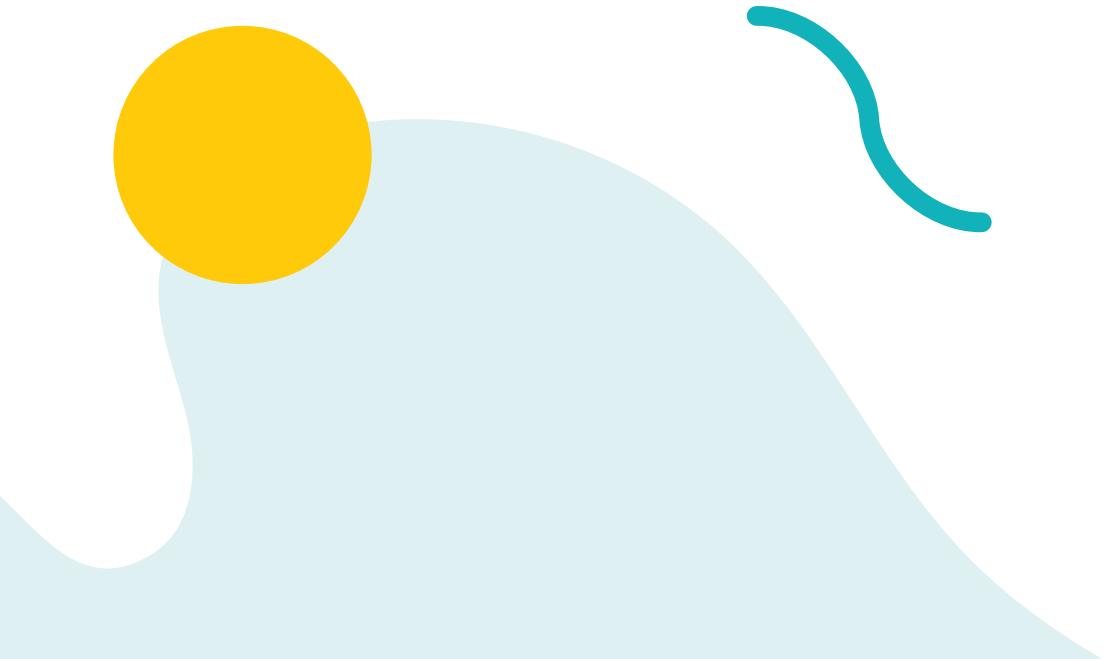
Education Maintenance Allowance is a payment of £60 per fortnight to help with the cost of attending College.

If you are aged between 16 and 18 on 31st August, live in Wales, have a household income of £20,817 or less per year (or £23,077 if there is more than one young person in the household) and attend college for at least 12 hours of guided learning per week you may be eligible to receive EMA.

## **For Students Over 19 Years of Age Living in Wales - WGLGFE**

Welsh Government Learning Grant - Further Education is a payment of up to £1,500 to help with the cost of further education. Payments are made each term and are subject to attendance.

To be eligible you must be over 19 on or before the 31st August, you must live in Wales, your household income meets or is below the criteria amount, you meet the residence and nationality rules and studying at least 275 hours per year.



**For more information, please contact  
Student Services or visit our website.  
[hlnsc.ac.uk](http://hlnsc.ac.uk)**

# TRANSPORT

Getting to and from college should be hassle-free. We offer a variety of transport solutions to accommodate your needs:

**College Buses:** Reliable and convenient bus services with routes covering all major areas, ensuring easy access to and from the college. Travel is free on all college routes where students are eligible for a bursary. Further details can be found on the HLNSC website [hlpsc.ac.uk](http://hlpsc.ac.uk), or contact the relevant college direct, see page 30.



**Car Parking:** On-college parking facilities are available for students who prefer to drive. Permits can be provided during the enrolment process or at any point in the academic year from reception.



**Public Transport:** All campuses have a public transport stop within walking distance. You can purchase a reduced rate travel pass for train or bus direct from Arriva. For further information please visit [www.arrivabus.co.uk/student-travel](http://www.arrivabus.co.uk/student-travel).



# RESIDENTIAL ACCOMMODATION

For those seeking a home away from home, our residential accommodation at our Walford College provides a safe, comfortable, and supportive living environment:

- **On-Campus Housing:** Modern, fully furnished dormitories with a range of room options to suit your preferences and budget
- **Communal Facilities:** Access to shared kitchens, study rooms, laundry facilities, and social spaces to enhance your living experience
- **Resident Support:** On-site residential advisors and 24/7 security to ensure your safety and well-being
- **Social Activities:** A variety of events and activities organised within the residential team to help you make friends and feel at home

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By providing robust support in Student Finance, Transport, and Residential Accommodation, we aim to create an environment where you can focus on your studies and make the most of your college experience. Our dedicated teams are always here to help, ensuring you have everything you need to succeed.

**If you have any queries regarding student finance, transport, or residential accommodation, please contact your chosen college by the details provided on page 30.**

# SEND SUPPORT

Herefordshire, Ludlow & North Shropshire College is committed to providing an inclusive and supportive learning environment for all students, including those with Special Educational Needs and Disabilities (SEND). Our dedicated SEND Support services are designed to ensure that every student has the opportunity to succeed and thrive.

## SEND Support Services

We offer a range of tailored support options to meet the individual needs of our students with SEND, including:

- **Individualised Learning Plans:** Personalised plans that address students specific learning needs and outline the support strategies and accommodation that will help them to succeed.
- **Specialist Support Staff:** Access to experienced SEND Coordinators, Student Support Assistants, and experienced tutors who are trained to provide the necessary assistance and guidance.
- **Assistive Technology:** Availability of assistive technologies and resources, such as text-to-speech software, adapted keyboards, and other tools to facilitate learning.
- **Reasonable Adjustments:** Implementation of reasonable adjustments to the learning environment, teaching methods, and assessment procedures to ensure equal access to education.
- **Small Group and One-on-One Support:** Opportunities for additional support in small groups or one-on-one sessions to provide focused help and reinforce learning.
- **Inclusive Learning Environment:** A commitment to creating an inclusive college culture where diversity is celebrated, and all students feel valued and supported.

## **Educational, Health & Care Plans (EHCP), Individual Development Plans (IDPs) & Moving on Plans (MOP)**

Our SEND Support team works closely with students, guardians, and external agencies to ensure the right support is in place to enable students to achieve their full potential. We can attend your Year 11 transition review meeting at school and carry out an initial assessment to decide how best to support you during your time at college.

If you have an EHCP, your Local Authority will share this with us as part of their consultation process.

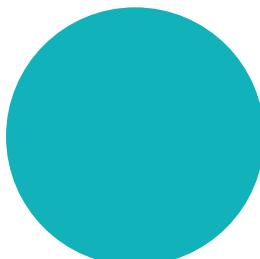
If you have an IDP or MOP, we will ask you to provide a copy of it so we can let your tutors know how to adapt their teaching to support your learning needs.

We provide a range of support for students with learning difficulties. Examples include:

- In-class support from Student Support Assistants (SSAs)
- Supervision at lunchtimes where necessary
- Help with English and maths
- Special exam considerations (for students who qualify) – more on exam support below

Every year we will work with you to check that your ECHP or MOP is still right for you. Information will be gathered from you, your guardian, your tutors, and any other relevant professionals involved in supporting you. This will help us determine if there have been any changes to your health, social or care needs.

Within two weeks of the meeting, we will send you the plan to make sure you are happy with it or if anything needs to be changed, before sending it to the local authority.



## **Dyslexia, dyscalculia, dyspraxia, and/or English/math support:**

We offer additional support through our Additional Learning Support (ALS) Hub. Staff have experience understanding the needs of learners with dyslexia, dyscalculia, dyspraxia, and/or other specific learning difficulties. This may include:

- Regular 1:1 sessions
- Small group sessions
- Help with study skills
- Special exam considerations (for students who qualify)
- Use of assistive software
- Support exploring different learning styles
- Completion of a screening test and giving advice on a formal assessment

There is also support available if you have more general difficulties with English or maths.

## **Support for examinations and assessments:**

We can also support you during exam time, for example by providing:

- Extra time for exams
- Someone to read the exam paper and write down your answers (scribe)
- A communicator to sign exam questions

Support for exams and assessments needs to be agreed with the examination boards in advance, so please let us know as early as possible if you think you will require this type of support.

## **Learning support if you have a physical disability:**

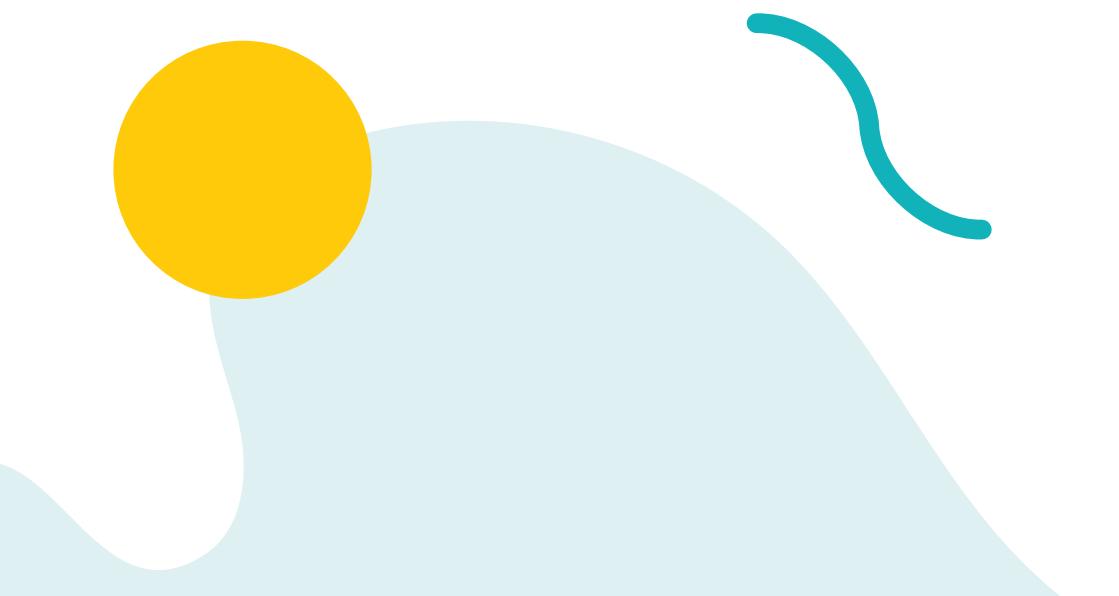
Our learning support team will work with you to enable you to access the full curriculum on offer. The support offered can include:

- Help to apply for care and support (through your EHC plan, IDP or MOP)
- Individual support with your studies in the classroom
- Help getting about the college (through your EHC plan, IDP or MOP)
- Special exam considerations, where applicable

## **Learning support if you have a sensory impairment:**

If you have a visual or hearing impairment, support can include:

- Communication support such as sign language
- Specialist equipment
- Note-taking and help with study skills



**We are here to help you navigate your educational journey with confidence and success. If you have any queries or questions contact a team member directly, see page 30.**

## A warm welcome from the Safeguarding Team

We want your college experience to be a positive one and recognise that for some young people, starting somewhere new can be a daunting process. We appreciate that for many students, they will have received support from their previous setting, be that in school, within the home, or out in the community.

We are here to help you and your child to settle into college life and welcome you to contact us from an early point if you have any safeguarding needs that require consideration and support.

Every college has a team of Pastoral & Wellbeing Mentors and a Senior Wellbeing & Pastoral Mentor is on hand to take referrals, queries, or just to be there at the end of the phone to answer your questions. The team work from the HUB, which is a welcoming space for all students to access, with or without an appointment.

We can offer 1:1 appointments, campus tours, and an opportunity to visit us in the HUB to help you get your bearings and identify from an early point where you can go if you need support.



# SAFEGUARDING SUPPORT & PASTORAL SERVICES

## Safeguarding Support

Your safety and well-being are our top priorities. HLNSC provides comprehensive Safeguarding Support to ensure a secure and nurturing environment for all students.

Safeguarding Support Services:

- **Dedicated Safeguarding Team:** A team of Wellbeing & Pastoral Mentors is available to address any concerns related to student safety and welfare.
- **Confidential Reporting:** Easy and confidential ways to report any issues, ensuring your concerns are addressed promptly and effectively.
- **Preventative Education:** Workshops and resources on topics such as online safety, healthy relationships, and recognising and responding to abuse.
- **Partnerships with External Agencies:** Collaboration with local authorities and organisations to provide additional support and resources where needed.
- **Safe College Environment:** Regular safety audits and continuous improvements to campus security measures to maintain a safe learning space.

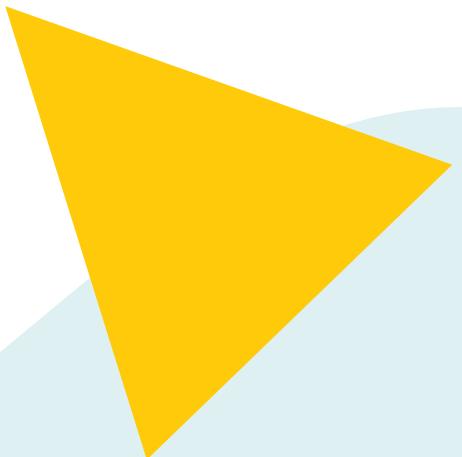
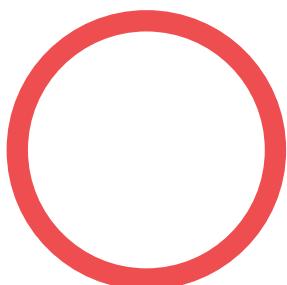
## Wellbeing & Pastoral Support

We understand that academic success is intricately linked to personal well-being. If you have a learning difficulty or disability, require support to manage your emotions, are living with a mental or physical health concern, or have personal or family problems; our Wellbeing & Pastoral Support services are here to help you navigate the challenges of student life, ensuring you feel supported and valued.

## Wellbeing & Pastoral Support Services:

- **Personal Tutors:** Assigned personal tutors who provide guidance, support, and a listening ear throughout your time at college.
- **Counselling Services:** Access to professional counsellors for confidential support with mental health issues, stress management, and personal challenges.
- **Health and Wellness Resources:** Information and resources on maintaining a healthy lifestyle, including physical health, nutrition, and exercise.
- **24/7, 365 support Helpline & App:** The safeguarding service provided by the college extends beyond the college day. Health Assured and the Wisdom app are free services offered to all students, 24 hours a day and 365 days a year.

Our Safeguarding Support and Wellbeing & Pastoral Support services are dedicated to ensuring that you feel safe, supported, and empowered to achieve your best, both academically and personally.



**If you have any queries or questions contact a team member directly, see page 30.**

# CAREERS ADVICE & PROGRESSION ROUTES

Herefordshire, Ludlow, & North Shropshire College is dedicated to helping you achieve your career aspirations through comprehensive Careers Advice and clear Progression Routes.

## Careers Advice

Our expert careers advisors are here to support students in exploring their career options and planning their future. Services include:

- **Personalised Career Advice:** One-on-one sessions to discuss your goals, interests, and strengths, and to develop a tailored, personalised career plan.
- **Job Search Assistance:** Guidance on job hunting strategies, CV writing, interview preparation, and communication skills.
- **Industry Connections:** Access to industry professionals via placements, and employer engagement events to help students build valuable connections and gain insights into their chosen field.

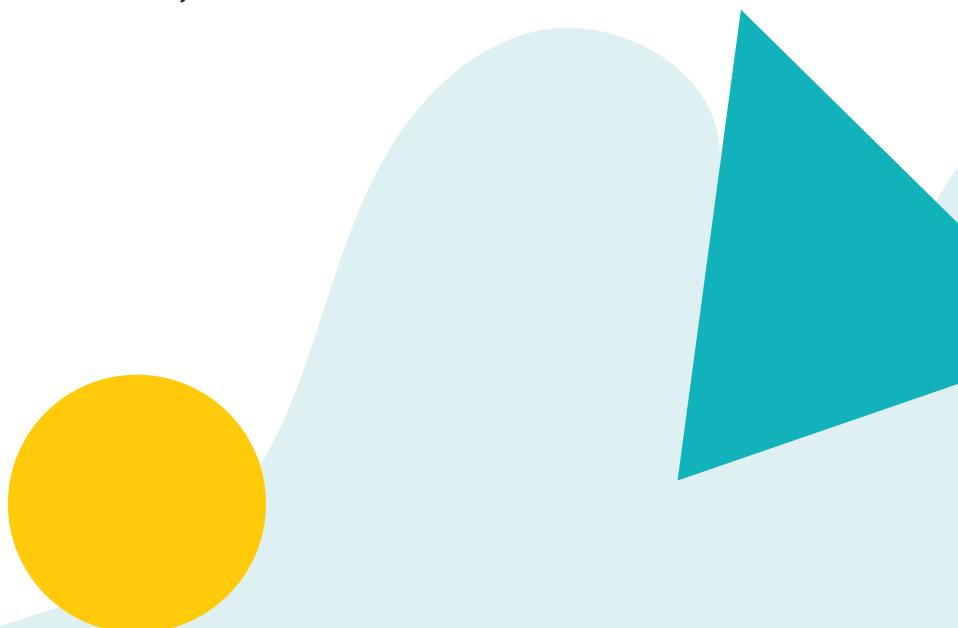
## Progression Routes

We offer clear pathways to help students advance from FE to their chosen next steps:

- **Internal Progression:** Students can seamlessly transition from one level of study to the next. Allowing students to continue their education and advance their skills without needing to transfer to a different institution.
- **Higher Education:** Information and support on applying to universities, including help with personal statements, and navigating the UCAS process. Students can also speak to HE providers at our careers events as well as visit relevant locations via tutor group trips.

- **Apprenticeships:** Opportunities to earn while you learn, with connections to apprenticeship programs in various industries run by our Apprenticeships teams. Further information can be found on our website [hlnsc.ac.uk/apprenticeships](http://hlnsc.ac.uk/apprenticeships) or contact the team directly, see page 30.
- **Employment:** Direct entry into the workforce with the skills and qualifications gained from your FE courses, supported by work placements and our strong links with local employers.

With dedicated Careers Advice and well-defined Progression Routes, we are here to ensure students make informed decisions about their future and successfully transition to their next chapter. Let us help you turn your ambitions into reality!



**To find out further information relating to Careers and Progression please visit our website [hlnsc.ac.uk/student-services/careers-advice/](http://hlnsc.ac.uk/student-services/careers-advice/) or contact a team member directly - see page 30.**

# STUDENT ID & LANYARDS

Wearing Student ID at all times on campus is mandatory, ensuring contribution to safety, security, and overall campus functionality.

Here are 10 reasons why:

1. Student ID cards help regulate access to campus buildings, ensuring that only authorised individuals enter classrooms, dormitories, labs, and other restricted areas.
2. Easily identifiable IDs help security personnel and staff quickly recognise students, making it easier to monitor campus activity and respond to potential security threats.
3. In case of emergencies, having a visible ID can assist first responders in identifying and aiding students quickly.
4. Carrying and displaying an ID fosters a sense of responsibility and accountability among students, reinforcing their role as members of the campus community.
5. IDs are often required to check out books, use the gym, or access computer labs and other campus facilities.
6. Visible IDs help prevent unauthorised individuals from posing as students to gain access to services or facilities.
7. Requiring IDs can deter students from misusing campus resources or engaging in prohibited activities.
8. Visible IDs with names and photos make it easier for students and staff to interact and address each other, fostering a more connected campus environment.
9. Many educational institutions are required by law or policy to have measures in place for identifying students, and wearing IDs helps comply with these regulations.

10. Wearing a student ID can foster a sense of belonging and college pride, reinforcing students' identity within the campus community. IDs make it easier for students, faculty, and staff to recognise each other, facilitating networking and community-building activities.

Overall, the practice of always wearing Student ID cards on campus enhances safety, security, and efficiency, while fostering a sense of community and responsibility among students.

## Forgot Your Badge?

To maintain a secure and organised campus environment, we have implemented a temporary identification process:

1. If you forget your ID badge, visit Student Services at reception to request a temporary ID sticker.
2. You will need to have downloaded the HLNSC Engage App in order to confirm your status as a student by showing "My ID" via the App.
3. You will sign the temporary ID log sheet so tutors can be informed and student access can be monitored.
4. You will be issued with a temporary ID sticker.
5. If your temporary ID sticker is lost or damaged, report it immediately to the Student Services at reception, and a new ID sticker can be issued.

## Lost Your Badge?

Visit the Student Services at Reception to request a replacement badge, there may be a charge for this.

By following these steps, we ensure that everyone on campus is easily identifiable and that our community remains safe and secure.

# CONTACT INFORMATION

## **Herefordshire College**

Folly Lane, Hereford, HR1 1LS  
T: 0800 032 1986  
E: [enquiries@hlnsc.ac.uk](mailto:enquiries@hlnsc.ac.uk)  
W: [hlnsc.ac.uk](http://hlnsc.ac.uk)

## **Holme Lacy College**

Holme Lacy, Hereford, HR2 6LL  
T: 0800 032 1986  
E: [enquiries@hlnsc.ac.uk](mailto:enquiries@hlnsc.ac.uk)  
W: [hlnsc.ac.uk](http://hlnsc.ac.uk)

## **Ludlow Sixth Form College**

Castle Square, Ludlow, SY8 1GD  
T: 01584 872846  
E: [enquiries@hlnsc.ac.uk](mailto:enquiries@hlnsc.ac.uk)  
W: [hlnsc.ac.uk](http://hlnsc.ac.uk)

## **Walford College**

Baschurch, Shrewsbury,  
Shropshire, SY4 2HL  
T: 01939 262100  
E: [info@nsc.ac.uk](mailto:info@nsc.ac.uk)  
W: [hlnsc.ac.uk](http://hlnsc.ac.uk)

## **North Shropshire College**

Shrewsbury Road, Oswestry,  
Shropshire, SY11 4QB  
T: 01691 688000  
E: [info@nsc.ac.uk](mailto:info@nsc.ac.uk)  
W: [hlnsc.ac.uk](http://hlnsc.ac.uk)

## **Apprenticeships:**

HLNSC Apprenticeships & County  
Training Apprenticeships  
T: 01432 365322  
E: [apprenticeships@hlnsc.ac.uk](mailto:apprenticeships@hlnsc.ac.uk)  
W: [hlnsc.ac.uk](http://hlnsc.ac.uk)

## **Head of Student Services and Designated Safeguarding Lead (DSL) across all HLNSC Locations**

T: 01432 352235 ext. 0666  
E: [b.jackson@hlnsc.ac.uk](mailto:b.jackson@hlnsc.ac.uk)

## **Careers:**

Careers Advisor  
T: 0800 032 1986  
E: [careers@hlnsc.ac.uk](mailto:careers@hlnsc.ac.uk)

## **Student Services:**

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### **For Herefordshire College and Holme Lacy College:**

Student Services Manager

T: 0800 032 1986

E: p.smith@hlnsc.ac.uk

### **For Ludlow Sixth Form College, North Shropshire College and Walford College:**

Student Services Manager

T: 01691 688020

E: f.bonner@hlnsc.ac.uk

## **Student Finance:**

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### **For Herefordshire College and Holme Lacy College:**

Student Finance Officer

T: 01432 352235 ext. 0375

E: vanderhoeke@hlcollege.ac.uk

### **For Ludlow Sixth Form College:**

Student Services Officer

T: 01584 872846 ext. 2312

E: j.wood@hlnsc.ac.uk

### **For North Shropshire College and Walford College:**

Student Finance Officer

T: 01691 688027

E: d.birzila@hlnsc.ac.uk

## **SEND:**

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### **Across all HLNSC Locations**

Head of Student Support for SEND

T: 01432 352235 ext. 0327

E: b.snasdell@hlnsc.ac.uk

## **Safeguarding:**

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### **Across all HLNSC Locations**

Safeguarding Manager

T: 01432 352235 ext. 0623

E: n.butler@hlnsc.ac.uk

### **For Ludlow Sixth Form College, North Shropshire College and Walford College:**

Senior Wellbeing & Pastoral Mentor  
& Deputy Designated Safeguarding  
Lead

T: 01691 688068

E: l.hughes@hlnsc.ac.uk

### **For Herefordshire College and Holme Lacy College:**

Senior Wellbeing & Pastoral Mentor  
T: 01432 352235 ext. 0272  
E: m.farruggia@hlnsc.ac.uk



Herefordshire,  
Ludlow & North  
Shropshire College