



2020-21

INTERNATIONAL PARENT'S GUIDE

(Over 18s)

Introduction

This is a guide full of useful information and guidance for our parents of new international students who are over the age of 18. We hope that it will cover all sorts of subjects that you will find relevant and helpful.

Starting college in another country can be an exciting time for your child but it can be different to anything that they have experienced before. Our International, Wellbeing, Learning Support, Student Services and Warden teams are here to help your child settle in quickly and to provide friendly advice and guidance. We hope that by providing you with this guide, we can also extend our help and guidance to you too.

We understand that, as a parent/guardian, it can be a daunting experience leaving your son or daughter in the care of others and you want to know that they will be looked after. Our staff will provide professional support in and out of the classroom and our residential teams will help settle students into the Hartpury way of life. We want all our students to enjoy their time in residence and build friends and memories that will last for the rest of their lives. We also want them to develop as well rounded citizens so that they can leave Hartpury well prepared to go into employment and of course some students never leave us and stay with us to study their postgraduate course here too!

Your son/ daughter will find a copy of our Residential Handbook in their room when they arrive and you may find that this will be useful for you too. You can also download a copy from the Accommodation pages of our website at; www.hartpury.ac.uk/uni-accommodation

If you have any questions after reading this guide, please do not hesitate to contact us and we will be pleased to assist you.

Useful Contacts

International Office	+44 (0) 1452 702 344
Wellbeing Officer	+44 (0) 1452 702 327
College Nurse	+44 (0) 0145 702 109 or +44 (0) 1452 702 174
Absence Officer	+44 (0) 1452 702 525
College Counsellors	+44 (0) 1452 702 326 or +44 (0) 7788 148 357
Safeguarding & Wellbeing Manager	+44 (0) 1452 702 495 or +44 (0) 7788 148 358
Accommodation Team	+44 (0) 1452 702 352
Wardens Team	+44 (0) 1452 702 610 or +44 (0) 7768 091 041
Chaplain	+44 (0) 1452 702 194
Learning Support	+44 (0) 1452 702 478

Accommodation

Our University students are entitled to Hartpury managed accommodation in the first year of their study. After this time, they will need to seek alternative accommodation in the surrounding villages or in central Gloucester, through companies such as 'Student Digs'. By accepting accommodation at Hartpury, your son/ daughter is agreeing to abide by the Terms of our Accommodation Licence. As with the Residential Handbook, it may also be beneficial for you to be familiar with this document too; a copy of which can also be found on the Accommodation pages of the website.

On arrival, all students are issued with a fob for the entrance door of their halls and a separate key for their individual room. Fobs will only access the block your son/ daughter has been allocated to. Please help them remember to bring their key/fob back when they return from a stay at home or with their guardian. Lost or damaged keys/fobs are charged at £12.50 each.

The fob is an important tool in helping us keep your son/ daughter safe and must be used each time a student enters and exits their residential block. This provides us with a track of their movements in and out of their block, for safeguarding purposes, so please help us by also reminding them of the importance of properly using their fob.

Home sickness

Many students suffer from homesickness at some point in time. For the majority of students this passes very quickly when they make new friends and settle into their course.

It is important to remember that college is not a period of isolation and your son/ daughter should feel more settled after a few weeks.

Living in halls often teaches students how to live away from home for the first time. They will discover how to manage their money and laundry, whilst interacting with a community of people from a variety of backgrounds. It is important to remember that many students are in the same situation and however daunting that may seem, in a few short weeks they will have made friends with people who will be in their life for longer than the duration of their course.

If your son/ daughter struggles with being away from their family and friends please encourage them to talk to someone, for example staff from the Wellbeing team or the Warden team. The Student Warden will most likely have been through the same situation, or at least know someone who has been. They will be able to help and encourage.

Wellbeing & Spiritual support

Emotional problems, stress and anxiety can affect a student's studies and finding the courage to ask for help can be difficult.

If students are feeling confused, anxious, hurt, angry, depressed or homesick, they are able to speak to a counsellor at Hartpury to help them explore and pursue their goals in a caring, supportive and confidential environment where they feel valued and respected.

We have a dedicated Wellbeing Zone on campus with access to nursing, sexual health clinics, wellbeing, counselling and chaplaincy services. We also have daily appointments at the local doctor's surgery in Staunton and all residential students are encouraged to register.

It is important to note that if your son or daughter is unwell or injured they should return to their family home, or into the care of their UK guardian, particularly if their illness requires regular monitoring.

The Counselling team offer drop in services at 12.30pm and 4.30pm every day. The College also has a Wellbeing Officer who can offer a secure, safe, private environment for all students to share their concerns.

Students and staff are actively encouraged and supported to let the safeguarding team know about any concerns they might have about young people on campus. The College also has a designated Safeguarding & Deputy Safeguarding Lead.

The Chaplaincy team will help with spiritual and faith issues and also offer a listening ear when students need someone to talk to. They also offer space for quiet reflection or prayer and can also provide information about faith communities in the local area.

Access to Medical care

In the UK, we have a National Health System (NHS). EU students and Tier 4 Student visa holders (who have paid the NHS surcharge as part of their visa application) will be able to access the NHS and its services during their time at Hartpury.

Students who are studying at Hartpury on Short-term study visas (i.e. Study Abroad students) are not entitled to free NHS care and they will need to pay for certain any medical care that they receive whilst in the UK. More details can be found at the link:

<https://www.nhs.uk/NHSEngland/AboutNHSservices/doctors/Documents/Using-the-NHS-Information-for-visitors-from-abroad.pdf>

In the UK, when a child turns 16 years of age, the parents no longer have the right to access their child's medical records. In line with this, whilst we actively encourage students to discuss any medical conditions that they may have with their parents/ guardians, we are unable to discuss any such matters or share any medical information with parents.

Permissions

It is very common for parents, particularly those who are contributing to tuition fees, to ask for information about the academic progress of their child, to inquire how they are settling at the University or to try and find out where they are since they have not been in touch.

Unfortunately, if a student is over the age of 18, Hartpury is not able to disclose any sort of personal data with anyone (even to parents), without first receiving the written consent of the student, because of the provisions of the General Data Protection Regulation (GDPR). Please note that in the case of serious illness or safeguarding issue, we would contact the next of Kin

Limitations of care

Whilst we offer a wealth of resources and support, there are limitations to the level of care that we can offer here at Hartpury.

It is important to make clear that life at Hartpury is different to a boarding school experience. We actively encourage independence, within a supportive environment, using the tools and services that we have discussed in this guide.

Equality, Diversity & Inclusivity

Hartpury College is a diverse place. There is a mix of ethnicities and different cultural beliefs. Students don't have to agree with each other all the time, and getting into discussions about things can be more interesting when we don't all agree. Everyone has the right to their own opinion, and their own identity.

Students are all unique and that's what makes life so interesting. Living in a diverse society means understanding how people are different in all sorts of ways - for example gender, disability, age, race, beliefs, religion, sexual orientation, gender reassignment, marriage or civil partnership. But as well as diversity, we need equality. That means treating everyone with the same level of respect. The Equality Act (2010) is UK law that states that everyone, including young people, should have equal rights no matter who they are. These laws are here help protect people at school, at college and at work. Discrimination against a person because of their gender, age, race, etc... is a serious matter.

Code of conduct

We want our students to develop some life skills while living and studying at Hartpury. Abiding by our student code of conduct and residential regulations will help them achieve this as well as develop their citizenship skills. It works well when we can work in partnership with parents so it is important you are aware of our expectations for students. The Residential Handbook outlines this.

Students will make mistakes but they need to understand the boundaries and Hartpury's expectations of them. If students do not comply with the residential regulations then matters will be addressed as part of the Non-academic Disciplinary Process.

All students are expected to attend a residential induction session during the first week of term when staff will explain all these regulations to them.