

YOUR QUESTIONS ANSWERED

FEELING UNWELL WHILST AT COLLEGE?

Students feeling unwell must sign out with Reception staff. These absences will need to be authorised by a parent/guardian on 01482 711688.



FIRST AID

If you or someone else requires First Aid support please ask at Student Services or Reception.

UPDATING MY CONTACT DETAILS

Updating information about parent/guardian/carer details can be done by students on Teams by going to the 'All Students' Team, followed by 'Record Change Forms', then fill out the section titled 'Student Record Amendment Request'.



AM I ENTITLED TO FINANCIAL SUPPORT?

Speak with a member of staff from Student Services to discuss your eligibility.

I NEED TO REPORT AN IT ISSUE

Our IT Helpdesk staff are available to answer your IT questions and resolve any IT issues you have.

You can visit the IT Helpdesk (located at the back of the LRC) in person between 08:15am and 16:15pm or email your query to helpdesk@wilberforce.ac.uk.

I AM ABSENT



All absences must be reported to Student Services at the start of the day or as soon as possible with authorisation from a parent/guardian/carer.

Absences can be reported by contacting 01482 711688.

I HAVE A PLANNED ABSENCE

Planned absences must be reported by a parent/guardian/carer in advance if possible, by contacting 01482 711688. Planned absences can also be logged by students providing evidence of appointments to Student Services.

I HAVE FORGOTTEN MY LANYARD

Students who have forgotten their lanyard must report to the front Reception. On arrival they will be issued with a temporary yellow lanyard which must be worn at all times. Students with temporary lanyards are not able to leave the college site until the end of their timetabled day.

Repeat occurrences of forgetting a lanyard will result in the student not being admitted to college.



I HAVE LOST MY LANYARD OR I.D. CARD

Student I.D. cards have a freepost address on the back, and are often posted back to the college. Due to this, there is a waiting period before new replacement cards are issued to students.

Lost or damaged lanyards can be replaced at Student Services.

I NEED SOME CAREERS ADVICE

You can book an appointment with our Careers Manager. Message SLD via Teams to book.



I NEED SOME SUPPORT

Please speak to someone and do not keep it to yourself.

STUDY SUPPORT

The Study Support team based in the Study Centre are there to provide additional support with your learning. If at any point you feel as though you're struggling with any aspect of your course or if you'd like support to help you achieve top grades, the team are here to help.

EMOTIONAL/WELL-BEING SUPPORT

Based on the Atrium Mezzanine, the Student Services team are there to advise, answer your questions and offer any support you may need during your time at Wilberforce College. Student Services are also able to direct you to other support available in the college, such as our counselling service.



I AM BEING HARASSED/BULLIED

Anyone who feels they are being bullied or harassed should report their concerns to a member of staff as soon as possible.