

ACCOMMODATION GUIDE 2023 - 2024



DUCHY
COLLEGE



“Living in Duchy Hostels is good fun as I meet a lot of great people and I feel very well looked after by the staff.”

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INTRODUCTION

We are delighted that you have chosen Duchy College Stoke Climsland as your place of learning during the next stage in your education.

Living at Duchy College has many advantages. Students will have great opportunities to meet new friends and learn important independent living skills.

Students are close to all of the College facilities such as lecture rooms, computer suites, library, social areas and sports facilities. Food is provided in the College dining area and all the College staff you may need to contact are close at hand.

Although the College wants all students to enjoy residential life, we set high standards of behaviour and expect all young people to take their responsibilities seriously to help them develop as young adults.

On behalf of myself and the rest of the Residential Services team I sincerely hope that your time here is successful, both academically and socially. Please do not hesitate to talk to college staff if you need any help.

Michelle Crocker
Residential Team Lead
Duchy Stoke Climsland



LIVING IN AT DUCHY COLLEGE

Support

Starting as a student at Duchy College is an exciting time of new challenges and experiences; living in Duchy College accommodation makes the transition from home to college so much easier, offering a point of contact 24hrs a day should you have any queries.

Socialising

You will make lifelong friends at Duchy College and our residential students are a close knit community; many of you will be experiencing college life for the first time so you'll have lots in common. The dining areas and residents' lounge are always buzzing. The student voice is strong throughout the whole of the Cornwall College Group, Students' Union. The Residential Services Team at Duchy will always make sure your social calendar is always full.

Security

Our safe, secure environment has CCTV and a custom key system for hostels. Living on a small, lively campus is like being part of one big Neighbourhood Watch scheme.

SUPPORT & HELP

At some point during the year you may need some extra help and support.

The Residential Wardens are available to all students for a chat or advice. If we cannot provide the advice or support needed we can help find out who can or access support from outside the College.

Useful Numbers

Residential Services: 01579 372314

Duty Warden Emergency No: 07773 367483

Student Services: 01579 372254

Learning Support: 01579 372404

FE Residential Bursaries and Residential Finance: 01395 562393



"I really love living in hostels! The social events are great and have brought me out of my shell and the staff are so lovely and supportive."

MEDICAL & WELFARE

Residential students are advised to register with our local practice at Gunnislake, who will be best placed to offer students the most accessible care and treatment. We ask that any routine/follow-up appointments are arranged on non-college days where possible. Residential Services staff can advise how to register with the surgery.

Over 18s are required to arrange their own transport for medical appointments, but if struggling to do so please speak to a member of staff.

If you have a medical emergency any time during the day or night it should be reported to a member of the Residential Services Team.

All Wardens are trained First Aiders.

PLACES TO EAT

The campus offers a range of eateries from a convenient cafe to student restaurant with an extensive and imaginative menu. Our catering department prides itself on sourcing the vast majority of food locally or buying Fairtrade.

Sam's Cafe

In the heart of the campus Sam's Cafe offers a welcoming environment and provides the social hub for all students during the day. Lunches range from burgers and chips to sandwiches and jacket potatoes.

Pastures Restaurant

Residential students are provided with their meals dependent on which meal package they have chosen, either a 10 Meal package or 15 Meal Package with their accommodation. Any extra meals/snacks can be bought with cash/card at the restaurant.

Each morning there is a choice of:

- Cereals
- Toast & Preserves
- Full English Breakfast
- Fruit
- Pastries

At lunchtime there is a choice of:

- Two Course Hot Meal
- Salad Bar
- Jacket Potatoes
- Baguette and Sandwich Bar

PLACES TO EAT (CONT)

Evening Meals consist of a two-course meal, with a selection of hot and cold dishes, there is a suggestions box for comments and new food ideas, we love to hear from you.

If you have specific dietary requirements, then the Catering Manager will meet with you individually to better understand your requirements. Please also send a list of foods that you are allergic to with your application or inform Residential services.

The Restaurant is open on a daily basis, timings are displayed on the entrance and Main Hall, we also sell a variety of

- Snacks
- Soft Drinks including iced Coffee
- Homemade Cakes
- Confectionery
- Freshly Ground Coffee
- Fruit Teas
- Hot Chocolate
- Hydration Point

Useful Numbers

Catering Manager 01395 562396

Vending facilities are also located throughout the campus, providing drinks, snacks and confectionery around the clock. You can also buy drinks and snacks from the shop located in Sam's or take a short walk to the village store in Stoke Climsland.

WHAT TO BRING

All of the rooms provided by the College are fully furnished and come with the following items.

- Desk
- Wardrobe
- Small cupboard
- Noticeboard
- Chair
- Single bed

Students may like to bring items to make the room more homely. We ask students not to use blue tack or sellotape on walls as it leaves greasy marks. Please use white tack, which can be purchased from our on-site shop. There are a number of electrical points in each room for items such as hairdryers and straighteners. However overloading the points will mean removal of said electrical items.

Info

Students should bring at the minimum

- Single Duvet & Sheet
- Pillow/s
- Towels
- Personal toiletries
- Personal Medication
- Alarm Clock
- Crockery & cutlery for snacks in blocks

To make it homely:

- Posters (of appropriate nature only)
- TV or Stereo (TV Licence is the student's responsibility)
- Computer/Laptop

What not to bring

Students must not bring items that will cause a disturbance to others or that could be linked to illegal activities; for example:

- Non-prescription Drugs (including psychoactive substances or drug paraphernalia)
- Knives or any other type of offensive weapons
- Pets

Prohibited items

Students are asked not to bring or store leisure equipment into the blocks as they can damage the fabric of the building and decorations. Bikes should be locked in the bike racks in the main quad adjacent to the dining room. Equipment stored in inappropriate places will be removed and confiscated for a period of not less than a week. Persistent offenders will lose the right to keep or store equipment on campus. Items that cannot be stored in the

Halls of Residence are:

- Kayaks
- Canoes
- Bikes
- Mountain Boards
- Surf Boards
- Weights & Weightlifting equipment

Also prohibited on Health & Safety grounds are:

- Camping Gas bottles
- Camping Stoves
- Lighter Fuel
- Joss Sticks
- Candles
- Oil Burners
- Items covered by our Weapons Policy
- Or any other item that is flammable or a source of ignition.

DUTY STUDENTS

Students can collect their keys from the Warden's office from 4pm on the first Friday of their Duty week. They can leave belongings in the quiet room anytime on the Friday, however it is the responsibility of the student and it is not monitored by staff. Duty students **MUST** bring their own bedding. They also must hand in their keys before 9am every day.

HOLIDAY PERIODS

All students must vacate their rooms during the holiday periods as you are only charged for academic weeks.

This also includes your belongings as rooms are sometimes used over the holiday periods for commercial bookings. We can offer storage of your belongings for £20 a week if you cannot take your things home.

You may be able to leave your belongings in your room during the half terms if your room is not required for commercial use.

The Residential Services Office will endeavour to inform you at least three weeks in advance if you are able to leave your belongings in your room.

You will be required to leave site by 7pm on the last day before holidays and return to campus after 6pm on the day before college starts again. You are required to remove your belongings at the end of each academic year.



Guidance

Students should leave their room clean and tidy, to facilitate a deep clean during breaks. Where the rooms require extra cleaning a charge of £50 will be made.



REPORTING FAULTS

It is inevitable that the blocks and bedrooms suffer from wear and tear during the course of the year. If you accidentally break something then let the Residential Services Team know as soon as you can.

The onus is on you to look after the blocks and report faults before they become major issues or may need complete replacement.

You can report faults to the staff in the Residential Services Office.

Our maintenance team prioritise items to be fixed in order of importance; this ensures that safety & security items are dealt with promptly.

Damage beyond normal wear and tear in any particular block will be the responsibility of those living there, even if that damage is carried out by your visitors to that block, as they are your visitors they are your responsibility.

Any costs related to damage will be split between the relevant occupants unless the individual responsible can be identified.

Malicious damage will be repaired at the College's convenience and may include disciplinary action.

There will be regular damage checks undertaken by the Residential Services Team and any prohibited items found will be confiscated and given back when you go home.

COMMUNAL AREAS

As with any group of people living together and sharing facilities, there needs to be a level of joint responsibility for its condition and the behaviour in it, particularly the communal areas such as common rooms, kitchens, boot rooms, corridors, stairwells and laundry rooms.

The furniture provided in the blocks is for the benefit of all. Tables and chairs must not be moved to an individual's room or other accommodation blocks. Persistent offenders will be sanctioned as the moving of furniture deprives and inconveniences other students.

COMMUNAL AREAS (CONT)

To minimise any financial and disciplinary action, the blocks must be kept secure, to keep communal areas tidy and if damage does occur it must be reported as soon as possible. If damage is not reported and no one comes forward taking responsibility then the whole block will be invoiced for the repairs.

Guidance

All resident students living in a particular block will be responsible for what goes on within it. The onus is on the resident student to assist staff in investigating incidents and damage within the blocks. Students must not act, or behave, in a way that causes a health or safety risk to others on campus. Students who act in a way that causes a health and safety risk to themselves or others will also face disciplinary action.

HOUSEKEEPING

As well as gaining your qualification here at Duchy College we also encourage you to develop various life skills too. As a residential student one of those that we encourage is the ability to keep the blocks clean and tidy. In particular you will be responsible for keeping your bedroom, bathrooms and communal areas clean, tidy and in a fit and liveable state. The communal areas will be cleaned regularly Monday-Friday. Staff will conduct regular room inspections on the cleanliness of your room and further support given as necessary. If the standards continuously fall below an acceptable level the College reserves the right to carry out a room clean on the resident's behalf at a cost of £50 per clean. If students do not maintain a tidy room on a persistent basis the College has the right to remove an individual from residence. It is a joint responsibility of all residents to keep the kitchen/common room areas tidy and in a hygienic state. It is your responsibility to wash up items immediately after use. Should cleaners be unable to gain access to the sinks because of unwashed items, these items will be removed. If kitchens / common rooms are persistently found in an unacceptable state disciplinary action may be taken. A block charge may also apply if additional cleaning is required to return the area to an acceptable condition.

Basic cleaning equipment is kept in the kitchen for use by students who use that kitchen. It is the students' responsibility to purchase other items and keep the equipment e.g. microwaves, clean. Damaged or lost equipment will be charged to the appropriate students. Cleaning staff will clean the facilities but students are also required to keep the following communal facilities clean to the following standards:

Kitchen

- Refrigerators and freezers must be cleaned inside and out.
- Floors thoroughly clean and remove all grease. Any spillages should be cleaned up.
- Rubbish recycling and waste bins must be emptied regularly and kept clean.
- Sinks/drainers kept clean and clear.
- Hobs must be thoroughly cleaned.

Shower rooms

- Sinks and shower cubicles must all be cleaned (including taps). Do not use an abrasive cleaner as this can damage the surface. Use products which remove limescale. In halls where there is a hair trap in the shower, it must be cleaned.
- Toilets - clean the bowl and seat thoroughly and behind and underneath. Remove all limescale and staining with a specialist cleaner.

Hallways, Staircases and Landings

- It is the responsibility of all residents to ensure that these areas are kept clean and tidy.
- No personal belongings are allowed to be left in hallways, landings, stairs or foyers.

General

- Carpets - all carpets should be vacuumed, on a regular basis. Burns and stains are not considered fair wear and tear and therefore will be treated as damage.

Guidance

If students do not maintain a clean tidy room the College has the right to remove an individual from residence.

ANTISOCIAL NOISE

All individuals must respect the rights of others to a life free of excessive noise and disturbance. If you are making too much noise and you are asked to reduce it, by other students or staff, you must do so immediately. Failure to do so may result in disciplinary action.

If you listen to loud music late at night you need to use a set of headphones. The campus needs to be quiet after 10.30pm. The atmosphere must be conducive to sleep and late night study, this means that noise must not be heard outside rooms or communal areas. Please note that it is a civil offence to cause unreasonable noise after 11pm.

You will be advised by the Residential Services Team if you are making too much noise. If you come back onto campus late at night, we ask that you think of others and be quiet.

At the end of any social functions at the College, you must leave quietly and settle down in your block quickly.

Excessive noise and disturbance after such events could jeopardise future social activities and result in disciplinary action.

Guidance

Students who have TVs, stereos, radios, computers and musical instruments, which persistently lead to complaints will be requested to remove such equipment from the campus at the direction of the Residential Services Team.

Residential Services Team may confiscate items in the short term to assist with providing a quiet campus.

Noise should be reduced between 10.30pm and 8.00am

VISITORS

While we allow residential students to have visitors we do require that the following rules are adhered.

- The behaviour and conduct of the visitor is the responsibility of their host.
- Any costs due to damage caused to college property are the responsibility of the host.
- All visitors must be registered with the Residential Services Office on arrival and are not allowed to stay overnight.

Breach of any of the above may result in a ban on future visitors and/or other sanctions.

Guidance

Registered visitors are permitted in social spaces only until 10.30pm. Any visitor may be asked to leave the College premises by an authorised member of the Safeguarding or Wardening teams for any of the following reasons:

- Where there has been verbal or physical abuse towards another student or member of staff because of their differences such as - race, sexual orientation or disability
- Physical damage or any other acts of vandalism to the premises
- Excessive or persistent noise
- Drunk and/or disorderly behaviour including overstaying their welcome and refusing to leave when asked to do so
- Causing a nuisance in any other building other than the one they are invited into
- Inappropriate dress which might cause offence
- Aggressive behaviour or verbal or physical abuse towards staff and students at any time
- Found in restricted areas of the campus
- Failure to accept and comply with any reasonable request by a member of the warden team
- Where their acts may endanger others' safety and security
- Not following fire regulations that may endanger others' safety
- Ignoring the College's Health and Safety policies and procedures which may lead to injury or accident.

Where there is any suspicion of anything illegal being carried out by the visitor, then the matter will be put into the hands of the local Police.

RESIDENTIAL SERVICES

For students living in residence the Residential Services Team can help with student queries or problems that you may be facing. There is also a team of staff such as the Engagement and Progression Officers for additional support on the main campus every day.

If Residential Services can't help, they can find someone who can. You can also get advice and guidance on any of the following issues:

- First Aid
- Medicines
- Contraceptives & Sexual Health
- General Advice & Guidance
- Counselling Referral
- Accommodation Issues
- Lost Property & Lost Keys or Fobs
- Damages or Faults in Your Room
- Sport and Recreation
- Social Activities
- Substance Abuse

The staff within the Residential Services department are highly committed and aim to enhance the quality of the student experience at Duchy College.

RESIDENT'S VOICE

Regular Block meetings are held with students to enable the students' ideas, thoughts and issues to be discussed, actioned and addressed.

SMOKING

You are advised to not smoke at all, smoking (this includes any e-cigarettes and vaping) is banned in all parts of the residences including rooms, common rooms, stairways and corridors. But should you wish too, there is one dedicated smoking shelter available for you to use. This is the only venue in which you can smoke.

Continual warnings or breaches will incur further disciplinary action being taken; ultimately you could be removed from residence.

SMOKING (CONT)

Where there is evidence of smoking i.e. ashtrays, cigarette stubs, burn marks etc. in rooms and common areas, you will also be liable for any repairs to damage caused to college property as well as disciplinary action being taken.

Guidance

Continual warnings or breaches will incur further disciplinary action being taken; ultimately you could be removed from residence. Smoking is now banned in public places; a £10 fine will be levied on any individual found to be smoking anywhere but the designated area, or if evidence is found of smoking i.e. ashtrays, cigarette stubs in accommodation. It is now illegal to purchase cigarettes under the age of 18 years old.

DRUGS

You are responsible for what happens in your room. You must ensure that you do not let any illegal drugs or legal highs into your room, even if you do not intend to use them as you will be liable to disciplinary action. Where the suspicion is of the use of either Class A or B controlled substances the Police will be informed. If any student needs advice and guidance with drugs they can seek confidential information from any member of staff in the Residential Services Team or Engagement and Progression Officers. We have a zero tolerance within residency regarding the use of non-prescription drugs; any student to be found either in possession of or using non-prescription drugs or in possession of any drug paraphernalia will be asked to leave accommodation and suspended pending investigation.

Guidance

The use, sharing, gifting, or dealing of controlled drugs and legal highs are deemed by the College as a serious breach of College regulations. The College reserves the right to immediately suspend and discipline an individual from residence and/or College. In all cases of students under 18 parents/guardians will be informed. Association with a drugs incident will result in a reinforcement of the drugs policy. Further detail is available in the Student Disciplinary procedure.

ALCOHOL

In a residential environment with a large proportion of young people, the College has a clear responsibility to all.

OVER 18s ONLY

Although as an adult you are legally able to consume alcohol, as a residential student we insist that anyone consuming alcohol does so responsibly. This means that you take precautions with your drinking so that it does not harm yourself, your family, or society at large including the residential community. It also means not getting drunk and not letting alcohol control your life or your relationships. The consumption of alcohol on site is not permitted before 5pm Monday-Friday and alcohol must only be consumed in the designated areas and inside students' accommodation. Alcohol must not be consumed in any external areas. Anti-social behaviour, particularly where it has an adverse effect on others and where alcohol is a factor will NOT be tolerated.

The College reserves the right to remove from blocks any student who cannot function in a responsible manner. The recommended safe limit of alcohol for adults is 14 units per week, spread out through the week, with at least two alcohol-free days a week. Alcopops typically contain at least one unit. Two small (125ml) glasses of wine are three units and a pint of normal strength lager or cider contains two units.

UNDER 18s

All under 18 students are prohibited from consuming any alcohol on Cornwall College Group property and if thought to be under the influence will not be permitted into accommodation.

Disciplinary will be issued for underage drinking or for over 18s found to be drinking on campus other than the designated area. Alcohol can only be consumed by students aged over 18 in their social area in their own block or by over 18 students in the bar area. Alcohol in blocks must be under 20% ABV. This is to minimise alcohol related disturbances and maintain a safe healthy campus. Parents will also be contacted and if deemed necessary parents will be asked to collect the student.

TVs & ELECTRICAL

You are responsible for having a television licence for any TV you bring to College you are not covered by the TV licence at your home address. If you are found without a licence you will be liable for a £1000 fine. The College cannot take any responsibility for action taken against you by the licensing authorities. Visit tvlicensing.co.uk for more information. In accordance with College Policy all electrical equipment brought onto campus requires to be PAT tested, we will instruct an external company to complete this task within the first 2 weeks. The Health and Safety Advisor, campus staff or any member of the Residential Services Team has authority to remove any items of equipment which are considered unsafe or overloading the existing sockets.

Please note:

Additional kettles, toasters, grills, microwaves, heating appliances, cookers, fridges/freezers (other than mini fridges) are also strictly prohibited within accommodation.

Guidance

Students must hold a valid TV licence for any television or computer that receives the broadcast signal. As with other equipment that makes noise, if a TV is repeatedly the cause of complaint the College may ask students to remove it from the residential blocks.

INSURANCE

You are reminded that you are responsible for securing and insuring your personal property.

The College cannot be held responsible for the loss or theft of personal possessions; where this does occur it is your responsibility to report such incidents to the police as well as inform the Residential Services staff who will help as much as they can reasonably do so.

Please keep your room locked at all times. Failure to do so may put your possessions at risk.

Useful Numbers

To report a non-urgent crime or for police advice 101

Endsleigh Insurance
(NUS Approved)
0800 028 3571

LAUNDERETTE

The laundry room is provided for the use of residential students only.

There are four washers and dryers. Non-resident students are not permitted access to the launderette.

Please use the machines carefully and try not to overload them; if you are in any doubt about how to use them then you should ask a member of the Residential Services staff who will be happy to instruct you.

Soap powder can be purchased from the small on-site shop which is located within the Residential Services Office.

We ask that you return within plenty of time to ensure that you allow others to use the machines. You leave your washing unattended at your own risk.

Guidance

As with other College property, students found misusing or damaging other students' laundry will be subject to disciplinary sanction.

KEYS & CCTV

The College has invested in securing the blocks with door locks and CCTV cameras to ensure that the welfare of students is paramount.

These have been placed to maintain the privacy of students' wherever possible and are there to ensure that students safety and security is kept up at all times.

You are given your own key to your room and to the block of residence you have been allocated and not into any of the other blocks.

If you lose your key then a fee of £20 must be paid for a replacement.



STUDENT VEHICLES

Vehicles may be used and parked on the campus provided they are registered with Student Services and a parking permit is displayed. You will need to complete a vehicle registration form and comply with the regulations listed on that form. Forms are available from Reception on the main campus and unregistered vehicles will be reminded to register their cars and failure to do so may result in disciplinary action. If you change your vehicle during your time at college, you must complete a new form.

Once you have registered your car you will be issued with a car permit that must be displayed at all times.

Please note:

- Abandoned vehicles will be disposed of and all costs charged to the owner.
- Students are reminded that their vehicle must be parked within appropriately marked bays. Parking on any grass verge is not permitted.
- Students must keep to the signed speed limits and give priority to pedestrians, animals and site vehicles. Students found speeding or driving in a dangerous manner may have their vehicle banned from site.

Guidance

The speed limit on the drive is 10mph. The speed limit around the College buildings is 10mph. Students found speeding or driving in a dangerous manner may have their vehicle banned from site. Residential student are not allowed to drive their car down onto main campus.

STUDENT MAIL

When you receive mail it is delivered to the main reception during weekdays only. A student post list will then be issued by reception and placed up in the common room in hostels. You will then be required to check the post list and collect your post from reception. If you would like post sent to you then please make sure that the address is as per the example below:

Your Full Name, Resident Student, Room No. & Block Name, Student Services, Duchy College Stoke Climsland, Callington, PL17 8PB

Outside of term time and whenever possible student post is forwarded to your out-of-term time address.

SUSTAINABILITY

At Duchy College we are committed to reducing our environmental impact. Please read our top tips below to help us on our journey to net zero.

Conserving Energy

- Some lights have motion sensors but where you do have control remember to switch off the lights when they aren't needed.
- Switching off plugs at the socket is a great way to prevent energy wastage as electrical items still use energy in standby or sleep mode.
- Don't waste energy (or your time) by overfilling the kettle with more water than you need.
- Close your curtains/blinds at dusk to stop heat escaping through the windows.
- When things get chilly put an extra jumper, rather than turning up your radiator.
- If your accommodation is too hot, make sure you turn down the radiator first before opening a window.
- Only wash your clothes when you have a full load of washing. Use the 'eco' setting or wash at a lower temperature.

Waste and Recycling

- Cornwall college is in the process of ceasing the sale of drinks in single use plastics. Help us to reduce the amount of waste produced by taking a reusable water bottle or coffee cup with you when you go to the canteen.
- Follow the 3R's: try to 'Reduce' and 'Reuse' items before you 'Recycle'.
- Use the waste and recycling facilities to recycle as much as you can. Paper, cardboard, metal cans and tins, plastic bottles/containers and glass can all be recycled.

Water

- Dripping taps waste both water and energy. Make sure you turn the taps off. fully and report any leaks immediately to the Residential Services Team
- Use a reusable water bottle.
- Turn off the tap whilst brushing your teeth.
- Take a shorter shower. Why not create a shower playlist that lasts for 3-5 minutes. When your music stops you know it is time to get out.

Travel and Transport

- When travelling off campus consider using a sustainable mode of transport such as walking, cycling, or public transport when it is safe and appropriate to do so. There are bicycle storage facilities on every campus.

Interested in learning more?

- Every campus has a Green Team for students. Speak to the Residential Services Team to learn more.



CONTACT US

Accommodation

Residential Services Team
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Stoke Climsland
Callington
Cornwall
PL17 8PB
01579 372314
residential.services@duchy.ac.uk

FE Residential Bursaries & Residential Finance

Residential Bursary & Finance
Officer
Bicton College
East Budleigh
Devon
EX9 7BY
01395 562393

**For general enquiries about
courses**

please contact:

Admissions
Duchy College Stoke Climsland
Callington
Cornwall
PL17 8PB
0845 60 50 455
Fax: **01579 372200**
stoke.enquiries@duchy.ac.uk
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