



## Parents and Guardians : Frequently Asked Questions

Although students are briefed on the following matters at the start of term and will find additional advice in the student diary, many guardians and parents find it useful to have direct access to some of the key information themselves. The following advice has been prepared in response to their most frequently asked questions. We hope you find it useful, but if there are issues not covered below, please do not hesitate to contact the college.

- **What is a PTL?**

PTL stands for Programme Team Leader. This is the person who is in charge of curriculum and pastoral needs for your son/daughter

- **What is a DTL?**

DTL is a deputy to the PTL.

- **What is a Personal Tutor?**

A personal tutor is a bit like a form tutor at school. They are the main point of contact for you and your son/daughter. Your son/daughter will have a tutorial session each week with their personal tutor where a tutorial programme will be followed. The tutor will focus on academic and personal issues, including two formal reviews of progress in November and February/March.

- **What are the timings of the College Day?**

College starts at 9.15am and finishes at 4.15pm.

Monday to Friday

Lecture 1 – 9.15am to 10.35 am

Lecture 2 – 10.50am to 12.10 pm

Lecture 3 – 12.15 pm to 1.10 pm

(Lunch is taken during Lecture 3 or 4)

Lecture 4 – 1.10pm to 2.05 pm

Lecture 5 – 2.10pm to 3.10pm

Lecture 6 – 3.15 pm to 4.15 pm

- **What are study periods?**

Study periods are sessions during the day which are non-timetabled. We expect your son/daughter to use these sessions wisely for private study in one of our libraries or study centres.

- **What is Study Plus?**

Study plus is a programme of activities which are extra-curricular but mostly run during the College Day. Students are actively encouraged to participate in Study Plus. We expect First Years to engage in at least one Study Plus Activity if their timetable permits.

- **How can my son/daughter get extra help with their work?**

Your son/daughter can get extra help with their work by speaking to their subject lecturers about any difficulties, by using the College's moodle (virtual learning) site and also by dropping in or making an appointment at one of our Study Centres across the College where staff are available to help.

- **How much time should my son/daughter be spending on private study?**

This will vary at different points in their course, but on average we expect that students should need to work for at least an additional 15 hours per week on top of their attendance in lectures. Sometimes this time will be devoted to a written homework assignment or coursework. Other out of class work might include research, wider reading, revision and consolidation etc

- **Do you have Progress (Parent/Carer) Evenings?**

Yes, we do. The dates of them are enclosed with this sheet or on our Parent/Carer Page on the website. An appointment system operates. We expect students to make appointments on your behalf.

- **How do we know when to apply for University?**

We will start the process with students around Easter time in Year One (some will start even earlier). You will be invited to a Higher Education Information evening in April/May to learn more. Applications are sent off from September 1<sup>st</sup> of the second year of study. Generally, once students have researched their options and made their choices, the earlier they apply for university the better.

- **What do we do if we have a question or problem with the bus service to College?**

You contact the Transport Desk at the College (contact number 01872 267003)

- **What should I do if my son/daughter is ill and unable to attend?**

On the first day of illness, please telephone your son/daughter's Curriculum Secretary whose number can be found in the student diary or the Attendance Handbook. If necessary, leave a message stating his/her name, reason for absence and how long you think he/she is likely to be absent.

- **What does my son/daughter have to do when he/she returns after the illness?**

He/she must check on-line that the absence has been authorised. We expect all students to check their attendance on a weekly basis. From midday on a Tuesday, students can see all of their recorded attendance for the previous week. If they have

an absence showing for a class they attended, because they forgot to “swipe”, they can put this right by printing out the form and asking the lecturer of that class to sign to confirm their attendance. They should do this promptly or the absence will remain unauthorised.

- **What happens if my son/daughter knows he/she is going to be absent because of, say, a hospital appointment?**

He/she must complete an Advance Notice of Absence Form which can be printed from the Intranet or collected from most Reception areas. We can only authorise absences for appointments which could not have been arranged by the student at a different time, such as a hospital appointment or a driving test. Please note that driving lessons will not be authorised, nor term-time holidays.

- **Why didn't my son/daughter receive his EMA last week?**

One or more unauthorised absences in a week will stop the EMA. This is one reason why we ask all students to check their attendance on-line every week. Please remember that EMA is paid 2 weeks in arrears. Alternatively, your son/daughter may have had three separate occurrences of illness already in the academic year. A fourth or subsequent illness will remain unauthorised unless you have told us about a long-term and ongoing medical condition. Please note that many colleges do not authorise any absence due to illness at all.

- **What if my son/daughter loses her swipe card?**

For a few days, he/she can print out a Lost/Forgotten Card Form. Every day he/she must ask each of his/her lecturers to sign to confirm he/she has attended their classes and he/she must post the form at the end of each day into one of the boxes in all Reception areas. If, after 4 days, he/she still can't find the card, he/she must buy another one for £5 from Mylor 103.

- **Where can I find out about ongoing information?**

On our college website [www.truro-penwith.ac.uk](http://www.truro-penwith.ac.uk). Look at our Parent/Carers Information Page.

- **What happens if my son/daughter has a problem at College?**

Either they or you should contact the personal tutor or PTL in the first instance.

- **Do I receive reports on my son/daughter?**

Reports on progress are sent home in December and at the end of March. These are followed by Progress Evenings which provide an opportunity for parents and guardians to talk to subject lecturers.

- **Do we have to pay anything for books?**

Students are asked to pay a £30 book deposit at the start of term. This is refundable if all texts and library materials are returned at the end of the course.

- **Can my son/daughter re-take GCSE Maths/English?**

This is possible depending on their previous achievements. Alternative Maths/English qualifications are also possible.

- **How can my son/daughter receive extra personal support?**

Sometimes the Personal Tutor or PTL may be the first port of call when a student needs help on a personal matter. However, Welfare & Personal Advisers are always available in the Student Services department found in Allen.

- **Where can my son/daughter get food during the day?**

There are a number of food outlets available across the College throughout the day.

- **Is smoking permitting in the College?**

No – smoking is not permitted on or around the College campus. This rule is strictly enforced to protect the health of the vast majority of members of the College who do not smoke.

- **Are lockers available?**

Lockers are available to students who require them. Keys may be obtained from your Curriculum Secretary on the basis of a key deposit of £5 per annum. It is each student's responsibility to ensure that books, personal belongings etc. are reasonably secure. The College can accept no liability for losses.

Students are asked not to bring valuable items or large sums of money into the College; if this is absolutely necessary, ask the Finance Office (A101) to lock any such items in the College safe. (NB: this facility is available only in exceptional circumstances).

At the end of each academic year, students must clear their locker, return the key and reclaim the deposit. All lockers will be emptied by a member of staff at the end of each summer term.

- **Is there a code of conduct for students?**

Yes – it can be found in the student diary.