



**IT'S TIME TO
START YOUR**

JOURNEY

**FURTHER EDUCATION
STUDENT HANDBOOK
2024-2025**

UCM



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WELCOME

I am thrilled to welcome you to University College Isle of Man (UCM) and hope your time with us will be fulfilling, rewarding, memorable and fun! Whilst we urge you always to put your studies first and strive to achieve the best results possible, we also encourage you to take part in the activities and opportunities which are made available to you at UCM. Student Services and the Student Council put on a number of events and fundraisers throughout the year. Look out for more information during induction and consider taking an active role in the Council (it'll look great on your CV!).

This handbook will provide you with a lot of information about how UCM works and how to get the best out of your time here, but if there's anything else you would like to know or if you feel you would like some personal advice and guidance, pop in to the Student Services Centre on the Homefield Road campus or call 648300; one of the team will be happy to help.

Good luck with your studies and enjoy your time at UCM!

LULU GILLOW
HEAD OF STUDENT SERVICES

TERM DATES 2023

AUTUMN TERM

Start: Monday 2nd September 2024

Half Term: Monday 28th October to Friday 1st November 2024

End: Monday 23rd December 2024



SPRING TERM

Start: Monday 6th January 2025

Half Term: Monday 17th February to Friday 21st February 2025

End: Friday 4th April 2025



SUMMER TERM

Start: Tuesday 22nd April 2025

Half Term: Monday 2nd June - Friday 6th June 2025

End: Friday 27th June 2025



INDIVIDUAL COURSE START DATES

| Course Code | Course | Start Date & Time |
|---|---|---|
| ART, DESIGN, MEDIA & MUSIC | | |
| P1066 | Award & Diploma in Art and Design (UAL Level 2) | Wed 4th September 9:30 am Homefield Road |
| P1063 | Applied General Award & Extended Diploma in Art and Design (UAL Level 3) | |
| P1065 | Foundation Diploma in Art & Design (UAL Level 3 and 4) | |
| P1067 | Diploma in Creative Media, Production & Technology (UAL Level 2) | |
| P1064 | Extended Diploma in Creative Media, Production & Technology (UAL Level 3) | |
| P1311 | Extended Diploma in Music Performance and Production (UAL Level 3) | |
| BUSINESS ADMINISTRATION, DIGITAL TECHNOLOGY, INFORMATION TECHNOLOGY & BUSINESS | | |
| P1280 | Level 2 Technical Certificate in Business Administration | Wed 4th September 9:00 am Homefield Road |
| P1279 | City & Guilds Level 3 Diploma in Business Administration | |
| P1012 | Level 2 Technical Diploma in Digital Technology | |
| P1014 | Level 3 National Extended Diploma in IT | |
| P1135 | Level 3 National Diploma in IT | |
| P1028 | Level 3 National Extended Diploma in Business | |

| SPORT | | |
|--------------------------------|---|---|
| P1114 | Extended Diploma in Sport (BTEC Level 3) | Wed 4th September 9:00 am Homefield Road |
| P1452 | Pearson BTEC Level 2 Diploma in Sports Industry Skills (Leading on Children's Sport Activities) | |
| CONSTRUCTION & HORTICULTURE | | |
| P1089 | Level 1 City & Guilds Diploma in Pre-Apprenticeship | Thurs 5th September 9:00 am Homefield Road |
| P1080 | Level 1 City & Guilds 6705 Diploma Bricklaying | |
| P1084 | Level 2 City & Guild 2365 Diploma Electrical Installation | |
| P1102 | Level 1 6707 Diploma Painting and Decorating | |
| P1281 | Level 2 City and Guilds 6035 Diploma Plumbing & Domestic Heating | |
| P1082 | Level 2 City & guild Diploma Carpentry & Joinery | |
| P1091 | Level 3 Construction, Surveying and Architecture | |
| P1313 | Level 1 Landscaping & Conversation | |
| P1199 | Level 2 Horticulture Skills City & Guilds (0078) | |
| ENGINEERING & MOTOR VEHICLE | | |
| P1107 | OCR Level 3 Engineering Diploma with enhanced practical skills training | Wed 4th September 9:00 am William Kennish |
| P1343 | City & Guilds 2850 Level 3 Diploma in Mechanical Manufacturing Engineering | |
| P1342 | City & Guilds 2850 Level 2 Certificate in Engineering | |
| P1115 | ABC Level 1 Diploma in Motor Vehicle Studies | |
| P1451 | Level 3 Extended Diploma in Engineering (OCR) | |
| PREPARATION FOR LIFE & WORKING | | |
| P1055 | Entry 1 Achievement Continuum, Life and Living Skills for Student's with Complex Needs | TBA |
| P1057 | General Studies | Wed 4th September 10:00 am Annie Gill |
| P1056 | Vocational Studies (BTEC Level 1) | Fri 6th September 9:00 am Homefield Road |
| HAIRDRESSING & BEAUTY THERAPY | | |
| P1075 | VTCT Level 2 Diploma in Beauty Therapy | Thurs 5th September 9:00 am Homefield Road |
| P1350 | VTCT Level 2 NVQ Diploma in Hairdressing | |
| P1205 | VTCT Level 2 NVQ Diploma in Barbering | |
| P1205 | VTCT Level 3 Diploma in Beauty Therapy and Massage | |
| HOSPITALITY & CATERING | | |
| P1399 | City & Guilds NVQ Level 2 in Hospitality and Catering | Wed 4th September 9:00 am Homefield Road |
| P1212 | City & Guilds NVQ Level 1 Hospitality and Catering | Thurs 5th September 9:00 am Homefield Road |
| P1132 | City & Guilds NVQ Level 3 in Professional Cookery | |

USEFUL INFORMATION



WHAT TO WEAR

Some courses don't have a dress code, so casual wear is fine. For certain courses you may be asked to wear specific clothing, for example a tunic for hair or beauty courses, or steel toe capped boots for some construction and engineering courses. You will have been told about this before you start, but if you have any concerns, let us know and we'll make sure we find out for you.



EQUIPMENT AND RESOURCES

You will have been told before the start whether or not you need to provide any particular equipment or resources, but it's useful to know that Reception at the Homefield Road campus, stocks a range of stationery at reduced prices; you can purchase mobile credit there too.



ABSENCE

If you can't attend any of your lessons for any reason (usually this will be due to illness), it's very important that you let your tutor know. Your course tutor will give you their contact details, but it's also ok to call Reception on 648200 or email reception@ucm.ac.uk; they will pass your message on.



STUDENT CARDS

Once you're formally enrolled as a full-time student, you will be given your UCM Student Card. There is no charge for the card, but you will need to show some ID (school smart card, passport etc) when you collect it from Reception. If you lose your card, you can get a replacement from Reception at Homefield Road at a cost of £3. You will need your card for the buses and, depending where you're based, it may be needed for access to various areas at UCM. Remember: some shops and services offer student discount...get in the habit of asking! Your student card will act as proof of you being a student.



STUDENT GRANTS

If you are over 18 on 1st September 2024 you may have to apply for a grant (if you haven't already done so), otherwise you may be charged for your course fees. If you have already been awarded a maintenance grant (i.e. for your living expenses), you will receive payments to your bank account each term. If you have been awarded a 'fees only' grant, you will need to upload your award letter to your UCM Learner Portal.



APPRENTICESHIP COURSES

If you are over 18 on 1st September 2024 and joining a bricklaying, painting and decorating, plumbing, carpentry and joinery or electrical installation course, you will have to qualify for funding from the IoM Government Apprenticeship Scheme, otherwise you may be charged course fees. You will need to upload a copy of your confirmation of employment letter to your UCM Learner Portal.



LOST PROPERTY

Depending on your course, you may find you move around different rooms and workshops for lessons. It's important that you take care of your own property as UCM doesn't accept responsibility for loss or damage to your property. There are a number of free lockers available, ask your tutor or come to Student Services.



FIRST DAY (OR WEEK!) NERVES

It can be a bit daunting to start studying in a new place and we understand that. If you feel nervous, anxious or worried, or if you think you could do with some individual information, advice and guidance, just come along to the Student Services Centre on the ground floor of the Homefield Road building (and if you're on another campus, call Student Services on 648300 or email studentservices@ucm.ac.im) and staff there will do their best to help you. Remember: most people will feel nervous at the beginning, it's very unlikely you'll be alone. Always ask for help.

FOOD

The range of catering facilities available at UCM will differ according to the various campuses. The refectory, #2, is located on the main campus and provides a selection of hot and cold meals, drinks and snacks. Other campuses have well-stocked vending machines or you may want to consider bringing a packed lunch.

The Annie Gill café is also located on the main campus and serves light meals, cakes and drinks. All the food is prepared, cooked and served by students. The café is open over the lunchtime period on Tuesdays, Wednesdays and Thursdays.

If you are studying in The Hive (our Library) you are welcome to take hot or cold drinks in with you, though we ask that you make sure cups have a lid.

Free school meals: if you are currently in receipt of free school meals you can collect your free school meal card from the main reception in Homefield Road and use this to buy food in #2.

TUTORIALS

Once a week you will have a tutorial session with your tutor.

This is the time when you will be able to check up on your progress towards getting to where you want to be and will include things like:

- Considering whether or not you are on the right course;
- Making sure you're on any GCSE maths and English re-take courses;
- Discussing if you need any extra academic support;
- Planning for what you want to do once you've finished the course you're on;
- Making sure you're keeping a record of all your achievements at UCM.

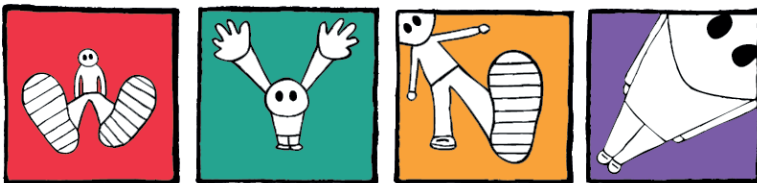
Your tutorial is also time for you to discuss any concerns or worries you have with your tutor, who may be able to sort them out themselves, or who will refer you to other specialist help at UCM.

There will be fun stuff going on too! You will probably do some team building activity, maybe go out for a visit or have a speaker come in to see you and you might even put on a fund-raising activity. The Student Services team works closely with all tutors to ensure students' individual needs are met as far as possible.

STUDENT SERVICES

The staff in Student Services are there to provide information, advice, guidance and support to all students at UCM, whichever course you're on, whatever your age and whether you're a full or part time student!

The Student Services Centre is on the ground floor of the Homefield Road campus but members of the team get out and about to other campuses and will come and see you individually if you need an appointment, or you can always chat on the phone of course!



YOU WILL BE TOLD A LOT MORE ABOUT STUDENT SERVICES THROUGHOUT YOUR TIME AS A STUDENT AT UCM, BUT HERE IS SOME BASIC INFORMATION:

STUDENT WELFARE

There are three Student Welfare Officers, who are here to help you with any worries, anxieties or concerns you may have. They will support you with your own personal development, introduce you to, and help you practise, techniques to manage any mental health issues you may have. They are also happy to talk to other professionals who you may be working with, if you would like them to do so; they frequently talk to CAMHS, Motiv8, Housing Matters, DAAT and many other organisations.

The Student Welfare Officers will also make sure that any physical health issues you may have, are managed as far as possible, when you're at College.

You can make an appointment to see a Student Welfare Officer by emailing: welfare@ucm.ac.im, calling 648300, asking your tutor to refer you or by popping in to the Student Services Centre. You will be offered a one-to-one appointment, which is confidential.

Life can be challenging. If you are experiencing personal, emotional, social or academic problems, it is important not to bottle them up. It is often possible to resolve problems with the help of a Student Welfare officer.

EXTRA-CURRICULAR ACTIVITY

As well as spending your time at UCM working towards gaining the best grade you can in your course, it is also worth finding time to get involved with other activities and events which go on at UCM, we call this 'extra-curricular activity'. Each week Student Services sends out a 'Student Bulletin' which lets you know about what's going on in and around College that week; if there's anything on it you want to know more about, get in touch with Hannah in Student Services.

Hannah also co-ordinates the Student Council (see p. 9). Pop in and see her if you're interested in being part of the Council or if you'd like to talk to her about fund-raising or sporting events, Hannah's number is 648337 or you can email her hannah.may@ucm.ac.im



INFORMATION, ADVICE AND GUIDANCE

The team in Student Services can help you out with all sorts of questions, queries and concerns. Anything from information about benefits, applying for your next course, lost lunch money, our second-hand clothes exchange, to free condoms...and all sorts in-between! Come in and see us, if we can't help you, we will know someone who can! Call 648300 or email studentservices@ucm.ac.im

APPLICATIONS AND UCAS

The Central Admissions Team in Student Services specifically deals with all the applications to UCM and can help you decide on your next steps once you've finished your course. They also manage applications to one of the many HE and degree courses which you can study at UCM and UCAS applications if you choose to move on to higher education (HE) at off-Island universities. Contact the Central Admissions Team at applications@ucm.ac.im or by calling 648300 to make an appointment to have a chat.

CAREERS APPOINTMENTS

Careers advisors are in College a couple of days a week and can come in at other times to meet with individual students when it suits them. Email studentservices@ucm.ac.im to make an appointment.

FINANCIAL SUPPORT

We completely understand that for some people, money is tight and we know a number of our students are on benefits and that many have part-time jobs. We have a Student Emergency Fund which is there to provide money for students with anything that will help them get to the end of their course, for example: educational trips, uniform, tools etc. Students can make an application (it's very simple) and each one is considered individually. There are also a couple of other pots of money which are there to help students. If you are struggling financially, contact Hannah who will discuss what help we can give: hannah.may@ucm.ac.im or 648337. Hannah's based in the Student Services Centre in Homefield Road, you are always welcome to come in person.

Some of our students are parents and we know Christmas can be a particularly expensive time for them. We co-ordinate projects from The Salvation Army and the Children's Centre who provide support for families and individuals at Christmas. Look out for more information about this in the winter term.

STUDY SUPPORT AND ADDITIONAL EDUCATIONAL NEEDS

If you feel you need some individual support with your studies or if you think you have an additional education need (AEN) that hasn't been picked when you applied for your course, please contact asc@ucm.ac.im or alternatively, have a chat to your course tutor.

As soon as you get to UCM we help you to consider where you're going next! One of the ways we help prepare you for moving on is by helping you to develop your employability skills. Our Employability Skills Coordinator Caroline, is available at a time to suit you to support you to enter the workplace. Caroline can support with: writing a CV, interview techniques, developing transferable and interpersonal skills, such as teamwork, problem solving, communication and resilience. You can contact Caroline by emailing caroline.walter@ucm.ac.im

STUDENT COUNCIL

Supporting you to achieve success on your course is our main priority, but we are also keen you get as many added experiences as possible during your time at UCM.

One of the best ways you can contribute to the running of UCM and gain invaluable experience for work (as well as having fun!), is to join the Student Council.

The Council is made up of students from courses across UCM, but don't worry, there will be plenty of opportunity to get to know each other and make new friends!

The benefits of being on the Council include:

- Gaining useful training in things like communication, conflict management, leadership etc;
- Having the chance to practise 'employability skills', the skills employers want you to have!
- Getting a certificate and/or reference you can put on your CV or a job application;
- Meeting with the governors and Principal regularly so you can have your say about how UCM is run, suggest improvements etc.
- Free food and off-site activity!

Hannah, in Student Services co-ordinates the Council; talk to her or your course tutor if you are interested in joining in!

ucm.ac.im/student-experience/student-council/



STUDENT AMBASSADORS

Our student ambassadors play a vital role in promoting UCM in the community through our open events, sharing their experience through content on social media, on our website and in the local press, and representing UCM when we visit schools.

Student ambassadors develop skills and gain experience that looks great on their CV and on their UCAS or UCM applications. It's also a good way for them to build a profile on the Island, which can be useful for future employment.

Student ambassadors can come from any level of course and from any department in UCM. If you are interested in applying for the role, visit www.ucm.ac.im/sa



STUDENT VOICE

We try to do all we can to make your time at UCM productive, rewarding and happy. So that we can get this right, we regularly ask students for their feedback, this is what we call 'student voice'.

There are a number of ways we encourage you to do this:

- Talk to your course tutor during tutorial,
- Complete the online student voice sent out four times a year,
- Become your course representative and attend the meetings held every term,
- Talk to the Student Council.



BUSES

We always recommend students to travel to UCM by bus, if possible. There is limited parking on our campuses and we like to promote sustainable transport. For timetables, visit the www.bus.im website or call 662525.

Depending on your age and how much you use the bus, you may be eligible for concessions. Here are your options:

Go Easy Smart Card

Going to be using the bus a lot? Head down to the Welcome Centre in the Sea Terminal, Douglas and ask which 'Go Easy' card you are entitled to. You can get unlimited travel on Bus Vannin for 28 days which will cost between £40 and £90 depending on your age.

SCH3 Smart Card

If you are planning to only use the bus from your home to College and back, if you are 19 and under and are a full-time student, you are entitled to a SCH3 smart card. This card will be valid during College term time on journeys to and from College. You will need to show your College ID card to the driver. All journeys between home and College taken within the time limits, will cost 50p and will be deducted from the card each time it is used.

THE HIVE

The Hive is the library at UCM and is on the first floor of the main, Homefield Road campus. It provides a collection of academic resources to support you through your studies. The collection includes books, textbooks, eResources, journals, newspapers and a Manx collection.



THE HIVE
Learn, Study, Reflect

Within The Hive, there are a number of different working areas: a silent work area for individual silent study, an area with newspapers, journals, fiction and DVDs where you can relax and catch up on the latest news, and a general work area where you can collaborate and discuss work with your colleagues. There is also a group study room which can be booked for small group work.

Please show consideration to other students and keep the noise at an appropriate level. Drinks and non-smelly food are permitted throughout The Hive.

The Hive has computers located in all the study areas and there are also group work computers for collaborative working. Power sockets and Wi-Fi to work with laptops are also available throughout The Hive.

Laptops and tablets are available for loan to students. The standard loan period for most items is three weeks, but you can renew an item up to three times if it hasn't been reserved by another student. You can visit The Hive in person or phone/email staff there. You will be charged a small fine for any books that are returned or renewed late. The Hive's contact details are: 648207 library@ucm.ac.im.

CODE OF CONDUCT

We try to have as few rules as possible; things work better that way and it helps to maintain a friendly and pleasant place to study. If you pay attention to the following, which is all common sense really, you can't go wrong!

ENVIRONMENT

Please behave in a manner that is considerate and respectful to others at all times, particularly towards vulnerable students.
No smoking or vaping is permitted within any College buildings or any part of the grounds. Please keep the classrooms and social spaces safe, clean and tidy.
Please put litter in the bins provided and reduce, re-use and recycle where possible.
Please drive with great care in all UCM grounds & comply with the speed limits.

BEHAVIOUR

Examinations occur regularly throughout the year; please observe requests for silence when passing outside examination rooms.

Any of the activities listed below, will result in disciplinary action:

- Inappropriate use of the internet including use of social networks or College network.
- Smoking or vaping within any College buildings or anywhere on the College sites.
- Installing unapproved software on a UCM device.
- Tampering with or altering UCM ICT equipment.
- The sale or use of drugs or alcohol.
- Carrying an offensive weapon.
- Fighting, violent or seriously unruly behaviour.
- Bullying, including cyberbullying, or harassment of others.
- Fraud or fabrication of records.
- Copying other students' work and officially submitting this as your own (plagiarism).
- Use of bad language.
- Reckless driving.
- Unauthorised parking.
- Playing of music systems and the use of mobile devices in lessons except for educational purposes.
- Vandalism of property including graffiti.

NB: Within certain areas of College, this Code of Conduct may be supplemented by specific Codes of Conduct - you can find more information at ucm.ac.im

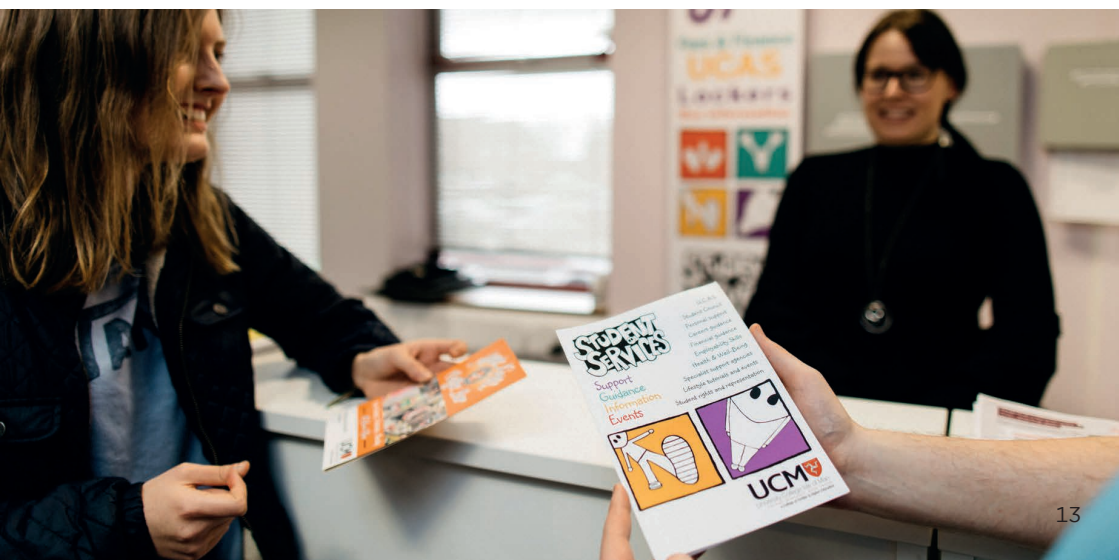
COMPLAINTS PROCEDURE

If you're not happy with any of the services we provide or if you feel your voice hasn't been heard, it is your right to complain. It is expected, where possible, an attempt should be made to resolve things informally initially; Student Welfare Officers can help with this. If you feel you have been unable to resolve things that way, there is a formal procedure which can be accessed at Reception in Homefield Road.

KEEPING SAFE

We are committed to keeping students safe; we provide a high level of support and will, if necessary, take action if students are being harmed, bullied or at risk of harm. We also work hard to empower students to assess risks for themselves and make good choices in order to keep themselves safe, for example by providing informative tutorials and awareness raising campaigns or events.

If you have any concerns about your own, or someone else's safety at UCM, at home or in the wider community, we would urge you to talk to your tutor, to anyone in Student Services or any member of staff you feel comfortable with, or you could ask a friend to do it for you. We promise to do our best to help.





 HOMEFIELD ROAD | DOUGLAS

 01624 648200

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 WWW.UCM.AC.IM

