



ST. ANDREW'S COLLEGE
Cambridge

BOARDING HANDBOOK 2023 - 2024

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WELCOME TO BOARDING

St. Andrew's College Cambridge has been offering both UK and international students the opportunity to study in central Cambridge for over 40 years. St Andrew's College is owned by the Dukes Education Group. What makes us different is we are a small school with dedicated staff who are committed to helping students to achieve success and have a successful future. Our administration team and many of our teachers have been working with St Andrew's for more than 10 years (many longer!) and this means we all have the experience needed to help and support you in every aspect.

"St Andrews is a wonderful place - a very warm community where every single person is valued. Every student here is extremely passionate and talented. I guarantee you will make lots of friends from all around the world and grow as a person, ready to continue your education at a top university!" Boris, Yr13, Russia

We offer quality residential accommodation for students and we offer seven residence buildings in Cambridge. Students living in our residences are looked after by a permanent member of staff who lives on site. The residences are available exclusively to St Andrew's Cambridge students throughout school term time. The smallest residence is home to nine students, whilst the largest houses 24 students. This means that they are small, friendly environments to live in. A home from home.

Whilst boarding at St Andrew's you will have many opportunities to participate in activities and trips. We expect you to join in to get the most out of your time with us. Through engagement you will not only enhance your experience, but it will support your development both academically and personally. You will improve your English, build your confidence and learn new skills.

We would like to offer a very warm welcome to our college and we look forward to getting to know you and supporting you as our newest members in this very special community.

Mrs Helen Walker

Deputy Head - Boarding and Pastoral Care



IMPORTANT CONTACTS

BOARDING CONTACTS		
DEPUTY HEAD (BOARDING & PASTORAL CARE)		
Helen Walker	07713 669215	helen.walker@standrewscambridge.co.uk
HOUSE PARENT MOBILE NUMBERS		
Tripos Court Houseparent	07778 338177	tripos.court@standrewscambridge.co.uk
St Barnabas Houseparent	07701 297568	ionela@standrewscambridge.co.uk
Cherry Hinton Houseparent	07730 622432	gill@standrewscambridge.co.uk
Coleridge Houseparent	07730 622437	lidia@standrewscambridge.co.uk
Hills Houseparent	07730 622433	ilenuta@standrewscambridge.co.uk
Tenison Houseparent	07730 622434	adriana@standrewscambridge.co.uk
Lyndewode Houseparent	07730 622435	cristina@standrewscambridge.co.uk
SAFEGUARDING AND MEDICAL CONTACTS		
Emergency Mobile Number (24/7)	07985 026835	
DESIGNATED SAFEGUARDING & PREVENT LEAD / DEPUTY HEAD (BOARDING & PASTORAL CARE)		
Helen Walker	07713 669215	helen.walker@standrewscambridge.co.uk
DESIGNATED SAFEGUARDING OFFICERS		
Gill Robinson		gill@standrewscambridge.co.uk
Josephine Crasto		josephine.crasto@standrewscambridge.co.uk
Sanchi Bhatia		sanchi.bhatia@standrewscambridge.co.uk
HEALTHCARE PROVISION		
School Nurse	07566 793809	nurse@standrewscambridge.co.uk
Woodlands Surgery	01223 697600	
NHS Direct	0845 4647	
INDEPENDENT PERSON		
Marrion Jemmet	07966 205143	
OTHER CONTACTS		
NSPCC	0800 800500	
Childline	0800 1111	
KOOTH		www.kooth.com

STATEMENT OF BOARDING PRINCIPLES & PRACTICE

St.Andrew's College Cambridge aims to provide a high standard of pastoral care through a well-established boarding system which aims to provide a warm, secure, friendly and family style environment for boarders.

The following aims are intended to ensure that boarders at St.Andrew's College Cambridge are confident, open-minded people who can develop a strong sense of community in a multicultural setting. A proactive approach to life in the community is encouraged and sensitivity to others, leadership and independence are fostered. At St.Andrew's College Cambridge we follow the National Minimum Boarding Standards.

PRINCIPLE 1 - TO PROVIDE A SAFE BOARDING ENVIRONMENT

St.Andrew's College Cambridge recognises that it is of paramount importance for boarders to live and work in a safe environment.

PRACTICE:

- All staff are trained in safeguarding and Prevent and those who recruit have completed the 'Safer Recruitment' on-line training.
- Akeva, a Health and Safety Consultancy, carries out annual building risk assessments and supports the college on an ongoing basis.
- Systems are in place to ensure the boarding staff know the whereabouts of the boarders at all times.
- If a house parent has any concerns over a student's physical or mental health, there are procedures in place to address this.

PRINCIPLE 2 -TO PROVIDE A FAMILY STYLE ENVIRONMENT

St. Andrew's College Cambridge believes that each individual is best able to develop successfully within a happy family style environment. Each boarding house functions as a closely-knit family style unit.

PRACTICE:

- Boarders celebrate events such as birthdays, religious festivals and holidays and end-of-term parties in their houses.
- We encourage students to contact their parents regularly by telephone and electronic means.
- Student meetings are held to discuss relevant boarding issues.

PRINCIPLE 3 – TO ENCOURAGE STUDENTS TO DEVELOP BOTH ACADEMICALLY AND SOCIALLY AND TO LEAD A HEALTHY LIFESTYLE

- There are fixed study times so that students have allocated slots to focus on their work.
- We encourage students to take part in sports.
- We encourage students to take part in the school social programme so that they can get to know other students better.
- We encourage students to speak English so that they improve their language to the level required for university.
- We endeavour to provide healthy and nutritious meals and snacks.
- We encourage students to see the college counsellor if they feel they could benefit from her service.

ROOMING

Students may be placed in a single room a shared twin room or a single cluster room. Single rooms will mainly be ensuite with some having a personalised bathroom outside the room. Twin rooms will be shared with another St Andrew's Student. Each room has a bathroom with shower, bed/s, desk, wardrobe/s, chest of drawers & storage. All water in the boarding house is potable and suitable for drinking. All rooms have access to a shared kitchen. Kettles must only be kept in kitchens and are not allowed in cluster rooms. Mid-term changes are not allowed unless authorised by the Deputy Head (Boarding and Pastoral Care).

BEDDING

You will be provided with a pillow, duvet and bedding (pillowcase, duvet cover and sheet). You may also bring your own linen. College and own bedding will be changed by students every two weeks and will be washed by the housekeeper. You may also wash your own bedding however this must be done every two weeks.

COMMON AREAS

You will receive a key fob or room key which will allow you access to your room and to your floor. You will be responsible for the safety of these; if you misplace them you will be liable for a charge to replace them. A common room is available for you to socialise and watch television/play games. You are expected to speak in English in all common areas, including at mealtimes, and to keep areas tidy.

MEALS

All meals are served in the student canteen on Glisson Road.

- Lunches (Monday - Friday): 12:00 - 13:00
- Brunch (Saturday & Sunday): 11.00 - 13.00
- Dinner (Monday - Sunday): 17:00 - 19:00

PETS

You are not allowed to have pets or keep animals in the boarding premises.

INTERNET

All rooms have free access to the internet through a broadband connection and Wi-Fi. The internet is also filtered to stop restricted web content.

ELECTRONICS

Due to it being a fire hazard, you are not allowed to use any cooking equipment (including slow cookers or rice cookers) in your rooms. All items will be subjected to a termly electronic Portable Appliance Testing (PAT) safety check and any item not tested will be confiscated. Please make sure you switch off all electronics when you leave your room. All electronic items need to be PAT tested before they can be used within boarding. Each tested item will be labelled with the date of the latest test and the initials of the tester. Any non-labelled items will be removed. Comprehensive guidance on PAT procedures is available on request from the Deputy Head (Boarding and Pastoral Care).

STORAGE

Each room has its own storage. Students are responsible for storing their own belonging outside of their rooms during the Winter and Summer periods. Summer storage arrangements will be discussed during your induction period.

PERSONAL ITEMS

You may personalise your room with your own belongings and pin up photos, posters, etc. but only on the notice board areas provided to avoid damage to walls. You must not paint any of the walls.

HOUSEKEEPING

ROOM CHECKS, AUDITS AND INSPECTIONS

Room checks will be conducted regularly by boarding staff including house parents and cleaners, in order to make sure you are living in clean, healthy and safe environment.

Room audits will occur termly and are there to ensure that the room is up to standard and to update any maintenance requirements. This will also be used to PAT test any new electronic equipment. Students will be informed a week in advance before any room audits.

Room inspections will only occur to check for any prohibited items and are only authorised by SMT or the Deputy Head (Boarding and Pastoral Care). Students will be informed before a room inspection is carried out and there will always be 2 staff members present. All room inspections are recorded in the school log.

DINING ROOM

St Andrews has its own catering facilities and provides catering 7 days a week. The canteen caters for all dietary requirements including daily vegetarian and vegan options. All dietary intolerances including allergies **MUST** be made known to the College Nurse.

MEALS

A continental breakfast will be served in the residences Monday to Friday 7:00am - 8:00am

All other meals, including Lunch, Dinner & Brunch on weekends, will be served in the school canteen at the following times:

All students in boarding are expected to eat healthily. There are equipped kitchens for each student to make snacks in between mealtimes. Evening snacks are also provided by the school from 8.30pm-9:30pm on weekdays.

MEAL	WEEKDAYS	MEAL	WEEKENDS
Lunch	12:00 – 13:00	Brunch	11:00 – 13:00
Dinner	17:00 – 19:00	Dinner	17:00 – 19:00

**Actual times will depend on your timetable.*

LAUNDRY

St Andrews will provide a laundry service for all students. Students are expected to be responsible for ensuring their clothes are clean and washed at all times and regularly passing on laundry to the houseparents and housekeepers. Please ask your houseparents for specific Laundry schedules.

DAMAGE & REPAIRS

We understand that accidents happen. If you cause damage, please report this at once to a member of the boarding staff. Students and any visitors must respect the college's property and act appropriately to avoid damage e.g. no ball games, play fighting etc. Do not attempt to change light bulbs or repair electrical items yourself. Please report any necessary changes to house staff.

INSURANCE

You are expected to take out your own personal effects insurance policy.

KEEPING YOUR ROOM CLEAN AND TIDY

We recognise that being away from home and having to take responsibility for your own room and belongings may be a new challenge for many students. Our boarding team are there to support you in keeping your room clean and tidy. Your room will be cleaned weekly by our team of cleaners but you are expected to maintain a good level of tidiness so cleaners can access your room. Boarders must vacate their rooms for the time required (during the day) by cleaners in order to provide this service. Students who fail to keep their room tidy will be reminded by house parents and your room checked on a regular basis. This includes sustaining a high standard of hygiene and ensuring that all clothes and cooking equipment are regularly washed. Anyone failing to maintain reasonable standards of tidiness in rooms, may be charged for extra cleaning. This means we have had to ask the cleaning team to clean the room to get it back to the acceptable condition.

EXAMPLES OF ROOMS TO A GOOD STANDARD:



HOUSEKEEPING

FIRE DRILLS AND ALARMS

There will be several fire drills throughout each term and at least one will occur during sleeping hours. Whenever you hear the alarm, you must evacuate the building immediately by following the fire evacuation procedure which is pinned on all notice boards. Do not use any lifts during alarms. Failure to comply with fire drills and alarms may result in disciplinary action. In addition, there is a thorough fire safety induction for all new starters.

FIRE PREVENTION

You must never cover smoke alarms or remove batteries from them and must never tamper with other safety equipment such as fire extinguishers or fire blankets. This equipment has been installed for the safety of all students. Tampering with them is a serious breach of health & safety rules and anyone found doing so will be subject to disciplinary action and the cost of an engineer. You must not have candles, smoke in the premises or use forbidden or faulty electrical appliances. Any such items found in your room will be confiscated. All electronics should be turned off when you go to bed and when you leave your room.

SAFE KEEPING OF POSSESSIONS

Students are advised not to store considerable amounts of cash or highly valuable jewellery or electronic items in their rooms. Students have a responsibility to keep their own possessions safe by locking their rooms when they are not present and by locking any valuables safely in the safe provided for use in each room.

You must not enter the room of another student, remove items left in common areas or borrow property from other students without permission. These actions may be classified as theft, even if property was intended to be returned. Where theft is reported, staff reserve the right to search the rooms of other boarders for missing possessions.

NOISE

You must be considerate to others' right to quiet and especially between the hours of 11.00pm and 7.00am. Students are expected to be in their boarding houses by 10.00pm and in their own rooms with lights out by 11.30pm. There are specific earlier curfews for younger students (CSA's). Any music devices that cause a nuisance to other residents or our neighbours may be removed by boarding staff.

RULES

Boarders must treat all members of the boarding community with respect.

Any form of discrimination or bullying is totally unacceptable whether on the basis of race, appearance, gender or sexual orientation. The college will take all allegations of bullying or discrimination very seriously and investigate thoroughly. Appropriate action will always be taken.

All members of staff related to the boarding house, including catering and cleaning services must be treated with respect. Any rudeness to staff may result in disciplinary action. Any physical harm caused to any other student may result in suspension or expulsion.

Male and female accommodation areas must be kept separate.

Male and female accommodation areas are single-gender only and access to a floor/building of the opposite sex is prohibited.

It is forbidden to store or use alcohol, illegal drugs and abuses of substances on boarding premises.

Students cannot store or consume alcohol on or off the school premises and should not return to the boarding house under the influence of alcohol. Students are also reminded that it is illegal in the UK for under 18s to buy or consume alcohol and that any illegal activities will result in disciplinary action including the potential for suspension and exclusion.

There are strict laws in the UK regarding illegal drugs. Any student found, or believed, to be under the influence of any drug that hasn't been prescribed by a UK registered doctor (including so called legal highs) will be subject to disciplinary sanctions which may include expulsion and the police being notified. The colleges also reserve the right to drug test any student it suspects of drug misuse.

Any student in the company of a student taking an illegal substance who does not report the incident will be considered complicit in the act and will be subject to the same disciplinary sanctions.

Students should read the college policy on substance misuse.

Smoking is forbidden in all college/boarding premises.

You must not smoke anywhere within boarding. This relates to fire regulations and UK law on smoking. Students breaking this rule will be subject to college disciplinary action and may be billed for any damage or safety checks that are undertaken as a consequence of smoking. Members of staff have a duty of care to ensure that those under eighteen are not smoking and smoking materials may be confiscated from students if discovered to be in use by students. Vaping products are subject to the same rules as any other smoking paraphernalia and is forbidden in all college premises.

All health, safety and security procedures must be followed.

These have been put in place to protect you and others in the building. Any instructions or requests given by house parents regarding these matters must also be followed. Disciplinary action will be taken if you fail to do so.

RULES & SANCTIONS

SANCTIONS

Any breach of the school rules may involve staff imposing sanctions. Boarding sanctions are illustrated in the diagram below. Any further sanctions will follow the school Rewards and Sanctions policy.

BOARDING SANCTIONS			
	SANCTION EXAMPLES	ISSUED BY	EXAMPLE REASON FOR SANCTION
Level 1	Written verbal warning	Houseparent	Late leaving boarding, rudeness to students or staff, untidy room
Level 2	Early wake -ups Early sign-ins	Houseparent	Not signing in/out, not registering,
Level 3	Weekend gatings Behaviour contract	Deputy Head (Boarding and Pastoral Care)	Not submitting leave request,
Level 4	Suspension from boarding Behaviour contract	Deputy Head (Boarding and Pastoral Care) / Principal	Use of alcohol, bullying
Level 5	Where possible and appropriate students will be given a final formal warning. After this any breach of rules may result in expulsion		

Sanctions are at the discretion of staff, but reasons would include the following:

- Rudeness to staff members
- Consistent failure to register or extreme registration incident
- Refusal to tidy rooms or cluster kitchens
- Students being late to college

SECURITY OF STUDENTS & THE BUILDING

CURFEWS

Curfews are the times you must return to the boarding house. Below is the information regarding the times of curfews and registers.

AS & A2 STUDENTS

SCHOOL DAYS (WEEKDAYS)	WEEKENDS & OTHER NON-SCHOOL DAYS (i.e. ENRICHMENT WEEKS)
10:00pm: Evening register with house parents. Students must stay in the boarding house after register.	11:30am – 1:00pm: Register in accommodation with boarding staff. 10:00pm: Evening register with house parents. Students must stay in the boarding house after register.

SIGNING IN AND OUT

Accurate records must be kept in case of a fire. Therefore, it is vital that you sign out with a staff member when going on leave and sign back in when you return. Failure to sign in and out may mean you be denied leave in future.

OVERNIGHT STAYS AWAY FROM ACCOMMODATION

All students must complete a Leave Request on REACH if they intend to be away overnight or return late over the weekends by applying for permission to leave. All students must apply for permission to leave (including 18-year olds). You must apply via the college boarding systems. All weekend overnight leaves must be completed by 72 hours before the leave begins. We reserve the right to reject leave requests if they are not done in adequate time. You need to leave full details and contact numbers of where you are staying and have parental permission. You must ensure permission is granted by your house parent before you depart from the boarding house. Permission can still be denied by the house parents if your safety may be at risk or as a sanction. We may request to speak to or take ID for the person you are staying with.

CSA students must be picked up by an appropriate adult of age 18+ (but not a student of the College), who then will need to provide photographic ID in advance (passport/driving license). House parents must be notified in advance by parents/guardian as to who will pick up the student.

SECURITY OF STUDENTS & THE BUILDING

LEAVE REQUESTS

Leave requests are completed via the online boarding systems. Students must complete this form, and have it approved by their parent and designated staff member before they may leave. The following diagram can be used as a guide for which form to complete. Time outside curfew is any time after 10.00pm and before 6:00am

TYPES OF LEAVE

TYPE OF LEAVE	DESCRIPTION	MUST SUBMIT	APPROVAL NEEDED FROM
Overnight Leave (Missing Lessons)	I would like to stay overnight away from the boarding house and would be missing lessons at school. (e.g. interview at university with accommodation organised by university)	72 Hours before leave	Parents Houseparent Tutor
Overnight leave (Not Missing Lessons)	I would like to stay overnight away from the boarding house. (e.g. parents are visiting for the weekend)	72 Hours before leave	Parents Houseparent
Evening Leave (Missing Lessons)	I would like to return to the boarding house after curfew time (10.00pm) and would be missing lessons at school. (e.g. visit to evening Cambridge University lecture)	48 Hours before leave	Parents Houseparent Tutor
Evening Leave (Not missing Lessons)	I would like to return to the boarding house after curfew time (10.00pm) but will not be any missing lessons at school. (e.g. weekend visit to theatre)	24 Hours before leave	Parents Houseparent
Missing Lessons (School time only e.g. appointments)	I would like to miss lessons at school but will not be breaching boarding curfew times. (e.g. dentist appointment)	48 Hours before leave	Attendance Officer
Weekend Day Leave (6.00am – 10.00pm)	I would like to visit somewhere outside Cambridge (e.g. London University open day) I would like to miss the weekend midday register (e.g. church or volunteering)	48 Hours before leave	Parents Houseparent
School trips	Student do not need to submit leave requests for any trips that are organised by the school and that are led by St Andrews staff.		

SECURITY OF STUDENTS & THE BUILDING

ROOM KEYS AND FOBS

You must never lend your key or card to anyone else and you should report any lost key immediately to your boarding staff. You may be charged for a replacement key.

STAFF SUPERVISION

There will always be boarding staff on duty 24 hours a day, seven days a week. You can always contact the duty person by calling the duty mobile number.

STAFF ACCESSING ROOMS

The college has a duty of care and on occasion for welfare or health & safety reasons it may be necessary at times to conduct room inspections and searches. Students must always allow staff to enter for this purpose. You will be told of the intention to inspect/search and there will be a second member of staff present to witness the inspection/search. All inspections/searches are recorded on the room search logbook.

VISITORS

Family, close friends of family and friends from college may visit you in boarding accommodation. Students must ask the permission of the houseparent before a visitor may enter the house. The college reserves the right to deny any visitor entrance to boarding. They must sign in and out as visitors in the reception of the boarding house. All visitors must leave boarding premises by 9.00pm. Visitors are not allowed to stay overnight.

Visitors are only allowed in communal areas and are not allowed to student rooms.

STRANGERS

House parents and other college boarding staff will always carry a college ID card. Any visitor to the accommodation will be in possession of a visitor's badge. If you see anyone in the building without this identification, please make it a priority to report it to boarding staff immediately or call the duty phone number.

PERSONAL RELATIONSHIPS

Students should not be engaged in intimate personal relationships in boarding accommodation. Students should be in their own rooms by their curfew times. A breach of this rule may result in disciplinary action.

ACTIVITIES

WEEKEND AND EVENING ACTIVITIES

Activities such as cinema trips, sports events, games evenings, visits to museums/local attractions, etc. will be available for you to participate in (students of compulsory school age or under are expected to join in most organised activities). Boarding students are encouraged to set up clubs which others can join. Discuss any ideas with the house parents or Boarding Council members.

COMPULSORY AGED STUDENTS (CSA) WEEKEND ACTIVITIES

Students of compulsory school age are expected to join in most organised activities, and some weekend activities will be compulsory as these activities are designed to support you in your integration with other students and the development of language used in a social context. The terms activities programme will be published in advance via the termly diary and those trips which are compulsory will be clearly labelled.

COLLEGE ACTIVITIES

Boarding students are encouraged to get involved in college clubs run by other students (sports, Glee, debating, society etc.), as well as fund-raising activities and the summer ball.

STUDENT COUNCIL

You will be able to stand to become members of the Student Council. This is made up of students with the responsibility of liaising between students, house parents and senior management regarding boarding provision, assisting house parents in organising activities, and acting as mentors for new or younger students. If you have any problems or worries during your time here, please speak to your boarding house representative.

REGISTERING WITH A DOCTOR

The College Nurse will register all boarding students with a local surgery as part of induction.

HEALTH PROBLEMS

Speak to a boarding staff member, who can book an appointment with the College nurse, if you become ill whilst at college or if it is not an urgent concern. This will be kept confidential unless your own safety or the health of other students is at risk. If you prefer, you can make an appointment to see your doctor or speak directly to the Nurse. If you become ill whilst in boarding, tell the boarding staff on duty, who will call for medical advice from a professional. Any long-term health problems should be disclosed on your pre-arrival form so we can provide the best support for you.

ACCIDENTS

In case of an accident or emergency, you will be accompanied to A&E by house staff.

MEDICATION

Students must not keep prescribed medicine or over the counter remedies (like aspirin/ibuprofen etc.) in their room. These must be declared to the College nurse who will keep prescription drugs for you and give them out as directed and will give you over the counter remedies for common illness. No prescribed medication is allowed in your room. If any is found it will be confiscated. No medication/supplements are allowed to be kept in your room, unless indicated on the list below. If any medication/supplements are found, they will be confiscated and given to the medical team. If any of these are prohibited on the list below, they will be disposed of using local pharmacy services. They will not be returned.

GUIDELINES OF MEDICATION/SUPPLEMENTS WITHIN STUDENT ACCOMMODATION

Things that students CAN have in their room:

- Multivitamins (only one pot – duplicates should be handed into the medical team for storage)
- Cod liver oil capsules
- Prescribed creams (although has to be authorised by the nurse)
- Nasal spray
- Eye drops
- Antacids
- Vapour rub
- Plasters

Things that students CAN NOT store in their rooms:

- **Over the counter medications (e.g. Paracetamol, Lemsip, Ibuprofen, Antihistamines, Sleep aids)**
- **Weight loss supplements**
- **Supplements containing green tea**
- **Medication that has not been obtained in the UK**
- **Alcohol**
- **Energy drinks**
- **Stimulant/ caffeine tablets (e.g. ProPlus)**
- **Throat lozenges/spray that contain anaesthetising properties (e.g. Strepsils)**

WELFARE & SUPPORT

SAFEGUARDING AND CHILD PROTECTION

Your safety and protection are our highest concerns. We have specially trained senior staff who have been trained in ensuring the boarding and college staff keep you safe. If you feel unsafe or are worried, speak to any member of staff who will support and help you by identifying the right staff member who can help with your issue. You will see posters around college and in boarding with the picture, name and contact details of these specialist senior safeguarding staff. You may contact them yourself at any time.

DESIGNATED SAFEGUARDING LEAD / HEAD OF PASTORAL

Emergency Mobile Number (24/7)	07985 026835	
DESIGNATED SAFEGUARDING & PREVENT LEAD / DEPUTY HEAD (BOARDING & PASTORAL CARE)		
Helen Walker		helen.walker@standrewscambridge.co.uk
DESIGNATED SAFEGUARDING OFFICERS		
Gill Robinson (DDSL)		gill@standrewscambridge.co.uk
Josephine Crasto (DDSL)		josephine.crasto@standrewscambridge.co.uk
Sanchi Bhatia (DDSL)		sanchi.bhatia@standrewscambridge.co.uk

ANXIETY, STRESS OR HOMESICKNESS

The house parents, nurse, Deputy Head (Boarding and Pastoral Care), or any other member of staff are all available for you to talk to if you are feeling unhappy or facing difficulties. Please remember, you are not the only person to experience this, you do not have to face it alone and you will never be judged.

INDEPENDENT PERSON

We have identified an independent person for you to contact if you wish to talk to someone who doesn't work with college or boarding.

INDEPENDENT PERSON

Marrion Jemmet - 07966 205143

NSPCC	0800 800500
CHILDLINE	0800 1111
KOOTH (<i>An online counselling and emotional well-being platform</i>)	www.kooth.com

INDEPENDENT ORGANISATIONS

There are also other organisations which act as independent listeners. You can phone them for free and speak anonymously.

FINANCIAL PROBLEMS

We do not advise students to lend money of any significant amount to one another. Boarders should speak to house parents or the Deputy Head (Boarding and Pastoral Care) if they are facing financial problems or contact the Citizen's Advice Bureau (www.citizensadvice.org.uk) if over 18 years of age.

KEEPING SAFE IN CAMDBRIDGE

For information about activities and things to do in Cambridge please go to [Home - Visit Cambridge](#) . When some students first think about studying abroad, one of the major concerns particularly in an urban environment, is about safety. Cambridge is, for the most part, a very safe city to live in. However, as with any other city, there are certain things you ought to know if you are to stay safe in Cambridge throughout your stay here.

- ***Plan a way home to the Boarding House***

Cambridge is a very simple city to navigate during the day, thanks to it being relatively small and excellent public transport.

- ***Stick together***

Ever heard the expression safety in numbers? Well it applies when you're out and about, too. Cambridge is not a dangerous city, but problems do occasionally occur, and you're far less likely to become a victim if you're in a group. Stick together, particularly at night, and let one another know once you are home safely.

- ***Keep valuables out of sight***

Just like any major city, pickpocketing can be a problem in central Cambridge, as can phone snatching. In order to keep your valuables safe, make sure that they always remain out of sight. Try to keep valuables in inner pockets. If you do have something valuable on you, try to not keep touching it to check if it's there.

CONTACT WITH PARENTS

STUDENTS

Each room has high speed broadband and good signal strength for mobiles to allow students to remain in contact with families. In emergencies, House parents may give permission to use the office or duty phone.

PARENTS

Parents are welcome to contact tutors via email during the working day. In addition, the duty mobile number can be called at evening weekends. House parents are also available at evenings & weekends. In addition, there is an emergency number

ACADEMIC ISSUES

Should be raised with the college directly by contacting your Head of House:

HOLIDAY & END OF TERM ARRANGEMENTS

HALF TERMS

Your fees cover accommodation over enrichment weeks which are similar to most school's half-terms. This is a good opportunity to find a work placement if possible. If you do not have a work observation placement, remember to apply for permission to leave if you intend to visit family or friends. You are able to stay in accommodation over Easter break if you wish

WINTER & EASTER HOLIDAYS

St Andrews is closed over Christmas and New Year as well as the Easter holidays. You are not allowed to stay in boarding over the Winter & Easter holiday and must return home or arrange alternative accommodation through your guardian. Days for closing and opening are on the school calendar and website.

HOLIDAY ARRANGEMENTS

You must always inform the house parents about your arrival/leaving arrangements via the school system. You will always need to provide all information about transport including flight numbers.

END OF ACADEMIC YEAR

All students need to completely vacate and clear their room at the end of the year. They need to leave it in a clean state or there may be an additional charge to clear their room. Those students returning in the next academic year need to vacate their room and will be allocated a new room on their return.

COMPLAINTS

The first step would be to make an informal complaint to your house parent, or Student Council member. If you have a boarding complaint, then you may always speak to the Deputy Head (Boarding and Pastoral Care). You may also contact the Independent Person whose details are displayed in the boarding house.

If the complaint cannot be resolved, please see the St Andrew' complaints policy which can be found on the website.



ST. ANDREW'S
COLLEGE
Cambridge

St Andrew's College is a part of Dukes Education. Together we're extraordinary.