



2025/26

PARENT AND CARER HANDBOOK

**Helping You Navigate the College
Experience Together**





HOW WE CAN HELP

TOP TIP

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WELCOME

Choosing which college or school to attend is one of the most exciting and important decisions you will make with your child. The course they choose now will help shape their future career and we are committed to helping them make the right choice.

Our North Kent College portfolio consists of four campuses in Dartford, Gravesend, Hadlow and Tonbridge. All of our campuses serve their local communities, and each individual campus has its own unique identity but together we offer a broad range of programmes, enrichment, and progression opportunities.

We are committed to providing our students with the best learning experience possible and welcome all students, whether joining us from school or college or returning from a break in their studies.

Our work with employers and the local community leads to many wide ranging and diverse progression opportunities; throughout our Website you will find several testimonies from current and past students where you will see their journeys and chosen career paths.

David Glead,
Chief Executive &
Executive Principal



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RESPECT

PROMOTING RESPECT AT NORTH KENT COLLEGE

At North Kent College, we believe that respect is at the heart of a successful learning community. We encourage all learners to show respect—for themselves, for others, and for their environment—so that everyone can thrive, feel safe, and achieve their goals.

Respecting Themselves

We want every learner to feel confident, proud, and professional. We help learners to respect themselves by encouraging them to:

Use appropriate and mature language—swearing is discouraged, as it’s not suitable for a professional environment

Wear their ID lanyards visibly at all times, showing pride in belonging to the College and helping to keep everyone safe

Stay focused on their goals and celebrate their achievements, no matter how big or small

Ask for help when they need it, knowing that seeking support is a sign of strength and resilience

Make healthy choices—we encourage learners to drink water and be mindful of the effects of high-sugar, high-caffeine drinks like Monster, Red Bull, and Prime, which can impact focus and wellbeing

Respecting Others

College is a diverse and inclusive environment where learners work and learn alongside others from a variety of backgrounds. We expect learners to show respect to others by:

Avoiding disruption in lessons so that everyone has the opportunity to learn

Listening actively and respectfully when others are speaking

Respecting different views, cultures, and beliefs

Working cooperatively and valuing teamwork, recognising the benefits of learning with a wide range of people



Respecting the Learning Environment

A positive, clean, and safe environment supports effective learning. Learners are expected to:

Arrive on time, fully prepared with the correct equipment, uniform, or resources

Take responsibility for their space—this includes clearing away litter and recycling wherever possible

Use all equipment safely and appropriately, following health and safety guidance

Eat and drink only in designated areas, such as canteens. Only bottled water is permitted in classrooms

By promoting these values, we aim to create a college environment that reflects the high standards we set for ourselves and our learners. We believe that respect—of self, others, and surroundings—is key to helping your young person succeed both at college and beyond.



If you have any questions about our expectations or how we support learner wellbeing, please contact the College through your child’s Tutor directly.



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GETTING STARTED

At North Kent College, we're committed to providing your young person with the best possible experience from day one. We understand that the move from school to college is a big step, and we aim to make that transition as smooth and stress-free as possible—for both learners and their families.

Support from Day One

As soon as they join us, learners have access to a wide range of support services. This includes Careers Guidance, Well-being Services, and our specialist Additional Learning Support (ALS) Team—all designed to help them feel safe, confident, and supported throughout their time at college.

Opportunities for Personal Development

Alongside academic and pastoral support, learners are encouraged to get involved in activities that help build confidence, leadership skills, and a sense of community. They can:

Join the Student Union (SU)

Apply to become a Student Governor

Take part in Learner Voice forums to share their views and help shape the college experience

These opportunities help learners grow personally and feel more connected to college life.



Personal Tutor – Initial Contact

Every learner is assigned a Personal Tutor (PT) when they start at college. **This tutor plays a key role in:**

Monitoring attendance

Setting learning and personal development targets

Being the first point of contact if your young person has questions or concerns about their course

Personal Tutors are central to your child's support network and will help guide them throughout the academic year.

Heads of Curriculum (HoC) – Escalated Contact

Each Personal Tutor reports to a Head of Curriculum (HoC)—a senior staff member responsible for overseeing the teaching and learning within a subject area. If you ever have questions or concerns about your young person's progress or wellbeing, the Tutor and HoC are your first points of contact.

We recommend speaking with your young person to find out who their Tutor and HoC are, so you know who to reach out to, if needed.

In the event that neither the Tutor or the HoC are able to answer your questions satisfactorily then a member of our Senior Leadership Team (an Assistant Principal – Curriculum) will step in.

Keeping in Touch

Whilst there may be times you wish to contact us; it is equally important that we are able to contact you.

It's essential that we have up-to-date contact details for you, including a working email address and mobile number.

This ensures we can contact you in case of emergencies or important updates.



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COMMUNICATION

PARENT/CARER AND COLLEGE COMMUNICATION PARTNERSHIP

At North Kent College, we believe it's important to keep parents and carers informed and involved in their young person's education.

Who We Communicate With

We work with parents and carers of full-time learners aged 16–18 throughout their time with us. If a learner turns 18 during the academic year, we will continue to engage with parents for the rest of that academic year.

If your child has an Education, Health and Care Plan (EHCP), we will continue to involve you in their education up to the age of 24.

Why Communication Matters

We want to keep you informed so you can support your child's academic progress, personal development, and future plans. Working together helps your child get the most out of their college experience.

How We Communicate

We understand that both parents and college staff are busy, so most of our communication will be by phone or email. However, we occasionally invite parents to attend meetings and special events like exhibitions, shows, and award ceremonies.

Respectful and Timely Communication

We aim to respond to your queries as quickly as possible, but please understand that teaching staff may not be able to check emails every day. **We promise to:**

Communicate with respect and understanding

Keep messages clear and jargon-free

Use the best communication method for each situation

If you have a language barrier or learning difficulty, let us know – we'll do our best to support you with appropriate resources to ensure easy communication.



Working Together

Our goal is to build a strong, two-way partnership with parents. Good communication helps:

Support learners effectively

Set high expectations

Prepare young people for the workplace

Create a positive college environment

We are committed to keeping communication clear, timely, relevant and focused – so you feel informed about their educational journey with us.

Important: Due to GDPR regulations, we are unable to contact anyone who is not listed in our system. If you change your email, you must update it through the existing email on file. This protects your young person's data and ensures compliance with safeguarding rules.

If we receive contact from you or someone within the learner's home network who is not listed in our system, we will not be able to respond unless the above requirements are met. We appreciate your understanding as we work to ensure everyone's privacy and security.



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HOW YOU CAN SUPPORT

YOUR YOUNG PERSON AT NORTH KENT COLLEGE

Starting college is a big step, and your support can make a huge difference in helping your young person succeed. Here are some simple, practical ways you can help them stay on track and make the most of their time at North Kent College:

Support with Attendance and Timekeeping

Sit down with your young person to review their college timetable and help plan their attendance days.

100% attendance is expected, and missing classes can lead to sanctions and falling behind.

Help organise reliable transport to and from college to make sure they arrive on time, ideally before their first scheduled lesson of the day.

Help with Organisation

Encourage your young person to prepare the night before; packing their bag with everything they need:

Course materials

Uniform (if needed)

Equipment or stationery

Completed assignments or coursework

Being organised helps reduce stress and ensures they're ready to learn.

Encourage Healthy Routines

Talk to them about finding a good balance between study, enrichment activities, and rest.

Support them in managing their time so they stay on top of college work without burning out.



Attend College Events

If your young person's course area invites you to a Parents' Information Evening, we strongly encourage you to attend.

These events are a valuable opportunity to speak with tutors and understand how your young person is progressing.

Show your support by attending exhibitions, performances, or awards evenings—your presence makes a difference.

Stay in Touch

If you ever have concerns or questions, please reach out to us.

The best way to contact tutors is usually by email, as they may be teaching during the day.

Include your phone number in your message, and as long as you are listed as the named contact, a tutor will aim to reply within 48 working hours, term time only.

By working together, we can help your young person thrive at college. Thank you for being an important part of their journey with us.



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STUDY PROGRAMMES

FOR 16–19-YEAR-OLDS

At North Kent College, every learner aged 16–19 is enrolled on a Study Programme designed to provide a well-rounded, purposeful education. These programmes follow national government guidelines and are carefully structured to prepare young people for their next steps—whether that’s employment, further study, or an apprenticeship.

What Does a Study Programme Include?

Each learner’s Study Programme is more than just their main qualification. It usually includes:

A main qualification (such as a Vocational course, Academic pathway, or T-Level)

Work experience or an industry placement to gain valuable real-world insight

Employability skills development to prepare for the workplace

Regular individual progress reviews with tutors to monitor and support their success

Opportunities for personal development and enrichment through a range of college-led activities

English and/or maths lessons if the learner hasn’t yet achieved a minimum Grade 4 at GCSE

Why Are Study Programmes Important?

Study Programmes are designed to ensure learners leave college with the qualifications, experiences, and skills they need to progress confidently to the next stage of their journey.

We only offer courses where we believe learners are likely to succeed and progress—and we support them every step of the way in achieving their goals.

Attendance and Commitment

By enrolling at North Kent College, each learner commits to taking part in all parts of their Study Programme. This is a full package—learners cannot opt out of elements like work experience, personal development sessions, or English/maths (if required).

Full attendance is essential, not only for learner progress but also to meet government funding rules. Consistent participation in all areas ensures learners are getting the most from their time at college and gives them the best possible chance of success.

If you have any questions about your child’s Study Programme or how we support their progress, please do not hesitate to contact their course Tutor in the first instance.



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ENGLISH & MATHS

AT NORTH KENT COLLEGE

Welcome to the English and Maths section of the College. Our dedicated team of fully qualified subject specialists works across each of our campuses in Dartford, Gravesend, Tonbridge, and Hadlow.

Each year, over **2,000** learners study English and/or maths with us. For many, this is an important part of their study programme—and we're here to support them every step of the way.

Why Is My Child Studying English and/or Maths?

If your son or daughter has not yet achieved a Grade 4 (pass) at GCSE in English or maths, they are required by government guidelines to continue studying the subject as part of their college programme. This involves 100 hours of learning over the academic year.

Achieving a Level 2 (GCSE Grade 4) can:

Improve job and apprenticeship opportunities

Open up future pathways to higher-level study

Support the development of skills like confidence, resilience, time management, and independent learning

What Does This Look Like in Practice?

One session per subject, per week (3 hours per session)

Timetabled as part of their normal study programme

Learners will receive a text message during induction week with their English/maths schedule, tutor name, and room number

Lessons begin from the week of 15th September 2025

What Happens If a Learner Misses a Session?

English and maths lessons are mandatory, and attendance is taken seriously. Good attendance is a college expectation and there are consequences for learners not meeting our high standards.

If your child misses a session:

They must contact their tutor and arrange a catch-up session, ideally within the same week

Attendance is expected to be at least **90%**

Missed sessions are followed up with communication to both the learner and the parent/carer

Persistent absence may affect their ability to progress to the next year of study

Exams and Qualifications

All learners are expected to make progress and work toward a formal qualification:

Most learners will sit their GCSE resit exams in May/June 2026

Some learners may sit Functional Skills Level 1 exams if appropriate for their level (equivalent to GCSE Grade 2)

A small number may be entered for the November 2025 GCSE exams if they meet specific criteria

Main exam dates will be published on the North Kent College and Hadlow websites – please make a note of them, as missing exams may affect progression.



How Will My Child Be Supported?

We understand that every learner is different. Our English and maths team have planned lessons and systems that support all learners, including those with additional needs:

Specialist teaching staff only – experienced in delivering English and maths to learners in further education

Consistent weekly sessions with the same tutor

Class sizes of around 20 learners

A welcome video is shown during induction to help learners feel confident about what to expect

Seating plans, structured lessons, and built-in breaks to reduce anxiety

All learners are given a folder, book, and pencil case to keep in class (calculators provided in maths sessions)

Regular feedback and internal assessments to track progress

A formal written progress review by March

Access to online platforms like Mathswatch (for maths) and eRevision (for English) to support independent study

Learning Support Practitioners (LSPs) may be present in some sessions

We consider all declared exam access arrangements and tailor support where possible

If your child has a specific learning strategy that helps them, we'll do our best to accommodate it



Have a Question?

We're here to help. If you have any questions or would like to speak with a member of the English and Maths team, please contact our Curriculum Administrators:

 EnglishandMathsNKC@northkent.ac.uk



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PROBATION PERIOD

At North Kent College, we want every learner to succeed—and that journey starts with a strong beginning. That's why all new learners enter a 6-week probation period when they first join the college.

What Is the Probation Period?

Unlike school, Further Education (FE) colleges use a probation period much like how a place of employment might use a probation period, to help ensure that:

The learner is on the right course, and

The college environment is the right fit for the learner.

During this time, learners are expected to demonstrate a positive attitude and commitment needed to thrive and succeed in their chosen area of study.

What We Expect

We ask learners to treat college as they would a place of work. We're preparing them not only for academic success but for future employment. This means demonstrating key workplace values, such as:

Punctuality: arriving on time to every session, with correct kit/equipment/uniform

Attendance: attending all scheduled classes

Respect: showing consideration for peers, staff, and the learning environment

Teamwork: listening, communicating, and working well with others

Responsibility: following the college's clear expectations and policies

These are not just academic standards—they are life skills that will support your young person throughout their career.

Supporting Success

It is each learner's responsibility to make the most of their probation period. Successfully passing this phase confirms their commitment to the programme and sets the foundation for longer-term achievement. In some cases, it might be necessary to extend a learner's probation period. This would be discussed on a case-by-case basis.

We encourage you to check in regularly with your young person during these first 6 weeks and to contact the College if you have any questions or concerns.



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COLLEGE INDUCTION

SUPPORTING A POSITIVE START

We understand that starting college is a big step—for both learners and their families. Your son or daughter will be navigating a new environment, getting to know new people, and learning how things work on campus. That's why we've put a comprehensive Induction Programme in place to help every learner feel welcome, confident, and prepared.

What to Expect During Induction

During the first few weeks of term, learners will take part in a structured induction led by their tutors. This includes a range of activities to help them settle in and find their way around, such as:

A tour of the campus to discover key areas such as teaching buildings, canteens, and the Wellbeing Hubs

An introduction to the Learning Technology Centres (LTCs) and Careers Team

Guidance on what to do if they forget their lanyard or need First Aid

Learning how to log into college systems and use platforms like Moodle and Microsoft Teams

Additional Induction Activities Include:

Receiving their official timetable (if not already provided at enrolment)

Accessing their Learner Handbook, which contains all the essential information about life at North Kent College

Meeting the Students' Union and learning about the role of Class Representatives

Completing a short online orientation course on Moodle, called 'Your College', to reinforce what they've learned

Working Through the Induction Checklist

Every learner will be supported by their tutor to complete an Induction Checklist. This helps ensure they understand what to do, where to go, and how to get support when needed.

Helping Your Young Person Settle In

We want all learners to feel comfortable and confident from day one. If your young person has a question or is unsure about something, we encourage them to speak to their tutor—if the tutor doesn't know the answer, they'll find someone who does.

A Warm Welcome to You Too

While we focus on helping learners settle into college life, we also want to welcome you as a parent or carer. Your involvement and support are an important part of their journey, and we look forward to working together to help your young person achieve their best.



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ATTENDANCE & ABSENCE REPORTING GUIDE

At North Kent College / Hadlow College, regular attendance is a vital part of every learner's success. We kindly ask that you support your young person in maintaining strong attendance and staying engaged in their studies.

Attendance Expectations

Learners are expected to attend all timetabled lessons, and we expect a minimum of **90%** attendance from all learners.

Being present and on time to all sessions helps learners stay on track academically and socially.

Appointments

Please schedule appointments outside of lesson times whenever possible.

If an appointment during college hours is unavoidable, your young person must bring written confirmation (e.g., a letter, text, or email) so we can record it appropriately on our system. Hospital appointments are approved absences.

Holiday and Exam Planning

Refer to the college calendar when planning holidays to avoid clashes with term time.

Maths and English exam dates are fixed and included in this handbook—please note that exam dates are non-negotiable, as these are set nationally.

Exams/assessments at course level will be shared in advance locally by their Tutors with learners and dates/times are non-negotiable as they will be booked during college weeks/hours according to availability and course schemes of work.

Keeping in Touch

It's essential that we have up-to-date contact details for you, including a working home address, email address and mobile number.

This ensures we can contact you in case of emergencies or important updates.

Important: Due to GDPR regulations, we are unable to contact anyone who is not listed in our system. If you change your email, you must update it through the existing email on file. This protects your young person's data and ensures compliance with safeguarding rules.

Reporting Absences

All absences must be reported by the learner, not the parent/carer, unless they are considered to be vulnerable learner i.e. a High Needs Learner.

Learners should log their absence before **8:45am** each day they will be away.

They must provide:

Their full name

Student ID number

Course name

Reason for absence

Each course may have a slightly different system for reporting absences. Your young person will be informed of the exact procedure for their curriculum area by their Tutor.

BEHAVIOUR EXPECTATIONS FOR LEARNERS

At North Kent College, we have clear rules and expectations in place to keep everyone safe and to create a positive and respectful learning environment – just like in the workplace.

We understand that young people sometimes make poor choices. When this happens, we have systems in place to support them and help guide them to learn from their experience.

College is Not School, it is 'The Work-place'

From the very first day, we explain to students that college is different from school. It's more like a workplace. Students are treated with respect, but they are also expected to behave responsibly, follow the rules, and show maturity – just like an employee would in their place of employment.

The First 6 Weeks: A Probation Period

During the first 42 days (6 weeks), all new students are on a probation period. During this time, any minor concerns about behaviour or attitude are recorded as a Cause for Concern (CfC). These records help staff understand if a pattern is emerging – for example, if a student is often late or not following instructions. We will also log CfC's if there are concerns regarding a learner's emotional well-being such as anxiety, so that tutors are able to consider their strategies for support in light of any disclosures.

Tutors will speak with learners about these concerns and explain the next steps if the issues continue. We hope that any negative behaviours are modified with low-level interventions, and any well-being concerns are supported positively.

Post 6-weeks Summarised Disciplinary Process

Once a learner has successfully completed their probation, any behavioural concerns will follow the College's Behaviour Policy, which can be found on our Website under 'Policies'.

For more serious or ongoing issues, we use a three-stage disciplinary process:

Stage 1 – Initial Warning

Used for low-level issues.

Learners may receive up to three Stage 1 warnings before moving to Stage 2.

Parents may or may not be contacted at this stage, depending on the situation.

Stage 2 – Formal Warning

At this point, you will be contacted and invited to a meeting with your child and college staff.

This is a chance to work together to support your child in making the right choices.

Stage 3 – Final Stage

If behaviour doesn't improve or a serious incident occurs (such as involving drugs or alcohol), a Learner may move to Stage 3.

Possible outcomes include written warnings or possible removal from their course and College.

Our Approach

We would always rather work with families early to avoid things reaching the higher stages of disciplinarys. Removal from college is a last resort – but we will take that step if a Learner is:

Disrupting others' learning

Risking the health or safety of others

Ignoring their academic responsibilities

A Place of Opportunity

Places on courses at North Kent College are competitive, and being enrolled is a privilege. We want every learner to succeed and to leave us with strong qualifications, having had a valuable College experience. That's why we ask all learners to take our behaviour expectations seriously and make the most of their time with us. With your support, we aim to help your child grow into a confident, responsible, and work-ready young adult within society.



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CAMPUS EXPECTATIONS



Attendance & Punctuality

Outstanding attendance is expected but if you are absent or late please contact the relevant member of staff before your first lesson.



Mobile Phones

Phones are to be kept on silent in bags unless directed by staff for class task related to learning.



Earphones, Earpods and iPods

Learners are asked not to wear these during lessons unless given specific permission by staff. This is to ensure all learners can listen and discuss points when learning.



Smoking and vaping

You must only smoke or vape in designated outside areas. Failure to comply will result in a Level 2 Disciplinary.



Swearing

Speak politely and with respectful language at all times to all individuals.



Dress code

PPE & uniform are an expectation in some areas. Incorrect uniform could lead to you being sent out of the lesson. You will be expected to dress appropriately, demonstrating professional work-readiness.



Food & Drink

Food is only to be eaten in the canteen spaces or outdoors. Bottled water can be consumed in lessons.



Waste and recycling

Please use the waste and recycling bins for your rubbish.



Coats and Hoodies

Hoodies should be down when inside buildings and lessons. Coats should also be removed in lessons



Student IDs

You are expected to wear and display this around campus for the purposes of safeguarding. It must be visible, especially when moving around campus.



Bullying, Fighting and Harassment (including through social media)

We want everyone on the campus to feel safe. It is our duty of care to ensure everyone is safeguarded and people are treated with respect and appreciation of all characteristics associated with diversity.



Drug-free Zone

The College does not tolerate any alcohol or drug use. Any involvement in either will be followed by a Level 3 Disciplinary which may result in a learner being withdrawn from College.

Vehicles/Modes of Transport

Allowing you and your mode of transport on our campus is a privilege. Drive/ride with consideration without excessive noise or speed on site.

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PRAISE AND REWARDS

AT NORTH KENT COLLEGE

At North Kent College, while we do have rules and consequences in place, we much prefer to recognise and celebrate learners for their hard work, creativity, and positive attitude.

Across the College, learners are regularly praised for their academic progress, helpfulness, dedication, and contribution to college life. Different departments may offer their own rewards, but here are some of the main ways we celebrate success:

How We Reward Learners:

Causes for Celebration (CfCs): Positive comments recorded on eTrackr (our online learner portal) by Tutors and the wider staff.

Practical Rewards: Items like tools or equipment relevant to their chosen course.

Prize Draws: For example, learners with 100% attendance may be entered into draws to win Bluewater or Amazon gift vouchers.

Learner Roles: Opportunities to take on leadership or ambassador roles within the college.

Trips and Visits: Including annual Student Union trips to fun destinations.

Ambassador Points: Learners earn points throughout the year for positive contributions (i.e. for hosting parents during Open Evenings). These points can be traded at the end of the year for rewards such as:

- ★ T-shirts or hoodies
- ★ Tech items like AirPods or iPads
- ★ Other prizes based on the number of points they earn
- ★ Social Action Opportunities



We're also developing more opportunities for learners to get involved in charity work or projects that support the wider community. Taking part in social action is not only rewarding in itself but helps learners build valuable skills and experience and develop personal qualities for more rounded character building.



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DIGITAL LEARNING

AT NORTH KENT COLLEGE

At North Kent College, we equip every learner with the digital tools they need to succeed in their learning—both on campus and at home. Below is a quick guide to the platforms and support your son or daughter will be using throughout their time at college.

Learner Computer Account

Once enrolled, every learner is given their own college computer account. As part of their induction, they'll be shown how to log in and access our key digital platforms.

Microsoft Office 365 – Free for All Learner

All learners receive free access to Microsoft Office 365, which includes:

College Outlook Email – All communication with staff takes place through this account. Learners must use their college email address (not personal accounts).

Office Applications – Including Word, PowerPoint, Excel, and others.

OneDrive – Secure cloud storage for coursework and files.

Adobe Creative Suite

Learners on Creative Arts courses will also receive access to Adobe software and Apple Macs to support their learning in areas like design, media, and photography.

Moodle – Our Virtual Learning Environment

Moodle is the College's main online learning platform, where learners can access:

Course materials and learning resources

Assignment instructions and submission portals

Quizzes and online activities

Supplementary online courses

Tutors will confirm whether Moodle is used for your child's specific course.

Microsoft Teams

Some courses also use Microsoft Teams for:

Online lessons and live sessions

Group chats and class discussions

Coursework submissions and collaborative projects

Tutors will advise if Teams is part of your child's course delivery.

MyDay – The College Digital Hub

MyDay is the central hub for college life. Through MyDay, learners can:

Access all key systems in one place

View announcements and video messages

Find wellbeing and safeguarding support

Get help with IT through Learn Tech Connect

Learners can also download the North Kent College app to access MyDay on their phone or tablet.

eTrackr – Monitoring Progress

eTrackr helps learners keep track of their academic journey. It allows them to:

View attendance and progress reviews

Track grades and unit outcomes

Receive feedback, celebrations, or alerts

Check exam access arrangements

Support with Digital Access

If your child needs help using any of the college's systems, our friendly team in the Learning Technology Centres (LTCs) are always on hand to support them.

Remote and Home Learning

Some courses include elements of online or blended learning. All platforms mentioned above are accessible from home using the learner's college login. Learners can access these platforms through:

MyDay

The **College website** (look for "Staff & Student Links" at the bottom of the homepage)



If your child needs support with digital access, please encourage them to contact their course tutor or visit the LTC on their campus.



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INFORMATION TECHNOLOGY (IT)

ACCESS & RESOURCES

Digital learning is a key part of college life, and at North Kent College, we make sure every learner has the tools and support they need to use our IT systems with confidence.

Getting Started with IT at College

When learners enrol, they are given a Digital Learning IT Guide to help them navigate our key systems, including the student intranet, learning platforms, and email.

Every learner receives:

A college user account

A digital ID badge (linked to their account and issued at enrolment)

We ask learners to wear their ID badge at all times while on campus, for safety and identification.

College Email & Communication

All communication between learners and staff must take place via the learner's college email account. For safeguarding reasons, staff will not reply to emails sent from a learner's personal email address.

Accessing IT from Home

Learners can access college systems securely from home using a two-step authentication method (usually via their mobile phone), which is set up with their tutor during induction.



Printing, Scanning & Photocopying

Learners have access to printers across campus and can also use scanning and photocopying facilities.

Each learner receives **£12** of free print credit at the start of the year—enough for most courses

Additional print credit can be purchased through the Learning Technology Centres (LTCs)

Learners on certain courses (e.g. Art & Design) may receive additional free print credit as needed

Using Personal Devices (Bring Your Own Device)

We encourage learners to make use of their own laptops, tablets, and smartphones to support their learning. Access to college systems via personal devices is available through our secure Eduroam WiFi network, with setup instructions included in the IT Guide.

Online Safety & Monitoring

We take safeguarding seriously. All activity on college systems is monitored and filtered. If a learner attempts to access inappropriate content, an alert will be raised and followed up by a senior member of staff.

We actively promote safe, sensible, and respectful use of all digital resources.

Need Help?

IT Support is Always Available

If your son or daughter experiences any technical difficulties—such as login issues or system errors—they should visit their Learning Technology Centre (LTC). Staff there can assist with most issues, and more complex problems can be referred to our IT Department through their tutor.



Let us know if your child is having difficulty accessing systems at home—our team is here to help ensure no learner is left behind in their learning due to technology challenges.



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LEARNING TECHNOLOGY CENTRES (LTCs)

Supporting Independent Learning and Digital Confidence

Each North Kent College campus—Dartford, Gravesend, Tonbridge, and Hadlow—has its own Learning Technology Centre (LTC), often referred to as the College Library. These centres are welcoming, well-equipped spaces where learners can study, access resources, and get expert support.

What the LTCs Offer

Our LTCs provide a wide range of facilities and services to support your young person's learning and development, including:

Online learning materials tailored to their course

Desktop computers for independent study

A wide variety of books, eBooks, videos, newspapers, and industry magazines

Access to online journals, databases, and research tools

Help using platforms like eTrackr, Moodle, Microsoft Teams, and more

IT training and support on tools like Microsoft Office, Canva, and even Artificial Intelligence (AI) tools

A space to unwind with board games, puzzles, chess, word searches, and other well-being activities between lessons

Using the LTC

Learners use their College ID badge to borrow books and resources from the LTC, so it's important they carry it at all times.

As part of their induction, learner will be introduced to the LTC and shown how to access everything they need—but they are welcome to drop in any time for help or advice.



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SUPPORT FOR LEARNERS WITH ADDITIONAL LEARNING NEEDS

At North Kent College, we are committed to helping every learner succeed—whatever their individual needs.

Some young people may have a special educational need or disability (SEND), with or without an Education, Health & Care Plan (EHCP). If this applies to your son or daughter, our Additional Learning Support (ALS) Team is here to help.

How We Support Your Young Person

Our dedicated ALS Team works closely with teaching staff to make sure the right support is in place—both in and out of the classroom. Whether your child has an EHCP or not, we aim to meet their needs with care and professionalism.

Support may include:

Adjustments in the classroom to help your child learn

One-to-one or small group support

A quiet space to take a break when needed

Ongoing advice and guidance throughout their course

Each of our campuses has its own ALS Hub, including access to a Quiet Room, and support is tailored based on the resources available at each site. Our tutors are kept up to date with your child's needs through our internal system, ensuring joined-up support across college life.

EHCP Reviews

If your young person has an EHCP, we'll carry out an Annual Review each year. Parents are invited to take part, although we will always ask for your child's consent if they are over 18.

Courses and Progression

All learners—including those with SEND or an EHCP—must meet the entry requirements for their chosen courses, just like everyone else. We want to ensure they're on the right course where they can succeed. If they're unable to progress, the ALS Team will support next steps and work with the local authority if a change of placement is needed.

Life at College

College life is different from school. Learners follow individual timetables and learn in environments designed to reflect the real world of work. SEND learners are encouraged to take part in all aspects of college life, and we aim to help them settle in, feel confident, and succeed in their learning.

Exam Access Arrangements (Concessions)

If your child had extra support during exams at school—such as extra time, a reader, or a small room—this can usually continue at college, as long as it remains their usual way of working.

What Parents Need to Know:

Q: How do we apply for exam concessions?

A: At enrolment, you'll meet with the ALS Team and complete a short form. If your child starts late, you'll be given a paper copy to complete. We'll then contact their previous school for the necessary paperwork. Your support helps us speed up the process.

Q: When is the deadline for paperwork?

A: Please make sure we receive all paperwork within the first 4 weeks of term. After that, it may be too late to process requests.

Q: Will my child get the same concessions they had at school?

A: In most cases, yes—if it remains their normal way of working. We also encourage the use of assistive technologies to help them gain independence and prepare for the workplace.

Q: What if my child no longer wants their concessions?

A: We respect the wishes of learners, particularly those over 16. If they decide not to use a concession, we'll talk through the decision with them carefully.

Q: My child used a small room at school—will they get one at college?

A: We'll always try our best, but due to the large number of learners needing support, small exam rooms may contain more learners than at school. We ask for your understanding and support in helping your child adjust.

Q: How will we know what's in place?

A: All approved arrangements are recorded on your child's eTrackr profile. While parents can't access this directly, your child can show you their profile. They'll also receive reminders from tutors and the MyDay system to check their information.

Q: Can we change arrangements if something isn't right?

A: Yes—if we're told in time and before the exam board deadline of **31st March**.



If you have any questions, please speak to the ALS Team during enrolment or email:

✉ alsdartford@northkent.ac.uk

✉ alsgravesend@northkent.ac.uk

✉ alshadlow@northkent.ac.uk

✉ alstonbridge@northkent.ac.uk

We're here to support both you and your child every step of the way.

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WELFARE & SAFEGUARDING

AT NORTH KENT COLLEGE

At North Kent College, the safety and wellbeing of all our learners is a top priority.

We have a dedicated Welfare and Safeguarding Team based across all our campuses and each campus has a Welfare & Safeguarding Officer who works closely with learners. The whole Team are here to support learners and staff if there are concerns about a young person's safety, wellbeing, or mental health.

Concerns may include:

Physical or sexual abuse

Bullying or cyberbullying

Domestic abuse

Drug or alcohol issues

Peer-on-peer abuse

Emotional or mental health difficulties

If your young person is worried about something – whether it's happening to them or someone else – they can contact the Welfare and Safeguarding Team through their campus Well-being Hub. They can also report concerns anonymously using MyVoice, which is found on their MyDay student portal. If they choose to include their name, it helps the team follow up more effectively.

Counselling and Mental Health Support

The College offers a Mental Health and Counselling Service for learners who need emotional or psychological support.

We have Mental Health & Counselling Coordinators (MHCCs) who lead a team of trained trainee counsellors. These counsellors offer short-term support (up to six sessions) for a range of issues, such as:

Anxiety or depression

Coping with a major life change

Personal, family or relationship issues

We provide support both in-person and online. If a learner needs more specialist help, we can refer them to external support services.

We provide discrete support in alternative ways which includes:

Sanitary products available free in female toilets, a clothes bank kept within the Well-Being Hubs, simple food bank items, and basic products like toothbrushes, shampoo and soap and other personal hygiene items for occasions when a learner reaches out.



Learners can self-refer to the counselling team through their MyDay portal by clicking on the safeguarding tile.



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STUDENT UNION (SU)

GETTING INVOLVED AT NORTH KENT COLLEGE

The Student Union (SU) is a student-led group that represents the views and interests of all learners at the College. Every learner is automatically a member of the SU (unless they choose to opt out in writing).

The SU is here to:

Support learners during their time at College

Represent their views to College staff and leadership

Organise events and activities that make College life more enjoyable

How Can My Young Person Get Involved?

There are several ways learners can take an active role in the SU:

1 Learner Voice Reps

In October, learners can put themselves forward to become a Learner Voice Representative (LV Rep). **These Reps:**

Represent their classmates' views

Attend meetings with College management

Help shape the future of their course and learning experience

2 Join the SU Executive Committee

From September, learners can attend regular SU meetings. If they want to take on more responsibility, they can stand for election to the Executive Committee in later in the year.

Elected learners will serve a maximum of two years once elected. **Key roles include:**

President

Vice President

Events & Enrichment Officer

Mental Health & Wellbeing Officer

Equality, Diversity & Inclusion Officer

Publicity & Communications Officer

Only current Learner Voice Reps can stand for election to the Executive Committee, unless they are specially nominated by staff for exceptional leadership (e.g. organising events or supporting learner well-being). These nominations must be approved by the Head of Welfare & Safeguarding.

All Executive Committee members receive:

A free SU hoodie

Free SU trips

Bonus points on the North Kent College Ambassador Scheme

Please encourage your young person to get involved – it's a great way to build confidence, develop leadership skills, and boost their CV for job or university applications.

What Does the SU Do?

The SU plays a big part in college life! They:

Work closely with College leaders to ensure learner voices are heard

Organise a wide range of events and activities, such as:

- ★ Freshers' Fayres
- ★ Charity fundraisers
- ★ BBQs and social events
- ★ Learner conferences and awareness campaigns

There's something for everyone, and it's a great way for your young person to make new friends and get involved in college life.



Totum Discount Card

North Kent College SU is part of the National Union of Students (NUS), which means learners can apply for a Totum Discount Card, which can be found through www.totum.com.

This card gives discounts at over 300 shops and restaurants – perfect for saving money on everyday purchases and treats.

[Visit the Totum website](#)



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TUTORIAL PROGRAMME

SUPPORTING YOUR YOUNG PERSON'S DEVELOPMENT

As part of your young person's Study Programme at North Kent College, they will take part in both one-to-one tutorials and group tutorial sessions with their personal Tutor. These sessions are designed to support their academic progress, personal development, and well-being.

One-to-one Tutorials

In one-to-one tutorials, your young person will meet with their Tutor to discuss:

Progress on their course

Attendance

English and maths (if applicable)

Enrichment opportunities

Any concerns or support needs they may have

These meetings are a great opportunity for learners to ask for help, share any worries, or even request extension work if they're ready for more challenges.

Tutors also set personal targets with each learner through our online portal, eTrackr, to help them work towards their Aspirational Target Grade.

Group Tutorials

Group Tutorials cover important topics that prepare learners for adult life, the workplace, and staying safe. These sessions help learners develop key skills, values, and awareness of real-world issues. Discussions are linked to Fundamental British Values, including:

Respect

Individual liberty

The rule of law

Tolerance of different beliefs

We also respond to local safeguarding concerns to ensure topics remain relevant and meaningful for our learners.

What Will Students Learn in Group Tutorials?

Each term has a different theme. Here's what your young person will explore throughout the year:

Term 1

Start Strong: Developing Skills for Success

Focuses on college expectations, Prevent, well-being, contextual safeguarding, and building positive routines and work-ready behaviours.

Term 2

Contributing to College & Community

Encourages learners to reflect on their development, take part in democratic processes, and explore topics like professionalism, financial literacy, and community values.

Term 3

Step Forward: Goals, Growth & Good Choices

Covers SMART goal setting, cyberbullying, critical thinking, leadership, and building personal strengths for success.

Term 4

Choices, Challenges & Change: Staying Safe and Succeeding

Helps learners understand digital threats (e.g. deepfakes), hate crime, and exam preparation while encouraging critical thinking and safe choices.

Term 5

Reflect, Reset, Succeed

Learners reflect on their progress, plan final term success, and stay safe online while setting goals and managing change effectively.

Term 6

Stepping Forward: Confidence, Skills, and Next Steps

Learners apply their skills, boost confidence, prepare for future pathways, and explore how learning transfers to the workplace.

These sessions are interactive and often include guest speakers and workshops on important subjects like consent, digital safety, and democracy.

Key Campaign Weeks

Consent Week

Delivered by a specialist external speaker, Consent Week educates learners on healthy relationships, boundaries, and consent – particularly in relation to sharing images and sexual activity.

Dates for Consent Week:

Dartford: w/c 6th October 2025

Hadlow: w/c 3rd November 2025

Gravesend: w/c 17th November 2025

Tonbridge: w/c 24th November 2025

Prevent Awareness Week

Prevent is part of the UK's counter-terrorism strategy. The College has a legal duty to help protect learners from radicalisation. We do this by helping learners understand the risks and think critically about the world around them.

A Safe and Respectful Learning Environment

We recognise that learners aged 16–18 are developing into adulthood but are still legally classed as children. That's why we approach sensitive topics in a respectful, age-appropriate way. The tutorial programme encourages learners to:

Make informed choices

Think critically

Take responsibility for their actions

Be confident and safe both online and offline



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ENRICHMENT

AT NORTH KENT COLLEGE

At North Kent College, enrichment plays a vital role in your young person's overall development. While subject areas naturally build in enrichment during teaching, we also provide a wide range of opportunities beyond the core curriculum to help learners grow as individuals, build confidence, and develop the skills employers value most.

What Is Enrichment?

Enrichment is all about broadening learners' horizons. It includes activities designed to support personal development, social awareness, and preparation for life after college. These experiences help learners gain life skills, discover new interests, and grow in confidence.

What Does Enrichment Involve?

We offer a wide variety of activities and experiences under several key themes:

1. Personal Development

Activities that build self-confidence, resilience, and independence.

Examples: Mindfulness sessions, volunteering, or leadership workshops.

2. Cultural & Social Awareness

Opportunities to learn about different cultures, values, and beliefs.

Examples: Guest speakers, themed events (like Black History Month), day trips, and residential visits.

3. Employability Skills

Preparing learners for the workplace.

Examples: CV writing workshops, mock interviews, employer engagement, and enterprise challenges.

4. Health & Wellbeing

Supporting both physical and mental health.

Examples: Sports and fitness clubs, social games, and mental health awareness campaigns.

5. British Values & Citizenship

Encouraging active involvement in the college and wider community.

Examples: Learner voice forums, Student Union roles, and organising charity events.

6. Creative & Recreational Activities

Giving learners a chance to explore hobbies and enjoy time with friends.

Examples: Music, drama, art, chess, and coding clubs.



Why Enrichment Matters

Enrichment is a key part of how Ofsted judges a college's support for Personal Development. More importantly, it helps your child become a well-rounded, confident, and capable individual—ready for university, an apprenticeship, or the world of work.

Opportunities Throughout the Year

We run a mix of structured and informal activities across the academic year. These include:

Volunteering and social action projects

Guest speakers and industry visits

Health and wellbeing campaigns

Cultural and creative sessions

Trips and clubs

We also run three whole-college learner surveys each year, where learners can share their views and shape the future of enrichment at the College. We actively track participation and use learner feedback to continually improve what we offer.

The Benefits for Your Child

Through enrichment, learners can:

Challenge themselves and build confidence

Learn new skills like First Aid or teamwork

Meet new people and enjoy college life

Improve their chances of future success

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If you have any questions about enrichment or want to learn more about the opportunities available, please contact your child's Head of Curriculum.



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PROGRESSION

AT NORTH KENT COLLEGE: WHAT PARENTS NEED TO KNOW

At North Kent College, when a young person joins us, our goal is to support them through their chosen course and help them move on to the next stage of their journey—whether that’s a higher-level course with us, university, an apprenticeship, or employment.

However, it’s important to understand that, unlike school, progressing to the next year or course level at college is not an automatic entitlement. Each student’s progression is based on their performance, behaviour, and overall engagement throughout the academic year—even if they are on a two-year course.

How Progression Decisions Are Made

Between April and May each year, our curriculum teams carefully review each student’s:

Attitude to learning

Commitment and focus

Attendance and punctuality
(including attendance at exams)

Suitability for the next level or year of study
(academic capability)

These factors help us decide whether a student should continue into the second year of their course, move up to a higher-level course, or take a different path within the College.

Sometimes, a student may have reached their academic ceiling of what we can offer in their current subject area. In such cases, we will support them to move to a different subject within the College—as long as they meet the entry criteria and pass an interview process for the new area. This includes consideration of their behaviour, attitude, and interests. We will ensure they see one of our Careers Advisers to guide them into their next steps whether within the College or beyond.

When Progression Is Not Possible

While we want all our students to succeed and progress, there are occasions when a learner may not be invited to continue their studies with us. This decision is never made lightly and is based on professional judgement by experienced staff.

A student may not be allowed to progress if:

Their presence negatively impacts the learning of others.

They consistently fail to demonstrate the behaviours and responsibility expected in a work or college environment.

They are not meeting the academic or behavioural standards required.

How You Can Help

As a parent or guardian, your encouragement and support are vital. Please help us reinforce the message that consistent effort, good attendance, and a positive attitude from Day 1 are key to ensuring a successful and rewarding experience at College.

By working together, we can help your young person stay on track, meet their goals, and avoid disappointment when progression decisions are made.



If you have any questions about how progression works or want to discuss your child’s pathway, please don’t hesitate to contact their Tutor or their Head of Curriculum.



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CAREERS INFORMATION, ADVICE AND GUIDANCE

At North Kent College, we are committed to supporting learners as they plan their future. Our team of professionally qualified Careers Advisers offers free, impartial advice and guidance to current, former, and prospective learners to help them make informed decisions about their next steps.

Support is available through group sessions and one-to-one appointments, delivered in person, online, by telephone, or email—whatever works best for the learner.

Our Careers Service offers confidential support on a wide range of topics, including:

Choosing the right course or progression route

Writing CVs and cover letters

Job searching and application support

Preparing for interviews

Understanding the labour market

Developing employability skills

Exploring apprenticeship options

Applying to university or other Higher Education pathways

Writing UCAS personal statements and navigating student finance

As a parent or carer, you can also access this support to help guide your young person. You are welcome to book an appointment with one of our advisers via the Careers Information, Advice and Guidance contact forms found in the 'Student Life' section of the main College website.

Learners can book their own appointments directly through the Careers section on MyDay (the College's student intranet) or by visiting one of the following locations:

The Learning Technology Centres (Libraries) at Dartford, Gravesend, and Hadlow

The Careers Hub at Tonbridge

Together, we can help your young person make confident and informed choices about their future.



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FINANCIAL HELP FOR STUDENTS

At North Kent College, we understand that college costs can add up. Our Bursary Support Team is here to help families by offering advice and support with extra costs that may come with your child's course.

We can talk to you in person, over the phone, or by email. You can contact us to find out if your child can get help with any of the following:

Travel to and from college – including help with train or bus passes

Free meals at college (if your child is eligible)

Help paying for course essentials like:

- Uniforms
 - Tools or equipment
 - Books
-

Support for course-related trips or visits

Help with other costs such as:

- Exam entry fees
 - UCAS application fees
 - Travel costs to attend up to two university interviews
-

16–18 Bursary – extra money to help with college costs (eligibility rules apply)

Childcare support – for young parents:

- If your child is under 20 and needs childcare while studying, they may get help through the Care to Learn scheme
- If they are over 20, other childcare support may be available



If you think your child might need help, please get in touch with the Bursary Support Team. To find where to go in person they can ask their Tutor, or they can email their home campus:

✉ bursarydartford@northkent.ac.uk

✉ bursarygravesend@northkent.ac.uk

✉ bursarytonbridge@northkent.ac.uk

✉ bursaryhadlow@northkent.ac.uk



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TRAVELLING TO COLLEGE BY CAR OR MOTORCYCLE

We understand that many learners and their families choose to travel to college by car or motorcycle. That's why all of our campuses offer free on-site parking, available to learners, parents, carers, and visitors.

Parking on Campus

Each campus has clearly marked parking bays. We kindly ask that everyone parks responsibly, especially during busy times.

Disabled parking bays are available at every campus and should only be used by those displaying a valid Blue Badge. If your child has a temporary medical need that requires closer access, please let us know—we are happy to consider short-term exceptions.

Please be aware that parking is a privilege, not a guarantee. Continued use depends on all drivers following College rules and parking safely.

Student Drivers

If your young person drives to college or shares a lift with another learner:

A strict 5mph speed limit applies at all times while on campus.

We expect all student drivers to behave responsibly and follow road safety guidance.

The College reserves the right to remove parking privileges if rules are not followed.

eScooters

For safety reasons, electric scooters are not permitted on any campus. They have proven unsafe for use on-site and are not practical to store during the college day.

Drop-off and Pick-up

If you're dropping off or collecting your young person:

Please use the designated drop-off zones, which are clearly signposted on each campus.

Double yellow lines and pedestrian zones must be kept clear at all times to ensure the safety of all students and staff moving around the site.

If you have any questions about travel or campus access, feel free to contact your child's campus reception team for more information.



TRAVEL BY TRAIN

For detailed travel information, please visit the College website under 'About Us' > 'Getting to College'.

[Go to website page: Getting to College](#)

For Learners Aged 16–18:

London Borough Residents:

Students can apply for a 16+ Oyster card which offers free travel on London buses and trams, plus a 50% discount on adult train fares.

Important:

Apply for the 18+ Oyster card only if the student will be 19 or older on 31st August 2025.

Kent Residents (excluding Medway):

Apply for the 16+ Travel Saver card via the Kent County Council website. Payment can be spread over 8 monthly instalments.

Apply by 31st July to avoid delays—applications after 1st August may take 28+ working days to process.

Medway Residents:

Students can apply for the Medway 16-18 Youth Pass which offers discounted travel on all local buses starting in Medway, valid for journeys anywhere in Kent.

Before 9am, students can show their pass for free travel on single bus journeys. Afternoon travel uses child fares automatically.

East Sussex Residents:

Students can apply for the East Sussex 3i-D discount card for travel savings.

Train Travel Discount Cards:

Students aged 16–17 can apply for a 16-17 Railcard giving 50% off adult rail fares.

Once 18, they can apply for a 16-25 Railcard that offers one-third off adult fares.

Note: A minimum fare of £12 applies during peak travel times.

For Students Aged 19+:

London Borough Residents:

Apply for the 18+ Oyster card unless still 18 on 31st August 2025, then apply for the 16+ card.

Kent Residents:

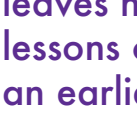
Purchase Arriva Student Saver tickets, with monthly payment options for annual tickets.

Train Travel:

Students aged 25 and under can use the 16-25 Railcard for one-third off adult rail fares (minimum £12 fare applies during peak times).

Tonbridge Students Only:

Visit the Student Bursary Team for a 20% discount code on monthly train fares. To use this, tickets must be purchased from Tonbridge Station.



DARTFORD FREE SHUTTLE BUS SERVICE

At the Dartford campus, there is a free shuttle bus running to and from Dartford Train Station throughout term time.

Due to heavy traffic during peak commuter hours (8:20 am – 9:00 am), shuttle buses can get busy. Please ensure your young person leaves home with plenty of time to reach lessons on time, which may require catching an earlier bus.

The latest shuttle bus timetable and the bus mobile app are available on the student MyDay pages and the College website under 'About Us' > 'Getting to College'.

[Go to website page: Getting to College](#)

Only students wearing their College lanyard and ID card will be allowed to travel on the shuttle bus. This ensures the safety of all passengers and that only North Kent College students use the service.



If you have any questions about travel arrangements, please contact your child's campus reception.

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THANK YOU

**for reading
our parent and carer
handbook**

Visit North Kent College

Visit Hadlow College

When any policies or procedures are amended in year, we will endeavour to reflect any changes within this Parent Handbook, which will be date stamped with the latest version.

AUGUST 2025