CAMBRIDGE REGIONAL COLLEGE

APPRENTICE HANDBOOK

2026–2027

#WE ARE CRC

Ofsted Good Provider

#STRONG forSKILLS

MESSAGE

FROM THE PRINCIPAL

Welcome to Cambridge Regional College. We are delighted you are joining us and we wish you every success on your apprenticeship.

Whether you are studying at our Cambridge or Huntingdon Campus, or remotely, we hope you will have a wonderful time at CRC, developing skills here or online, and in your employment, that will help you to build a great career and to have an exciting future.

We are very proud to be an Ofsted Good College and recognised as being 'Strong' for skills across both of our campuses. We are committed to ensuring you are life, work and career ready and we are one of the top further education Colleges in the country for student and employer satisfaction. If you would like to discuss your career options at any time during your apprenticeship please let your Assessor /Trainer know or contact our friendly and helpful staff in the Hub. You will find a Hub on both sites, and online where staff are available to provide information and advice on a wide range of matters related to your studies and career. Over 95% of students would recommend CRC to their friends thanks to our excellent support staff, inspirational teachers and trainers and outstanding facilities.

Everyone at Cambridge Regional College is totally committed to your success. Your learning and success are the reason CRC exists, and every member of staff is working to enable you to succeed. We hope you enjoy your time at the College and in your apprenticeship workplace.

We look forward to helping you achieve your career dreams.

Mark Robertson
Principal and CEO

95%

of students would recommend CRC to their friends.

Transforming lives and creating prosperity.

One of the top further education Colleges in the country.

YOUR CAMBRIDGE REGIONAL COLLEGE...

One Great College, Two Great Campuses....06
Our Mission, Vision and Values....08
Our Behaviours....09
The College Organisation....11

STUDENT 101 - THE WHAT, WHERE AND WHEN
The Hub, The Hub Online, ID Cards, College Closures, What to do if You are Absent....14
What to do if You Feel Unwell whilst at College, Student Behaviour and Conduct....15
Mobile Phones, Vehicle Parking, E-Scooters, Food and Drink and Fire and Lockdown Procedures....16
Term Dates....17

YOUR APPRENTICESHIP JOURNEY AND SUPPORT
Knowledge, Skills & Behaviours, Progress Review Meetings, Off-the-Job Training, Gateway....20
End Point Assessment, VLE, Smart Assessor....,21
Careers and Personal Guidance....22
Learning Resources Centre (LRC)....22
7 Top Tips to Keep you Safe....25

GET INVOLVED
Enrichment, Student Ambassador Scheme, TMail, Student Union and Clubs and Societies....28
Student Voice....29

SUPPORT FOR YOU
Welfare and Wellbeing, Learning Support....32
Safeguarding, Student Behaviour, Staying Safe Online....34
Prevent....35
Equality and Diversity, Fire, First Aid, Health and Safety and Complaints and Compliments, Plagiarism and Collusion....36
Academic Appeals....37

CRC BENEFITS
NUS Totum, Sports Centre, IT Access and Hair and Beauty...40
Follow us on Social Media....41
Useful Contacts and Information and Student Guides....42

ONE GREAT COLLEGE

TWO GREAT CAMPUSES

Cambridge Campus

Kings Hedges Road,
Cambridge, CB4 2QT

Tel:
01223 418200

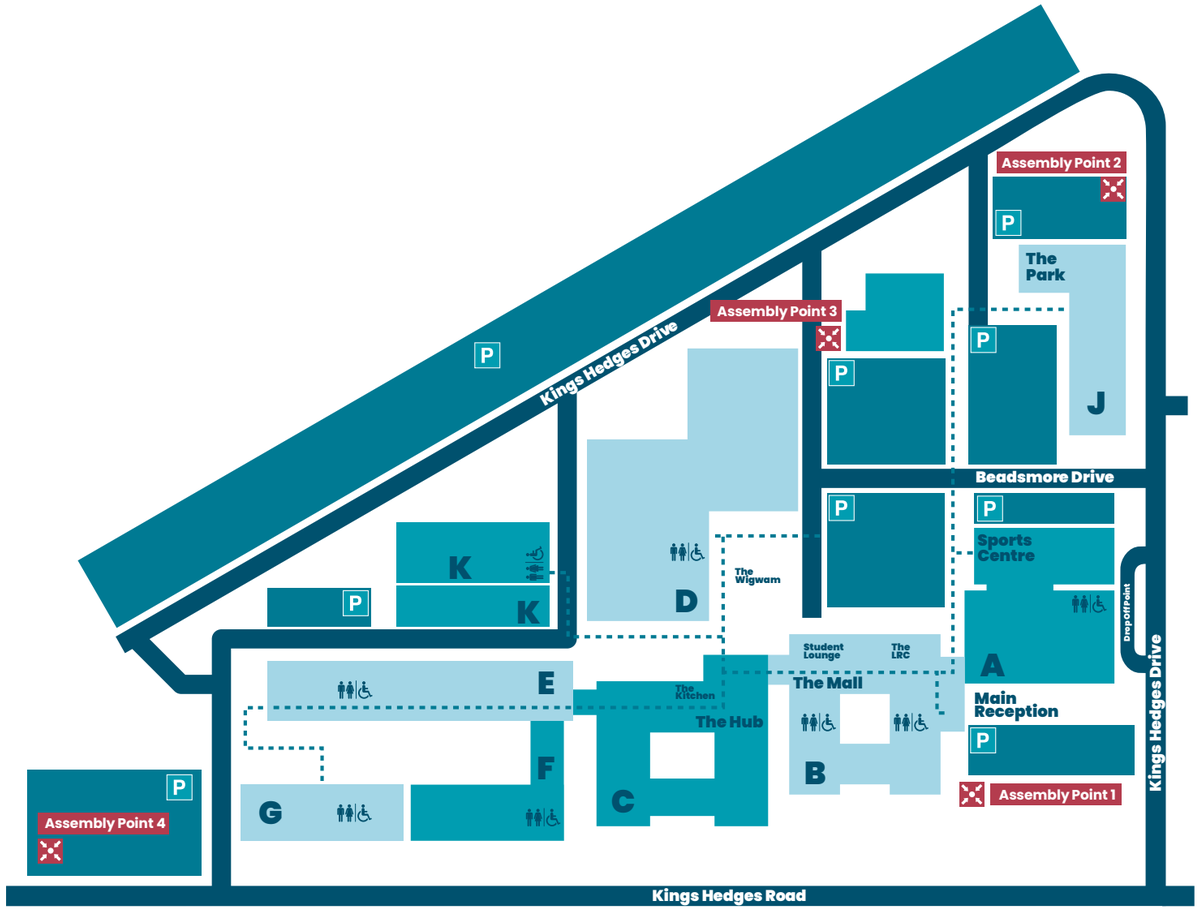
Email:
cambridge@camre.ac.uk

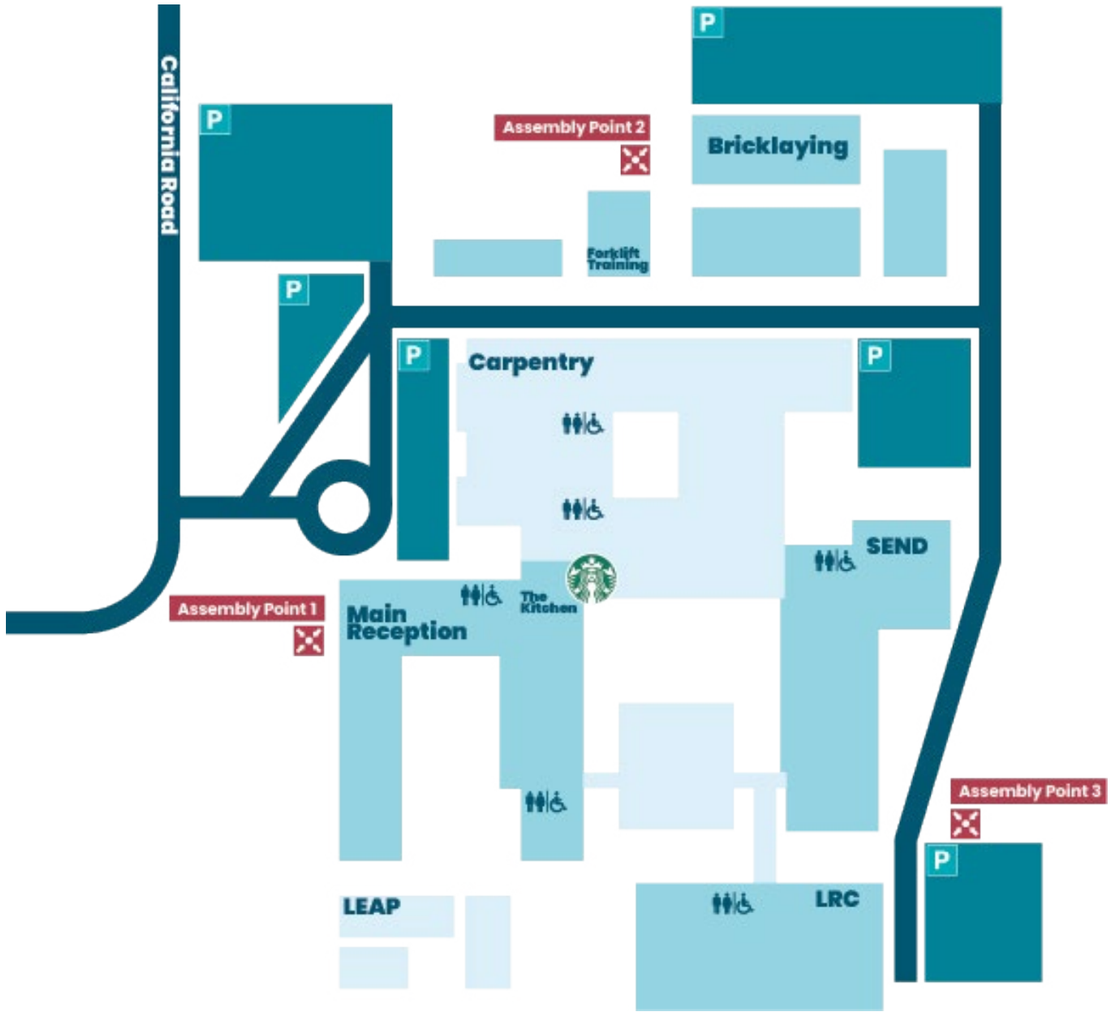
Huntingdon Campus

California Road,
Huntingdon, PE29 1BL

Tel:
01480 379100

Email:
huntingdon@camre.ac.uk





OUR MISSION

To transform lives and create prosperity by delivering technical and professional education that meets the needs of students, employers and communities in Cambridgeshire and the surrounding area.

OUR VISION

To be outstanding in enabling students to excel and for serving employers and communities.

OUR VALUES

The following values, which were developed in consultation with student and staff development groups, underpin the way we conduct ourselves in seeking to achieve our vision and mission:

Values	For CRC this means...
Welcoming	We are friendly and open to everyone
Empowering	We work to unlock the potential in everyone
Aspirational	We believe that, with hard work and support, everyone can achieve anything
Resilient	We support everyone to overcome hurdles and to turn challenges into opportunities
Excellent	We set high standards, and support and challenge everyone to achieve them
Courageous	We encourage everyone to step outside their comfort zone, to seek better results
Respectful	We recognise that everyone is different and is a valued individual
Collaborative	We work together to share ideas and resources

OUR BEHAVIOURS

We have high expectations for the behaviour of our students, staff and managers. These behaviours help everyone to understand the way we do things at CRC to ensure that we deliver an outstanding experience for all.

VALUE: WELCOMING – WE ARE FRIENDLY AND OPEN TO EVERYONE

Students are expected to:

- Greet others with a smile and politeness.
- Be inclusive and make everyone feel part of the college community.
- Introduce themselves and welcome new students.
- Participate in college events and activities to build community.
- Treat others how they would like to be treated.

VALUE: EMPOWERING – WE WORK TO UNLOCK THE POTENTIAL IN EVERYONE

Students are expected to:

- Believe in themselves and their ability to grow.
- Encourage and support their peers.
- Ask for help when needed and offer help when they can.
- Take responsibility for their own learning and development.
- Share ideas and opinions confidently.

VALUE: ASPIRATIONAL – WE BELIEVE THAT, WITH HARD WORK AND SUPPORT, EVERYONE CAN ACHIEVE ANYTHING

Students are expected to:

- Set personal goals and work towards them.
- Stay motivated and committed to learning.
- Try new things and take part in enrichment opportunities.
- Be a role model and inspire others.
- Take pride in their achievements and celebrate progress.

VALUE: RESILIENT – WE SUPPORT EVERYONE TO OVERCOME HURDLES AND TO TURN CHALLENGES INTO OPPORTUNITIES

Students are expected to:

- Keep going even when things are tough—don't give up.
- Learn from mistakes and try different approaches.
- Stay calm and focused during challenges.
- Seek support when needed and support others in return.
- Maintain a positive mindset and bounce back from setbacks.

VALUE: EXCELLENT – WE SET HIGH STANDARDS, WE SUPPORT AND CHALLENGE

Students are expected to:

- Be punctual, prepared, and ready to learn.
- Participate actively in lessons and group work.
- Respect learning spaces and college property.
- Strive to do their best in all tasks and assessments.
- Provide and respond to feedback to improve.

VALUE: COURAGEOUS – WE ENCOURAGE EVERYONE TO STEP OUTSIDE THEIR COMFORT ZONE, TO SEEK BETTER RESULTS

Students are expected to:

- Speak up and share their views respectfully.
- Try new experiences, even if they feel challenging.
- Stand up for themselves and others.
- Be open-minded and willing to take risks in learning.
- Embrace opportunities for growth and change.

VALUE: RESPECTFUL – WE RECOGNISE THAT EVERYONE IS DIFFERENT AND IS A VALUED INDIVIDUAL

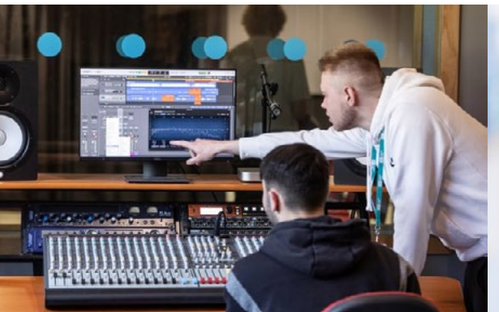
Students are expected to:

- Treat everyone with kindness, fairness, and empathy.
- Respect different cultures, beliefs, and opinions.
- Use respectful language and behaviour at all times.
- Listen actively and without judgment.
- Apologise when wrong and learn from it.

VALUE: COLLABORATIVE – WE WORK TOGETHER TO SHARE IDEAS AND RESOURCES

Students are expected to:

- Work effectively in teams and group activities.
- Listen to others and value their contributions.
- Share ideas and support each other's learning.
- Communicate clearly and respectfully.
- Help create a positive and cooperative learning environment.



The College

ORGANISATION

You will come across and work with a number of different staff members during your time at CRC. Here is a brief description of what each of them does.

HEAD OF DEPARTMENT

This person is the Head of your Department and is responsible for all the staff and students within that area. Their role is to ensure that you are progressing and having an excellent student experience.

APPRENTICESHIP AND ADULT LEARNING MANAGER

The Work-based Learning Manager will have departmental responsibility for your apprenticeship and leads the apprenticeship provision within your subject area. They liaise regularly with your teachers, subject tutors and trainer / assessor and make sure your Apprenticeship is of high quality.

TRAINER / ASSESSOR

Your Assessor will support you in your apprenticeship journey. They will be your key link between you, your employer and the College.

They will set your training and delivery plan, check your progress, provide support and set targets to drive forward your success.

Your Trainer / Assessor will also assess your workplace competency against the Knowledge, Skills and Behaviours set out in your Apprenticeship.

TUTORS

This person be will teaching a project/unit or module on your course. They are responsible for planning and marking your work.

PERSONAL DEVELOPMENT COACH

You may face some barriers to success whilst at College or you may need some extra support engaging in your studies. If so, your Personal Tutor will refer you to a Personal Development Coach. This coach will work intensely with you to provide 1:1 support to help you develop positive relationships, positive mind, resilience and self-management thereby enabling you to overcome the barriers you face and get back on track with your studies. Support may include:

- Devising strategies to support you to improve and maintain high levels of attendance
- Mentoring you to role model College values and behaviours
- Supporting you to make additional friends and get involved in college life
- Working with you to look at your actions and consequences
- Supporting you to enhance your employability skills.

ASSESSMENT ORGANISATIONS

End-point assessment (EPA) is the final stage of an apprenticeship. It is an impartial assessment to ensure you have developed the skills, knowledge and behaviours outlined in the apprenticeship standard.

Assessments are designed by employers in the sector and are conducted by independent bodies known as end-point assessment organisations (EPAOs) and in some standards, by CRC and your employer throughout the duration of your apprenticeship.

STUDENT 101...

THE WHAT, WHERE & WHEN

THE HUB

Access advice and support when you need it on site at our Hub or on computer, mobile or tablet via The Hub Online.

Feeling hungry? As well as The Kitchen & The Park, we have a Costa Coffee (Cambridge) and Starbucks (Huntingdon).

Remember you must wear your student ID card at all times. As well as keeping you safe, you'll also need it to access the LRC and food outlets!

THE HUB

The Hub is the place in College to support you as individuals whilst you are here at CRC.

The Hub provides wraparound support to all students and apprentices at CRC and is provided by a group of support teams including:

- Careers & Personal Guidance
- Student Advice Team - including Wellbeing and Bursary
- Safeguarding
- Apprenticeship Recruitment
- Transitions Support
- Looked After Children and Care Leaver Support
- Personal Development Coaches
- Work Placements.

If you need anything, visit The Hub and they will help you or point you in the right direction.

THE HUB ONLINE

At CRC we pledge to provide outstanding support to students. The Hub Online offers easy access information anytime, advice and support at your fingertips on a computer, mobile or tablet. To visit The Hub Online sign into the CRC VLE.

ID CARDS

ID cards are issued to all staff and students and must be worn at all times whilst on College premises or on College trips and visits.

Your ID entitles you to access the College premises and use its resources like the LRC and food outlets. If you have a College bus pass you must also show your ID badge when you get on the bus to and from College.

Daily ID badge checks take place at both Campuses. We do this in order to ensure the safety of all students and staff at CRC. Any student who forgets their ID cards must collect and return a temporary to reception on the same day.

Students without ID badges will be subject to the Student Regulation procedures.

College is a safe environment but it is important that we all remain vigilant. If you see someone in College without a badge or something suspicious, please report it immediately to a member of staff.

COLLEGE CLOSURES

If for any reason either of the Cambridge or Huntingdon campus sites are closed or have a delayed opening, a message will appear as a pop-up on the homepage of the College website, www.camre.ac.uk.

There are three stages to the Campus opening:

- Green – The identified campus is open.
This will not show on the website but is the default status.

- Amber - The Campus will have a delayed opening and may, in the case of bad weather, only be open to local students and staff who can make the journey safely. College bus services may not be running and the exact time of opening will be communicated on the day by text, social media, and College websites. This will also affect our commercial offerings including the sports hall and restaurant.

- Red – The campus is closed to all students, staff and commercial outlets.

WHAT TO DO IF... YOU ARE ABSENT

If you are going to be absent for any reason you must call the college on **01223 418551**, before 9am to report it.

This number has voicemail for use inside and outside of college hours.

We will need your name, student ID number and the reason for your absence.

YOU FEEL UNWELL AT COLLEGE

If you start to feel unwell whilst at college please let a member of staff know immediately.

If you need to go home you must speak to your tutor or subject tutor to let them know. They will ask you to complete a sign-out form, which they must also sign. This form must be taken to Reception at Huntingdon Campus or The Hub at Cambridge Campus before you leave the college.

If you are under the age of 18 at the start of the academic year your parent/carer will be informed.

KEEP YOUR COMMUNITY SAFE

Your safety is our top priority, whilst there are no current restrictions in place in England, we still recommend that you take steps to reduce the risk to the community.

Steps to keep safe:

- Let fresh air in if indoors, or meet outside
- Practise good hygiene:
    - o wash your hands
    - o cover your coughs and sneezes
    - o clean your surroundings frequently.

STUDENT BEHAVIOUR AND CONDUCT

As in any community it is important that College members, students and staff behave in a respectful and cooperative manner to make the best use of the facilities and opportunities at CRC. Students who do not observe these behaviours or demonstrate the College values will be subject to the College's Student Regulation Procedure. If you are unclear about any aspect of the behaviour code please speak to your Personal Tutor.

MOBILE PHONES

Students are reminded that mobile phones brought onto College premises must be on silent during any teaching sessions and at all times when in the Learning Resource Centres and all computer rooms.

Students should not record, share or distribute images and videos recorded on any electronic recording device (e.g. mobile phone, MP3 player, tablet) whilst on College premises (including College transport) or College trips, which may cause offence to others or bring the College into disrepute.

VEHICLE PARKING

For Cambridge Campus, parking is in 3a2 and is charged at £2 per visit and enforced by number plate recognition. Parking outside of these restrictions will result in a fixed penalty notice charge to the address the car is registered at. Please note that enforcement is carried out by an external company. Any concerns about penalty notices should be directed to the issuing company.

There is currently no charge to park at Huntingdon Campus.

E-SCOOTERS

You are permitted to use the Cambridge City Council orange e-scooters that are part of the Voi Electric Bike and Scooter trial (www.voi.com/city/cambridge).

All other electric scooters remain illegal on public roads and pathways. We, therefore, cannot sanction their use on either the Cambridge or Huntingdon campus sites. They cannot be brought or stored on campus.

FIRE AND LOCKDOWN PROCEDURES

As part of CRC's commitment to keeping all students, staff and visitors safe, we do hold regular fire and lockdown practices across both Campuses. It is important that you know what these are and what to do during a drill. To find out the full procedures, please visit the Hub Online and read the Fire, First Aid and Health & Safety Procedures.

SMOKING AND VAPING

The college is a no smoking and no vaping site.

FOOD AND DRINK

Both Campuses have a number of food outlets including Costa Coffee, The Kitchen, and the Park Café at Cambridge; and Starbucks in Huntingdon. All providing a mix of hot and cold food, drinks and snacks.

Cambridge

The Kitchen (main refectory)
Mon – Fri; 8:30am - 2:00pm

Costa
Mon – Fri; 9:00am - 4:00pm

The Park Café
Mon – Fri; 9:00am - 2:00pm

The Shop
Mon – Fri; 8:30am - 4:00pm

Huntingdon

Starbucks
Mon – Fri; 8:30am - 4:00pm

The Kitchen (main refectory)
Mon – Fri; 11:45am - 2:00pm

"DATES FOR YOUR DIARY"

TERM DATES

Autumn Term
3rd September - 17th December 2026

Autumn Half Term
22nd October - 30th October 2026

*Staff Development Days: 23rd October 2026, 23rd December 2026

Spring Term
4th January – 25th March 2027

Spring Half Term
15th February - 19th February 2027

Easter Break
26th March - 9th April 2027

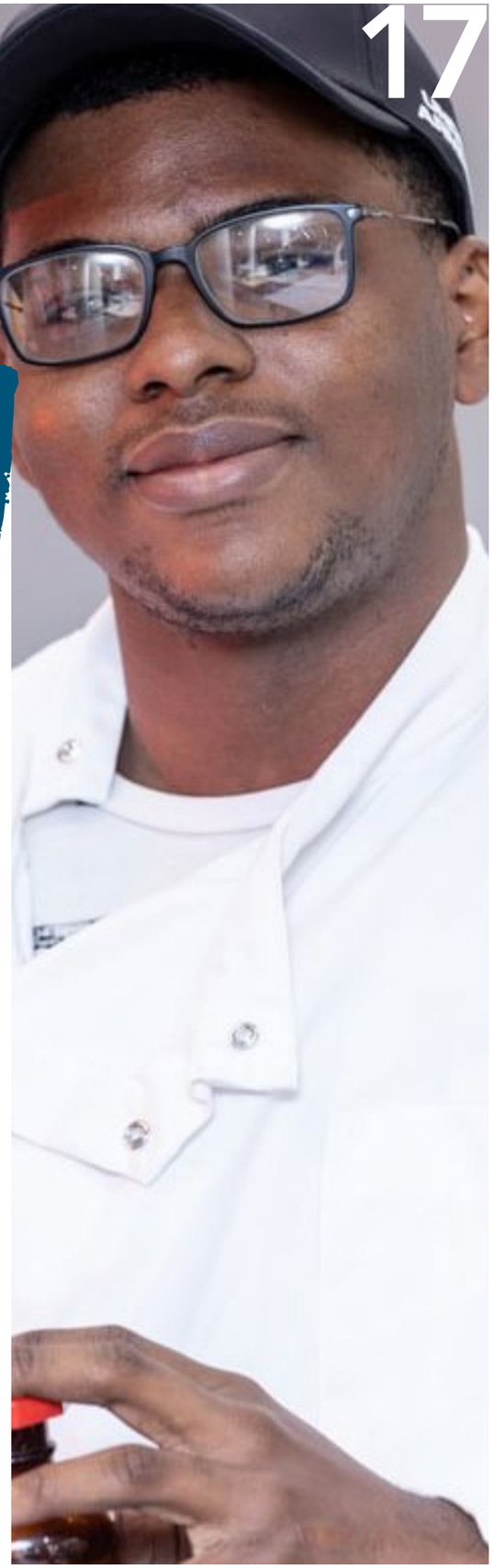
*Staff Development Day: 12th April 2027

Summer Term
13th April – 30th June 2027

Summer Half Term
31st May – 5th June 2027

*Staff Development Day: 1st & 2nd June 2027

*Students are not required to come into college on staff development days.



YOUR

APPRENTICESHIP JOURNEY & SUPPORT

KNOWLEDGE, SKILLS & BEHAVIOURS (KSB)

Knowledge, Skills and Behaviours, also known as the KSBs, are the key requirements of each individual apprenticeship programme in which competency must be achieved before then being assessed.

You will develop your KSBs throughout your apprenticeship, through training in college or with teaching staff, and whilst at work, to achieve your apprenticeship. You must show that you are competent in and can demonstrate every KSB.

Knowledge - the information, technical detail, and 'know-how' that someone needs to have and understand to successfully carry out the duties. Some knowledge will be occupation-specific, whereas some may be more generic.

Skills - the practical application of knowledge needed to successfully undertake the duties. They are learnt through on- and/or off-the-job training or experience.

Behaviours - mindsets, attitudes or approaches needed for competence.

An apprentice must demonstrate that they have the knowledge, skills and behaviours required in order to achieve their apprenticeship standard.

PROGRESS REVIEW MEETINGS

The progress review is a detailed three-way discussion between the apprentice, employer and training provider, which monitors progress of the individual learning plan towards the apprenticeship standard.

At the progress review meetings, your assessor/ trainer will discuss with you and your employer what progress has been made, setting targets and expectations for the next planned review. This will help to keep you on track.

At CRC, progress review meetings for apprentices are expected to take place every 8-12 weeks until the apprentice achieves their end-point assessment with specific types of progress review meeting forming the progress review schedule as part of the apprentice's journey

The purpose of the progress review meeting is to give apprentices the opportunity to reflect and take ownership of their learning and to review the knowledge, skills and behaviours (KSBs) they have gained. The progress review should also identify what KSBs are still to be developed.

OFF-THE-JOB TRAINING (OTJT)

Off-the-job training is a mandatory requirement for an apprenticeship.

It is training which is received by the apprentice, during the apprentice's normal working hours, for the purpose of achieving the knowledge, skills and behaviours of the approved apprenticeship

Your planned off-the-job training is detailed in your Training Plan / Delivery plan which will indicate what training you need to do, when and where the training will take place and who will lead on the training

Your off-the-job training may take place at college, in your workplace, at other venues or even at your home

Off the job training includes taught sessions, in-work training, self-study and assignments, and many more methods

As an apprentice, you will need to make sure you are recording all of your off-the-job training as a diary / record within your time log on Smart Assessor.

GATEWAY

The gateway refers to the requirements that need to be met in order for the employer to put forward their apprentice for EPA and takes place at the end of the practical period of learning as set out in the delivery plan.

The Gateway is the door between the two core stages of the apprenticeship. During stage one (on-programme), the knowledge, skills and behaviours of an apprentice are developed with the aim of being competent in their job role, as set out in the standard. The second stage is where the apprentice demonstrates that competence at end-point assessment, as set out in the assessment plan.

At Gateway, the employer and provider (in consultation with the apprentice) unlock the door because they believe the apprentice is competent in their job and ready and able to prove it.

Knowing when an apprentice is Gateway-ready is much more than simply checking the apprentice has obtained all the mandatory requirements outlined in the assessment plan (although this is important). It's about being convinced that the apprentice is at the level of competence set out in the standard and is prepared for the EPA, so they can claim that competency.

END POINT ASSESSMENT (EPA)

End Point Assessment (EPA) is the final assessment for an apprentice to ensure that they can do the job they have been training for as part of their apprenticeship standard.

EPA is separate to any qualifications or other assessment that the apprentice may undertake during the on programme stage of the apprenticeship.

At the end of an apprenticeship, the apprentice will go through a 'gateway' process where they are signed-off as ready for a final assessment of their knowledge and practical capabilities.

The assessment will be graded (in most cases) with an independent End Pont Assessment Organisation (EPAO) conducting the EPA.

Each apprenticeship standard will have different End Point Assessment requirements, specific to the Knowledge, Skills and Behaviours that they have developed through their apprenticeship.

VLE

Access online courses, personal development learning materials and Hub Online through the student wall. They can be found at www.camrevle.com.

SMART ASSESSOR

Smart Assessor is the online, e-portfolio system, used by the college to track every detail of the apprentice's journey.

It is a website that can be accessed wherever you have internet access and is used to;

- Upload evidence for marking and tracking
- Set and view learning plans showing all appointments, targets and progress reviews
- Access dashboards that show progress and provides access to course resources
- Provide feedback
- Send reminders and direct messages
- Store learner and employer information
- Tracking and monitoring OTJT
- Store key programme information
- Provide key personal development information and updates.

MICROSOFT OFFICE 365 & TEAMS

Access all of the Microsoft Office tools to aid you in your studies. Access Microsoft Teams to communicate with your tutors.

CENTURY TECH

An AI tool that will help you develop your English and maths skills. Maths and English is a term used for academic purposes but actually, these are skills that will support and empower you throughout life.

CAREERS & PERSONAL GUIDANCE

Our expert Careers Advisors are based in The Hub and can provide you with impartial information, advice and guidance to help you make informed decisions about your next steps.

The team offer a range of support including:

- Drop in services at both campuses
- 1:1 appointments with a fully qualified Careers Adviser
- Careers information and advice on The Hub Online
- Support to explore and maximise opportunities for professional development in education, employment and training
- Help with creating and updating your CV
- Help with choosing what to do after you programme finishes
- Support with writing applications for university and higher apprenticeships
- Online course information via phone, email and on the CRC website
- Support with identifying and developing your employability skills.
- Support for your professional development, including goal setting and action planning.

LEARNING RESOURCES CENTRE (LRC)

The LRC is a vibrant learning area at the heart of the College. The LRC holds an extensive range of materials and information relating to your studies, as well as a variety of study facilities and spaces.

LRC staff can provide help with assignments. There are study areas in our LRC designed for both individual and group study, and the LRC staff are more than willing to provide help and training in study and research skills.

Your College ID card allows you to borrow materials and login to the 24/7 learning materials available on the website. LRC staff are happy to help you use the centre and assist you in your information and study needs.

7 TOP TIPS To KEEPING You SAFE

1 GETTING TO WORK

How are you going to get to work every day?

Whether you are driving, walking, cycling or taking some form of public transport, you need to consider both the logistics of how you'll get there and steps to keep you safe.

Take the time before you start to check that your travel plans will keep you safe. If you are cycling, is the route safe? If you are walking, is the route you are planning to take well lit and safe? If you are using public transport, what's the route like from the bus stop or station to your place of work?

To keep yourself safe, check your route and consider alternative routes or transport methods if you think your original plan is not going to keep you safe.

2 GETTING TO COLLEGE

If your apprenticeship has some college based learning, how are you going to get to CRC?

Take the same steps as above to ensure you remain safe.

3 PROTECTIVE CLOTHING

What are you required to wear at work and college? PPE is equipment that will protect the user against health or safety risks at work. It can include items such as safety helmets, gloves, eye protection, high-visibility clothing, safety footwear and safety harnesses. It also includes respiratory protective equipment (RPE).

Check what the dress code is at your place of work and if you are required to wear PPE. If PPE is required talk to your employer about what they will supply. College staff will discuss any PPE requirements if you study in college as part of your apprenticeship.

4 STAYING SAFE IN THE WORK-PLACE AND AT COLLEGE

During your induction with your employer the following should be covered and understood:

- What is the company's Health and Safety policy?
- Who are the company's key safety staff?
- Who are the qualified first aiders?
- How to report accidents?
- What are the emergency procedures – fire, evacuation and lockdown?
- How do you raise the alarm in an emergency?
- Are there any prohibited areas or machinery that must not be used?
- Does your job require lifting heavy equipment? What does the company provide to help with this?
- Are there any dangerous substances that you should be aware of?

If you aren't clear of any of the above or anything that you think you need to know to keep you safe, be sure to ask your line manager.

5 SEXUAL HARASSMENT

Any uninvited comments, conduct or behaviour made in the workplace, regarding sex, gender or sexual orientation is sexual harassment and is a form of discrimination.

You have the right feel safe and secure in College and in your workplace.

If you experience any unwanted conduct of a sexual nature that leaves you feeling offended, humiliated, or intimidated, you should report it. Talk to your line manager, your employer's HR department if you have one, or your assessor.

Our Student Advice & Safeguarding Team are also here to support you.

6 SPEAK UP!

It is important to speak up and report anything you see at work or College that looks 'wrong'. This is called whistleblowing and you are protected by law if you make a disclosure about wrongdoings within the following categories:

- Criminal offences
- Not complying with legal obligations
- Miscarriages of justice
- Endangering someone's health & safety
- Damage to environment
- Covering up of any of the above.

We all have a responsibility to let managers know when something isn't right.

Ensure you speak up and express any concerns.

7 YOUR SAFEGUARDING & WELLBEING

If you have any medical conditions, do let your employer know.

If you require any help or support, or if you don't feel safe, take action.

The CRC Hub team is on hand to support all apprentices.

WE'RE HERE FOR YOU

The CRC Hub team is here to support you and all apprentices.

When you need to talk to someone, or have a question, contact us:

- Visit the Hub on Campus or the Hub Online via the VLE. You can book a drop in at camre.ac.uk/onlinedropin
- Student Advice – 01223 428850 and ask for the Student Advice Team or wellbeing@camre.ac.uk
- Safeguarding – 01223 428800, safeguarding@camre.ac.uk or via Microsoft Teams.
- Apprenticeship team – 01223 418778 or training@camre.ac.uk.

GET INVOLVED

CRC SU

When you enrol at CRC, you'll automatically become a member of the CRC Students' Union. Run by students, for students - the SU will enhance your time at college!

Become a Student Ambassador and enjoy a range of unique opportunities and experiences! We have Ambassador of the Month and Year Awards up for grabs too.

Want to start your own club or society?

ENRICHMENT

College life should be a good balance between hard work and fun. We strive to give you lots of opportunities to access free enrichment activities that will broaden your horizons, develop your skills and contribute to the CRC and wider communities.

The College enrichment programme gives you opportunities to participate in personal, professional and community enrichment. To find out more visit the Enrichment, Clubs and Society page, under Community on the VLE.

CLUBS AND SOCIETIES

There are lots of opportunities to get involved in College life alongside your course. The College offers opportunities for students who are interested in starting their own clubs or societies with the support of College staff.

Each club or society may receive a small start up grant. If you are interested in starting a club or society or finding out about ones that are already happening, visit the Enrichment Page under Student Hub on the VLE.

MYCRC YOUR COLLEGE APP

The myCRC college app is your way to find out what's going on at CRC and engage with college life. You can access the ebs student portal direct from your phone and see updates of what's going on around campus. Search 'myCRC' in the Google Play or Apple App store to download.

T-MAIL

T-Mail is a core part of your Personal Development programme at CRC. T-Mail for apprentices will develop your knowledge and understanding. During these sessions you will learn about everything you need to know to become work, life and careers ready. If you have anything you feel should be covered in T-Mail please share with your Tutor or visit The Hub.

STUDENTS' UNION

All students 16+ who enrol on a course at CRC automatically become members of the CRC Students' Union. The Students' Union is run by students, for students, and aims to enhance your student experience as well as being a representative body for students. Each year new Students' Union committee members are elected and hold office for one year.

Positions include:

- President
- Vice President (Cambridge Campus)
- Vice President (Huntingdon Campus)
- EDI Officer
- Secretary
- Treasurer.

To find out more about getting involved please visit The Hub at either site or visit the Student Voice page on The Hub Online.

STUDENT AMBASSADOR SCHEME

The CRC Student Ambassador Scheme provides students with a wide range of opportunities to develop their skills and demonstrate the College values by acting as an Ambassador for the College. Activities include supporting at College open events, attending learner voice meetings, supporting with staff interviews, speaking at local schools, promoting the College to prospective students and writing student blogs for the College website.

Students can also apply to join groups.

STUDENT VOICE

"Student Voice" is the umbrella name for a group of students made up of Tutor Group Representatives, Student Leaders, Student Union Officers and Ambassadors and Student Governors. If you decide to put yourself forward for one of these roles, you will have the opportunity to represent your fellow students in order to support the College in providing an outstanding student experience.

This will be covered in greater detail during your induction to College.. However, if you would like to find out more about getting involved, please visit The Hub.

SUPPORT FOR YOU

We also provide a range of study workshops and intensive learning support sessions to help you prepare for examinations and assessments.

At Cambridge Regional College we treat everyone with respect. We believe that everyone has a right to be valued and have equal of opportunities.

We know that money matters. If you need help with bursary support, speak to our dedicated Student Advice team.

WELLBEING
SUPPORT

Your physical and mental wellbeing can affect your learning. Should you ever need to talk to someone confidentially about issues that may be creating barriers to success, our Student Advice team, based in The Hub is here to help.

The team can offer support and advice on a number of areas including:

- Safeguarding yourself and others whilst at CRC
- Mental Health
- Sexual health
- Drugs and alcohol
- Sexuality and identity
- Healthy Relationships
- Being a young adult carer or young parent.

The team also work with external agencies and charities to provide extra support to the service we already provide. If we can't support you fully with a particular need, we will work with you to refer or signpost you to one of our partner services.

Wellbeing@camre.ac.uk

LEARNING
SUPPORT

The College offers a range of learning support to make you more independent in your studies. You can access learning support sessions on a 1:1 basis, in small groups and through in-class support. We also provide a range of study workshops and intensive learning support sessions to help you prepare for examinations and assessments. All of our learning support team are specialists in a range of different fields and will help you to achieve your ambitions. We support students to improve their English and maths skills as well as providing useful strategies for dyslexic students. Study support sessions are also available for ESOL students to develop their language competency. Support is available for those with a visual or hearing impairment, or for those who need support with physical access. For more information about study support contact your Personal Tutor or speak to a member of the Specialist Study Support Team who are based on the ground floor of the LRC.

SAFEGUARDING

Staying Safe in College is called Safeguarding. In practice Safeguarding means:

- Protecting children, young people and vulnerable adults from abuse, exploitation and maltreatment
- Preventing harm to their health and development
- Ensuring they grow up in the provision of safe and effective care
- Taking action to ensure all children, young people and vulnerable adults have the very best outcomes.

SEE – Safeguarding Everyone Every day

Everyone has a responsibility to keep our College safe. We all need to be alert and SAFEGUARD EVERYONE EVERY DAY. If you see something that you think needs action, report it. It might be something suspicious, it might be inappropriate behaviour by others, it might be someone not wearing an ID badge, it might be something that doesn't make you feel safe – whatever it is report it. We want 100% of our students to feel safe.

You can report this in a number of ways:

- Tell your tutor or any member of staff
- Report it to a Student Liaison Officer (SLO) who are there to help and support you
- Drop in to the HUB
- Email safeguarding@camre.ac.uk

If it is urgent, please don't email – report it immediately to a member of staff so we can take immediate action. At CRC, students and staff work together to keep everyone safe – play your part and SAFEGUARD EVERYONE EVERY DAY.

STUDENT BEHAVIOUR

Our student regulations detail the action taken for any inappropriate student behaviour. All students should be clear that we have a ZERO TOLERANCE policy to inappropriate behaviour. We expect students and staff to be respectful of others, both inside and out of college. Any incidents of any inappropriate behaviour will be taken seriously and investigated with support provided where needed.

Do not accept bullying. Do not accept any form of sexual harassment. Do not accept any form of discrimination. We don't, neither should you. Report it and SAFEGUARD EVERYONE EVERY DAY.

If you aren't sure about reporting something, drop in to the HUB or talk to your tutor and explain the situation – they can help you determine the next steps and offer support.

STAYING SAFE ONLINE

"Online activity" is the use of the Internet on any device: Facebook on your laptop, Snapchat on your mobile, gaming on your tablet. It also includes texting and is not just about your safety, but that of others'.

Some key points to remember:

- Don't post any personal information online – for example your home or email address, or mobile number
- Think before posting pictures or videos of yourself. Once it's posted, it's not yours anymore
- Consider everything you post – if you wouldn't say it to someone's face, don't make a permanent record of it online
- Creating or distributing inappropriate or offensive images may result in criminal proceeding
- Check your privacy settings on all the sites you use, and keep them as high as possible
- Never give out your passwords and think about the combinations you use
- Don't make friends with people you don't know – anyone can hide behind another profile online. Remember that not everyone online is who they say they are
- Don't meet up with people you've met online, and speak to someone you trust if anyone suggests that you do
- Respect other people's views
- If you see something online that makes you feel uncomfortable, unsafe or worried, leave the website and speak to someone immediately. If it happens in College, you can talk to any member of teaching staff or visit The HUB
- Take online safety seriously. For help and support on how to stay safe online visit The HUB online.

If you are experiencing any type of harm at College or in your personal life, please speak to any member of staff who will be able to signpost you to further support.

safeguarding@camre.ac.uk

Safeguarding
Everyone
Every day

PREVENT

Another aspect of Safeguarding is the Prevent Duty, a Government strategy that requires schools and Further Education Colleges to have "due regard to the need to prevent people from being drawn into terrorism, supporting terrorism or being drawn into non-violent extremism".

Extremism is defined as "vocal or active opposition to fundamental British Values." Prevent is safeguarding students to keep them both safe and within the law. The Prevent Duty is not about stopping students from having political and religious views and concerns, but about supporting them to use those concerns or act on them in non-extremist ways. Prevent aims to provide early intervention to protect and divert people away from being radicalised and being drawn into terrorist or extreme and illegal activity. Staff and students are urged to be vigilant and to report any concerns to any member of staff.

Concerns about individuals being susceptible to radicalisation is a safeguarding issue and therefore if you have concerns you can raise them in the same way you would for any other safe-guarding concern. The safeguarding team will take the most appropriate action at the earliest opportunity.

Safeguarding
Everyone
Every day

EQUALITY, DIVERSITY & INCLUSION

At Cambridge Regional College we treat everyone with respect. We believe that all have a right to be valued and to have equality of opportunity regardless of gender, gender identity, disability, support needs, ethnicity, religion and belief, age, sexual orientation or social class.

We expect all staff and students to play an active role in promoting equality and challenging discriminatory behaviour. We expect anyone who feels unfairly treated, who is upset by inappropriate comments or jokes, feels they are victims of abuse or who experience any form of discrimination or harassment, to tell us. We take any form of discrimination or harassment very seriously.

FIRE, FIRST AID AND HEALTH & SAFETY

All students are required to take reasonable care of their own health and safety while on College premises and observe information about health and safety in College. To read all Fire, Health and Safety procedures please visit The HUB Online.

PLAGIARISM, COLLUSION & THE USE OF AI

Plagiarism is using other people's words and work and passing them off as your own. This includes published work (books, internet, podcasts), the work of other students and the use of Artificial Intelligence (AI). You can use published work in your assignments, but you must reference it properly. The College uses software to scan student work for plagiarism and use of AI content.

Collusion is allowing work to be shared and submitted by someone else, or allowing or paying someone to complete work for you. Plagiarism and collusion are forms of academic misconduct. Other misconduct includes cheating in exams. The College takes this very seriously. If a student is found to have committed misconduct a penalty is usually applied. This may include having to resubmit work or in extreme circumstances failing a course or qualification. Using referencing can avoid plagiarism. When making notes, make sure that you reference your work properly. Your tutor, or staff in the LRC can offer you advice on how to reference correctly.

Plagarism Policy:

For all the latest college policies, visit:

www.camre.ac.uk/policies

COMPLAINTS & COMPLIMENTS

The College actively encourages feedback from our students, staff and the wider community of the college, through student voice, surveys and focus groups, as well as formal compliments and complaints. If you have a positive experience at CRC or wish to let us know how we can improve our service to you, please tell us.

We love receiving compliments about our teachers, support staff and the work we do. Tell your tutor or teacher or contact compliments@camre.ac.uk

If you are unhappy about any part of your college experience, we want to hear about it. If you tell us about any concerns or problems that you have, it gives us the opportunity to try to improve things for you, and for others who might have similar issues. Talk to your tutor or assessor/trainer, or a college manager first, as many issues can be resolved that way.

If you want to make a complaint, please contact complaints@camre.ac.uk and our quality team will be in touch. You can read our compliments and complaints policy and procedures on the college website: https://www.camre.ac.uk/about/policies-reports/ You can send feedback via our feedback forms available at Reception or the LRC. Alternatively, you can also send feedback through the website: www.camre.ac.uk/contact/feedback

ACADEMIC APPEALS

If you are concerned about the grade or mark you receive from an assessment, and you think it's not right, please talk to your tutor, or a manager as soon as possible. If you are still not satisfied you can email your concerns to the Director of Quality at QT@camre.ac.uk. Please make sure you give as many details as possible, with evidence. Read our appeals policy on the college website: **www.camre.ac.uk/policies-reports**

CRC BENEFITS

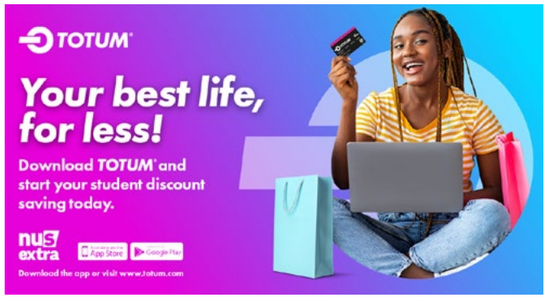
Save money with an NUS Totum card. Totum is the number 1 student discount card, bringing you over 200 UK student discounts.

Want to train in an environment with top of the range equipment and personal trainers on hand?* We a gym on site!

*Personal trainers at Cambridge Campus.

Book an appointment at our Vitality Salons at Cambridge and Huntingdon - our Beauty & Hair training salons.

NUS
TOTUM



When you join CRC you automatically become a member of the National Union of Students (NUS) and are eligible to download the FREE Totum App and purchase a Totum Card.

NUS Totum is the number 1 student discount app and card, bringing you over 250 student discounts.

To access what's happening at CRC including events, workshops, clubs, activities and opportunities to enhance your student experience and personal development, download the app **www.totum.com.**

SPORTS
CENTRE

We have gyms on both sites for students to use.

Cambridge Campus: students can access the gym in the sports centre for £30 for the year.
Huntingdon Campus: students can use the gym for free on production of their college ID badge on Tuesdays, Wednesdays and Thursdays.

To arrange an initial induction you can book with the Sports Centre.

The Cambridge sports centre is shared with the general public who have joined as members. If you have any concerns, when using the facilities REPORT IT. There are separate changing rooms for students and only these dedicated facilities should be used by students, unless directed by a member of staff.

IT
ACCESS

As an enrolled student at Cambridge Regional College, you will receive a free personal college account to allow you to access:

- Free Wifi (eduroam).
- Free Microsoft Office 365 + 5 home licenses for personal devices.
- Free printing.

To access these services, you will need to login with the following details:

Username: yourstudentid@students.camre.ac.uk

Password: CRCyourpostcode+the calendar year of your enrolment i.e. CRCcb42qt2025

The password is a one-time password to allow you to login to the systems where you will be asked to change it for a more permanent one.

Microsoft office 365 web link is:
https://login.microsoftonline.com/

The computing facilities at Cambridge Regional College are monitored for safeguarding and security purposes.

As a user of the College's systems you are responsible for the safeguarding of your data and identity.

HAIR &
BEAUTY

Vitality Salons - our fully-equipped training salons at our Cambridge and Huntingdon Campuses are open to the public and students.

Our training hair and beauty salons are renowned for delivering good quality services at a fantastic price in a training environment.

CRC students have the opportunity to gain valuable commercial work experience whilst developing their industry skills, closely supervised by professional and qualified tutors.

To book an appointment visit
www.thepark-cambridge.co.uk
www.facebook.com/vitalitysalonhuntingdon
Call: 01480 379379 / 01480 379100

FOLLOW
@CRC

We encourage all students to follow us on social media so you can keep up to date with the latest news and events happening around your college. Connect with friends, follow the CRC social media channels:

CRC_College

Cambridge Regional College
Cambridge Regional College Huntingdon Campus

Cambridge Regional College

CRC_College

USEFUL CONTACTS AND INFORMATION

	Cambridge	Huntingdon
The Hub		
Helpdesk	01223 428850	01480 428850
Bursary	01223 428850	01223 428850
Wellbeing	01223 428850	01223 428850
Safeguarding	01223 428800, 07968 253094, 07817 418781, 07989 227493	
Careers & IAG	01223 226315	01223 226315
Enrichment & Sport	01223 226336	01223 226336
Student Union	01223 226336	01223 226336
Student Ambassadors	01223 226336	01223 226336
Administration		
Admissions	01223 428860	01223 428860
Exams Office	01223 428890	01223 428890
Reception	01223 418200	01480 379100
Student Administration	01223 428870	01223 428870
Transport	01223 418225	01223 418225
Evening Duty Manager	01223 418200	01480 379100
The Park, Sports Centre & Vitality		
Hair & Beauty Training Salons	01223 418200	01480 379379
Seasons Restaurant	01223 418200	
Sports Centre & Gym	01223 418280	

STUDENT GUIDES

For student guides and processes, please visit:
https://www.camre.ac.uk/about/policies-reports/

Cambridge Campus
Kings Hedges Road,
Cambridge, CB4 2QT
Tel: 01223 418200
Email: cambridge@camre.ac.uk

Huntingdon Campus
California Road,
Huntingdon, PE29 1BL
Tel: 01480 379100
Email: huntingdon@camre.ac.uk

www.camre.ac.uk

#WeAreCRC

CAMBRIDGE REGIONAL COLLEGE