

STUDENT SERVICES

hrc

**HERTFORD
REGIONAL
COLLEGE**

SAFEGUARDING

If you find yourself in any situation which makes you feel unsafe you can speak to any member of staff they can then contact the safeguarding team who can speak to you in confidence or contact them direct by emailing safeguardingteam@hrc.ac.uk or ask at reception to speak to a member of the team or click on the Moodle or Teams button.

You can report anonymously via Whisper. Text 07860 021 323, at the start of your message enter HRC1, then write your message. We will not be able to see your number but be able to reply. Or use the anonymous online form at <https://swgfl.org.uk/whisper/hrc1/>

Useful contacts

- Childline 0800 1111
- Samaritans 116 1123
- Police non emergency 101
- www.Fearless.org
- www.Nspcc.org.uk

WELFARE

If you are having difficulties outside college that affect your wellbeing or attendance you can contact the welfare officers in person (their offices are near reception on both sites) or by emailing welfare@hrc.ac.uk They can support you with issues including housing, financial difficulties and mental health.

Useful contacts

- Shelter (housing) 0344 515 2000
- Depal UK (housing) 07580 328308
- Herts Young Homeless 03333 202 384
- Trusselltrust.org
- www.shelter.org.uk
- www.brook.org.uk
- www.sexualhealthhertfordshire.clch.nhs.uk/

CAREERS

Our careers team are available to give impartial, friendly, confidential and professional advice to help you with planning your future. They can help you: explore your course options; create a CV; apply to University or get a part time job. You can contact them by email careers@hrc.ac.uk or arrange an appointment at reception or see them in person (their offices are in the Learning Centre on both sites).

Useful contacts

- YC Hertfordshire - 0300 123 7538
- National Apprenticeship Service - 0800 783 2545
- HRC Careers Team - 01992411607
- www.findapprenticeship.service.gov.uk
- www.hopinto.co.uk

STUDENT ASSISTANCE PROGRAMME

Are you struggling with...

- Stress and anxiety?
- Debt?
- Education pressures?
- Lifestyle addictions?
- Relationships?
- Legal issues?

Free 24 hour confidential helpline - 0800 028 3766.

You can find ways to improve your physical and mental wellbeing by downloading the My Healthy Advantage app and then use the code MHA 195873.

ENRICHMENT

The Enrichment team provide a range of opportunities to support your personal development including sporting and non-sporting activities and the chance to contribute to the college by being part of the Student Voice. You can contact the Enrichment team in person (their offices are in the refectory at both sites) or by emailing **studentenrichment@hrc.ac.uk**

Useful contacts

- <https://www.firstaidforfree.com/>
- <https://artsandculture.google.com/project/family-fun>
- <https://www.dofe.org/>

COUNSELLING

We have a team of dedicated professional Counsellors to support you during your time at the college. They provide confidential and non-judgmental support. You can contact the counselling team by emailing them at **counselling@hrc.ac.uk**

Useful contacts

- Samaritans 116 1123
- Cruse Bereavement Care 0808 808 1677
- Healthy Young Minds in Herts 0800 777 0707
- Mind.org.uk

ADDITIONAL LEARNING SUPPORT

Our Additional Learning Support Team will ensure, wherever possible, that college facilities are accessible to all learners and that individual needs are met. We are committed to inclusion by the provision of effective support and special exam access arrangements. You can contact the Additional Learning Support Team by emailing them at **alsreferrals@hrc.ac.uk** or knock on the ALS office door and ask.

Useful contacts

- Hertfordshire Education Support team - 0300 123 4043
- Hertfordshire SENDIAS - 01992 555847
- British Dyslexia Association - 0333 405 4555

FINANCIAL SUPPORT

There is a range of financial support that you may be eligible for dependent on your level of study and circumstances. We have a dedicated team of qualified advisors who will be able to guide you through the application process. For more information or advice please email **financialsupport@hrc.ac.uk** or call 01992 411411.

Useful contacts

- HRC Financial Support 01992 411411
- Hertford Foodbank 0808 2082138
- Enfield Foodbank 07826 542119
- Trusselltrust.org
- <https://www.gov.uk/1619-bursary-fund>

PROGRESS MONITORS

Our Progress Monitors are here to help you achieve and succeed in your college journey. If you are having difficulties which may impact your attendance or progression at HRC you can contact our progress monitors who will be happy to support you, with any issues, or queries you may have. Please feel free to contact them on; **progressmonitor@hrc.ac.uk**

Ware Campus

Tel: 01992411563
Mobile: 07729000403

Broxbourne Campus

Tel: 01992411716
Mobile: 07720897688