

Learning Support

The College can help people with physical disabilities to make it easier for them to come to College every day. The College can help people with learning difficulties to manage their coursework better.

Any student can get help with English or Maths if they think they need it. If you think you might need help, but are not sure, you can get a full assessment of your needs.

You will have various opportunities, such as when you enrol, to tell us about any support needs you may have, and we will ask for your consent to share this information with other people, so that we can fully support you through College.

For more advice about Learning Support, speak to your tutor. Additionally Learning Mentors are available at all main College sites.

Services for Students

Help, support and activities that are available for you at Tower Hamlets College.

The information in this leaflet is accurate at the time of print. However, as it is occasionally subject to change, students are asked to seek further advice from Advice Solutions.

This publication is also available in large print and other alternative formats. Please contact the Marketing Department on 020 7510 7563 if you require this service.

✉ Advice Solutions, Poplar High Street, London. E14 0AF

☎ 020 7510 7903

e advice@tower.ac.uk

w www.tower.ac.uk

Section 1: Personal and social support

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Personal and social support

Tutors

Every sixth form student has a tutor. A tutor is a teacher who has a special duty to support you while you are at College.

Speak to your tutor if:

- you need help with your coursework
- if there is anything in your life (personal, medical, financial problems etc.) that is making it hard for you to study
- if you have any problems with the College, or with another student or member of staff.

Sometimes your tutor may refer you to another member of staff for more specialised advice. You can also contact these staff members directly.

Tutorial Support Team

Tutorial Support Workers (TSWs) are here to provide support and motivation for you throughout your time in College.

The Tutorial Support Workers can provide you with help and support by:

- systematically monitoring your attendance using class registers
- indentifying and liaising with tutors, tutor leaders and senior tutors about required interventions
- contacting and liaising with parents/carers or family where appropriate
- supporting you to developing your personal, social and life skills
- TSWs will monitor attendance and ensure you attend classes regularly throughout the academic year
- TSWs will carry out continuous reviews to try and help you deal with issues/problems relating to attendance, punctuality, behaviour and coursework.

Students' Union societies

- fund and help organise day trips and activities for students.

At the Arbour Square Centre and Poplar Centre there are Students' Union offices where you can get more information.

Student Representatives

The Students' Union helps to organise student representatives who get together to talk about the College and give their views back to management.

Any student who is interested in becoming a representative should ask at the nearest Students' Union office or call 020 7510 7678.

The Workhouse

The Workhouse is where students can take part in a number of sports including badminton, football, basketball, volleyball, table tennis and boxercise. It is open for all students Monday to Friday, 12-4.30pm.

Learning resources and support

Mentoring

There is an extensive mentoring scheme at the College whereby students can meet regularly with someone who works in an industry they may be interested in working in. This mentor can offer practical and emotional advice and guidance for students looking to get straight into work or who want to go to university.

For more information please ask at any College reception or call 020 7510 7755.

Learning Resource Centres

The Learning Centres at Poplar Centre and Arbour Square Centre are fully equipped with reference books, computers and IT tools. The College has a Virtual Learning Environment called Moodle, which students can access work on. There is also a student intranet, Jupiter, which is a portal of information with up to date news, activities and events.

Transport for London ID card.

Application forms are available at any College reception desk. It costs £5 for the card, payable to Transport for London.

See www.tfl.gov.uk

NUS extra card

All students can apply for an NUS extra card. The card can be used to claim discounts at some shops, cinemas and travel agents. There

is a £10 fee and you will need to provide a passport size photo of yourself. Application forms are available from the students union office. Please bring a photo, the fee and completed form to G37. If you do not study at one of the main College sites your tutor can get an application for you, alternatively, if you have a debit or credit card you can apply for your card online at www.nusextra.co.uk

Extra-curricula activities

Youth Work/Enrichment

Enrichment is an organised College activity which is not part of the course you are enrolled on, but something extra which might broaden your horizons beyond the classroom. The activities may be a personal interest of yours, might keep you fit or simply be fun. You will be able to choose from a wide range of enrichment activities and trips. Some of these activities aim to improve your understanding of your course, and others are intended to allow you to follow any wider interest you have such

as sports, arts and politics. Youth workers are based in G37-38 at Poplar Centre and in LG13 at Arbour Square Centre.

Students' Union

Every student is a member of the Students' Union. The Students' Union represents your views to the management of the College. They work to get better facilities for all students. They:

- provide National Union of Students (NUS) discount cards
- provide financial support to

Counselling

If you need someone to talk to about any personal issue, you can talk to a College counsellor. They will listen to you, and discuss any difficulties you are going through in complete confidence. They provide emotional and psychological support in a safe and sensitive environment to students on all courses.

You can ask your tutor to refer you to a counsellor, you can ask at the student services reception desk or you can go to G18 Poplar centre or LG07 Arbour Square to see a counsellor. You can also call direct on 020 7510 7900 or 7539 to arrange an appointment.

Advice Solutions

If you need help with your next choice of course at the College, are looking for employment or would like to learn about further opportunities outside of the College, Advice Solutions offers impartial course, career and training advice. Although your tutor can often give

you the advice you may be looking for, Advisers at the College are also here to help. They can:

- answer queries concerning a programme of study that you are interested in and help you to get onto the right course at the right level
- assist in personal preparation for employment - job applications, CV and interview techniques, if appropriate refer you to short specialised training
- inform you of current job vacancies relevant to your skills and experience
- help you in deciding and planning the career path for you
- offer practical advice about welfare benefits like Jobseekers Allowance and Income Support, immigration, financial problems, homelessness and housing as well as domestic issues or other matters that may reduce your chances to achieve.

Ask about Advice Solutions at any College reception desk, call 020 7510 7903 or send a course query online at advice@tower.ac.uk

Welfare Advisory Service

The Student Welfare Advisers provide advice on practical problems students could find themselves in e.g. immigration,

benefits, housing and personal finance.

If you need advice about these things you can speak to a Student Welfare Adviser. Ask your tutor to refer you to see an Adviser, or ask at the student reception desk. You can also call 020 7510 7903. This service is totally confidential.

Financial Support

Childcare

Childcare is available at the Arbour Square Centre and the Bethnal Green Centre. For most of our students on benefits or low income, this service is free, apart from paying a nominal contribution. The College can also help you to pay for a childminder outside of College, depending on availability of funds.

To get a place at the College nursery for your child, or to get money for a registered childminder or a nursery outside of College, you must fill out an application form.

You can get this at any College reception desk. If you are not at a main College centre, your tutor can get a form for you. For more advice about childcare, speak to a Student Advisor. Your tutor can tell you how, or you can call 020 7510 7908.

Adult Learning Grant (ALG)

If you are 19 or over when you enrol at the College you may be eligible for the Adult Learning Grant (ALG). The ALG offers you up to £30 a week support over the academic year.

To be eligible you must be:

- 19 or over
- Studying at least 12 guided learning hours a week
- Doing your first full L2 or first full L3 qualification
- Earning less than £19,513 if you are single or less than £30,810 if you are a couple.

Weekly payments are based on regular attendance and punctuality. Application forms can be completed online or a hard copy can be requested from the ALG helpline (0845 456 0027) and then returned directly to the Helpline Assessment and Payment Body (HAPB) by the students themselves.

Education Maintenance Allowance (EMA)

If you are 16-18 and are not in compulsory education you may be eligible for up to £30 a week Education Maintenance Allowance (EMA).

To be eligible you must be:

- 16-18

- in non-compulsory education
- living with a household income below £30,810 (for tax year 2007/08).

Weekly payments are based on your regular attendance and punctuality, and you must work hard on your course. Payments are made directly into your bank account.

Hardship Fund

The Hardship Fund is available to students on a low income (household income of less than £15,940 or in receipt of any means-tested benefits). It is there to help with costs e.g. travel, childcare, equipment and other emergency situations associated with learning. You can pick up application forms from centre receptions.

London Travel discount

Full-time students (studying 15 hours of classroom time per week) can get 30 % off all travel cards for London buses and the Underground by getting a special