



UCS RESIDENTIAL STUDENT **HANDBOOK** 2023–2024





SPARSHOLT
COLLEGE GROUP

UNIVERSITY CENTRE
SPARSHOLT



WELCOME



Our Residential Support Team has produced this handbook as a guide to living in University Centre Sparsholt's (UCS) halls of residence. We know there is a lot of information but it is all relevant so please take the time to read through it.

We hope you will feel welcome and enjoy your time here and that you will take an active part in campus life - the more you put in, the more you get out.

Any community has a framework of rules and guidance and we ask our resident students to do their bit by upholding the Student Code of Conduct, respecting each other and our surroundings and letting us know if you have any problems or concerns so we can help to resolve them. If you see anyone who is struggling in any way please do tell our Residential Support Team who will provide help and support.

We know that our community benefits from the contribution of its residents and hope that you embrace this in order to develop both yourself and UCS.

I would like to wish you every success and happiness during your stay in residential accommodation and during your time here as a student. Have fun but please remember to work hard to achieve your full potential.

Julie Milburn

Principal

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About accommodation

WE BELIEVE IN AND VALUE:

Excellence | Passion | Team Work | Integrity | Innovation
Sustainability | Valuing Others | Supportiveness

The Residential Support Team embrace these values by striving to provide a living environment where students feel safe, valued, supported and are able to succeed in their studies.

Sparsholt College Group has 12 on site halls of residence accommodating approximately 400 students, of which just under half are for our Higher Education students.

Accommodation application forms are sent to all students as part of the next steps forms, which are sent out following acceptance of your offer on UCAS. It is helpful if students who are unable to travel apply as soon as these forms are available, and UCS can then work to ensure that requests are met.

For students who live on a campus travel route, there is accommodation available and you are encouraged to apply for it, but we do have to prioritise those who live further away.

All applications for accommodation are considered on the basis that the individual is capable of independent living. Please note that it is unlikely that a person who is unable to travel independently will have sufficient independence to live in campus accommodation.

Prior to the academic year starting, the Residential Support Team will use your applications to allocate rooms to individuals and whilst every effort is made to accommodate any preferences, some requests may not be possible. We also take into account those with medical needs such as diabetes and epilepsy as well as mobility needs.

If you wish to change rooms during the academic year you can request this via the Residential Support Team however, a change of room may not always be possible.

We will closely monitor how well students are adapting to living in accommodation. If we feel you are not coping in accommodation or your behaviour is having a negative impact on others in accommodation, we will meet with you to discuss our expectations, the support available (including engagement with Wellbeing), and to agree an appropriate way forward.



Note to parents

University Centre Sparsholt undertakes to meet its duty of care to its residential students. However, in practice there is a limit to the degree of supervision that can realistically be exercised due to the number of residents on campus.

This means that it is particularly important that you are aware of the extent of the support that is available to your son/daughter/ward when making your accommodation/transport choices. We will be happy to discuss this with you during the admissions process.

It is essential that you provide us with a mobile phone/24-hour number so we can contact you should an emergency arise. Please refer to the halls agreement for full details.



Navigating your first days at Sparsholt



SUNDAY 10 SEPTEMBER 2023

NEW HE RESIDENTS MOVE IN DAY

You will sign your Halls Agreement, meet the team, move into your new room and meet other students.

There will be a residential induction presentation in the afternoon about communal living, safety in the halls, facilities available, respect and tolerance and generally what it means to be a UCS resident. The bar will be open in the evening for new UCS residents to meet and get to know each other. Further details will be provided upon arrival.

MONDAY 11 SEPTEMBER 2023

ACADEMIC INDUCTION

You will be invited to attend a timeslot to enrol onto your course and complete your IT log in. Information will be sent to you separately about this.

You will be given a schedule of induction activities, all designed to make sure you feel settled and confident at UCS.



What is included

ROOM CONTENTS

Item	Over 18 Standard Room	Self-catered Rooms
Bed (single)	✓	✓
Desk & chair	✓	✓
Bookshelves	✓	✓
Wardrobe	✓	✓
Chest of drawers	✓	✓
Bedside cabinet	✓	
Mini-fridge with icebox	✓	
Bin	✓	✓
Plug sockets (2)	✓	✓
Wi-Fi	✓	✓
Sink with a mirror	✓	✓
Shower		✓
Toilet		✓
Towel rail		✓
Shared bathroom & toilet	✓	

💡 Most rooms have a gaming port to enable you to plug in your games console and play online. The cost of this is £50 per academic year and can be purchased on the online store.

⚠️ Please do not move furniture around in your room.

KITCHENETTE CONTENTS

Item	over 18 catered/ shared	Self-catered
Microwave	✓	✓
Kettle	✓	✓
Toaster	✓	✓
Flat-screen TV with Freeview	✓	✓
Sofas	✓	✓
Cooking utensils	×	×
Dining table and chairs	✓	✓
Personal lockable cupboards	×	✓
Dishwasher	×	✓
Fridge-freezer	×	✓
Oven	×	✓

⚠️ No crockery or cutlery is provided.

MEALS

These are provided in catered accommodation. When you applied for accommodation you selected either 10 meals a week or 15 meals a week. The meals will be put onto your ID card making it your campus ID and meal card. Meals can be purchased in Bytes and MJ's. You can top up your card with money to purchase items in the shop and the bar.

💡 If you are staying on campus 7 days a week then you will need a 15 meal plan. If you are planning on going home at weekends then a 10 meal plan should be sufficient alongside making your own provision for breakfast.

⚠️ Contents insurance IS NOT provided. We recommend you arrange insurance yourselves.

⚠️ Meals are not provided for reading break weeks.

HOLIDAY PERIODS

You are allowed to use your rooms during every reading break but you must vacate your room during the Christmas, Easter and Summer holidays. Rooms must be vacated by 7pm on the last day of term (see the UCS website for term dates). All rooms must be cleared of belongings for the Easter and Summer holidays. Please ensure the contents of your fridge are emptied during these times.

TENANCY DEPOSIT

The deposit is set at £150.

Room & communal area checks will take place monthly and any damages will be invoiced for. We appreciate that accidents happen and if there is something wrong with your room, it is best to let us know straight away so we can put it right. Part of your responsibility as a resident is to look after your surroundings (this includes your own room and accommodation block).

Deposits will be returned after the end of the academic year. The cost of any damage or additional cleaning will be deducted before the deposit is returned following the end of term room checks.

If you still have any outstanding debts at the end of the academic year (e.g. library fines), the deposit will be used towards paying these off.

All residential students must accept joint responsibility for any damage or additional cleaning costs to the communal areas within the halls of residence (just the same as if you shared a house) where the individual(s) cannot be identified. If you feel that you cannot accept this responsibility, then we ask that you do not enter into an agreement with UCS about accommodation.

💡 If you have any queries about the deposit or charges, please contact accommodation@sparsholt.ac.uk

What you can bring

✔ WHAT TO BRING

✔ TICK

- ☐ Bedding
- ☐ Bathroom towels
- ☐ Appropriate clothing and footwear for your course
- ☐ Trainers (or shoes other than Wellington, riding or work boots) to wear in and around your accommodation and for sporting activities
- ☐ A four-way electrical extension is permitted should you wish to bring more than two electrical items
- ☐ White tack for posters/wall decorations (other adhesives cause damage to the paintwork and you will be charged for the repair)
- ☐ Basic first aid provisions (see our suggestions below)

⚠ Please ensure all medication is kept locked away in your room.

+ Suggested First Aid Kit

✔ TICK

- ☐ Ibuprofen
- ☐ Paracetamol
- ☐ Throat lozenges
- ☐ Re-hydration sachets
- ☐ Antihistamine tablets/cream
- ☐ Sun cream
- ☐ Assorted sizes of plasters
- ☐ Non-stick gauze dressings
- ☐ Adhesive tape
- ☐ Small pair of scissors
- ☐ Small selection of sterile bandages
- ☐ Alcohol free cleaning wipes
- ☐ Tweezers
- ☐ Thermometer
- ☐ Ice pack
- ☐ Tick remover
- ☐ Any prescribed medication (min. 1 month supply)
- ☐ Asthmatics/salbutamol inhalers (at least 2x)
- ☐ Adrenaline auto injector users (at least 2x)

✗ WHAT NOT TO BRING

- ▶ **Firearms:** there is no facility to store personal firearms on site and they are not permitted at any point for UCS students.
- ▶ **Knives/Multi-tools:** if you need them for a practical then they will be provided for you.
- ▶ **Alcohol:** it is NOT permitted anywhere in or around the Under 18 halls of residence **regardless of your age.**
- ▶ **Pets/animals** of any kind cannot be kept in your room except service dogs.
- ▶ **Candles, incense, camping stoves, non-electric lamps (including paraffin and oil) or any kind of heating device.** These are fire hazards and are therefore not permitted.
- ▶ **Microwaves or any other cooking equipment:** These are provided in your kitchen. Unfortunately students are not permitted to bring their own cooking equipment such as kettles, air fryers or toasted sandwich makers for example, as it contravenes fire regulations and our electrical capacity.
- ▶ **Amps/stereos/speakers:** they are unnecessary in small rooms and disturb those around you. A small stereo or a docking station is the best idea for the halls of residence. However any musical equipment deemed to be disturbing anyone due to its volume will be confiscated by staff and stored safely until it can be taken home.
- ▶ **Weight training equipment:** small, hand-held dumbbells are acceptable but weights benches etc. are not allowed. There is a gym on campus.
- ▶ **Barbecues:** there are BBQ facilities on campus which can be used with the permission of the Residential Support Warden.
- ▶ **Large equipment necessary for your chosen course of study.** Chainsaws, jerry cans, large rod carry-alls, bed chairs, non-domestic battery charger and car parts etc. are NOT allowed in the halls.
- ▶ **Furniture:** students are not permitted to bring their own furniture into halls. This includes mattresses.
- ▶ **Catapults including those used for fishing. Crow scarers, fireworks, smoke grenades or any other kind of explosive.**

⚠ Please be aware if you do not comply with the above you will be subject to the UCS Conduct and Performance procedures and you risk losing your place in accommodation (where the breach is serious or non-compliances persistent).

What you need to know

SUPPORT AVAILABLE

Wellbeing

In the Support Hub you will find wellbeing, a one stop shop for all your support needs including wellbeing practitioners, the college nurse and counselling services. Wellbeing is open Monday to Friday, 9am–4.30pm, during term-time. For support with one of our friendly practitioners on any matters that are preventing you from enjoying your time at college, please pop in or email wellbeingteamsparsholt@sparsholt.ac.uk to book an appointment. Based in the Support Hub is our additional learning support team where learning support assistants are based, when not in lesson.

Issues wellbeing can help with range from, mental health issues, relationships, homesickness, bullying, difficulties with coursework, depression, anxiety, sexuality, financial difficulties, bereavement, homesickness, health issues or family problems. Whatever it is you are facing, we are committed to supporting you so that you can reach your full potential.

Wellbeing is a lovely calm place to relax during breaks too. You are welcome any time to pop over if you need some quiet space, or if you have any general questions. Mindful activities are always available such as puzzles, origami, colouring, games and books.

Our wellbeing pages on Ledge have the answers to many frequently asked questions. Look under the A-Z-Student Information tab to find questions and answers in an A-Z format for everything you need, such as how to report absences, replace ID cards, top up print credits and how to hire a locker. You will also find our self-help resources for your mental health & wellbeing. This includes an A-Z guide for Mental Health, Sexual Health, Wellbeing Advice, Self-Care, Therapeutic Arts and lots of Healthy Living tips.

The wellbeing team also provide a number of services to support you further such as:

- Counselling Service
- Condom Distribution Scheme
- Sexual Health Clinic
- LGBTQIA+ Discussion Group
- Mosaic/Spectrum - Neurodiverse FE/HE Support Groups
- Free period products
- Wellness Café - Open every week for a hot drink, chat and mindful activities. Look out for opening times at the start of term.

Please note: The Wellbeing Team is a confidential service. The exception to this is if you tell us you, or someone that you know, has been harmed or is at risk of significant harm. In these circumstances, we are not able to maintain confidentiality. We may have to speak with parents/carers/guardians or in some cases children's services and/or police to ensure you are safeguarded from harm.

Campus Nurse

The Campus Nurse is available Mon–Fri 8.30am–12.30pm to provide advice and liaise with other healthcare professionals if required. If you are unwell and unable to attend class you must contact/visit the Nurse so that you can be supported. If you are unable to contact the Nurse, please call the Residential Support Warden.

If you have an on-going medical condition, it is advisable to disclose this during your application process. The Nurse will contact you either before the start of term or within the first week to discuss this with you. If you need to have a health-care plan put in place, she will do this in agreement with you, and then monitor you through the year. Both the Nurse and the Wellbeing Team are here to ensure your wellbeing and enhance your time with us, so it is really important that you engage with these services.

If you develop a new condition, or have an accident whilst at home or away for the holidays, please ensure that you inform us so that we can make any necessary arrangements or ensure that you are recovering and getting the correct treatment.

Residential Support Wardens

There is a team of RSWs (Residential Support Wardens) on duty 24/7 who are here to support and look out for your safety and wellbeing, but also to ensure that you enjoy your time here and receive an enriching experience.

Please don't be afraid to approach them if you have a problem or concern, e.g. if you are worried that someone is being bullied or if there is too much noise in your hall. If they are unable to help you with a specific problem, they will be able to advise you about who to see or where to go.

- ▶ RSWs also oversee health, safety and behaviour in the residential halls.
- ▶ If you have a problem with your room, key or fob, or any other issue in your halls, your RSW can help you.
- ▶ The residential support wardens are highly experienced in working with young people. They are all first-aid trained, but cannot provide over-the-counter medicines such as paracetamol.

Contact the Wardens

Internal extension	7538
Landline	01962 797538
Mobile	07715 043855
Email	duty.warden@sparsholt.ac.uk
Teams	Duty Warden

What else you need to know



- ▶ There are four full time Residential Support Wardens who work a 24 hour rota, and a number of part time RSWs who assist in the evenings and on weekends.
- ▶ If you can't find them in the Office (located in the corner of MJ's, close to the corner of both Rose and Flindt halls), they will always have their mobile with them. There is a telephone outside the Office which you can use to contact the Wardens directly.

A–Z OF INFORMATION

Absence

If you are unwell and unable to attend classes it is important that you notify UCS and your tutor in the morning, before 9am via portal.

Email: absentatsparsholt@sparsholt.ac.uk

Access to Rooms

Whilst every effort is made to respect your privacy as a resident, UCS reserves the right for authorised members of staff to access rooms under the following circumstances:

- ▶ To clean and check the condition of UCS property
- ▶ For maintenance issues
- ▶ For health and safety reasons or in emergency
- ▶ If staff have a cause for concern for the resident or that there may be a breach of regulations

Activities (evening and weekends)

As a resident you will have access to a range of activities on campus. You can take part in Study+ groups, you can set up a society yourself, or you can learn a new skill. All activities will be listed on the Residential Sharepoint site and reminders will be sent on Teams. Here are a few examples of activities we may run. If there is an activity that you would like to see arranged please speak to the residential team.

- ▶ Pool/Darts/Table Tennis/Table Football
- ▶ 5-a-side Football/Netball
- ▶ Climbing Wall
- ▶ Shopping trips (Winchester/Southampton)
- ▶ Movie nights
- ▶ Supermarket trip
- ▶ Many events and activities happen in MJ's including quiz nights, discos and karaoke
- ▶ On site gym (additional fee applies)
- ▶ Campus lake membership (additional fee applies)

Alcohol

- ▶ Alcohol may only be consumed in designated areas—the licensed bar and inside over 18 accommodation. You are not permitted to consume alcohol anywhere else on campus.
- ▶ The consumption of alcohol is not permitted before 5pm on weekdays,
- ▶ **All under-18 accommodation areas are alcohol-free zones, regardless of age.** Any student failing to comply with this will face a Conduct and Performance hearing and will have any alcohol confiscated and disposed of.
- ▶ The brewing and drinking of home brewed alcohol is not permitted on campus. No barrels, gas/dispensers or optics may be bought onto or used on campus.
- ▶ All residents may be subject to random breathalyser tests. These are done regularly.
- ▶ As part of our duty of care, any residential student being found heavily under the influence of alcohol will be reported to their Pastoral Tutor/Head of Faculty as there may be health and safety implications with regards to their course/practical session.

Ball Games

Ball games are not permitted in or near to any halls of residence or campus buildings. There are plenty of appropriate areas on campus in which to play. Windows are very expensive to replace and any damage caused under such circumstances will be charged to those responsible.

What you need to know

Bicycles

Bicycles are encouraged on campus provided they are used responsibly and not ridden on footpaths or grassed areas within the heart of the campus – you are welcome to cycle around the tracks on the estate. Please lock your bike in the bicycle sheds provided as they are not permitted inside the halls of residences.

💡 **We recommend that you have your bike insured, coded and locked at all times.**

Buses

A public service comes directly on campus and connects to Winchester, this service is the No7 (Sparsholt) and runs hourly during the day on weekdays (last bus around 6pm). The service is limited on Saturdays and no buses run on a Sunday.

Live Bus Times & Timetables | Stagecoach (stagecoachbus.com)

UCS also operates a regular minibus to supermarkets, train stations and town. You can sign up for these in the wardens office.

Catering & Meal Cards

- ▶ The catering service provides a wide range of facilities on-site which offer a variety of different options. Opening times will be advertised locally and are subject to change.
- ▶ All accommodation fees (except for self-catering rooms) include a meal allowance of either 10 or 15 meals which you will have chosen when applying for accommodation. This is credited to your campus ID card weekly during term time and resets each week on a Sunday morning.
- ▶ Meals are not provided during reading breaks.
- ▶ You can use your card for meals in Bytes and MJ's.
- ▶ Meal cards can be topped up online or at any food outlet. If you choose to top up your card with money through our cashless meal card system, you can use it in all the campus food outlets including the shop.
- ▶ Any concerns regarding meal card spending should be directed to the Residential Support Manager.
- ▶ Special dietary requirements can be catered for as long as we are given prior notice. Please let us know if you have any medical, dietary or religious needs and we will do all we can to help.
- ▶ It is not possible to refund money left on cards.

Communication

Important information including key contacts, event updates, local information and more, can be found on the Residential Sharepoint site. All students are expected to have Microsoft Teams installed on their phone so they can get updates about important information and events happening on campus – residents have their own Team where they are informed of residential specific information.

Curfew

There is a curfew in place for residents under 18, which is 10:30pm Sunday to Thursday and 11:30pm Friday and Saturday. You should be back in your blocks by this time.

Drugs

- ▶ The possession, supply and production of drugs are covered under the 'Misuse of Drugs Act 1971' and the 'Misuse of Drugs Regulations 2001' and are against the law. Accordingly UCS will deal seriously with students who commit such offences and who may thereby bring UCS into disrepute.
- ▶ UCS operates a zero tolerance policy in relation to the supply, possession and use of drugs, psychoactive substances and associated paraphernalia. Student residents found in possession of these will be dealt with under the UCS Conduct and Performance procedures.
- ▶ Under the UCS duty of care towards its residents we will endeavour to provide health education and information about the dangers of illicit drug use and refer those who need help to the appropriate support agencies via our Wellbeing Team.
- ▶ Where there are suspicions of drug/substance abuse on UCS premises, UCS may call the Police/other agencies and reserves the right to search any room at any time in this respect. Where residential accommodation is searched, the occupant will have the right to be present if practicable and a written record will be made of the search.
- ▶ If we believe that you are under the influence of drugs, you may be subject to a drugs test. Refusal to take a drugs test when asked will be seen as an admission of guilt. If you are tested and give a positive reading then you will be charged £40 for the cost of the testing kit.
- ▶ UCS works closely with our local Police Officers and any incident involving drugs may be reported to the Police. From time to time drugs search dogs will visit the residential accommodation and all rooms may be subject to searching.

Electrical equipment safety

All electrical equipment brought into UCS halls of residence must meet the current electrical safety regulations and be fitted with correctly rated fuses. The power sockets must not be overloaded. Where an item is found to be unsafe by residential support staff, it will be removed from the building and stored securely until it can be removed from site.

Feedback/Complaints

To send us a comment, compliment or complaint [click here](#).

OR

Refer to the HE Complaints Policy which can be found on the Sparsholt Website - [click here](#).

First Aid

If you discover a situation in the residential blocks where first aid or emergency medical treatment is necessary, you should phone the Duty Warden. If an ambulance is needed, dial 999 and ask for the Ambulance Service and then contact the Duty Warden immediately after the ambulance has been called so that the ambulance can be directed to the correct location. An accident on campus must be reported as soon as is practical.

Fire Safety and equipment

When you move into your halls of residence, you should familiarise yourself with your surroundings, escape routes, location of fire fighting equipment and evacuation procedures.

- ▶ You must carefully read the fire regulation notices which are displayed in all bedrooms.
- ▶ You are reminded that it is a **criminal offence to interfere with fire safety equipment**. Fire safety equipment includes: fire extinguishers, call points, fire blankets, fire doors, fire escapes and smoke detectors.
- ▶ UCS takes a very serious view of any actions that could jeopardise the safety of staff and students alike and appropriate action will be taken in line with the UCS Conduct and Performance procedures.
- ▶ The fire alarms are tested on a weekly basis. The Residential Support Wardens will also organise fire drills on a termly basis.
- ▶ Never ignore a fire alarm.

On discovering a fire:

- ▶ Operate nearest fire alarm.
- ▶ Leave the building by the nearest signed exit.
- ▶ Report to assembly point.
- ▶ Do not attempt to attack the fire. Do not put yourself at personal risk.
- ▶ Call 999 and ask for the Fire Service.
- ▶ Contact the Duty Warden and inform them that you have discovered a fire and that the Fire Service has been called.

On hearing the fire alarm:

- ▶ Leave the building immediately even if you think you know what has caused the alarm.
- ▶ Report to assembly point.
- ▶ You must leave when required, even for a practice. It is a disciplinary matter if you refuse.
- ▶ Contact the Duty Warden and inform them that the alarm has sounded.
- ▶ In the event of a fire drill being unsatisfactorily carried out, a repeat fire drill may be necessary.

DO NOT: STOP IN THE BUILDING TO COLLECT PERSONAL POSSESSIONS OR RE-ENTER THE BUILDING UNTIL THE FIRE SERVICE OR WARDEN HAS GIVEN PERMISSION

Guests

We must be aware of visitors on site at any time of the day or night to comply with fire safety rules and so we can ensure that there are no unwelcome visitors accessing the campus. Therefore, please adhere to the following:

- ▶ All visitors to the residential accommodation need to be registered with the Residential Support Warden and present a valid form of ID. This **includes** anyone collecting or bringing you back at weekends. If you have a visitor and you have not registered them with the Residential Support Warden, they will be asked to leave immediately.
- ▶ Day students are **not** allowed into the accommodation during the day and must be signed in if on campus in the evening.
- ▶ All visitors are expected to follow the campus rules at all times, and residential students must take full responsibility for their visitors' behaviour.
- ▶ You must accompany your visitors at all times. If you are leaving your room/block, your visitor must leave with you - at no point should they be left alone in your block.
- ▶ When inviting visitors into the block, please be considerate of the other residents.
- ▶ Under 18 residents are not allowed in over 18 accommodation and vice versa. This applies to all residents and guests.

⚠ Overnight guests are not permitted.

Health and Safety

Under current health and safety legislation you have a personal responsibility to conduct yourself in a way that does not endanger you or others around you. You must never interfere with health and safety or fire safety equipment. CCTV cameras are in operation throughout the campus and must not be tampered with.

Please be aware that students or visitors must not enter any high risk areas without staff supervision unless carrying out authorised work/duties. These areas include but are not limited to the equine yard, the farm, the lake, the AHWRC and the fish hatchery.

Students must not enter any field or area where animals are present or any privately owned land surrounding UCS unless authorised to do so.

What you need to know

Heating

The heating comes on when the weather starts to get cooler. The heating times are 05.30 - 10.00 and 15.00 - 21.00.

Hedgehog Friendly Campus Campaign

University Centre Sparsholt has officially been named as a Silver Accredited Hedgehog Friendly Campus through taking part in silver environmental challenges set by the British Hedgehog Preservation Society. To get involved in this campaign, join our Environmental Society on Campus and keep our beautiful campus litter free!



Housekeeping

You are responsible for keeping your room tidy and making your own bed. The housekeeping staff will not make your bed for you. The housekeepers will enter each room during the week to empty bins and rooms will be cleaned once a week. You must ensure that floors and surfaces are clear for the housekeepers to enter and clean. Notices will be displayed advising which day your room is due to be cleaned so you can clear surfaces ready for the housekeeper to clean.

If your bin needs emptying between Housekeeping visits, it is your responsibility to empty this into an **outside bin**.

If the housekeeper feels your room is untidy, they will report it to the Residential Support Warden who will follow up on the issue. If you do not bring your room up to an acceptable standard within a given time period then you will be charged for an additional clean.

Beds are between 2ft 6inches to 3ft wide and are standard length. If you are finding your mattress uncomfortable please let the Residential Team know.

If your room is left unlocked, the housekeepers will lock it behind them. Housekeepers will also clean the communal areas of each block, however it is the responsibility of ALL residents to keep these areas clean, hygienic and safe for all to use.

💡 If you have any housekeeping issues please email housekeeping@sparsholt.ac.uk and remember to include your block and room number.

ID cards

All students will be issued with an ID card and lanyard at enrolment. Your ID card will be used for identification purposes at student events, for payment of meals in the eating outlets and for use in the library. ID cards/lanyards **MUST** be worn at all times when on campus.

If you have misplaced your ID card please visit the online store to obtain a replacement. A replacement card costs £5.

IT

All residential students on campus have free access to the campus internet, which allows wireless internet access in all student bedrooms and various locations around campus. A wired network port is also provided in most bedrooms to allow students to connect their desktop computer or games console to the internet.

There is an IT help desk service which is open Monday to Friday 8.30am to 5.00pm and can also be contacted by telephone on 01962 797288 or via email servicedesk@sparsholt.ac.uk

Sparsholt provides access to computing and IT resources to help students and staff with their studies and work. If a user violates the IT Acceptable Use Policy the user may have their access rights limited or withdrawn, be subject to conduct and performance action, or even criminal proceedings in the most severe cases. The IT Acceptable Use Policy is **published here**.

Insurance

Contents insurance IS NOT provided. We recommend you arrange insurance yourselves.

Keys and Fobs

Please look after your access fob, key, ID Card and lanyard. If these items are lost or damaged and need replacing you will be charged for each. You will also be charged for the cost of a lock change if you lose your key. You can obtain a temporary replacement key for a deposit while you are waiting for your barrel to be changed, or if you have left your key at home—in the latter case, you must return it within 7 days, otherwise you may lose the deposit as the key will be assumed lost and a replacement lock will be fitted.

Lake

Sparsholt Campus has a fishing lake. If you wish to fish you will need a fishing permit, available to purchase from the **online store**. Strictly no swimming allowed in the lake.

Laundry

To use the washing machines and tumble dryers you need to purchase a re-usable card from the card dispensing machine in the laundry. Once you have purchased your card you can top it up online. There are detailed instructions on how to do this on posters in the laundry. Irons and ironing boards are available for your use.

Litter

Please help us to keep our Hedgehog Friendly Campus tidy and use the bins provided. If littering becomes an issue in the residential area, residential students will be tasked with a supervised litter pick.

Lost Property

All lost property is handed to Wellbeing.

Mail

Letters will be delivered to your room. If you receive a parcel or a recorded delivery, you will be informed by text or email of where to collect the item (either Reception or the Wardens' Office).

Maintenance reporting

All maintenance issues/requests should be reported via email to fixit@sparsholt.ac.uk

This email is monitored weekdays between 9am and 5pm and we endeavour to get your issue sorted as quickly as possible. Outside of these times, or if it is an emergency, contact the Residential Support Warden.

Moving Out

You are expected to vacate your room by 7.00pm on the last day of each term. Failure to do so will result in a fine.

Rooms are used for conferences during the Easter and Summer holiday periods so students can not stay on site during these times and all belongings must be cleared from the rooms. If you do not fully vacate your room when asked to do so your belongings will be removed and you will be charged for the service and storage.

When leaving your room, please start clearing it a week before you leave. Please clear all pin boards of posters and clean out cupboards and wardrobes, i.e. remove all personal possessions, as well as anything in the fridge. If rooms and the communal areas are left in an unacceptable state requiring additional cleaning, you will be charged for this service.

You will need to arrange an exit check to allow the proper processing of paperwork. You will receive more information about this towards the end of the academic year. Please follow all guidance issued regarding departure. If you leave accommodation before the end of your course please email accommodation@sparsholt.ac.uk for instructions on how to return your key.

Overseas students will need to have arranged for all of their belongs to be shipped back before the last day of term.

All rubbish must be removed from the room to an external bin.

Noise in halls

You are allowed to bring small portable stereo equipment and a licensed TV providing they do not cause a disturbance to other residents (see sections **What to bring** and **What not to bring**). When using audio equipment/watching TV, it should not be audible outside your room. Other students may be studying or they may not enjoy the same music that you do.

Please do not feel that you have to put up with unreasonable levels of noise and try to be considerate of others, especially at night. Shouting, talking loudly, door slamming and general selfish behaviour late at night can disturb those wanting to sleep. Persistent offenders will be reported to the Residential Support Manager to deal with in line with the UCS Conduct and Performance procedure.

UCS operates some Quieter Halls of residence. Please be respectful of these halls. There is no noise permitted after 10pm.

⚠ Remember that it is against the law to watch live TV in your room without a TV licence. It is your responsibility to obtain it.

Period Products

UCS has joined up with the Red Box scheme to provide Period Products should you need them. You will find supplies in many toilets around campus but if you would like to know more or need products email:

wellbeingteam@sparsholt.ac.uk.

Pets

No pets, including reptiles and fish, are allowed in student accommodation, except accredited Assistance Dogs registered with Assistance Dogs UK or one of their partner agencies.

Residential Student Council and Student Association

The Residential Student Council is a group of students who represent the residential cohort and work to maintain and improve the activities and entertainment schedule as well as giving their views on other residential issues. Speak to the RSWs about how to get involved.

What you need to know

Residents' Voice and forum

Your block wardens will hold meetings monthly in your halls to gather your feedback. There will also be opportunities for you to have your say at the forum meetings. This is another opportunity to put forward your thoughts and ideas.

✓ Do

- Do** report lost or stolen keys immediately to the Residential Support Warden
- Do** wear your lanyard and ID card at all times
- Do** report anything you find that is not yours immediately to either Wellbeing (daytime) or the RSW (evening)
- Do** report any antisocial behaviour, violence, bullying or other inappropriate behaviour immediately to a member of UCS staff
- Do** report any noise or nuisance issues to the RSW at the time it is happening

✗ Don't

- Don't** allow people access to your room, vehicle or locker at any time when you are not present
- Don't** give out your keys or fob to anyone
- Don't** leave people in your room or block without your supervision
- Don't** leave doors or windows open or unlocked when you are not present
- Don't** wear work clothes including overalls or dirty riding/shooting/fishing attire within the accommodation blocks. It is essential that all work boots such as Wellingtons and riding boots are removed at the entrance to the accommodation blocks due to the mess they create. Work wear including footwear can be left in the boot room.

Respect and behaviour

Give respect and get respect – treat others how you wish to be treated. Respect is the collective responsibility of everyone at UCS – students and staff – to create a safe, fair and enjoyable environment in which to live, work and study. Any incidents of residents being disrespectful towards residential support staff will be forwarded on to the Residential Support Manager to deal with in line with the UCS Conduct and Performance procedure. UCS has a Student Code of Conduct situated in the Student Services pages in Ledge; please make yourself familiar with it.

Safeguarding

At Sparsholt we have a dedicated Safeguarding Team. The role of the team is to ensure all learners are safe and looked after at UCS. If you are concerned about something, or someone you know, please speak to a member of the Wellbeing Team or report it to a residential support warden. They will deal with your concerns sensitively and pass on to the relevant member of the Safeguarding Team.

You can also scan this QR code to tell us your concerns.



Security

CCTV is in operation around the campus and in all communal areas. This is for the protection of all students and staff. If you see anyone behaving strangely, or someone without a staff/student/visitor lanyard & ID, please report it to the nearest member of staff.

Smoking

You are advised not to smoke at all, but should you wish to, you are only permitted to smoke in the designated areas. This includes e-cigarettes. Your cigarette must be fully extinguished and disposed of in the cigarette bins provided before leaving the designated area. For your health, safety and wellbeing we do not have smoking shelters near to the halls.

Student Conduct Policy

Our conduct procedures are in place to help support our learners. A copy of the policy is available on our website.

Taxis

UCS recommends Wintax taxi service. Telephone **01962 250250** or see sharepoint site for other options.

Televisions

If you have a television set in your room or use a device to access live stream TV programmes, you must obtain a TV licence. It's the law and you could be fined for failing to have a licence

Term dates

Please see the UCS website for term dates:

sparsholt.ac.uk/university-centre/term-dates/

Trains and the station

The nearest train station is **Winchester**.

The Residential Support Warden run minibuses to the train station on a Friday evening at 6pm for those traveling home for the weekend. On a Sunday evening we do pick ups at 7pm, 7.45pm and 8.30pm.

You can sign up for the minibus in the Wardens' Office or email/text/call the Wardens to ask for your name to be placed on one of the lists.

Vehicles and Parking

You are allowed to bring a vehicle on campus provided it is:

- ☒ Taxed
- ☒ Insured
- ☒ Has a current MOT pass certificate
- ☒ Registered with UCS (you can do this with your Tutor)

You must ensure your vehicle is registered because we may need you to move your car and we will need to know who it belongs to. You must also inform UCS if you change your vehicle.

Student parking is only allowed in the main car park (Sainsbury) and behind the self-catering halls (Farley).

The speed limit on campus is 10mph. Any driving on campus deemed to be dangerous by any member of staff, speeding and repeat parking offences will be investigated and Conduct and Performance procedures will apply. This may result in you being banned from bringing a vehicle onto campus. Depending on the severity of the offence, the Police may also be contacted.

Waste and Recycling

Students should dispose of waste appropriately, please use recycling bins in the kitchens.

Some handy tips to reduce waste:

Packaging waste: Try to buy things in the types of packaging that can be recycled. Get reusable shopping bags which are much easier to carry and reduce plastic bag waste.

Swap shop: If you are thinking of throwing something away that may be of use to someone else, see if you can swap it with somebody.

Sparsholt is environmentally aware. Help us save water by turning off taps. Conserve energy by turning off lights.

Frequently asked questions

❓ What is the Campus speed limit?

💬 10mph.

Anyone found breaking this or driving in an unsafe manner will be subject to a hearing in accordance with the Conduct and Performance policy and may be banned from bringing a vehicle onto campus.

❓ How do I complain if I'm not happy with something at UCS?

💬 Firstly, speak to the Residential Support Warden. They may be able to rectify your problem easily. If it is something to do with your course, speak to your Tutor.

If they can't help, please follow the complaints procedure – see A-Z guide.

❓ What do I do if I need medical assistance?

💬 UCS has a Nurse dedicated to residential students. Please see page 10 about the Nurse for further information.

The Residential Support Wardens are also first aid trained but most importantly, **if it is an emergency – DIAL 999 first**, and then contact the Residential Support Warden as soon as possible so that they can support you prior to the ambulance arriving. After this, please go to Wellbeing during the day or the Wardens Office out of hours.

❓ Who do I speak to about issues with my accommodation?

💬 Please speak to the Residential Support Warden in the first instance. If they cannot help they will direct you to the person who can. If it is a maintenance issue, please email fixit@sparsholt.ac.uk. If it is a housekeeping issue, please email housekeeping@sparsholt.ac.uk

❓ Can I stay in my accommodation whilst I am on work placement?

💬 Yes, your payment covers the academic term, including reading breaks, is the same as other residents who do not have a work placement. If you will not be in your room for an extended period of time please follow the sign out procedure.

❓ Can I stay in my accommodation during holidays?

💬 No. You are allowed to stay over reading breaks, but during the Christmas, Easter and Summer holidays you must vacate your room (from the last day of term).

During the Christmas break you are allowed to leave your belongings in your room, provided that you leave it tidy.

During the Easter and Summer holidays, you must empty your rooms completely.

❓ Can the Residential Support Warden give me a lift to or from the train or bus station?

💬 No – the Residential Support Wardens cannot leave the campus unless it is an emergency.

There is a regular bus service from the campus to Winchester.

The only exception is on a Friday evening when there is a station drop off at 6pm, and Sunday evening where we pick up at 7pm, 7.45pm and 8.30pm.

❓ How do I join the gym?

💬 You will need to pay the annual membership fee and attend an induction. You can pay via the online store for Gym Membership.



Useful contacts

INTERNAL

Contact	Number	Location	Information/availability
Accommodation	7486 (internal) 01962 797486 (external)	-	Mon-Fri, 8.30AM–4.30PM
Campus Nurse	7430 (internal) 01962 797430 (external)	Support Hub	Mon–Fri, 8.30AM–12.30PM
Duty Warden	07715 043855	Wardens' Office – rear of MJ's	Available 24/7
Finance	7267 (internal) 01962 797267 (external)	-	Mon-Fri, 8.30AM–4.30PM
Internal UCS complaints	01962 797392	Main Building	Mon–Fri, 8AM–5PM
IT Helpdesk	servicedesk@sparsholt.ac.uk		
Main reception	01962 776441 (external)	Main Building, main entrance	Mon–Fri, 8AM–5PM
On-site Counselling	donna.barnett-stote@sparsholtservices.ac.uk	Support Hub	
Wellbeing	7274 (internal) 01962 797274 (external)	Support Hub	Mon–Fri, 8.30AM–4.30PM
Transport	7267 (internal) 01962 797267 (external)	-	Mon–Fri, 8.30AM–4.30PM

EXTERNAL

Contact	Number	Location	Information/availability
Police Station	101	Winchester SO23 8DW	hampshire.police.uk
Emergency dentist	111	NHS	24 hours
Friarsgate surgery	01962 871730	Stockbridge Rd (corner of Stoney Lane) Weeke, Winchester, SO22 6EL	This is the surgery that you will be registered with as a Sparsholt residential student
Out-of-hours medical assistance	111	NHS	24 hours
Winchester Hospital	01962 863535	Romsey road, Winchester	This hospital has an A&E department
Post Office	01962 852656	Winchester SO23 8UT	postOffice.co.uk
Tourist Information	01962 840500	Winchester SO23 9GH	visitwinchester.co.uk
Everyman Cinema	0871 906 9060	Southgate Street, Winchester	everymancinema.com
Stagecoach buses	0345 121 0190	Bus stop on the D opposite Engineering	Phone calls cost 10/min from landline, mobile will be extra
Odeon Southampton	020 3411 2672	Leisure world, Southampton	odeon.co.uk
VUE Eastleigh	0871 224 0240	Swan centre, Eastleigh	myvue.com
Winchester Sport & Leisure Park	01962 848700	Bar End Road, Winchester	everyoneactive.com
Sainsbury's	01962 867896	Winchester SO22 4QB	Not 24 hour
Tesco	0345 677 9723	Winchester SO23 7RS	24 hour except weekends

RELIGIOUS CONTACTS

Faith	Name	Phone	Address
C of E/Christian	St. Stephen's	01962 880845	Church Lane, Sparsholt, SO21 2NJ
Roman Catholic	St. Peter's	01962 852804	Jewry Street, Winchester, SO23 8BW
Methodist	Wesley Weeke	01962 735278	Fromond Road, Winchester, SO22 6EG
Baptist	Winchester Baptist Church	01962 868770	City Road, Winchester, SO23 8SD
Greek Orthodox	Greek Orthodox Church	02380 333076	102 Bernard Street, Southampton, SO14 3EH
Islam	Abu Bakr Masjid	02380 21 5768	St Mary's Road, Southampton, SO14 0BL
Judaism	South Hampshire Reform Jewish Community	-	jscn.org.uk
Buddhism	Thekchen Buddhist Centre	02380 557077	76 Whitworth Crescent, Southampton SO18 1GA
Sikhism	Gurdwara Nanaksar	023 8022 6464	3 Peterborough Road, Southampton SO14 6HY
Hinduism	Vedic Society Hindu Temple	02380 632275	Radcliffe Road, Southampton, SO14 0PS
Jehovah's Witness	Winchester Jehovah's Witnesses	01962 864307	Garbett Road, Winchester, SO23 0NY



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