



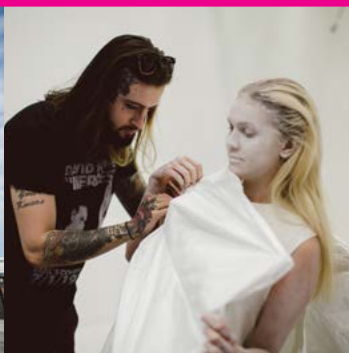
University Centre  
Southend &  
Thurrock

Technical and vocational excellence

# Higher Education

## Student Services Handbook

2016-2017



working in partnership with



University of Essex



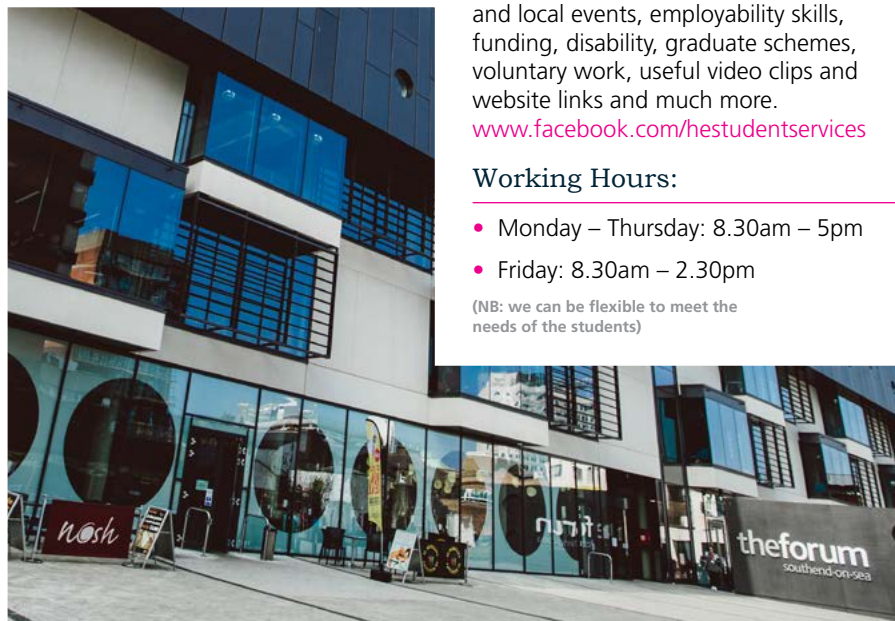
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# Higher Education Student Services

## The Forum

The HE Student Services team is based on the third floor of the Southend Forum and deal with a range of issues including; disability support, study skills, careers advice and guidance, funding issues and any other general concerns that may be impeding on your studies. This location is designed exclusively for HE students and allows the team to be in direct contact with students, lecturers and staff. This means students feel better supported. The modern facilities cater to meet students' needs and include spacious lecture rooms, study areas and IT facilities. For security purposes the Forum has an entry system where you can only gain access through using your security/identification card, which is issued to you when you enrol with a coloured lanyard appropriate to your level of study. Please be aware that you will not gain entry to the Forum unless you remember your security/identification card.



## The HE Support Forum Team:

Lorraine Brophy;  
Senior Learning Mentor  
[lorraine.brophy@southessex.ac.uk](mailto:lorraine.brophy@southessex.ac.uk)

Elinor Harwood-White;  
Higher Education Careers Coordinator  
[Elinor.harwood-white@southessex.ac.uk](mailto:Elinor.harwood-white@southessex.ac.uk)

Louise Worsfold;  
Study Skills Facilitator  
[louise.worsfold@southessex.ac.uk](mailto:louise.worsfold@southessex.ac.uk)

Grace Stickland;  
Undergraduate Support Advisor  
[grace.stickland@southessex.ac.uk](mailto:grace.stickland@southessex.ac.uk)

Team Email;  
If you have any questions or concerns out of office hours please email them to:  
[hesupport@southessex.ac.uk](mailto:hesupport@southessex.ac.uk)

## Facebook

Please visit our Facebook page below where you will find interesting articles and research, information about national and local events, employability skills, funding, disability, graduate schemes, voluntary work, useful video clips and website links and much more.  
[www.facebook.com/hestudentservices](https://www.facebook.com/hestudentservices)

## Working Hours:

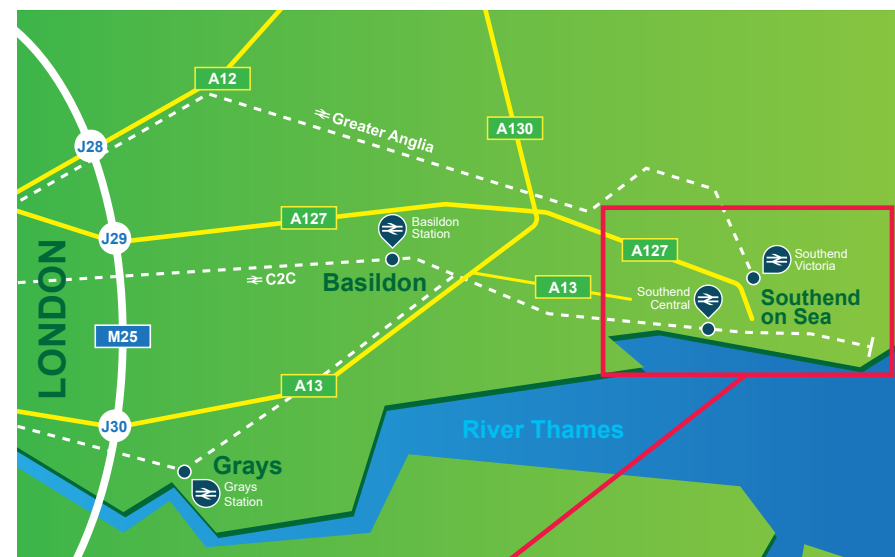
- Monday – Thursday: 8.30am – 5pm
- Friday: 8.30am – 2.30pm

(NB: we can be flexible to meet the needs of the students)

The Forum Southend-on-Sea is ideally situated just off Southend High Street, easily reached by public transport. Car parking is available at South Essex College and at University Square.

**The Forum**  
Elmer Square  
Southend-on-Sea  
Essex, SS1 1NS

**the forum**  
southend-on-sea





HE Student Assessment Year Planner 2016 - 17

HE academic year commences - **Mon 19 September 2016** | HE academic year ends - **Fri 26 May 2017**

Instalment payment dates (IPD 1-3):

1st instalment payment deadline **Fri 21 Oct 2016** | 2nd instalment payment deadline **Fri 3 Feb 2017** | 3rd instalment payment deadline **Fri 5 May 2017**



	Week Beginning	College Year (Week No.)	HE Teaching (Week No.)	Mon	Tue	Wed	Thu	Fri	Sat	Activity/Commentary
2016	August	08	01							Mon 08.08.16 Deadline for appeals against Y3 exam board
		15	02							Mon 15.8.16 Resit course work deadline
		22	03							Mon 15 to Fri 19.8.16 Resit exam week
	September	29	04							Fri 19.8.16 Deadline for submission of extenuating circs for resit period
		05	05							29.08.16 Bank Holiday
		12	06							Mon 5.9.16 UoE HE resit exam board
		19	07	01						Tues 6.9.16 UAL HE resit exam board
		26	08	02						Wed 7.9.16 Resit results published
	October	03	09	03						Mon 12 to Wed 14.9.16 HE Y1 enrolment
		10	10	04						Thu 15 to Fri 16.9.16 HE Y1 induction and "mop up" enrolment
		17	11	05						Thu 15 to Fri 16.9.16 Resit re-enrolment
		24	12	06						Mon 19.9.16 HE student term 1 starts
31		13	06						Wed 21.9.16 Y1&Y2 appeals deadline from resit board	
November	07	14	07						Wed 5.10.16 Y3 appeals deadline against resit board	
	14	15	08						Fri 14.10.16 Deadline for late enrolments/transfers	
	21	16	09						Tue 18.10.16 Graduation ceremony @ Cliffs Pavilion	
	28	17	10						Fri 21.10.16 First instalment due for self payers (IPD1)	
	05	18	11						Fri 24 to Fri 28.10.16 HE reading week	
December	12	19	12							
	19	20								
	26	21								
	02	22	13							
	09	23	14							
2017	January	16	24	15						Mon 28.11.16 Deadline for applying for special considerations for Jan 2017 exams
		23	25	16						Mon 5.12.16 Ethical clearance deadline
		30	26	17						Fri 16.12.16 HE student term 1 ends
		06	27	18						Fri 16 to Fri 23.12.16 Flexible student provision - Forum open
		13	32	22						Mon 26.12.16 College closes for Xmas/New Year break
February	20	29	19						Tue 3.1.17 HE student term 2 starts	
	27	30	20						Mon 9 to Fri 13.1.17 HE exam week (January series)	
	06	31	21						Mon 16 to Fri 20.1.17 HE review week (Term 1 Feedback for students)	
	13	32	22						Fri 3.2.17 Second instalment due for self payers (IPD2)	
	20	33	23						Mon 13 to Fri 17.2.17 HE reading week	
March	27	34	24						Mon 20 to Fri 24.2.17 UAL mid-year exam boards	
	03	35	25							
	10	36	26							
	17	37	27							
	24	38	28							
April	01	39	29							
	08	40	30							
	15	41	31							
	22	42	30							
	29	43	31							
May	05	44	01							
	12	45	02							
	19	46	03							
	26	47	04							
	03	48	05							
June	10	49	06							
	17	50	07							
	24	51	08							
	31	52	09							
	07	01	10							
July	14	02	11							
	21	03	12							
	28	04	13							
	04	05	14							
	11	06	15							
August	18	07	16							
	25	08	17							
	01	09	18							
	08	10	19							
	15	11	20							
September	22	12	21							
	29	13	22							
	06	14	23							
	13	15	24							
	20	16	25							

Key

- HE Teaching weeks Term 1 Monday 19.9.2016 - Friday 16.12.2016
- HE Teaching weeks Term 2 Tuesday 03.1.2017 - Friday 31.3.2017
- HE Teaching weeks Term 3 Tuesday 18.4.2017 - Friday 26.5.2017
- Instalment payment dates (IPD 1-3)
- Disruption to facilities likely for scheduled annual maintenance
- Flexible student provision - Forum open
- Students must make themselves available to undertake resits

What happens if I leave my course?

You will be liable for tuition fees, even if you leave your course early. See document entitled 'Regulations relating to Registration' and 'Fee Table & Payment Schedule'.  
[www.southessex.ac.uk/higher-education/higher-education-policies](http://www.southessex.ac.uk/higher-education/higher-education-policies)

Students who withdraw or intermit after  
**Friday 14th October 2016 and before Friday 23rd December 2016**  
**25% of fees payable**

Students who withdraw or intermit after  
**Monday 2nd January 2017 and before Thursday 24th March 2017**  
**50% of fees payable**

Students who withdraw after  
**Monday 10th April 2017**  
**100% of fees payable**

# Security Regulations

## ID Cards

Security is taken seriously at South Essex College and when you enrol you will be issued with a security card. This is to be worn at all times when you are in college. Your ID card provides you access into areas of the college that you are permitted to enter. If you do forget your lanyard you can request a temporary ID card from the reception at Luker Road main building. However this will not work at the Forum, as cards take twenty four hours before they are activated within the computer system, but this form of ID card will be authorised as identity so you will be permitted entry.

When receiving your ID card you will also be given a lanyard to hold your card. There are five different colours of lanyards that represent the following:

- **Red:** Further Education
- **Green:** Higher Education
- **Blue:** Staff
- **Black:** Staff Managers
- **Yellow:** Visitors

If you lose your ID Card and lanyard you will be charged £2.00 for a new ID card and £1.00 for a replacement lanyard.

**REMEMBER TO ALWAYS WEAR YOUR LANYARD**

## Fire Alarm

During your time at college you will experience a fire alarm. Should the fire alarm be activated please leave the building you are occupying and muster away from the building where it is safe to do so. Under no circumstances do you return into the building until permission is given by a member of staff. Your laptop or mobile phone is not as valuable as your life or those of others.

(NB: Please be aware that fire alarms are tested every Monday at 10.00am in all campuses)

## Security

If you are suspicious of any packages or bags left in the area where you are working in the college do not go near the package or bag, but report your suspicions to a member of staff immediately.

If you have any security concerns regarding your IT devices and associated software please report the issues to a member of staff immediately.

## Accidents

Should an incident occur whilst at college such as you fall over and hurt yourself, or you find a broken or damaged object please report this to a member of staff immediately.

**SOUTH ESSEX COLLEGE HAS A NO SMOKING/VAPING POLICY ON ALL CAMPUSES**

## Opening times of South Essex College buildings

### The Forum – Southend (All year)

- Weekdays 8am - 10pm
- Saturday 8am - 6pm
- Sunday 11am – 5pm

### Luker Road – Southend (Term Time)

- Monday/Thursday 7am - 9.30pm
- Friday 7am – 6.30pm
- Saturday 8am – 4.30pm
- Sunday **Closed**

### Luker Road – Southend (Out of term time)

- Monday/Thursday 7am – 7.30pm
- Friday 7am – 6.30pm
- Saturday 8am – 4.30pm

(NB: Saturday opening may vary for around four weeks during the summer period)

### Purfleet Campus

- Weekdays 8.30-5pm
- Weekend **Closed**

### Thurrock Campus (Term Time)

- Monday 7am – 6.30pm
- Tuesday – Thursday 7am – 9.30pm
- Friday 7am – 5.30pm
- Weekend **Closed**

### Thurrock Campus (Out of term time)

- Monday – Friday 7am – 5.30pm
- Weekend **Closed**

### Thurrock Learning Campus (All year)

- Monday – Friday 8am – 5.30pm
- Weekend **Closed**

### Extreme Music Studios – Southend (All year)

- Monday/Friday 8.30am – 5pm

(NB: out of term time the Studios may close on odd days depending on staff leave. During term time the Studios may stay open late depending on requirements)

### Nethermayne – Basildon (Term Time)

- Monday 7am – 6.30pm
- Tuesday/Thursday 7am – 9.30pm
- Friday 7am – 5.30pm
- Weekend **Closed**

### Nethermayne – Basildon (Out of term time)

- Monday – Friday 7am – 5.30pm
- Weekend **Closed**

### Queens Road Hair Salon – Southend (All year/when required)

- Monday/Friday 8:30am – 5.30pm

### Princess Caroline House – Southend (All year)

- Monday/Friday 8am – 5.30pm

### Wellstead Gardens (All year)

- Monday – Friday (as & when required for classes)
- Weekend (as & when required for matches)

# Student Finance

## An Overview

Before we begin it is worth checking that you are entitled to apply for funding from Student England by checking your residence status. Please visit the following website for advice:

[www.ukcisa.org.uk/student/info\\_sheets/tuition\\_fees\\_e\\_he.php](http://www.ukcisa.org.uk/student/info_sheets/tuition_fees_e_he.php)

The main student finance package includes a:

- Tuition Fee Loan
- Maintenance Loan for living costs (e.g. accommodation, food, books)

## The Tuition Fee Loan

This is a loan that can cover the cost of your tuition fees, universities can charge up to £9,000+ per year for tuition fees. This loan is paid direct to your university when you enrol. As this is a loan it has to be repaid.

## The Maintenance Loan

This is a loan that can help towards your living costs (travel expenses, accommodation, utilities and food) and the amount a student receives can vary depending on your circumstances. Students who are living away from home during term time are entitled to a larger amount than those who will be living with their parents/guardians. The Maintenance Loan will be paid into your account termly three times a year. See below for this academic years dates:

Student Finance Payment dates 2016/17

- 1st Instalment payment deadline Friday 14 October 2016
- 2nd Instalment payment deadline Friday 3 February 2017
- 3rd Instalment payment deadline Friday 5 May 2017

## Additional Financial Assistance

The Special Support Grant:

The Special Support Grant is a means tested grant for students over 60 who are not entitled to a Maintenance Loan.

Please note that although staff at the HE Student Forum can advise on grants and loans available you will need to speak to Student Finance England yourself to confirm your financial entitlement and any amendments that you may incur during your academic studies.

## Disabled Students Allowance

This is a fund that can help students who have certain disabilities or learning difficulties such as dyslexia. This money can be used to purchase specialist equipment that can assist students with their studies. This money does not have to be paid back unless you leave your course early.

## Adult Dependants' Grant, Childcare Grant and Parents' Learning Allowance.

These grants are available to students who have adult dependants', or children. The grants can help towards the cost of childcare and other care expenses accrued during term time. As this is a grant it does not have to be paid back even if you leave your course early.



## Bursaries

During the course of the year the college will advertise grants on their VLE systems and notice boards that are available for students to apply. There are also certain national bursaries and grants, which are accessible to students as an undergraduate or postgraduate level. However you may also want to undertake individual research via the Internet yourself and include any institutions or associations that you or your family have connections with through academic study, different forms of employment, or social activities in the past and present. Dual nationality may also assist in the application of grants, scholarships and bursaries, therefore you should research your Country of Origin for International scholarships, bursaries and grants, if you would like to further your education abroad as part of your undergraduate or postgraduate studies via this process. Please visit the HE Student Services team based at the Forum to find out more details.

## Hardship Funding

The College has funding to support students that might find themselves in financial hardship whilst studying. If you are struggling financially you can seek advice by contacting Grace Stickland, Undergraduate Support Advisor at HE Student Services on the 3rd floor of the Forum.

[HESupport@southessex.ac.uk](mailto:HESupport@southessex.ac.uk)

## Repayments

Repayments for the loans will not start until the April after the student graduates and then only if the student earns above £21,000. Students will only repay 9% of everything they earn annually above £21,000. The repayments will stop, regardless of how much students still owe after 30 years have passed (from the April after they graduate). It is estimated only 40% will pay back the full amount and these will only be the very top earners.

## Further Information

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Contact Student Finance England on **0300 100 0607** or email [www.studentfinanceengland.co.uk](http://www.studentfinanceengland.co.uk) who can provide you with the relevant information that you will need. Do not forget to have your reference number available when you telephone them.

## Claiming Benefits as a Student – What can I legally claim?

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The rules and regulations regarding claiming benefits as a student can be confusing and complicated. The National Union of Students (NUS) have produced an excellent guide, which has appropriate links to [www.gov.uk](http://www.gov.uk) and can be found on their website: [www.nus.org.uk/en/advice/money-and-funding/can-i-claim-government-benefits-as-a-student/#1](http://www.nus.org.uk/en/advice/money-and-funding/can-i-claim-government-benefits-as-a-student/#1)

If for any reason you are unsure what your benefit entitlements are please visit the Forum and discuss your situation with a member of the support staff. Remember it is a criminal offence to claim benefits you are not entitled to, however it is also as important that you are receiving your correct entitlements and know where and how to claim them.

## Earning Impact on Student Allowances

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If you work whilst a student the money you earn from your employment should not affect the allowances you receive from Student Finance England. However do contact Student Finance England to declare your earnings and look at the [www.gov.uk](http://www.gov.uk) website for further information to clarify your situation.

## Paying tax as a student

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To ensure that you pay the correct amount of tax as a student please review the website below or contact your local tax office: [www.gov.uk/student-jobs-paying-tax](http://www.gov.uk/student-jobs-paying-tax)

## Scam emails

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Students are urged to remain vigilant and not to disclose any personal or bank details in response to email requests which look like they are from either Student Finance England or its parent company, the Student Loans Company.

Student Finance England will never email you asking you to confirm your login, user or bank account details. This kind of fraudulent email is known as 'phishing', and will take you to a fake website. Phishing scams are common at the three main instalment payment dates in September, January and April.

If you get an email asking you to follow a link to the Student Finance England website to confirm your account details, you should forward it to [security@slc.co.uk](mailto:security@slc.co.uk) then delete it.

Anyone who has already given their details should change their account password as soon as possible and contact the Student Finance England security team. By forwarding the email, you can help Student Finance England to protect you and others who may be affected

## Withdrawal or Intermission for a Programme of Study

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The college recognises that some students are not able to continue their studies and seeks to support them during the process of withdrawal or intermission. Permission may be given to students to withdraw temporarily (Intermit) from the

College during their programme of study with a view to returning at a later date.

Students must make a written application to the Information Services Manager (HE) using the appropriate form and must give acceptable reasons for the request. [www.southessex.ac.uk/higher-education/higher/education-policies](http://www.southessex.ac.uk/higher-education/higher/education-policies)

An intermitting student will be required to pay an appropriate tuition fee for the relevant liability period as prescribed in the Fee Schedule and Payment Table up until the period of temporary absence is endorsed by the Information Services Manager (HE). Therefore the following fees will apply:-

- Students who withdraw or intermit after Friday 14 October and before Friday 23rd December 2016 are liable for 25% fees payable
- Students who withdraw or intermit after Monday 2nd January and before Thursday 24th March 2017 are liable for 50% of fees payable
- Students who withdraw after Monday 10 April 2017 are liable for 100% of fees payable

## Living and working abroad after graduation

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### Repaying your student loan from overseas

If you will be overseas for more than 3 months, you will need to complete an Overseas Income Assessment Form to enable us to calculate how much you need to repay. These can be accessed from the website below:

[www.studentloanrepayment.co.uk/portal/page?\\_pageid=93,6678653&\\_dad=portal&\\_schema=PORTAL](http://www.studentloanrepayment.co.uk/portal/page?_pageid=93,6678653&_dad=portal&_schema=PORTAL)

- Overseas Income Assessment Form (597Kb)
- Evidence that can be submitted with an overseas Income Assessment Form (109Kb)

Student Finance will then send you a repayment schedule showing how much you need to pay each month. Your monthly payments will be based upon the earnings threshold for your destination country. See Overseas Thresholds for more information from the website above.

Before sending your Overseas Assessment Form always ensure that you have written your name and customer reference number on the form before returning it to the Student Loan Company.

### If your income changes while overseas

Normally your scheduled repayment amount is fixed for a 12 month period. However, you can apply for a reassessment of your scheduled repayment amount at any time if your income level changes.

You can also apply for reassessment if you are moving between countries with different threshold bands. You can contact Student Loans on **+44 141 243 3660** to advise if you need your repayment amount reassessed.

If you call from overseas about Income Contingent Repayment and your account is in arrears you should contact Student Loans on **+44 141 243 3970** (open Mon-Fri from 8.00am to 5:30pm).



# Budgeting

Starting university and being financially independent for the first time is exciting, but also can be perceived as a challenge when you have to balance your studies with managing your money and taking care of everyday tasks. If you've never had to worry about managing or prioritizing your own budget before, this can be difficult to get right. Due to this South Essex College has put together a guide and budgeting tips to help you manage your finances effectively whilst you are studying for your degree.

## Budgeting: the basics

Step one is work out what your budget actually is. You may want to calculate this on a monthly basis or, if you're receiving a student loan each semester, it might make more sense to calculate it on a term-by-term basis. Either way, you need to begin by working out your income. This can include money you receive in the form of loans, grants, scholarships or bursaries, family tax credits and allowances, any help you get from your family and any money you earn through part-time employment. Add all of this together to get your overall yearly income.

Step two is calculating your expenditure. Write a list of all your outgoing expenditure each month or semester. Include your rent, utility bills, mobile phone and internet bill, TV license, insurance for your personal possessions, travel costs, driving lessons, car insurance, tax and fuel (if applicable), care cost for any dependents, learning materials, including photocopying, plus the amount you spend on food and social activities, not forgetting presents for birthdays and Christmas. If you're not sure what your expenditure may be ask your family, friends or Student Union Representative to help you work out your rough expenditure.

Step three is deduct your expenditure from your income, and you'll know how much spare cash you'll have each month or term. Use the UK Student Calculator if you want a bit of help.

## Plan ahead

It's also sensible to set aside a bit of additional money each month as an emergency fund. That way, if you do have something unexpected to pay for you'll (hopefully) have at least some of the cash you need to cover it.

## Top tips for saving money

- You can make your money go much further if you just do a bit of research and shop around. Here are some of our top tips for making your cash go a little bit further:
- Take advantage of student discounts with an NUS card. This can give you discounts in shops and online, save you money at the cinema and even mean you get reduced price entry into various UK attractions.
- Get a 16-25 rail card (if applicable) or look for other discounts available to you on travel companies websites if you regularly use the same mode of transport.
- Make the most of loyalty cards. Many retailers, particularly the supermarkets, offer loyalty cards where you receive points for shopping with them, which you can then spend in store.
- Don't buy course materials before you arrive. Many students will sell their used textbooks to new students - or you may find them on online auction sites. Our Students' Union has a second-hand bookshop too. Further information can be obtained from the HE Student Forum at Southend.

- Set yourself mini-budgets. This might sound like overkill, but if you set yourself a monthly allowance for food, going out, clothes shopping etc., you're less likely to overspend and will find it easier to keep on top of your money. You may want to pay this mini-budget to yourself in cash each week and leave any cards you have safely at home so you do not over spend.



## Part-time work

You may need to get a part-time job while you're at university to help cover your living costs, or just to give you some extra spending money. Please note when working part or full-time your income will not be considered in your Student Loan application and affect the amount you receive. To find more information on the availability of part-time employment please go to the college Moodle Page and look at the right hand menu where you will find Job Shop or HE Student Facebook page, both of these Moodle pages regularly advertise job vacancies in the local area. If you do decide to work while you're studying, we recommend limiting it to a maximum of 20 hours a week. If you can find an employer who can be flexible around your studies, which means giving you fewer hours around exam time, or when you need to hand coursework in.

## Working for South Essex College

There are two job roles that you can undertake at SEC. Among the main advantages of these jobs are that we'll understand the need to give you extra time off around your exams and you'll never have far to travel to get to work. You could find a job working as a Student Ambassador or Student Peer Mentor (2nd and 3rd years only for the PM role). Look out for adverts during the course of the academic year.

## Jobs in South Essex

There are plenty of part-time jobs in South Essex in the town's shops, bars, cafés, hotels and restaurants. Weekend and evening work is in high demand, so if you want a part-time job it's best to start applying as early as you can.

If you already have a job with a national chain, such as a supermarket or pub company, ask them whether they have any outlets in South Essex that you could transfer to once you start at SEC.

## Earnings and tax

On average, you can earn between £90 and £120 per week in part-time employment. You can always top this up by working extra hours during the holidays.

Remember that the amount of tax you have to pay is determined by the amount you earn across the whole year, not just each week or month. Visit the HM Revenue and Customs website for more information about paying tax while you're a student. If you think you are paying too much tax, contact HMRC, as you may get a refund at the end of the tax year (in April).



## Living expenses

Setting up a budget is all well and good, but it can be difficult to plan properly before you've arrived at university and worked out how much everything costs each week or month. The information below is designed as a guide to your living expenses at university. You will be able to calculate your own personal budget once you know your outgoings.

Expenditure	Per week	Per year on a 42 week contract	Notes
Rent for Halls of Residence	£135.24 En-suite  £166.81 Studio Room	£ 5,660.76 En-suite  £6,982.76 Studio Room	Rooms in the Hall of residence are paid on a termly basis at the beginning of each term. <ul style="list-style-type: none"> <li>• <b>Term One</b> 31st Oct 2016</li> <li>• <b>Term Two</b> 31st Jan 2017</li> <li>• <b>Term Three</b> 30th April 2017</li> </ul> <p>Approx 5th July 2017 (if Term 4 is applicable)</p>
Bills (gas, electric, water, sewerage and Internet)	£0 (university accommodation) £35 (non-university)	£0 (university accommodation) £420 (non-university)	All of these bills are included in the cost of your rent if you are living in halls of residence. Otherwise, expect to pay around £35 per month.
Local bus and train travel	£0 (university accommodation) £20 (non-university)	£0 (university accommodation) £240 (non-university)	
Food, toiletries and household items	£245	£2,200	These figures are based on the National Union of Students cost of living survey.
Laundry costs	£13 - £26	£156 - £312	Launderette facilities in halls of residence.
Insurance for personal possessions	N/A	£70	We recommend you insure your personal possessions. This can also be paid monthly by direct debit.
TV licence	N/A	£145.50	You can also pay for your TV licence in weekly, monthly or quarterly instalments. Check whether you need one at the TV Licensing website.
Course materials	£18 - £53	£210 - £630	For example, core textbooks, photocopying, stationery and other consumables.

## Online Calculators

You may find one of the following online calculators can help you work out your budget:

UK Students Calculator  
[www.studentcalculator.org](http://www.studentcalculator.org)

Gov.uk Calculator  
[www.gov.uk/student-finance-calculator](http://www.gov.uk/student-finance-calculator)

## Start-up costs

Don't forget that there are certain things you'll need to buy when you start university, as these won't be provided by your accommodation. They include:

- Bedding (sheets, pillows, duvets)
- Towels and tea towels
- Cups, bowls and plates
- Cutlery
- Cooking utensils and saucepans.

You may just want to bring the bare minimum of kitchen equipment, cutlery and crockery when you start university, as you and your housemates may decide to buy some of the essentials together and split the cost.

## Top tips for budgeting

Managing your money can be daunting, especially if you have not been responsible for your finances before. Before you get into serious trouble, seek confidential financial advice and help with money management from the advisers in Student Support. The following tips will get you started:

- Spend time preparing a budget planner. Consider your income and expenditure – do you have a healthy surplus each week, or are you living beyond your means?
- Consider setting up direct debits and

standing orders to pay regular bills, so you don't miss payment dates and get fined. Most companies offer discounts if you pay by Direct Debit.

- Plan for extra or unforeseen expenditure by saving a little each week/month.
- Avoid credit cards and bank loans where possible. Keep an eye out for interest free balance transfer offers.
- Get a student bank account and take advantage of discounts and banks and building societies that offer 10% refunds on your utility bills and other living costs.
- Make use of offers in supermarkets; especially evening shopping when food produce can be reduced by up to 90%.
- Save points on supermarket and shop cards to utilise for presents.
- Remember to pre-cook (if required) and freeze any food products before their sell by date expires.
- If you live in University accommodation in your first year remember that your bills are included in the rent and your daily travelling costs are likely to be low. Be prepared for higher living costs if you move off campus in your second year.
- Join the Student Union and receive 10% discounts from nominated shops.
- Organise clothes recycle schemes with friends and family for yourself or children.
- Sell your own items that are still in good condition on Gumtree and eBay, or in car boot sales.
- If you live in Halls of residence or in a student house you will be exempt from paying Council Tax
- Remember buy what you need, not what you think you need!

# Help for HE Students with Disabilities

## Notes

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## Personal Budget Planner


We are able to provide support advice and guidance to higher education's students who are studying with a disability or difficulty.

Funding via the Disabled Students' Allowance could be available for additional costs that could be incurred due to the disability. You can get help with the cost of:

- Specialist equipment, like computer software
- Non-medical help, like mentoring or study skills advice
- Other costs such as printing consumables

DSAs don't cover disability-related costs you would have if you were not attending a course, or costs that any student might have.

As a higher education student living in England, you can apply for a Disabled Students Allowance (DSA) if you have a:

- Disability
- Long-term health condition
- Specific learning difficulty such as dyslexia

Disabled Students' Allowances (DSA's) are paid on top of your other student finance and do not have to be repaid back. How much funding you get allocated depends on your individual needs – not your household income.

You can find more information about DSA by visiting [www.gov.uk/disabled-students-allowances-dsas/overview](http://www.gov.uk/disabled-students-allowances-dsas/overview) or by speaking to the Senior Learning Mentor (HE).

International and EU students with dyslexia, disability or a medical condition are unable to access DSAs from Student Finance England. If you have a diagnosis of dyslexia or a disability and have evidence of this, please contact our

Senior Learning Mentor, Lorraine Brophy at [lorraine.brophy@southessex.ac.uk](mailto:lorraine.brophy@southessex.ac.uk) as soon as possible to discuss this further.

Dyslexia – students should have their Educational Psychologist's (or equivalent) report translated into English. The report must date from when you were 16 or over.

Disabled students are advised to provide medical evidence of their impairment, e.g., audiogram, Doctor's letter.



## Additional Advice

The Senior Learning Mentor can also provide advice and guidance on:

- Extenuating Circumstances
- Late Submission
- Intermission
- Special Exam Considerations
- Appeals
- Resits

The National Bureau for Students with Disabilities can provide further information and support.

[www.skill.org.uk](http://www.skill.org.uk)

# Mental Health and Wellbeing

The HE Student Services staff at the Forum can provide initial information and guidance for students with any personal concerns relating to mental health and wellbeing. We are located on the 3rd floor in the Forum or you can email [hestudentsupport@southessex.ac.uk](mailto:hestudentsupport@southessex.ac.uk) for further information.

We have variety of services to support with your wellbeing; from peer mentoring to discuss day-to-day study concerns, your Personal Tutor, HE Student Services staff and our in-house counselling service. We aim to provide a bespoke service to our students, ensuring that information regarding wellbeing support is readily available and you are signposted to the correct service. The College Safeguarding Team are also available to discuss concerns regarding your wellbeing and safety and can be found on the 4th floor of the Southend Campus (Luker Road) or via email: [safeguarding@southessex.ac.uk](mailto:safeguarding@southessex.ac.uk)

## Stress Management

Starting university can be a stressful experience. However stress is a natural feeling and many of your peer group will be feeling the same. Stress is a natural process designed by nature to help you cope in challenging situations. In small amounts it is good, because it heightens the senses and your reaction times, which means it can enhance your performance and in turn assists you to work hard and do your best, especially during exams.

How you cope with the stress is the key to whether or not it develops into a health problem.

Leaving home to start university can mean lots of big changes, these can include:- moving to a new area, being separated from friends and family, establishing a new social network, managing on a tight budget and starting your studies, finding part-time employment. For most students, these changes are exciting and challenging but, for some, they are overwhelming and can affect their health.



The first signs of stress are:

- irritability
- sleep problems

Too much stress can lead to physical and psychological problems, such as:-

- anxiety (feelings ranging from uneasiness to severe and paralysing panic)
- dry mouth
- churning stomach
- palpitations (pounding heart)
- sweating
- shortness of breath
- depression

## Self-help stress tips:

Short periods of stress are normal and can often be resolved by something as simple as completing a task, such as completing an essay or assignment brief on time (and thus reducing your workload), or by talking to others and taking time to relax. One or more of the following suggestions might help:

Assess exactly what in your life is making you anxious. For example, is it exams, money or relationship problems? See if you can change your circumstances to ease the pressure you're under by talking to your tutor or a member of staff in Student Services.

- Try to have a more healthy lifestyle. Eat well, get enough sleep, exercise regularly, cut down on alcohol, caffeine and cigarettes. Spend some time socialising, as well as working and studying.
- Try not to worry about the future or compare yourself with others.
- Learn to relax. If you have a panic attack or are in a stressful situation, try to focus on something outside yourself, or switch off by watching TV or chatting to someone.
- Relaxation and breathing exercises may help or regular gentle walks.
- Try to resolve personal problems by talking to a friend, tutor or someone in your family.
- Learn about how to cope with the stress of exams, managing your study time and improving your study skills abilities.

## Professional help for student stress

Long-term stress and associated anxiety is difficult to resolve by yourself, and it's often best for you to seek help. Don't struggle alone. Anxiety can seriously impair your academic performance, and that's not only distressing for you, but means a lot of wasted effort.

You may benefit from treatment with prescribed medication or counselling, or a combination of both. Have a chat with your GP or book an appointment through the Safeguarding team to talk to a student counsellor.

For further information go to the following web addresses below:

[www.nhs.uk/Conditions/stress-anxiety-depression/Pages/reduce-stress.aspx](http://www.nhs.uk/Conditions/stress-anxiety-depression/Pages/reduce-stress.aspx)

[www.nus.org.uk/en/advice/your-study/coping-with-study-related-stress/](http://www.nus.org.uk/en/advice/your-study/coping-with-study-related-stress/)

[www.mind.org.uk/information-support/tips-for-everyday-living/student-life/#.V7MfluRTGUk](http://www.mind.org.uk/information-support/tips-for-everyday-living/student-life/#.V7MfluRTGUk)





# Travel

For advice on travel passes to and from college please visit the FE Student Services on the ground floor of Luker Road, Southend Campus, or telephone [0845 52 12345](tel:0845 52 12345).

Being so close to London travelling is relatively easy with many travel routes available from all campuses.

## Automobile

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One of the most established main roads in Essex is the A13. This road is where you find the appropriate exits for all campuses.

- **Southend Campus**

Luker Road  
SS1 1DN

Underground car park available under campus and halls of residence. Call [01702 220642](tel:01702 220642) to make further inquiries.

- **Thurrock Campus**

High Street  
RM17 6TF

NO Parking on Campus. Parking available within shopping area close to campus. Call [01375 12345](tel:01375 12345) to make further inquiries.

- **Basildon Campus**

Nethermayne  
SS16 5NN

Parking on campus available. Call [01268 461698](tel:01268 461698) to make further inquiries.

- **Purfleet**

High House  
RM 19 1RH

Parking available on site. Call [01275 362033](tel:01275 362033) to make further inquiries.

## Taxis

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For further information regarding local taxi type in the link below via an Internet search engine.

[www.yell.com](http://www.yell.com)

## Car Hire

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- **Enterprise Van and Car Hire**

196-200 Queensway,  
Southend-On-Sea SS1 2LU:  
[01702 440220](tel:01702 440220)

[www.enterprise.com/en/home](http://www.enterprise.com/en/home)

- **Steve's Self Drive Car Hire**

Unit 4, Bentalls Close,  
Southend on Sea: SS2 5PS  
[01702 612047](tel:01702 612047)

<http://steves-selfdrive.com/>

## Trains

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All campuses are connected by the C2C Rail Line which runs from Shoeburyness, Essex to Fenchurch Street, London.

For further information contact:

- **c2c Rail**

FREEPOST  
ADM3968  
Southend on Sea  
SS1 1ZS

[03457 444422](tel:03457 444422)

[contact@c2crail.co.uk](mailto:contact@c2crail.co.uk)

[www.c2c-online.co.uk](http://www.c2c-online.co.uk)

South Essex College students may save a third off C2C season tickets. For further information go to:

[www.c2c-online.co.uk/studentsave](http://www.c2c-online.co.uk/studentsave)



## Greater Anglia Train line

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Abellio Greater Anglia railway line is an alternative railway line that terminates in Southend. This has links to Liverpool Street, London via Southend Airport, North Essex and beyond. For further information contact:

- Freepost RSCZ-UXJZ-EHHE  
Abellio Greater Anglia Contact Centre  
Norwich Railway Station  
Station Approach  
Norwich  
NR1 1EF  
[0345 600 7245](tel:0345 600 7245) (Option 8)  
[www.abelliogreateranglia.co.uk](http://www.abelliogreateranglia.co.uk)

## Buses

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The Southend Travel Centre is the main bus terminus for Southend. It's located just off the High Street and close to the Royals Shopping Centre. Here are details of the main providers of bus services for Southend and other areas in South Essex:

- **Arriva Southend** - Local bus service covering Southend and surrounding areas as far out to Basildon. Served by the Southend Travel Centre
- **First Buses** - Serving Southend and the wider Essex area. Includes an hourly coach to Stansted Airport
- **Regal Busways** - Smaller local service operating between Southend Chelmsford via Rayleigh
- **Stephenson's Buses** - Green-and-white buses covering Southend, Rayleigh and surrounding area. Offers Shopper & Commuter buses

## Coaches

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- **National Express Coaches**

[0871 781 781](tel:0871 781 781)

[www.nationalexpress.com](http://www.nationalexpress.com)

National Express can offer up to 25% discounts on National Express coaches. For further information type in the link below via an Internet search engine:

[www.nus.org.uk/en/nus-extra/discounts/](http://www.nus.org.uk/en/nus-extra/discounts/)

## Planes

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- **Stansted Airport**

London Stansted Airport  
Enterprise House  
Bassingbourn Road  
London  
CM24 1QW  
[0844 335 1803](tel:0844 335 1803)

[www.fly.stanstedairport.com/travel](http://www.fly.stanstedairport.com/travel)

Destinations include Europe and the UK.

- **London Southend Airport**

Rochford Road  
Southend on Sea  
Southend  
SS2 6YF

[01702 538500](tel:01702 538500)

[www.southendairport.com](http://www.southendairport.com)

Destinations include Europe and the UK.

Travel discounts on air fares for students; up to 80% off.

[www.bookingbuddy.co.uk](http://www.bookingbuddy.co.uk)

## Maps

For maps of Essex and other areas use the following links:

[www.maphill.com/united-kingdom/england/south-east/essex-county/detailed-maps/road-map](http://www.maphill.com/united-kingdom/england/south-east/essex-county/detailed-maps/road-map)

[www.my-towns.co.uk/essex-map](http://www.my-towns.co.uk/essex-map)

Route	Planner	Destination Address

## Accommodation

If you are over eighteen on a full-time course then you are entitled to apply to live at Southend's Halls of Residence at University Square.

You would be staying in a purpose built facility, in the heart of Southend so you will be right in the action of the town's night life, and with Sainsbury's just across the road the weekly shop is easy to do. All rooms are en-suite and have a high speed internet connection. You will also have the chance to get to know many of your fellow students over a coffee in the shared kitchen, and relax with them in the common room while watching Sky TV (all included in the price). The rent includes utilities (so electric and heating), broadband, Sky TV in the communal area. If you have a TV in your room, you will need a TV licence.

- Single en-suite rooms are priced at £135.241 per week
- Studio rooms are priced at £166.81 per week (these are self-contained flats with a double bed and your own kitchen area)

If you wish to apply please email [accommodation@southessex.ac.uk](mailto:accommodation@southessex.ac.uk) or telephone **01702 220451**

If you are offered and accept a place at University Square you will be given a forty two week contract that is legally binding. If you choose to leave before the end of the forty two weeks you could end up paying rent on a room you are not using until the end of the contract period. However if you wish to extend your contract past the forty two weeks please see student services so additional payments can be organised.

Students living in halls are legally obliged to pay rent to the university throughout the period of their agreement. Rent is paid at the beginning of each term.

It can be paid online or in person in the Finance Office, University of Essex (Gateway Building). As with tuition fees it is important to make prompt payments. The university is entitled to charge a £20.00 fee where payment is late and will be applied at the beginning of each subsequent month for as long as the debt remains outstanding. Non-payment of rent could result in you not progressing to the next year of study and a black mark placed on your credit score that may impact you later in life.

### Payment dates for accommodation:

- Term One 31 October 2016
- Term Two 31 January 2017
- Term Three 30 April 2017
- Term Four 5 July 2017 (If applicable)

During your first week at the Halls of Residence you will be introduced to the Resident Assistants who will be able to provide you with information, advice and guidance and support you if you have any problems or issues. They will also be organising social activities so you can meet and get to know other students who will be living in the accommodation too. To reach your Resident Assistant contact information will be written on a poster in the kitchen.

If you have a disability and would like to live in the Halls of Residence this is not a problem.

Please contact [HESupport@southessex.ac.uk](mailto:HESupport@southessex.ac.uk) whereupon the Senior Learning Mentor can assist with the accommodation team in organising a room suitable to your needs.

# Behaviour at South Essex College

At South Essex College we aim to create a welcoming, caring environment where relationships are based on respect and to develop a positive self-esteem in each student.

At South Essex College our minimum expectations of every student are:

## Ready (ready to learn, ready to work)

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- Be on time
- Bring appropriate uniform/personal protective equipment where needed
- Phones on silent in learning time and out of sight. music devices turned off

## Respectful

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- Listen to others and expect to be listened to
- Use appropriate language and a polite tone
- Look after the building, displays and equipment
- Attend every session
- Respect diversity and other people's choices

## Safe

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- Follow College rules for health and safety
- Be in the right place at the right time
- Do not run around the building
- Be aware of individuals with mobility difficulties or disabilities
- Dress appropriately

Led by our core value of respect, everyone is expected to maintain the highest standards of personal conduct, to accept responsibility for their behaviour and encourage others to do the same.

For further information on South Essex College Behavioural Policy please go to:

[www.southessex.ac.uk/sites/default/files/downloads/BehaviourPolicy2015.pdf](http://www.southessex.ac.uk/sites/default/files/downloads/BehaviourPolicy2015.pdf)



South Essex College accommodation team can also offer you advice regarding finding suitable housing in the local area while you are at college.

Please come to Student Services to speak to them or call **0845 52 12345** or email [accommodation@southessex.ac.uk](mailto:accommodation@southessex.ac.uk) or you could go online and research flats and rooms to rent via:

[www.rightmove.co.uk](http://www.rightmove.co.uk)

[www.zoopla.co.uk](http://www.zoopla.co.uk)

[www.gumtree.com](http://www.gumtree.com)

If you are under eighteen and you are having housing concerns please ask to speak to a member of our safeguarding team based on the fourth floor, Luker Road, Southend Campus or email [safeguarding@southessex.ac.uk](mailto:safeguarding@southessex.ac.uk)

Households where everyone is a full-time student do not have to pay Council Tax, such as the Halls of Residence. If you house sharing and are unsure if you need to pay Council Tax please go to [www.gov.uk/council-tax/discounts-for-full-time-students](http://www.gov.uk/council-tax/discounts-for-full-time-students) for further information.

Please remember that the Halls of Residence as with the South Essex College buildings is a NO SMOKING area, which also includes Vapping too. Smoking is only permitted in the smoking shelter or on the podium.

## Map of Southend-on-Sea Town Centre and location of Halls of Residence

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# Peer Mentoring

The Peer Mentoring Programme has been set up with the aim of providing support to first year students by helping them settle into their course, make progress and achieve their potential whilst at South Essex College.

## What is a Mentor?

Mentors are second or third year students who have volunteered to join the mentoring scheme and have received training from the college. Each student mentor will be assigned a small number of mentees. The peer mentor's role is to support individual students enrolled on a course of study at the College by serving as models for first-year students and assisting them to settle into their new college environment by providing general support and guidance. The mentor may have completed the same course as their mentee. This will ensure the peer mentor can offer guidance with issues such as coursework, placements and assignments. Through their own experiences they can share knowledge with new students about the opportunities, services and resources available within the college and encourage them to integrate into their new community and participate in college activities.

## What is a Mentee?

A mentee is a first year student, you can request a Peer Mentor via HE Students Services based at the Forum, Southend, or email [hesupport@southessex.ac.uk](mailto:hesupport@southessex.ac.uk) to support them during their time at college.

## Peer Mentoring Scheme Process

Mentors may choose to organise meetings in groups with their mentees rather than one to one, in cases such

as study skills advice. This will also be an opportunity for you to get to know other first year students. However, as a mentee you will have the opportunity for confidential meetings with your mentor should you so wish, or work within a more electronic virtual environment after an initial meeting using Facebook, Twitter, email or by phone when necessary. It's completely up to you as a mentee and your mentor to agree the frequency of meetings and/or method of contact. Meetings are normally undertaken in a public area convenient to both you and your mentor. A coffee bar or library in your department are examples of places most often used for meetings.

Peer mentoring can last for up to one year. Mentees and mentors have the most contact during the first academic term. Please be aware that a mentoring relationship is completely confidential. A peer mentor is in a position of trust and is expected to treat student concerns and private matters with utmost sensitivity. Mentors have been given training covering confidentiality, only in extreme circumstances will they seek extra support from the mentoring team. As a mentee you will be advised as early as possible to whom your Peer Mentor will be. You can be allocated a different mentor or you can withdraw from the scheme. This will be confidential. You just need to e-mail [hesupport@southessex.ac.uk](mailto:hesupport@southessex.ac.uk) or call into the Forum and speak to the Undergraduate Support Advisor.

For more information on applying to be a peer mentor, or to sign up to the scheme as a mentee please visit the 3rd floor of the Forum at Southend or email [hesupport@southessex.ac.uk](mailto:hesupport@southessex.ac.uk) Further Information on the peer mentoring scheme is also available on SEC Moodle pages.

# Academic Difficulties on Course

If you feel that the you may need to request Extenuating Circumstances, Late Submission, Special Exam Considerations, Intermission, please visit HE Student Services or email them on [hesupport@southessex.ac.uk](mailto:hesupport@southessex.ac.uk) to book an appointment. Information, advice and guidance will be given on the procedure that you will need to undertake and to ascertain if further support may be required. Below is an explanation of the necessary procedures for each situation that may occur:



## Late Submission

As with Extenuating Circumstances this form will be provided to you on request by a member of the support staff at the Forum and adheres to the information as stated above, except that this form should only be used if you are submitting course work late within ten working days of the published deadline.

## Extenuating Circumstance

This form will be provided to you on request by a member of support staff at the Forum and will acknowledge your degrees academic awarding body. The form should be completed if you want to make the Extenuating Circumstances Panel and the Board of Examiners aware of any extenuating circumstances, which you believe may have adversely affected your performance either during the year or in the examinations. Please remember that if the circumstantial evidence you provide is not conceded as being robust enough then your claim may not be accepted. Evidence should include: signed medical certificates, death certificates, photographs, educational reports and letters etc.

Once the Extenuating Circumstances form is completed within the time frame set on the form it should either be emailed to

[HExtcirc@southessex.ac.uk](mailto:HExtcirc@southessex.ac.uk)

with attachments of required evidence, or sent by post to:

### Head of HE Academic Standards

Validation and Quality,  
South Essex College,  
Luker Road,  
Southend on Sea,  
SS1 1ND

Be aware it is NOT the responsibility of staff to forward your Extenuating Circumstances forms but yourself.

### Special Exam Considerations

Please visit the 3rd Floor of the Forum and discuss any Special Exam Considerations that you may need with Senior Learning Mentor, Lorraine Brophy or email her on [lorraine.brophy@southessex.ac.uk](mailto:lorraine.brophy@southessex.ac.uk)



### Intermission

The college recognises that some students are not able to continue their studies and seeks to support them during the process of withdrawal or intermission. Permission may be given to students to withdraw temporarily (Intermit) from the College during their programme of study with a view to returning at a later date. Students must make a written application to the Information Services Manager (HE) using the appropriate form and must give acceptable reasons for the request.

[www.southessex.ac.uk/higher-education/higher/education-policies](http://www.southessex.ac.uk/higher-education/higher/education-policies)

An intermitting student will be required to pay an appropriate tuition fee for the relevant liability period as prescribed in the Fee Schedule and Payment Table up until the period of temporary absence is endorsed by the Information Services Manager (HE). Therefore the following fees will apply:-

- Students who withdraw or intermit after Friday 14 October and before Friday 23rd December 2016 are liable for 25% fees payable
- Students who withdraw or intermit after Monday 2nd January and before Thursday 24th March 2017 are liable for 50% of fees payable
- Students who withdraw after Monday 10 April 2017 are liable for 100% of fees payable

For further information please review your Programme Handbook given to you during your Enrolment, or go to the Student Charter, which can be found on the South Essex College website.

## Changing Your Degree Course

If you feel that your chosen degree course is not what you expected and you wish to change courses within the college or onto a course in another university you have to ask why do you wish to change courses. If you decide to change course on the basis that 'you aren't doing well academically' in your current course you probably should reconsider your decision. Be honest with yourself, will the problems be solved by changing courses? How much of the problem is due to your mismanagement of your studies? If you are genuinely having problems with the course look to an alternative course, speak to your tutor about your problems and there may be a better process you can follow. You also have to consider that if your achievement level is low you may not be allowed to join a new course. Problems you incur could include:

- You may have to restart from year one, which may incur you to wait until the next academic year before you can begin the course you have transferred to
- You leave University with more debt
- It will be another additional year before you can seek employment in your profession
- Will your new course be any better than your last?

Only if you are absolutely certain that all the problems above either don't apply or are a price worth paying should you make the move.



### Changing Courses

Consult with your lecturer initially and discuss why you want to undertake a course change. Undertake this task as soon as possible so you incur as little expenditure as possible. Be aware that South Essex College's closing date for changing courses is 15 October 2015. For further information please go to the following website:

[www.thestudentroom.co.uk/wiki/changing\\_course](http://www.thestudentroom.co.uk/wiki/changing_course)

# Study Skills Guidance

Study skills guidance works alongside subject lecturers to foster a culture of independent learning and critical thinking. Learners are directed, via workshops and one-to-one sessions to resources specific to their HE courses.

Students are taught how to use both the Forum and the Albert Sloman library, also the Internet for ebooks and journal articles. Assistance is offered when planning, referencing and managing findings for all types of academic study. This enables the development of skills of knowing when and why you need information, where to find it, how to evaluate it and how to communicate it in a concise and ethical manner within the framework of your studies.

For further information on study skills advice and to book an appointment, please contact the colleges Study Skills Facilitator Louise Worsfold. This can be undertaken by visiting her directly on the 3rd Floor, The Forum, Southend or email [louise.worsfold@southessex.ac.uk](mailto:louise.worsfold@southessex.ac.uk)

The college also has a twitter feed with links to more than two hundred and fifty academics, online libraries, academic associations and open access platforms. The college is committed to ensure that the skills and disciplines required for successful undergraduate study are rigorously underpinned with excellent access to solid academic research and a thorough understanding of academic excellence. Listed below are South Essex Colleges Higher Education Learning Resources and instructions on how to find them:

- **South Essex College Virtual Learning Centre**

Log on to Moodle - click onto Higher Education - HE Learning Resources

Enter 'Sherlock' - click on appropriate tiles - Books and Online Resources -

Go to bottom of page and click on link to Sage

- **University of Essex Library**

[www.essex.ac.uk/life/facilities/library.aspx](http://www.essex.ac.uk/life/facilities/library.aspx)

- **Crowdsourc**

Internet - Wikipedia - review the references of your chosen subject area  
explore these references via the Internet

- **Twitter Feed**

Found on the right hand side of learning resources page

[@worsfold\\_louise](https://twitter.com/worsfold_louise)

- **Vubis**

Search Engine - type in Southend on Sea City Council Library Catalogue

[www.librarycatalogue.essex.gov.uk/iguana](http://www.librarycatalogue.essex.gov.uk/iguana)

## Time Management and Organisational Skills

Procrastination can be the biggest time waster, especially when at University therefore it is essential that you become efficient in time management and organising your time wisely so you do not hand in your work two seconds before the close of your hand in date. The following pages cover a range of time management and organisational handouts to assist you in developing these necessary skills and to make you aware of just how much time you may procrastinate in life on less necessary chores or needless occupations. Louise Worsfold can provide you, free of charge, further electronic or written handouts on relevant study skills information.

# Check List

Harvard Referencing Format	
Time planning for year	
Budgeting	
Using relevant computer programmes such as Inspirations, Dragon, Read and Write, Kursweil etc	
Developing own learning strategy and style through use of mind-mapping	
Developing reading skills	
How to undertake critical analysis	
Developing research skills for undertaking and investigating	
secondary information	
Developing research skills for undertaking and investigating	
primary information	
Explanation of essay criteria	
Essay writing skills	
Reading and writing and grammar skills if required	
How to undertake a written argument in third party	
Rules regarding plagiarism	
Dissertation planning and layout	
PROMPT	



# Information Technology (IT)

## Contact

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The IT helpdesks can be found in the Learning Resource Centre of all three campuses and are open five days a week between 8am to 5pm during term time. Luker road provides cover on Saturday mornings by email, phone or via the main reception desk. After hour covers is provided at other locations dependant on demand.

Contacting the IT Helpdesk can be undertaken by speaking to a person at the LRC in your campus, during working hours by  
Internal Phone **4832**,  
External phone **01702 221832**  
and out of hours **07826 951 695**.

You can email via  
[ithelp@shouthessex.ac.uk](mailto:ithelp@shouthessex.ac.uk).

When leaving any messages please remember to leave your name and username/id no, Campus, room/area, contact number and full details of the issue/fault. Without these staff cannot assist you.

## Login

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When you are initially given your login details your student number is used as identification and your date of birth as your password, which should be in the format of ddMMMy, i.e., (01JAN99). Your password can be altered during your initial login. Passwords from thereon can be changed once logged in by pressing ctrl+alt+del or passwords can be reset if forgotten via the password kiosk located in Study Centre 2 of the forum, receptions and LRC.

You can login via the college website when working off the college premises using your student login details to check your emails and other information relating to your college course. When you login to your emails you will have the opportunity to download for free Microsoft Office that can be utilised when undertaking your studies.

## Printing Facilities and Credits

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### • Southend Campus and Thurrock Learning Campus

1. Printing can be collected at any printer on the student network by swiping your card against a card reader attached to the printer and then selecting the documents that you want to print. Any documents not printed will be deleted after 36 hours. A warning e-mail is sent to your college e-mail address before deletion. There are 2 main print queues. If you print to the COLOUR queue you will be charged at colour rates whether or not your document contains colour.

2. You will receive a minimum of £3.50 of free credit per term. Once you have used all of this, you need to charge up your account with more pages. This can be done using a Credit/Debit card via a web interface

<http://student-print.southessex.ac.uk/safecom>

or using the printer charging cash machine located in the Learning centre at Luker road or TLC.

### • Thurrock Campus and Basildon Campus

1. You will receive a minimum of £3.50 of free credit per term. Once you have used all of this, you need to charge up your account with more pages. This can be done by visiting the main desk in the learning Resource centres. The minimum you can charge your account with is £1.

## Costs

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Costs for the 16/17 academic year (once your free allocation has been used) will be:-

- 3p per side A4 mono
- 5p per side A3 mono
- 10p per side A4 colour
- 15p per side A3 colour

All unused credit at the end of the year will carry forward to the next year of study.

Any credit held on account when a student leaves the College (either by withdrawing from or completing a course) will not be refunded.

## Internet use

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1. Internet use should be appropriate to students in their educational activity, although legitimate private interests may be followed, providing there is no breach of the policy and conditions of use;

2. Sites and materials accessed must also be appropriate. Any sites deliberately visited that are inappropriate will be regarded as constituting a breach of the conditions of use; any inappropriate sites that are accidentally visited should be quit immediately and IT Services informed;

3. Use for gambling, political purposes, advertising or running a personal business is forbidden;

4. The College reserves the right to remove access to the internet if a student is found to be guilty of online bullying.



## Security

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Remember to be security aware:

1. Lock your machine if you leave your work station so other people cannot send emails or messages from your opened social media accounts.
2. Always take any valuable and important personal belongings with you when leaving your work station also, do not rely on others who may be distracted for those vital few seconds.
3. NEVER give your computer login details to anyone except people who officially work at the college within the IT departments.
4. Any suspicious emails or activities within your own virtual learning area that you may have concerns about please see a member of staff or contact the Computing Services Help Desk.
5. Activity that threatens the integrity of the College ICT systems, or that attacks or corrupts other systems, is strictly forbidden.

6. When and where possible only save work to a network drive and not the local computer drive. Backups of network drives are taken for disaster recovery purposes only. YOU MUST back up your own important work on removable media or onto your OneDrive storage that is provided with your email account. Use them or lose out!

## Eduroam

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If you want to connect your personal devices to the college WiFi you will need to choose 'eduroam' from the available wireless networks from your device. You will be asked to enter a username and password i.e., <studentID>@student.southessex.ac.uk, for example; enter the password you have created to log on to the college computers.

In some instances your device may get a pop up warning about a certificate error, this is nothing to worry about and just choose accept. If you have any issues connecting to the college Wi-Fi please visit a IT helpdesk or contact the IT team by phone or email. <http://www.southessex.ac.uk/wifi/>

## IT Training

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If you feel you require any IT training this can be organised and booked via the Learning Technical Team based in the Learning Resources areas, however this is not a substitute for not attending lessons.

## Skype

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From September 2016 Skype will be available to all students to communicate with staff and students at SEC.

## South Essex College Computing Policy

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Further information regarding Emails and Texts, Copyright, Telephone Communications, Cookies on the Intranet, The Student AUP, Examination of Files, Social Media, Online Resources can be found on the following: [http://secaup/student\\_aupbody.htm](http://secaup/student_aupbody.htm)

# College Reprographic Unit

The CRU offers a range of printing services and is open between 10.30am to 2.30pm weekdays. Situated on the fourth floor, turn left when you exit the lift (Southend Campus).

## CRU Student Price List

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All student artwork must be supplied print ready and preferably as PDF or JPEG, otherwise a design price will be added

All prices below are listed per print/sheet.

- Printing in B&W  
A4 - 3p | A3 - 5p
- Printing in Colour  
A4 - 10p | A3 - 15p
- Colour Paper  
Add 1p per sheet on to print cost
- Wire Binding  
£3.00
- Laminating  
A4 - £1.00 | A3 - £1.50
- Booklet - 5p  
(price per book to be stapled and folded - Does not include printing)
- Design or Print Imposition  
(Per 15 minus) £2
- Large Format Printing  
A2 - £6 | A1 - £12 | A0 - £24
- Acetate  
10p (not including print cost)
- Cutting, Hole Punching, Folding, Scanning (per image) 50p

Job turnaround time may change dependant on work load, these jobs should not take priority over staff work. Two working days is the service standard but please ask before handing in your work for a more accurate estimate.

All files given to CRU on memory sticks/cards must be saved/backed-up before you submit them, CRU cannot be held responsible for loss or corruption of data.

# Graduation

South Essex College students graduate during the Autumn term of the year they have passed their degrees. The ceremony is held at the Cliffs Pavilion and guest speakers have previously included award winning radio broadcaster, Peter Allen and Jonathan Edwards CBE. Further information will be sent to you by the college nearer to the time of your graduation ceremony or you can go online

[www.southessex.ac.uk/higher-education/graduation-alumni-memorabilia](http://www.southessex.ac.uk/higher-education/graduation-alumni-memorabilia) to find out more.

## South Essex College Memorabilia

If you wish to obtain official memorabilia of South Essex College please visit:

[www.southessex.ac.uk/shop](http://www.southessex.ac.uk/shop)

where you can order Graduation Bears £12.00, Hoodies £18.00 and Mugs £5.50.

Please include £4.00 to cover postage and packaging with your order per two items. You can also visit twitter [@UniSouthend](https://twitter.com/UniSouthend) for competitions and prizes.



# Careers

## Individual Appointments

### Available:

Please do not hesitate to book an individual appointment with our friendly team to discuss your specific career path, they can assist you if you are unsure of what direction to go in or need some additional support whilst studying your chosen course.

Please email

[Elinor.harwood-white@southessex.ac.uk](mailto:Elinor.harwood-white@southessex.ac.uk)

We also have available the South Essex College employability handbook to provide additional advice and guidance that can be obtained from HE Student Services.

## Common Careers

### Discussion Points are:

- Options with your subject and progression routes
- Unsure of career pathway to choose following graduation
- Finding graduate employment
- Employability skills
- How employers assess candidates during a selection process
- Internships/work experience
- Teaching pathways
- Voluntary work/work shadowing
- Higher education funding
- Postgraduate qualifications
- PhD research
- CV/application form assistance
- Covering letter/supporting statement advice

## The Collaborative Careers Group

South Essex College is a member of the Collaborative Group which is a partnership of higher education institutions within the region. These institutions include Colchester Institute, University of Essex, University of Suffolk and Writtle University College. The groups remit is to share best practice with regards to careers information, employability initiatives, student finance, support for graduates and progression.

## Your Degree... What Next?

Even after you have completed your course, HE Student Services is still available to help you with any career-related issues you may have (including looking for a job) for two years after graduating. In addition if you are prepared to offer some of your time supporting current Essex students you can take part in Alumni panels or careers events.

## Identify Your Skills

- It helps you to see what you have to offer and plan your next move
- It will aid you in seeing beyond the degree title and module content
- Many application forms ask detailed, skills-specific questions
- Greater skills knowledge will help to boost your CV and application forms
- The interview process often involves competency (skills-based) questions or scenario questions where examples of your skills in practice are required.



## Skills Developed

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Consider the skills that you have developed during your academic career, these include:

- Critical and analytical thinking
- Planning and organisation
- Research methods
- Time management
- Advanced IT Skills
- Presentation skills
- Group skills
- Team working

Review what you have done and where you want to go to help boost your confidence and see where your strengths and abilities lie. Take each of the skills required by an employer and think of an example of that skill in practice. As a graduate you will have lots of different areas of your life where you have gained tacit knowledge with which to draw upon such as:-

- Your degree – think about course work, specific modules and project work
- Work experience – think about work placements, project work as part of your degree and part-time jobs
- Volunteering
- Previous employment before you came to university
- Hobbies, interests, out-of-university activities, clubs, sports, etc.

Once you have done this you should have a clearer picture of what your skills are and any skills gaps that need to be addressed. If so, you could further enhance your skills and experiences through further study, employment, internships, voluntary work, travel etc.

## What Career Do You Want?

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There are lots of fantastic graduate careers websites to help you access information regarding the options available to you. In addition, try to attend internal and external recruitment fairs – an excellent way to make contact with employers and find out about career routes that are available.

## Marketing Your Qualifications

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Employers will value your qualifications as well as any skills and experience you have acquired. It is essential that you demonstrate how your qualifications can be of use in the particular job you are applying for. Ensure your transferable skills are clearly highlighted in your CV and covering letter.

## Postgraduate Study

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There are numerous study options available to those who are considering further study. Weigh up the benefits of postgraduate study, learn about the different types of courses available and decide if you want to study in the UK or abroad. Postgraduate study can be expensive so find out about costs and funding before making a decision.



## Graduate Labour Market

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Graduates are still in demand in the labour market and there are key points you should know and can do to help in the hiring process. More than ever, graduates need to be 'employable'. Demonstrating employability means you need to give evidence of skills and knowledge appropriate to your chosen career. In the current labour market you should consider the following advice:

Do not only look at large companies with traditional graduate schemes. Consider other related professions and employers, small and medium sized enterprises (SMEs) or setting up your own business.

Remember to plan for the possibility of doing a number of careers during your lifetime – jobs and skill requirements change.

Apply for 'non-graduate' jobs or for shorter fixed-term work as a way of getting your career started and getting your foot in the door with employers

Consider paid placements or Internships, found through such organisation as the 'Graduate Talent Pool', in order to gain employability skills

Research further training, including specific professional courses or postgraduate study, as a way of increasing skills in a career area or changing your career path.

## Finding Vacancies

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A crucial aspect of your job search strategy should be identifying and researching as many vacancies in your chosen area as possible. In doing this, consider published vacancies, employment agencies and both specialist and general websites where jobs are advertised.

## Next Step...

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An action plan can help you to focus your thoughts and proactively work out your next steps (please book an appointment with the Higher Education Careers Coordinator or Undergraduate Support Advisor). It could be a formal written document, part of your personal development plan at university or a file you keep personally.

## Destination Of Leavers from Higher Education Survey (DHLE)

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The survey we ask you to take part in is a national survey of everyone who has recently qualified from any university or higher education college in the UK. The information you provide will be analysed by the University of Essex but will also be very useful to us at South Essex College to advise our current students about the opportunities that are available to them for current graduate employment and higher level study. More information is available on: [www.hesa.ac.uk](http://www.hesa.ac.uk)



## Useful websites for future career goals:

### • Jobs and Work

[www.indeed.co.uk](http://www.indeed.co.uk)

<https://jobs.theguardian.com/jobs/>

<http://www.reed.co.uk>

<https://jobs.theguardian.com/>

Facebook - South Essex College - HE Student Services

### • Local Government Jobs

[www.civilservice.gov.uk](http://www.civilservice.gov.uk)

[www.lgjobs.com](http://www.lgjobs.com)

### • Internships

A collection of website with further information on Internships

[www.inspiringinterns.com](http://www.inspiringinterns.com)

<https://graduatetalentpool.direct.gov.uk/>

[www.aiesec.co.uk](http://www.aiesec.co.uk)

### • Teacher Training

A list of various websites that offer information and advice on Teacher Training

[www.prospects.ac.uk](http://www.prospects.ac.uk)

UK's leading provider of information, advice and opportunities to students and graduates in various job roles including that of teacher training.

<https://nationalcareersservice.direct.gov.uk/aboutus/newsarticles/Pages/Startyourteachingcareer.aspx>

[www.academiesenterprisetrust.org/our-teaching-school](http://www.academiesenterprisetrust.org/our-teaching-school)

School Direct Training Programme

<http://www.essexschoolsjobs.co.uk>

Graduate Internship Programme for Teaching

<https://www.gov.uk/teacher-training-funding>

Funding information for teacher training

### • Business Start Up Information

[www.bgateway.com](http://www.bgateway.com)

Business Gateway

<https://www.gov.uk/browse/business>

Business Link

[www.audit-commission.gov.uk](http://www.audit-commission.gov.uk)

Audit Commission

### • Voluntary Work for Gap Year

[www.gapwork.com](http://www.gapwork.com)

<http://www.projects-abroad.co.uk>

## Student Union



south essex college  
**student union**  
HIGHER EDUCATION

When you enrol with South Essex College you automatically become a member of the College's Student Union. Run by students, the Union exists purely to improve your College experience both academically and socially to make your time with us exciting and memorable.

HE Student Services work in close collaboration with the Student Union in order to increase awareness of the services we offer students. We work together to ensure that we are doing everything we can to maximise each student's potential and to support them through their degree and life after graduation.

If you would like to get involved with the SU you can put yourself forward to be a course representative or even apply to be an Executive Officer or one of our four senior leadership roles. Great for your CV and for UCAS applications! As a 'rep' you will work with people from a diverse range of backgrounds, knowledge and expertise, all of whom have invested time in shaping the future of the College for the benefit of all.

The Student Union does make a difference and recent examples include:

- Improving access to Wi-Fi in the college
- More printer credits

- Reduced student parking rates near the Southend campus
- Access to Waves restaurant for HE students

The SU runs charity events and days out such as The Big Day Out to Thorpe Park and Alton Towers, but that is not all! The SU work with the Student Life team and other teams around the College to run awareness weeks such as Environment Week and events such as We've Got Talent. So why not keep those eyes peeled for posters or check the South Essex College Student Union Facebook page for upcoming events.

Through being a member of the SU you can use your SU Extra Card to claim your discount in many high street shops. Bring £12.00 and a passport-sized photo and we will do the rest. You can also purchase your card online at: <https://cards.nusextra.co.uk>

The SU is happy to support your charities during our fund raising events, or if you want to organise your own event, get in touch and we will provide you with support and advice. Remember that if you would like to initiate your own clubs and societies the SU will provide you with information, support and guidance to promote them. These could be a debating society, Chess club, Online Games Club, Cycling club etc.

Academic books can be bought and sold via the SU; please contact a member of the College's SU for further details.

The Student Union help desks can be found in the Student Services area on the third floor of the Forum, Southend or in the library at Thurrock. You can also contact the SU via:

[studentunion@southessex.ac.uk](mailto:studentunion@southessex.ac.uk)  
or [www.facebook.com/secsu](https://www.facebook.com/secsu)

## Sports and Recreation

If you like to exercise, but don't feel like joining a sports team, or perhaps would love to get into a team, but you don't know where to start, there's help at hand with our Sports Coordinators. So if you fancy getting involved, just email [studentlife@southessex.ac.uk](mailto:studentlife@southessex.ac.uk)

But alternatively if you do fancy competing and are able to compete at national/international level then contact [Jason.baker@southessex.ac.uk](mailto:Jason.baker@southessex.ac.uk) to get actively involved.

### Thurrock Campus

The Health and Wellbeing Centre at Thurrock Campus is open daily and here you can use the fitness equipment, participate in exercise classes, play a game of table tennis or squash, or drop-in for help and advice offered by a number of College services.

### Southend Campus

The Atrium at the Southend Campus has a badminton court and table tennis tables. Every week, various activities and clubs are run including zumba, boxing, badminton, short tennis, soccer and table tennis clubs.

We run a variety of team and individual sports which compete in both AoC and British Universities and Colleges competitions.

Please contact:

[Jason.baker@southessex.ac.uk](mailto:Jason.baker@southessex.ac.uk)  
for more information.

## Chaplaincy

### Places to worship

If you wish to find a place to worship in the South Essex area log on to the website below to provide relevant information on various religious places of worship in your locality.

<http://www.cylex-uk.co.uk>

### Activities

Check out the activities that we have on offer via the College website, or if you would like to seek advice and guidance on making the most of your sports apps on your mobile phone please do not hesitate to contact a sports coordinator via:

[www.southessex.ac.uk/student-life](http://www.southessex.ac.uk/student-life)

or check out our Facebook page

[www.facebook.com/secstudentlife](http://www.facebook.com/secstudentlife)

## The Beauty Academy

BASILDON | SOUTHEND | THURROCK

Feel good treatments...  
...Feel good prices.

### Manicures & Pedicures

Gelish Manicures<sup>2</sup>

Nail Enhancements<sup>2</sup>

Aromatherapy

Hot Stone Massage

Massage

### Performance Treatments

Electrolysis<sup>1</sup>

Waxing

Make-up

Skin Specific Facials

Body Tanning

Spa Treatments<sup>2</sup>

Male Grooming

Perfect Eye Treatments

Look fantastic...  
...Feel fantastic!

Please note that an allergy test must be carried out at least 24 hours prior to any tinting, perming or lash extensions treatment.

Call into the salon or ring for an appointment

**Southend Campus**  
Queens Road  
Southend-on-Sea  
Essex  
SS1 1LU  
**01702 220 667**

**Thurrock Campus**  
High Street  
Grays  
RM17 6TF  
**01375 362646**

<sup>1</sup> Available at Basildon only

<sup>2</sup> Available at Basildon & Southend only



# Useful Information and Addresses

## College Cafes

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- **Southend**

Scoff – First Floor, Luker Road;  
open to all students and staff

Waves – Third Floor, Luker Road;  
open to staff and HE students only

Nosh – Ground Floor, Forum;  
public café, but staff and student  
are given discounted prices

- **Thurrock**

#CHILL – ground floor, open  
to all students and staff

Waves – ground floor, open to  
staff and HE students only

- **Basildon**

Scoff – ground floor, open  
to all students and staff

## Library/Learning Resource Centres

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- **Southend Campus**

The Forum Public Library

Luker Road – First Floor

- **Thurrock Campus**

First Floor

- **Basildon Campus**

Ground Floor

For further information on opening  
hours, books and resources please

Email: [learningcentressouthend@  
southernsex.ac.uk](mailto:learningcentressouthend@southernsex.ac.uk)

Facebook: [South Essex LRC](#)

Twitter: [@SouthEssexLRC](#)

## Healthcare

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Please see the addresses below if you  
need to access any medical treatment  
whilst living or working in the Southend  
area. When attending for treatment  
for the first time remember you  
will need to take identification for  
registration purposes and advise the  
reception staff that you are a student.

- **NHS Medical**

Southend Hospital  
Prittlewell Chase  
Westcliff on Sea  
Essex  
SS0 ORY  
**01702 435555**

[communications@southend.nhs.uk](mailto:communications@southend.nhs.uk)

- **Basildon and Thurrock University  
Hospital**

Nethermayne  
Basildon  
Essex  
SS16 5NL  
**01268 524900**

<http://www.basildonandthurrock.nhs.uk/>

- **Southend Medical Centre**

50-52 London Road  
Southend on Sea  
Essex  
SS1 1NX  
**01702 333298**

## NHS Dental

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- **Southend Dental Care**

Unit 2  
Southchurch Road  
Southend on Sea  
Essex  
SS1 2NE  
**01702 465000**

Web: [www.southenddentalcare.co.uk](http://www.southenddentalcare.co.uk)

Email: [info@southenddentalcare.co.uk](mailto:info@southenddentalcare.co.uk)

## Opticians

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- **Specsavers Opticians**

15 Southchurch Road  
Southend on Sea  
Essex SS1 2NG

- **Boots Opticians**

15 The Royals  
High Street  
Southend on Sea  
Essex SS1 1DE  
**01702 466346**

[www.boots.com](http://www.boots.com)

- **Visions Express**

The Royals  
High Street  
Southend on Sea  
Essex  
SS1 1DQ  
**01702 463434**

[www.visionexpress.com](http://www.visionexpress.com)

## Mental Health

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- **Safeguarding Team**

South Essex College  
3rd Floor  
Luker Road  
Southend on Sea  
Essex SS1 1DN  
**01702 220400**

[safeguarding@southernsex.ac.uk](mailto:safeguarding@southernsex.ac.uk)

- **Rethink Mental Illness**

Rethink Recovery Point  
Suite 7,1  
Princess Caroline House  
High Street  
Southend on Sea  
Essex SS1 1JE  
**01702 330267**

[www.rethink.org](http://www.rethink.org)

[recoverypoint@rethink.org](mailto:recoverypoint@rethink.org)

## Legal Advice

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- **Citizens Advice Bureau**

1 Church Street  
Southend on Sea  
Essex  
SS1 2AL  
**01702 456370**

Email:

[www.citizensadvice-southend.org.uk](http://www.citizensadvice-southend.org.uk)

## Health Shops and Alternative Medicine

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Due to recommendations being  
unavailable it is advised to refer to  
the email address below, which  
will provide a list of companies  
and their contact details.

[http://www.cityvisitor.co.uk/  
southendonsea/healthshops.html](http://www.cityvisitor.co.uk/southendonsea/healthshops.html)

