

› GCSES  
› VOCATIONAL COURSES  
› EMPLOYABILITY

# BE WHO YOU WANT TO BE

STUDENT HANDBOOK

Nacro›  
Education





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## Welcome to Nacro Education



I am so pleased you have chosen to join us and take this important step in your education and career journey. At Nacro, our mission is to empower young people like you to realise your potential and gain the skills, knowledge and experience you need to progress confidently.

Our Get Set! programmes are an alternative pathway to success. Our approach is built around your unique needs - we will support you academically, personally and professionally. This handbook outlines all the resources available to help you thrive.

Within these pages, you will find information about your curriculum and teachers, our student support services, policies and procedures, and your rights and responsibilities. We encourage you to review this handbook closely and refer back to it throughout your time with us..

Our brilliant staff are here to assist you in any way they can. We want to make your experience with Nacro challenging, fulfilling and fun. By working together, we can help you gain the skills, knowledge and confidence to be who you want to be.

I am honoured you chose us to be part of your journey. I wish you all the best this year and look forward to celebrating your successes!

A handwritten signature in black ink, appearing to read 'Elise Temple'.

Elise Temple  
**Principal of Nacro Education**

## How to use this handbook

### You can use this document in a range of ways:

- You can search for a particular word or phrase by pressing Ctrl-F and then typing into the search box.
- As you read through, you will see references to different areas in blue text, you can click on these and will be taken directly to the relevant page.
- Where there are links to external websites or email addresses, you can also click to open up the relevant program.

**NOTE: If you are viewing this handbook on an iPad, you should load it into iBooks to ensure the navigation menu works correctly.**

# Meet the team



**Clare Kirk**  
**Vice Principal and Safeguarding Lead**

As Vice Principal, Clare leads the management of our 11 Education and Skills Centres. Clare is also Nacro's National safeguarding Lead for Education.



**Gareth Jones**  
**Assistant Principal**

Gareth is responsible for the management of a number of our Heads of Curriculum, Gareth also leads on the development and implementation of the curriculum across our centres.



**Simon Ashton**  
**Assistant Principal**

Managing a number of the Heads of Curriculum, Simon also leads on ensuring that all students across our centres receive a high-quality learning experience from our wider curriculum.



**Kirsty Thomson**  
**Head of Learner Support and SEND**

Kirsty is responsible for leading the provision of student support and our SEND provision ensuring that the identification of the needs of all students takes place.



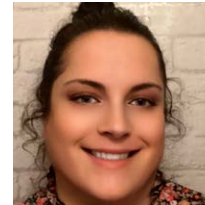
**Lucy Page**  
**Head of Curriculum & Engagement**

Lucy is the lead manager of the Kent Area responsible for Chatham centre & Kent, ensuring the quality of teaching, learning and assessment offer a high-quality learner experience.



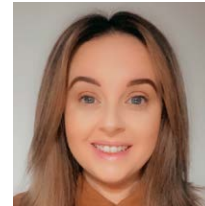
**Zoe Whitmore**  
**Head of Curriculum and Engagement**

Zoe is the lead manager of the East Area responsible for Boston, Peterborough & Spalding, ensuring the quality of teaching, learning and assessment offer a high-quality learner experience.



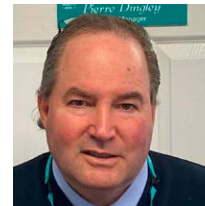
**Caroline Strike**  
**Head of Curriculum and Engagement**

Caroline is the lead manager of the West Midlands area responsible for Walsall & Longton, ensuring the quality of teaching, learning and assessment offer a high-quality learner experience.



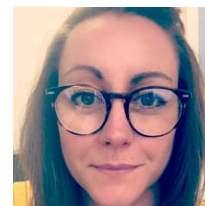
**Georgina Kennedy**  
**Head of Curriculum and Engagement**

Georgina is the lead manager of the Northwest Area responsible for Bolton centre & the Northwest, ensuring the quality of teaching, learning and assessment offer a high-quality learner experience.



**Pierre Dingley**  
**Head of Curriculum and Engagement**

Pierre is the lead manager of the Northeast Area responsible for Newcastle & Middlesbrough, ensuring the quality of teaching, learning and assessment offer a high-quality learner experience.



**Ruth Puckett**  
**Head of Curriculum and Engagement**

Ruth is the lead manager of the Yorkshire Area responsible for Leeds & Sheffield centre, ensuring the quality of teaching, learning and assessment offer a high-quality learner experience.

# The Nacro Standard

We aim to create an environment in which all students can flourish and fulfil their potential. For us to achieve this aim everyone needs to work together. The Nacro Standard sets out our commitments to you as a student and what we expect of you in return.

## We will

- Make every lesson enjoyable and challenging
- Set work which reflects our high expectations
- Be prompt and well prepared
- Not cancel lessons without ensuring work is set
- Negotiate and monitor targets with you
- Give you regular, timely feedback so that you know how to improve
- Foster employability skills of reliability, tenacity and teamwork
- Set work which helps prepare you for exams and assessments
- Treat you with respect and help to make the learning environment a safe and inclusive place for everyone
- Celebrate your achievements with you

We will expect you to sign a copy of this agreement when you enrol at a Nacro Education centre, you will be regularly assessed to ensure that you are meeting the standard.

## You will

- Take an active part in every lesson
- Take responsibility for your own learning and stretch yourself to do more than you think you can
- Attend all lessons promptly and be well prepared
- Explain unavoidable absence and ensure missed work is covered
- Negotiate and monitor your own targets
- Act on feedback
- Practise employability skills
- Complete punctually all work set
- Treat others with respect and help to make the learning environment a safe and inclusive place for everyone
- Take pride in your achievements





## Helping you reach your potential

### Student progress reviews

Within your course, you'll have regular 1-2-1 progress reviews and group sessions.

### 1:1 sessions

These will help you explore your options at the end of your courses (higher education, training, apprenticeships or employment) and review your overall progress and plan individual progression activities.

### Targets

You will set subject specific skill-based targets and personal development targets with your teachers and progression coach/tutor. The aim is to ensure that you achieve the very best that you can. Activities might include:

- Organisation
- Assignment structuring
- Research skills
- Revision
- CV writing
- Applying for employment
- Exam techniques
- Areas of personal development.

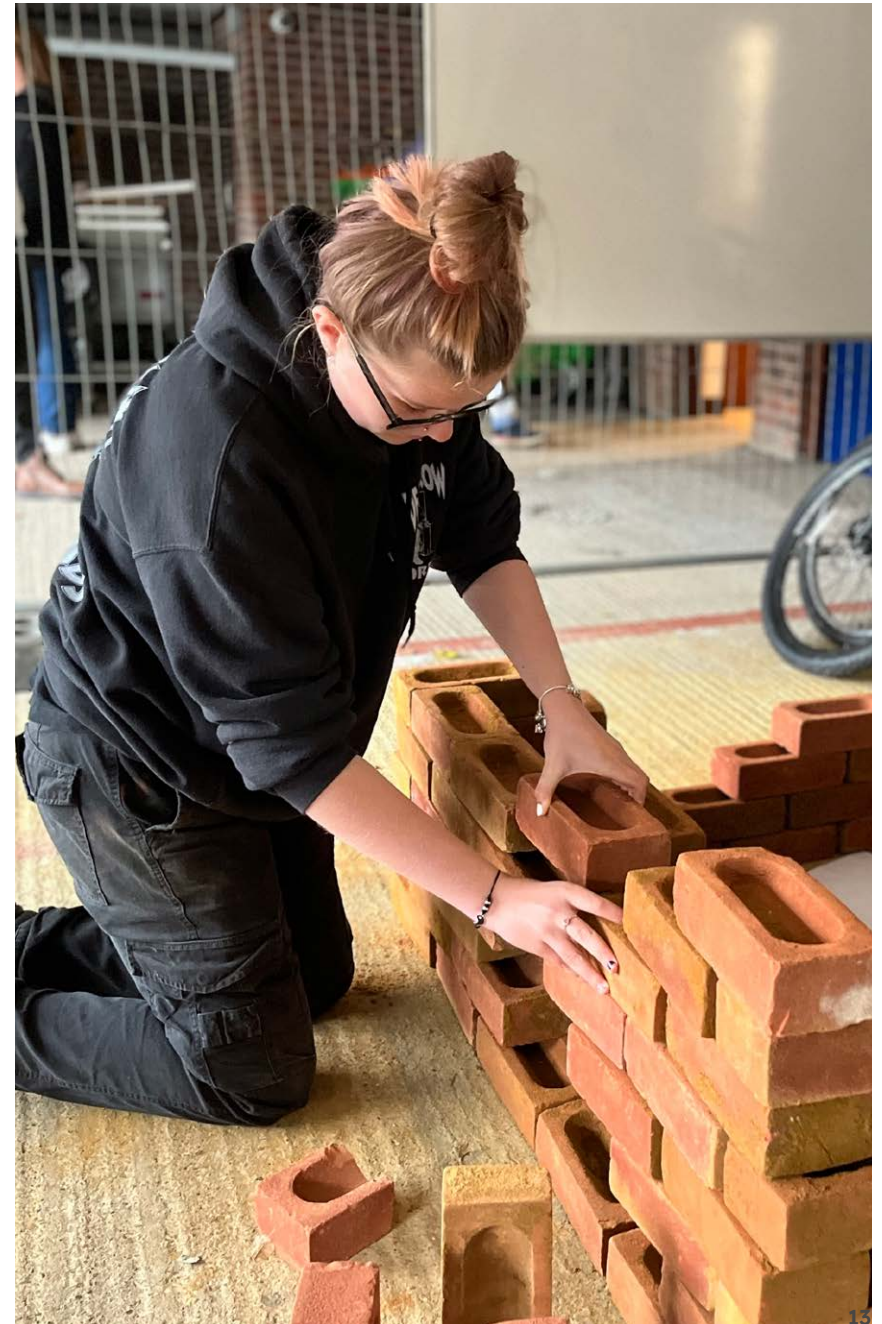
# English and maths

The government has placed increased importance on English and maths as the foundations for future success. This means that Nacro Education Centres will be focusing even more on these subjects in the future. This has two main implications for you:

- Firstly, in all your classes you will be asked to do work relating to that subject which demonstrates your maths and English skills. Your teachers will mark your work and, alongside your subject-specific content, they will also be giving you pointers on how you can improve your English and maths skills.
- Secondly, if you do not already have a GCSE Grade 4 or higher in English and maths, you need to continue to work towards that level of qualification if you're under 19 years of age at the start of the year. This might mean that you have to retake your GCSE or attend Functional Skills classes to build your skills.

These classes are compulsory and you will not be able to stay at a Nacro Education Centre if you do not attend and participate fully unless exempt.

If you have any concerns about the level of maths or English class that you have been enrolled on, please contact your progression coach in the first instance.



## Behaviour and performance

As part of The Nacro Standard, if you do not show the required level of commitment to your studies or your behaviour and attendance are unsatisfactory, you will be placed into our positive engagement and behaviour systems.

Nacro Education will always expect you to behave in line with our expectations:

**Be safe. Be respectful. Be ready to learn.**

The aim of the system is to support you so that you can achieve the very best you are capable of during your time at Nacro Education.

If your individual subject teacher identifies that they have 'some concerns' or 'serious concerns' about your performance they will record this and work with you to create an action plan for you to improve.

The action plan will include clear targets that will be reviewed with you, normally every two weeks.

If concerns are raised across a number of subjects, then you may be placed at a Nacro Standard alert level until your performance improves.

If we fail to see improvements, then ultimately you may be asked to leave Nacro Education.

### The Nacro Standard alerts are:

- Green (no concerns)
- Amber
- Red (final warning)

At each stage of the disciplinary system, you'll be asked to meet with appropriate staff. This may include the senior manager.  
16-18-year-old learners: your parents/carers will be invited to attend these meetings as needed.

## Community Voice

From time to time we will ask you what you think. We're always keen to understand what helps you learn more effectively.

There'll be a number of short surveys throughout the year on different aspects of centre life and we appreciate your time spent completing them.

You'll also be asked by each of your teachers what it is that you would like them to do more of and anything that you feel they could do differently to make your experience in the classroom even better.

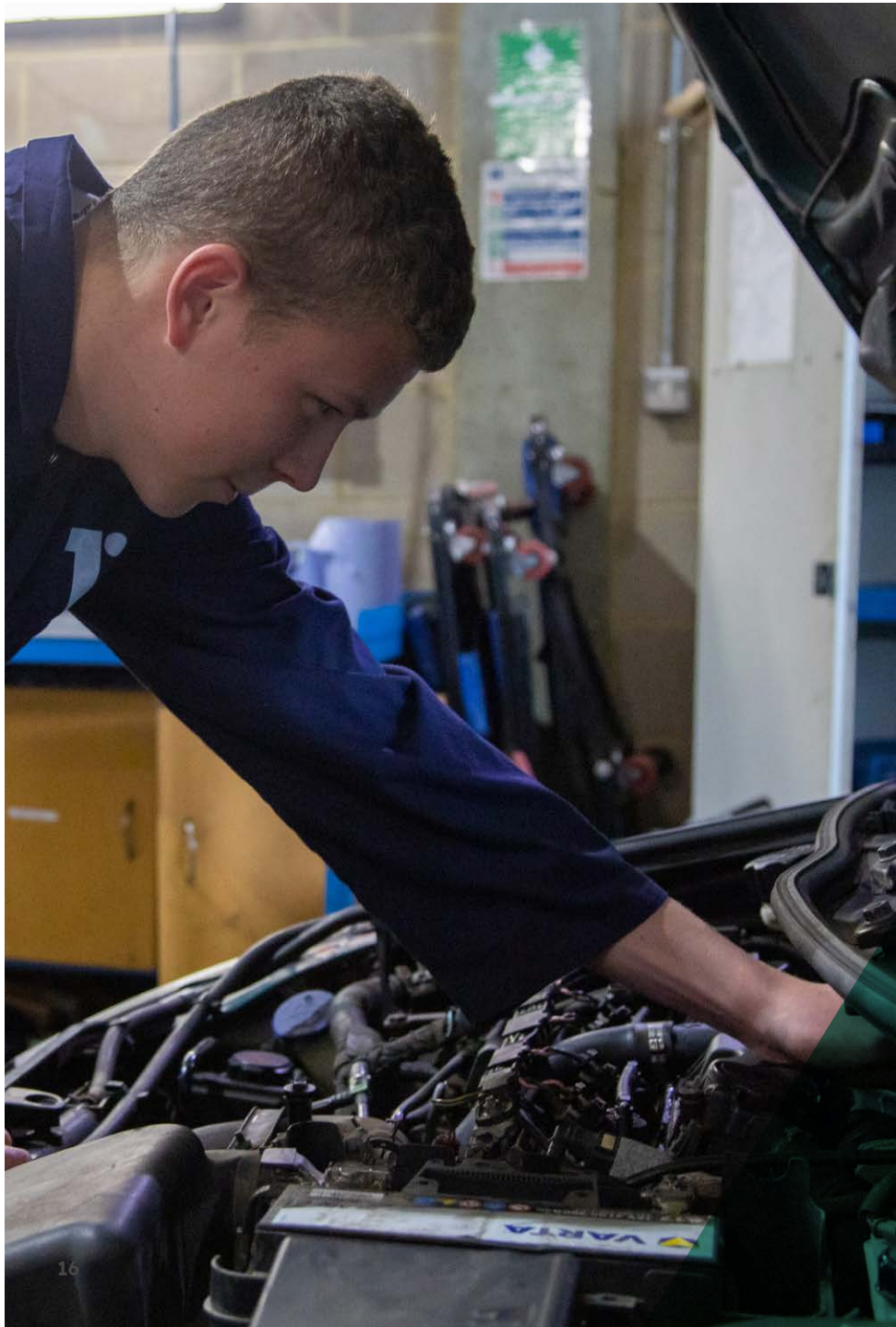
You'll occasionally notice other members of staff observing your teacher or teaching assistant. Usually they'll also want to speak to you and look at your work. This helps us to ensure the quality of your teaching, learning and support in your lessons.

### There are other opportunities to make your voice heard:

Why not put yourself forward to be your course representative and join in discussions about teaching and learning and your experience at Nacro Education or even represent your Centre on Nacro's National Student Voice Council?

Alternatively, talk to any member of the senior management team to share your experience.





## Work experience

In addition to the placements offered in many of our vocational courses, we have links to employers across all of our faculties. Some courses are required to achieve 100 hours. Work experience develops appropriate skills, experience and potentially a good reference for the future. Placements can be one or two days each week and/or two block weeks during the spring term. **Speak to your teacher for more information.**

This may help you choose a career or degree progression route.

### Volunteering

In addition to the course-relevant work experience which is compulsory for all learners, many learners also engage in volunteering. This could be linked to a particular interest or in support of the local community, such as gardening or charity work.

Both employers and university admission tutors promote the fact that they highly rate volunteering on a CV or in a personal statement for UCAS.

There are lots of different organisations in need of willing, young people and adults. Some are brief 'awareness-raising' activities and others may demand more skills. You can volunteer for just a few hours a week or give up some time over a half-term or other college holidays.

For more information visit:

[learnervolunteeringnetwork.com](http://learnervolunteeringnetwork.com)

[ncvo.org.uk/get-involved](http://ncvo.org.uk/get-involved)

[doit.life/volunteer](http://doit.life/volunteer)

# Examinations

In order to be entered for a public examination by Nacro Education, we will expect you to have regularly attended your course and to have submitted set work punctually. Nacro Education pays the examination entry for all full-time 16-19 learners who meet these criteria, but if you do not, we reserve the right to withdraw you from an exam. We run a **mock examinations week for English and maths (29 January - 2 February 2024)**, so that you build your confidence for the exams.

## Examination guidelines and important information

- Read through the JCQ guidelines for examinations provided with your learner agreement & displayed on the exams board.
- It is your responsibility to know when your exams are and that you attend all of them punctually. Make sure you have either collected your exam timetable from your Class Teacher.
- You should arrive 15 minutes prior to your exam start time in order to find your desk.
- Check the seating plan for the exam which is displayed outside the room on your timetable to identify which row you are sitting in.
- If you are ill or unavoidably late on the day of the exam, please contact your centre reception as soon as possible.
- Mobile phones should not be taken into the examination room, all mobile phones taken into an exam room may not be kept on your person and must be switched off, otherwise you are at risk of disqualification.
- You must remove all hats and caps before entering the examination room.

- You can take a drink of water into exams in a plain, see-through bottle i.e. the label needs to be removed. Other drinks are not allowed.
- Please make sure that you have the correct equipment for each of your exams i.e. black pen only, calculators, rulers etc. as appropriate for your exam subject. You are not permitted to use correction fluid in examinations.
- When you see a 'Silence - exam in progress' sign, it means that exams are taking place in this area of the building. Please be as quiet as possible so as not to distract your fellow learners - next time it might be you taking an exam!
- Make sure you keep Nacro Education up-to-date with any changes in your home address, otherwise you may not receive your examination certificates.
- Examination boards do charge for replacements.
- With the advent of smart watches, all watches must be removed in examinations.

## Examination access arrangements

Access arrangements are additional measures that can be put in place to enable learners to have a fair opportunity to perform to the best of their ability in examinations. For example, if you have dyslexia you may be able to have additional time to complete your examination or someone to help you read the paper.

The aim of an access arrangement is to remove any barriers there are for you around the process of completing an exam, not to help you complete the exam itself.

### **This assessment will involve two parts:**

- Your teachers consider how you work in the class and decide if there may be a requirement for access arrangements
- An assessment by a specialist teacher or other suitably qualified person

Even if you have had access arrangements in the past you may need reassessment from our Learning Support Team and you may find that you are no longer eligible for arrangements you have previously had. This is because you may have developed skills or strategies which mean that you can cope better in class or exams since you were last assessed.

We need to process applications for access arrangements two months before your first exam, so you must let your subject teacher know as soon as possible if you feel you may require them. We cannot guarantee processing of applications, if you do not meet this deadline.

It's your responsibility to know when your exams are and that you attend all of them punctually. Make sure you have collected your exam timetable from your Progress Coach/Teacher.





# Student support

The learning support team provides additional help and support during and outside lessons to assist you in your studies across the centre. If you have an EHCP or SEND they will help to meet your needs and support, you with life at Nacro Education.

Our friendly and approachable team can give you expert advice and tuition. For example, we can help you if you

- need help in exams – extra time, reader, small room etc.
- think you might be dyslexic
- need help with reading, writing or numeracy skills
- want to learn how to research effectively
- need help with revision and exam techniques
- want to become better at organisation and planning ... or other learning skills

You may be offered 1:1 help with a member of staff.







## Safeguarding learners

At Nacro Education we hold as our highest priority the health, safety and welfare of all our learners. We have a collective duty of care to prevent the abuse of young people and vulnerable learners. All our staff are trained in child protection procedures, at each centre there are safeguarding officers with responsibility for safeguarding.

If you have any concerns about the safety of yourself or others, please contact any member of staff who will help you to make contact with those who can help, or contact one of the named people in this section. If you'd like to have an informal chat about any issue of safety affecting yourself or any of your friends, feel free to talk to your teacher or a designated safeguarding officer (DSO) who will also be happy to help. If you believe that you or someone else is at immediate risk of harm, then you should contact the police on 999.

### **Contact:**

[Safeguarding@nacro.org.uk](mailto:Safeguarding@nacro.org.uk)

Clare Kirk- Vice Principal and Safeguarding Lead  
[clare.kirk@nacro.org.uk](mailto:clare.kirk@nacro.org.uk)

Kirsty Thomson  
Head of Learner Support and SEND  
[kirsty.thomson@nacro.org.uk](mailto:kirsty.thomson@nacro.org.uk)

# Safeguarding and support

Centre staff are available to offer help and advice to any learners wanting to talk.

If you have any issues or concern, we may be able to offer some support, these can include but are not limited to:

- Centre or home life
- Finance/Housing issues
- Food shortage
- Drugs
- Relationships
- Gender identity
- LBGTQ+
- General health matters, including mental and sexual health
- Gang related activity (violence and weapons, exploitation, extremism)

If we cannot help, we will signpost you to other agencies that can.

Contact information is also available for a range of external support agencies.

We can refer to external agencies for confidential counselling. Counselling is about giving you a supportive and private space where you can be heard and say how it is for you. It can help you explore issues such as:

- Managing anxiety
- Low confidence
- Anger
- Drug and/or alcohol issues
- Bereavement
- Stress
- Family conflicts
- Relationships
- Gender identity and sexuality
- Loneliness
- Bullying and abuse

Speak to your teacher or someone named in this document about further support.

## Useful addresses and contacts

### Physical wellbeing

NHS helpline including dental issues

Phone: **111** (Free from mobiles and landlines) 24 hours a day

Speak to a highly trained adviser, supported by healthcare professionals.

### Emotional wellbeing

No Limits: [nolimitshelp.org.uk](http://nolimitshelp.org.uk)

Phone: **02380 224 224**

Samaritans: [samaritans.org](http://samaritans.org)

Phone: **116 123**

A confidential listening ear on any topic. Phone and email support.

### Health Assured

A confidential listening ear on any topic. Phone and email support.

Call: **0844 892 2493**

Email: [client.services@healthassured.co.uk](mailto:client.services@healthassured.co.uk)

iTalk: [italk.org.uk](http://italk.org.uk)

Phone: **023 8038 3920**

Help with a range of mental health problems on phone, 1-1 or in groups.

### Websites

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

Information on various aspects of mental health.

<http://www.themix.org.uk/>

Information, support, a chat room, and a notice board on many topics.

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

Information and signposting – mental health and emotional wellbeing.

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

Self help and support around the topic of self-harm.

<http://www.nhs.uk/mental-health/self-help/guides-tools-and-activities>

Practical, useful information, interactive tools, and videos.

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

Supportive charity who assists those who have been affected by sexual and domestic abuse.

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

Provides helplines for adults and young people offering support and information about eating disorders.

### Smartphone apps



#### Hub of Hope

Find local agencies for support.



#### Breathe2Relax

Help with slowing your breathing.



#### SAM-app

Help and support with anxiety.



#### 7 Cups of Tea

Free, anonymous and confidential chat with trained volunteers.



#### Stay Alive

A suicide prevention resource for the UK which has tools to help people stay safe when in crisis

Nacro Education cannot accept any responsibility for the support or advice you receive from any of the services, apps or companies listed. Please use all services responsibly.

# Health, safety and wellbeing

We recognise our duty to ensure, as far as is reasonably practicable, the health and safety of staff, learners, visitors, and anyone else whilst they are on Nacro Education premises.

## Accidents/First Aid

If you have, or are witness to, an accident on Nacro Education premises you should report this to the nearest member of staff. If no-one is nearby then you should go straight to the reception. A first aider will then be contacted to help you, if required.

## Fire safety

If you suspect there is a fire or you see smoke/flames, then raise the alarm immediately by hitting the nearest red break glass point and follow the emergency evacuation procedures.

If you hear the fire alarm sounding, please leave the building by the nearest, safest exit. Please make sure you know your escape routes and where to assemble by reading the notices about this in each classroom.

The fire alarm sirens are tested weekly – you do not need to do anything. We practice evacuation procedures.

## Smoking, vaping, alcohol, drugs

We aim to create a safe environment for staff and learners. Smoking, vaping, drugs and alcohol are all known to be unsafe in a work environment and we therefore, prohibit their use on Nacro Education premises.

## Invacuating, Lockdown and evacuation

During and invacuation students outside the centre will move into the building and remain in a safe room.

During a lockdown students will be instructed to remain in the classroom.

During an evacuation students will be directed to the evacuation point.





# eSafety

There are a number of risks associated with using social media and communicating in the online world.

- Take care over revealing personal information or contact details to someone you meet online. It's an obvious point, but they might not be who they claim to be.
- If anyone acts in a bullying or harassing way towards you online, via chat rooms, instant messaging, Facebook, Twitter, text message etc., you can come to us for advice and help in dealing with it. It is useful to keep screenshots of these incidents when they occur so you can provide evidence if needed. In turn, take care that your own behaviour can't be misinterpreted - sometimes it's easy to forget that there is a real person on the other side of the screen when you are commenting anonymously in a chatroom or forum.
- Make sure you protect yourself from identity theft by never revealing passwords to other people and ensuring that you have passwords or a PIN set on smartphones to protect your contact details (and those of your friends).
- Be vigilant against online sextortion. You may think you've got to know someone online and via video chat, but still be cautious about sexual behaviour. Remember that IM chats and video calls can be recorded: there have been cases where money has been extorted by criminals who threaten to release images that you might not want in public or seen by your family.
- Be aware that sexual exploitation is increasingly carried out online. This may be by a stranger or someone you know. Contact us if you are worried - you won't be in trouble.

## **Protect your own online reputation**

Another important aspect to your online life is knowing what is appropriate to publish online. Remember that employers can conduct social media searches on prospective employees - a photograph or video clip of friends having wild times at a party may well show you in a poor light when seen out of context. Equally, a comment that was intended as light-hearted that could be seen as racist, sexist or homophobic is unacceptable. It could well come back to cause you difficulties years later if it turns up in an internet search.

You are legally responsible for the content you publish online and internet companies can be asked by the police to reveal your identity. Remember that you could be prosecuted for criminal behaviour for comments you post on the internet.

## Dates for your diary

Course Induction	
From Monday 4 September 2023	All students
Work Experience	
Work experience dates will be planned by your teacher	Block week (see 'Welcome Note' for details)
Inset Days	
Thursday 9 November 2023	No students in centres
Tuesday 12 December 2023	No students in centres
Thursday 8 February 2024	No students in centres
Wednesday 10 July 2024	No students in centres
Student surveys	
Monday 30 October 2023 - Friday 10 November 2023	Student induction survey
Monday 27 May 2024 - Friday 07 June 2024	Student end of course survey

## Term Dates

Autumn	
Monday 4 September 2023	First day of Term
Monday 23 October 2023 - Friday 27 October 2023 Or Monday 30th October 2023 - Friday 3rd November 2023 (depending on centre location)	Half Term
Wednesday 20 December 2023	Last day of Term
Spring	
Monday 8 January 2024	First day of Term
Monday 12 February 2024 - Friday 16 February 2024 or Monday 19 February - Friday 25 February 2023	Half Term (depending on centre location)
Thursday 28 March 2024	Last day of Term
Summer	
Monday 8 April 2024	First day of Term
Friday 19 July 2024	Last day of Term

## Your future

### **Careers, higher education, apprenticeships and training advice.**

We live in a highly competitive employment and higher education marketplace. It is key that you are able to make informed decisions about your future. We place the highest priority on providing quality careers information, advice and guidance to all learners throughout your time at Nacro Education.

Your teacher will also talk to you about your goals and your progress towards them - giving advice on how best to get there, including accessing university taster events and open days. You will be referred to careers information by your teacher.

### **Advice and handbooks**

We also maintain information on our website at [nacro.org.uk/education](http://nacro.org.uk/education) where you can access further information about courses, apprenticeships, student finance and student support.

## Your future: useful websites

### **Apprenticeships and Traineeships**

If you want to work and earn money at the same time, whilst gaining qualifications then consider apprenticeships.

[www.apprenticeships.gov.uk/apprentices](http://www.apprenticeships.gov.uk/apprentices)

[www.gov.uk/find-traineeship](http://www.gov.uk/find-traineeship)

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

### **University and higher education (HE)**

UCAS are responsible for all UK university applications. Visit them online at [www.ucas.com](http://www.ucas.com)

For information about funding your university studies, see Learner Finance England: [www.gov.uk/browse/education/learner-finance](http://www.gov.uk/browse/education/learner-finance)

Information is available to find out more about Higher Education from [discoveruni.gov.uk](http://discoveruni.gov.uk), [www.whatuni.com](http://www.whatuni.com) and [www.prospects.ac.uk](http://www.prospects.ac.uk). These websites give detailed information on where your degree could take you in the future. You will find information on courses, university ratings and can read reviews left by former learners.

### **Special Educational Needs (SEND) & Disabilities**

Find out more about the SEND 'Local Offer' near where you live.

<https://www.gov.uk/children-with-special-educational-needs>

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