



# SERIOUS ABOUT SUPPORT

**YOUR GUIDE TO HOW  
WE SUPPORT YOU AT  
PETER SYMONDS**

**PETER  
SYMONDS  
COLLEGE**

# SERIOUS ABOUT COUNTING IN ONES

At Peter Symonds College, we take student support and guidance seriously. For us, counting in ones is a simple idea that whenever we have contact with you, be it at an open evening, in an admissions interview, in a lesson, in a tutorial, or in a discussion after exam results day, we treat you as an individual, and respond to your individual needs. This is at the heart of how we support you through your journey from the moment of application through to university, employment and beyond.

CONTENTS

Serious about pastoral support	3
Serious about your needs	4
Serious about your wellbeing	5
Serious about supporting your learning	6
Serious about your future	7
Serious about you	8



“The support offered at Peter Symonds is brilliant. The services they provide cover every student’s needs, whether that involves queries to do with their subject, career options or just general well being. You are never far away from a helping hand.”  
Emma Struckman

# SERIOUS ABOUT PASTORAL SUPPORT

CHECK OUT OUR SHORT VIDEO ABOUT HOW WE SUPPORT YOU WHILE YOU ARE AT PETER SYMONDS AT [PSC.AC.UK/SUPPORT](https://psc.ac.uk/support)

The priority of your Personal Tutor is to ensure you settle into the College, have a happy and rewarding experience, excel in your studies, fulfil your potential and progress into employment or higher education.



**PERSONAL TUTORS**  
When you enrol at the College in August, you will be assigned to a Tutor Group. Your Personal Tutor plays a key role in your life at the College. You will meet with your Tutor and tutor group weekly for 40 minutes, as well as having regular one-to-one reviews. Through both group and one-to-one tutorials, your Tutor will get to know you well, monitor your progress and attendance, support and guide you through your time at college and help you to decide on your future plans.

**LEAD TUTORS**  
If you have a complex issue which could take time to resolve, you may be referred to a Lead Tutor for guidance and support. If your Tutor cannot answer your query, Lead Tutors and Faculty Administrators can help you with queries relating to your course and academic progress.

“The tutor and lecture systems are brilliantly organised and are good for getting each and every student to experience the right level of attention.”  
Scipio Attwater



# SERIOUS ABOUT YOUR NEEDS



The priority of our Student Services team is the wellbeing of students. Therefore, Student Services is the first place you should visit regarding all matters that are non-academic.



“Student support is an undeniably useful resource that students have, it helps with so much of student life and in alleviating some stress from future exams by giving students the resources they need to do the best possible.”

Philipp Nikolin

## STUDENT SERVICES

We run a friendly, approachable counter service and are open all through the College day. You can come and speak to us about fairly straightforward matters such as organising a train pass, collecting some period products, buying a locker key or a second hand textbook, but also for more targeted support such as financial help, free college meals, or if you feel you are struggling at the College for any reason.

## PRIVATE SPACE

We provide a private space where you can discuss more personal matters. We may be able to help with your concerns or problems right there and then or, depending on your needs, we may refer you onto another service in the College such as The Hub or the Counselling Service.

## FINANCIAL SUPPORT

If your worry is to do with the cost of attending college, we can talk to you about the 16–19 Bursary Fund, which offers some help towards transport costs, books and equipment for students from households whose income is £30,000 or below.

## EXTRA HELP

If you are a student who is Looked After by the Local Authority, a Care Leaver, or if you have a caring responsibility at home, you are able to receive specific financial, emotional and practical support, should you wish. You can speak to staff in Student Services at any time for more information.

## COUNSELLING SERVICE

Our experienced Counsellors are available to support you with any complex issue you may have, whether related to college life or not. Appointments are treated in the strictest confidence.

## SEXUAL HEALTH CLINIC

In partnership with the NHS, a sexual health nurse visits the Student Services Department each week. Appointments are confidential.

# SERIOUS ABOUT YOUR WELLBEING



The Hub is a friendly and relaxing space helping students to build resilience and improve their physical and mental wellbeing.



## THE HUB

There is lots of information available in The Hub about mental health, ways to improve your wellbeing and strategies you can use to cope when things feel overwhelming or difficult to manage.

The Hub provides a range of services and the Hub Coordinator is happy to help you work out what type of support would be best suited to you. This is via drop-in sessions as well as group and one-to-one support focusing on specific issues like anxiety and stress.

## HUB MEET AND GREE

The Hub Meet and Greet gives new students, who have indicated mental health needs resulting from anxiety or low mood in their application, an opportunity to visit the College in June/July. You can meet staff, Student Mentors and other students also starting in September.

“If I had a stressed day, where I don’t feel motivated, the Hub is the place I can go to talk and relax. It’s a safe place and sometimes the therapy dogs are in which is even better.”

Enya Small

## WHAT HAPPENS IN SEPTEMBER

When you start in September, the Hub will be available for you to drop-in if you are feeling overwhelmed. It is also a great place to meet other people in the same boat. There will be Student Mentors on hand across campus to help you if you are lost, give advice on how to settle in or just to have a chat. Hopefully, attending a Meet and Greet session beforehand will help you feel prepared for college life in September and you will already know some friendly faces who are here to help you!

## THERAPY DOG

For many years it has been well known that animals can be used to help human beings in distress. Being with dogs makes people feel good as it raises levels of oxytocin. Throughout the year, a Therapy Dog regularly visits the Hub, providing a relaxing and calm atmosphere to help alleviate any stress or anxiety you may be experiencing.



# SERIOUS ABOUT SUPPORTING YOUR LEARNING



The priority of our Study Support department is to help you learn and fulfil your potential.



## STUDY SUPPORT

We offer specialist help to support students with learning differences, physical and sensory impairments and health conditions. If you require temporary support, for example having a broken arm or leg, we will provide this for you so you are able to continue with your studies.

We offer students a quiet study space in addition to providing specific equipment and specialist resources. Although located on a hilly campus, adaptations have made the College more accessible, ensuring all students can participate fully in college life.

Within the department, you will find separate teams of Specialist Teachers and Assessors, Learning Support Assistants (LSAs) and Learning Advisers.

## SPECIALIST TEACHERS AND ASSESSORS

Our Specialist Teachers can provide you with additional support where you have an identified need relating to a learning difference and can provide timetabled one-to-one support for you.

## LEARNING SUPPORT ASSISTANTS

LSAs provide practical support across the campus offering; one-to-one class sessions and accompany students on college trips.

## LEARNING ADVISERS

Learning Advisers are a team of curriculum teachers from a range of subjects across the College who provide support with study skills to all students. We offer one-to-one sessions tailored to a student's individual needs. This includes practical advice and resources to improve organisation, time-management, learning methods, essay writing and revision skills. Students may self-refer or be referred by their teachers.

## STUDY SKILLS WORKSHOPS

You are welcome to attend daily study skills workshops run by our Learning Advisers if you would like help with time management, organising your work, essay writing or revision.

## COLLEGE NURSE

The College Nurse has an open door policy for students who require medical advice and manages emergency first aid provision. She will also help you find the service(s) which are most appropriate for your needs.

“The teachers have been very supportive, especially with workshops and being able to communicate with them by email outside of lessons. The careers department and activities have really helped me aim higher and also expand my extra curriculums to improve my personal statement for university.”

Lydia Carter

# SERIOUS ABOUT YOUR FUTURE

“Highly qualified and experienced careers staff guide students through the process of applying to higher education by helping them to research the best universities and supporting them with interview techniques.”

Ofsted 2020



At Peter Symonds, our Careers Department provides high quality support for progression into higher education, employment, apprenticeships, etc.



## CAREERS

Our Careers Department is open every day during term time and staffed by qualified and highly experienced Careers Advisers and Careers Assistants. It is available to all students to discuss and plan their next steps after college. Our staff are on-hand to provide one-to-one interviews, drop-in advice and job-seeking support. You can book for a longer appointment with a Careers Adviser up to two weeks in advance, or sign up for an information and advice appointment up to 24 hours in advance.

We have an extensive range of careers resources including computer guidance packages, university prospectuses, books, leaflets, as well as our intranet site with lots of information about higher education and employment. We also provide a job vacancy service covering part time, full time, apprenticeships, work experience and volunteering opportunities.

Throughout the year, we organise a number of careers events covering employment and higher education. For example, Careers Week, as well as optional lunchtime talks from a variety of speakers including universities, apprenticeship providers, employers and professional bodies.

With over 85% of our students progressing onto higher or further education, great emphasis is placed on supporting and guiding students with university and other applications. Peter Symonds College holds the Investor in Quality in Careers Standard, demonstrating the priority given to delivering high quality careers education, information, advice and guidance.

“There are so many opportunities at Symonds and so much support for finding out about and applying to universities, or any career path you wish to take.”

Alex Tivey

# SERIOUS ABOUT YOU



## SUBJECT WORKSHOPS

You might be stuck on a particular piece of work and need some individual help – do not despair, all subjects operate workshops which are available to all students. Workshops vary and can focus on investigating a topic in more depth, to providing the opportunity to revise, but all are designed to support you with your understanding and learning.

## SAFEGUARDING

We recognise that we play a key role in safeguarding and promoting the welfare of our students. Where we have concerns about an individual's safety or wellbeing, we will do our best to help and support, but there might be situations where we may need to pass our concerns onto the local Children's Services Department or the police or health services. As students are below the age of 18 when they join us, we have a particular duty to make sure they feel safe and are safe while in our care.

The College also has a duty to help prevent students from being radicalised and drawn into extremism, which is also treated as a safeguarding matter.

“Teachers provide high levels of support for students outside of lessons. Students value the accessibility of drop-in workshops and the one-to-one support they receive. These high levels of individual support contribute to the very low number of students leaving their courses early and the high proportion who achieve better than-expected grades in their subjects.”

Ofsted 2020

## EQUAL OPPORTUNITIES

The College is fully committed in all of its functions and activities to eliminating unfair discrimination, to promoting equality of opportunity and fostering good relations between people of different groups, including groups characterised by age, disability (physical and mental health), gender, gender re-assignment, pregnancy and maternity, race, religion or belief and sexual orientation.

We take active steps to promote equality of opportunity and celebrate diversity and will take action to prevent racial or sexual harassment, sexist or racist jokes and insults, bullying and any other form of intimidation or discrimination. We are committed to ensuring that disabled people (including those with medical conditions) are treated fairly. We will make reasonable adjustments to provision to ensure that anyone with a disability is not disadvantaged.

The College expects all students to show consideration and respect for others, in keeping with fundamental British values: democracy, the rule of law, individual liberty and mutual respect, and tolerance of those with different faiths and beliefs. These are also values shared by many throughout the world.

