



UNIVERSITY OF
CHICHESTER

The
Guardian
University Guide 2022

TOP 25
UK UNIVERSITY

A GUIDE FOR PARENTS, CARERS AND PARTNERS

2022/2023



chi.ac.uk

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CELEBRATING OVER
180 YEARS
OF HIGHER
EDUCATION

Welcome to the University of Chichester

It is my pleasure to welcome you to the University of Chichester.

I appreciate that you will have been interested in the University communications that we have already sent to both confirmed and prospective students. However, this communication is specifically intended for you.

I hope that this guide will be of use and will inform and, where necessary, reassure and support you in your decision making. The information that follows sets out how we at the University work with students in relation to issues of confidentiality. It also sets out our duty of care to our students in relation to information sometimes sought by their families or other interested parties, including when this is asked for reasons of concern or kindness. Whatever the reason, please be assured that we will always give careful consideration to any communication from you.

We have tried to be as inclusive as possible in producing this guidance so as to include carers and partners. This means there will be different sub-sections, some of which will be more relevant than others to different groups (e.g. parents and carers of younger students). As ever, my colleagues and I welcome any feedback from you so that we can continue to reflect on how best to meet the needs of our students as well as your needs. New ideas from you for inclusion in this guide would be most welcome.



Dr. Mark Mason
Deputy Vice-Chancellor (Student Experience)

Any such feedback can be sent to Dave Corcoran, our Director of Students, Support and Information Services, whose contact details are below.

Finally, it may be of interest and reassuring for you to know that the University has been given 5/5 stars for its inclusiveness, teaching and facilities in the *QS Stars university ratings*.

Yours sincerely,
Dr. Mark Mason
Deputy Vice-Chancellor (Student Experience)

Dave Corcoran
Director of Students, Support and
Information Services
D.Corcoran@chi.ac.uk

About our community

There is a close-knit, friendly community feel at our University which is enhanced by our small, compact campuses in Chichester and Bognor Regis.



This environment enables students to form lasting friendships with peers as well as lecturers where professional yet warm relationships develop very quickly.

Almost without exception within the first few days of arrival, students will feel part of University life, whether that be as a residential or commuting student. The wide range of facilities and services, which complement academic and professional staff, are in place to ensure students get the very best out of their time with us. The University not only offers, but consistently delivers, a friendly and supportive learning environment where students achieve, safe in the knowledge that they are part of a caring academic and social community. Indeed, you may have been supportive of the choice made to come to Chichester based upon this view.

Despite this there are a number of students each year who, for a range of reasons, find the transition into a new environment, particularly the move into higher education, to be somewhat challenging. We completely understand this and will do all we can to work with any new or established students to help resolve any concerns that they are facing. In fact, for some of us, this is our role in the University, to offer support and work in partnership with individual students to enable them to move forwards.

As parents, carers or partners, you may be the first to be on the receiving end of any teething problems or deeper felt concerns. This can be very difficult, not always helped by your loved one's proximity to home, your desire to support independence or, for others, the pressure on the family purse.

Happy Chichester

Chichester is the 3rd happiest place to live in the UK.

Office for National Statistics, Personal well-being in the UK study, 2019.

The Journey

And so it begins ...

In our experience, the shift from home life to university life sparks a new relationship between parent, carer or even partner and their respective son, daughter or partner. This section particularly focuses on parents and carers and their sons or daughters.

The existing bond you have with your son or daughter will not break, they will need you in one way or another throughout their university career and beyond, but a change in your relationship is inevitable. We want to work with you to help make this transition positive, rather than challenging. We recognise the potential tensions in the transition and we want to help parents and carers assess what their role can be, and what we in the University can, and cannot, do to help. For partners too, the relationship may and often does change as new factors come into play.

Students starting at University

The transition to life at University can be a big step and the adjustment process can take time. **Anxiety is perfectly normal and should be expected.** Some students struggle with this more than others and we are aware of this and provide support and help in many different ways. Most students will fully adjust within a number of weeks, but if your son, daughter or partner is still struggling, please encourage them to get in touch with Student Support and Wellbeing services. They may think they are alone, feeling the way they do; please assure them this is not so and that help is available.

Whilst your natural tendency might be to intervene and help them, we would encourage you to explore with them what they might do to help themselves and to take appropriate action.

If they talk about wanting to come home, it might be more appropriate to encourage them to stay at University and arrange a time for you to visit them.

Agree with your son, daughter or partner (ideally before they leave home) how often you will communicate and how. Remember to encourage the right balance of contact with you as well as investment in new relationships, and gradually encourage a move from the former to the latter. Keeping in regular contact with them will enable you to be part of their experience.

Remember that the first few weeks are very busy and exciting, which means there is also the potential for it to be tiring and stressful. Encourage your son or daughter to try new things and take advantage of the very wide range of opportunities on offer - all tastes are catered for. It also means that they may be less good than expected at keeping in touch with you too.

We also note that many students commute each day and so the family/University/friendship dynamic may be somewhat different.

We suggest you take time to review our web pages, just follow this link: www.chi.ac.uk

In our view, the sections entitled **Life** and **Study** are likely to prove the most useful for parents, carers and partners. You may also be interested in our '**About**' pages which include information on how to find us and semester dates.



What can you do to support them, particularly during their studies?

You can strongly suggest that your son, daughter or partner disclose a concern such as a mental health condition in advance of arrival so that, if they would like, we can positively work with them in partnership to ensure that they have as great a chance as possible of being successful.

Even if students adjust well initially, there may come a point in their studies when they struggle. Encourage them to be proactive about engaging with support at the first sign of difficulty, and talk to them about their general wellbeing.

Help your son, daughter or partner to have realistic expectations of academic goals and social life.

Students at Chichester come from a range of backgrounds and experiences. You are likely to know your son, daughter or partner very well and may be able to be a strong support to them, but you may also feel that you can't help in the way that you would like, or feel that they are not receptive to your advice or support at this time.

Encourage them to discuss concerns about academic work or other aspects of University life with their Academic Adviser or a member of the Student Support and Wellbeing team. Their peers can also be a very good source of support.

Teaching Excellence

Our teaching quality and student experience both rank in the top ten.

*The Times and Sunday Times
Good University Guide 2022.*

Important information about disclosing information to parents, carers or partners

Current data protection legislation and University policy prohibit the disclosure of an individual's information to a third party without consent unless the circumstances are exceptional.

This means that staff members at the University of Chichester are unable to give any information about a student currently studying at the University to parents, carers, partners, other family members, friends etc. unless they have the consent of the student concerned. (All Universities in the UK and other agencies such as UCAS or Student Finance England follow similar guidelines and are bound by the same legislation.)

If the circumstances are exceptional and the student is in immediate, significant risk, we may contact parents, carers or partners without the need to get consent first. However, there are other occasions which do not fall into this category where we may have concerns about a student's mental or physical health and wellbeing about which we consider that parents, carers or partners should be informed.

We therefore have an 'opt-in' clause as part of the on-line registration which specifically asks students to tick a box to give us consent to contact their primary contact in these circumstances (please see the section below on 'Primary emergency contact'). At the same time students confirm that they have read the 'Privacy Notice - Applicants and Students'. This privacy notice explains how and when the University uses their personal data.

Please see the [Data Protection section on our Policies webpage](#) for more information about the University's privacy standard and privacy notices.



What are the limits to a parent, carer or partner's involvement?

If you contact any member of the University and ask about your son, daughter or partner, staff will not be able to divulge any details concerning their academic progress, their wellbeing, their attendance etc. For this reason, we encourage parents and students to keep in regular contact with each other.

We realise that this can sometimes be frustrating, but hope you appreciate the reasons for this. We do, however, have procedures for dealing with concerns you may have - please see the section on the next page: 'What to do if you have concerns'.

Some parents or carers may think it reasonable that they should have direct access to information from the University because they are paying for their son or daughter's fees; however: *The contract is with the student – both financially and operationally.*

The University charges the tuition fees to the student. The student pays the fees. Many students depend on Student Finance loans, some work to self-fund, others are granted financial assistance by other bodies. Some students do, indeed, borrow or receive a gift of money from their parents, carers or partners. Whatever the source of the money, the student is the person we work with and there is no obligation of contract to the person or agency at the source of that funding.

Students are adults and responsible for their own actions and the repercussions from those actions¹ Students are expected to act on their own behalf when dealing with offices and departments within the University, and when requesting services or even raising a concern or complaint. In the case of the latter they can seek advocacy via the Students' Union.

Parents, carers or partners will not normally be allowed to make requests, or otherwise act on behalf of their son, daughter or partner.

Primary emergency contact

We ask students to provide details of a 'primary emergency contact' at registration. The emergency contact is specified by the student and, as such, they may or may not choose to name a parent, carer or their partner. As mentioned above, at the same time we give the student an opportunity to 'opt-in' to allow us to make contact when we have concerns about their mental or physical health and wellbeing. Most students choose to 'opt-in'.

If the student is troubled, but not at grave or life-threatening risk, the University will not usually contact anyone else without the student's permission.

If the student is experiencing difficulties and they, or the University, determine that input from the emergency contact could be helpful, we will usually ask the student's permission to make contact. If the student agrees, the emergency contact will be contacted, usually with the student present. If it is not practicable to get this permission and the student has ticked the 'opt-in' clause, then a decision may be made by two professional advisers and/or managers to make contact without direct consent. We will always let the student know at the earliest opportunity when this has been done.

If the student is in grave danger or the circumstances are exceptional, we are permitted to make contact even if the student is unable to give permission. As above, the decision to make contact will usually be taken by two professional advisers/ managers and will be based on the agreement that communication with an emergency contact is necessary in order to protect the vital interests of the student.

¹Occasionally students are under the age of 18 when they start University. In these cases, permission for the student to attend University will be agreed with the parents/carers as the University is an adult environment and students are treated as adults. The University will not act 'in loco parentis' for any student. For more information see the 'Safeguarding and Prevent Duty Policy' and the Admissions Policy Appendix G on our [Policies web page](#).

What to do if you have concerns

There are few things more painful to a parent, carer or partner than knowing that their son, daughter or partner is unhappy or struggling, and feeling powerless to help.



The privacy of our students may mean we are limited in what we tell you but if you know something about a student which would help us to help them, you can tell us.

If you have concerns about your son, daughter or partner you should first encourage them to seek support. There are daily Wellbeing and Health drop-ins and triage appointments where students can seek advice and support. The Accommodation Team, Academic Department and Students' Union also have readily accessible advisers, and our SIZ help desk (Support and Information Zone) are available to signpost to the most appropriate adviser.

If you have not been able to contact your son, daughter or partner, and you are worried about their wellbeing, please let us know. As explained above, we may not give you any information about the student (or even confirm that they are actually a student with us as some students are estranged from their parents). We will, however, take the details of your son, daughter or partner that you give us, contact them on your behalf and encourage them to make contact with you.

The onus will be on the student to contact you, and staff will not generally get back in touch with you directly.

Whilst staff cannot talk to you about your son, daughter or partner, they are always willing to listen to your concerns and give generic advice and information where possible. In some circumstances it may be possible to check that all is well, however we may not be able to tell you the outcome of such a check. Please be assured that your concerns will be taken seriously and we will respond to them appropriately.



If you wish to contact the University, please telephone **01243 816000** or email help@chi.ac.uk. This is our Support and Information Zone (SIZ) and the staff here will know the most appropriate service (usually the Accommodation team or Student Support and Wellbeing) to make contact with your son, daughter or partner. Out of hours, their telephone reception moves to an answerphone where messages can be left and will be followed up the next working day.

In an **emergency**, out of hours, if you have **severe** concerns about a student, you can **contact the University emergency number** on **01243 816363** or the emergency services on **101 or 999**. The University emergency number goes through to a very busy multi-functional security team, so please only use this number if your concern is a genuine emergency. If it isn't, your call will not be well received. Please also note that this team is campus based and so can have most impact if your son, daughter or partner is in University residential accommodation.

For this reason, if your son, daughter or partner is living in private accommodation you may wish, with their permission, to keep the contact number for one of their house-mates or their landlord or landlady.

The University offers help to students in difficulty, and we strongly encourage students to proactively engage with our support services, should help be required.

It is important that it is recognised that your son, daughter or partner are adults living in an adult environment, and we encourage and expect them to be independent and take responsibility for their own wellbeing.

The University takes its duty of care for students very seriously, but it does not have parental responsibility and, as a general principle, will only offer support if approached by the student. Only in exceptional cases, where the student is thought to be at risk, will appropriate action be instigated by those concerned. Please note that this is rare.

EMERGENCY PHONE NUMBER

In an **emergency**, out of hours, if you have **severe** concerns about a student, you can contact the University emergency number on **01243 816363** or the emergency services on **101 or 999**

Estate Management – Residential Services

Halls of Residence

Halls of Residence at the University of Chichester are professionally managed, secure and well maintained by Estate Management. Our residential students are supported by the Accommodation Office 24/7 so they will feel right at home. We pride ourselves on ensuring that students enjoy their time in halls and work proactively to build a respectful and tolerant community.

Accommodation Office

The Accommodation Office is made up of a number of experienced and approachable Accommodation Officers. Each area of accommodation has its own dedicated Accommodation Officer.

These areas are: Bishop Otter Campus, Bognor Regis Campus, Stockbridge Student Village, and Fishbourne Hall. Our students at Westgate Halls on the Chichester College campus are supported by both the experienced and dedicated College Accommodation staff and also a link University Accommodation Officer.

The Accommodation Officers are supported by a dedicated team of Housekeepers who are there to check up on the cleaning and maintenance of halls and to provide first line pastoral support to residents.

The Accommodation Team is headed up by the Accommodation Manager.

Pastoral Care of Residents

Internal support for students is provided by the Accommodation Office team. Students can contact them initially if they have any concerns.

If students wish to discuss any medical or health issues, the Accommodation Team may refer them to other support teams in the University which may include the Chaplain and Student Support and Wellbeing in the next session.

Security and Residential Support

The University has a professional, proactive and supportive security team that work outside of normal office hours to help ensure the safety and security of students attending lectures and the library in the evenings.

There are also mobile security patrols to ensure the safety and security of students who live in off-campus University owned and managed accommodation.

In addition to the security team, we also have University staff who are on-site and able to provide accommodation and pastoral support to residents should it be required. All resident students are provided with a 24 hours contact number so that they can call at any time for help and support.

Contractual Arrangements and Data Protection

The Accommodation Office are experienced in providing first class housing support and advice to our residential students. The Accommodation Team diligently investigate any complaints or concerns raised by students. It is important to remember, however, that the contractual agreement is between the University and its residents, who are over the age of 18². Staff are therefore unable to discuss complaints or concerns with parents, carers or partners.



Stockbridge halls, Chichester



Barbara Smith halls,
Bognor Regis



Fishbourne halls, Chichester

Where residential students have authorised the Accommodation Office to share data with parents, carers or partners, we will honour this request but will still include the residential student in our communications.

Regular Health and Safety checks and rehearsed fire evacuations are carried out. The University has a zero tolerance to drugs set out in its Policy.

For more information on Accommodation please see our Accommodation web pages.
www.chi.ac.uk/accommodation

²As mentioned previously, students who are under 18 will still be treated as an adult. See footnote on page 8.

Five Star Rating

Chichester's
inclusiveness, teaching,
and facilities all
received 5/5 stars.

QS Stars university ratings 2021.

Student Support and Wellbeing

As a University we are committed to providing a supportive and positive environment for all our students and staff.



Coming to University can be quite a transition, both for new students and for you as parents, carers and partners - in some cases particularly you. It really can be a tough adjustment for all, especially in the early weeks.

Sometimes students encounter personal or academic difficulties. Please be reassured that the University has a number of specialist support services to aid students through challenging times, and enable them to fulfil their potential.

Students can access our services from a variety of points, but most come via 'the SIZ' which is our Support and Information Zone. There is one on each site and the SIZ operates as a reception for our services. Students can go there by themselves, or with a friend if they want a bit of support. The staff are really well trained and are there to help a student make an appointment with the right service. Students can also access the SIZ by phone, **01243 816222**, or email help@chi.ac.uk.

Student Support and Wellbeing

Student Support and Wellbeing offers a wide range of professional services to support students throughout their time of study with us. These are:

- **Wellbeing and Health drop-ins and triage appointments:**
Our drop-ins and self-bookable triage appointments run daily and provide easy access to our services. Students will receive immediate advice and support and may be signposted to other services or booked into longer appointments.

- **Disability and Dyslexia Service:** Supporting and advising students with disabilities or specific learning difficulties. The support process can commence well before a student starts University and at all stages of their time whilst here.

- **Health and Wellbeing Services:**

Our professional services include:

Qualified Mental Health Advisers – offering advice, sign posting and short-term one-to-one or group interventions to support students to develop skills for self-management, wellness and recovery.

Student Wellbeing Advisers – offering a friendly, helpful and confidential service for a wide range of student concerns including relationship problems, academic issues, stress, anxiety, accommodation issues, homesickness, bullying and harassment.

Wellbeing Counsellors – offering the opportunity to talk through personal problems and difficulties with a qualified and Registered Counsellor.

Registered Nurse Health Advisers – providing an approachable and confidential drop-in service offering support and guidance on medical conditions and all aspects of health and wellbeing.

- **Student Money Team:**

Offering information, advice and guidance on all aspects of student finance and funding. The service administers the University Support Fund and can help with emergency loans when appropriate. The service also offers help with budgeting and money management.

- **Student Engagement Team:**

Offering an inclusive advisory service to students needing support with engagement, progression and achievement.

- **International Student Advisory Service (ISAS):** Providing on-going support and advice for international/EU students, in advance of and whilst studying at the University. A range of social events are also offered.

We also provide specific support for Care Leavers, including a bursary, 365 days a year accommodation (at current rates) and a named Student Wellbeing Adviser to offer personalised support.

You can find out more detail about our support services by accessing the Support, Health and Wellbeing web pages on www.chi.ac.uk/studentsupport

Key Student Support and Wellbeing contacts:

- Dave Corcoran, Director of Students, Support and Information Services
- Clare Marczak, Student Wellbeing and Disability & Dyslexia Service Manager
- Vanessa Church, Business and Systems Manager
- Vito Mastrolonardo, Deputy Director of Students, Support and Information Services

Other services associated with Student Support and Wellbeing include:

- **Academic Skills Advice:** Operating out of the Learning Resource Centre (LRC) and as part of the Skills Team, our Academic Skills Adviser offers workshops and one-to-one advice appointments focusing on the important academic skills needed to be successful with studies.
- **Chaplaincy:** Whether you have a faith or not, our chaplain, Rev'd Dr. Alison Green, provides confidential, non-judgmental and compassionate advice.

Health and Safeguarding

The University of Chichester is looking forward to welcoming and supporting new and returning students in September 2022.

The last few years have been very challenging for students and the University as a result of the Covid-19 pandemic. However, following Government and Office for Students guidance, the University successfully provided a safe and effective learning environment. We will continue to follow government guidance relating to Covid-19 to keep all our students and staff safe whilst minimising disruption to teaching and learning.

Because of the very nature of student life, we are very aware of the potential for the spread of infectious diseases. We therefore strongly recommend all students are fully vaccinated

against Covid-19, meningitis (ACWY) and mumps, measles and rubella (MMR) before they start their programme of study.

We are also aware of the issues surrounding sexual assaults at university and do everything we can to encourage students to keep safe, to understand the importance of giving and receiving consent, and to learn how to intervene safely to stop inappropriate behaviour before it becomes unlawful. We suggest all students take this free training provided by the Survivors' Network:

<https://survivors-network.thinkific.com/courses/bystander-intervention>

You may have heard about the Prevent Duty, with which all universities have to comply. Prevent is about safeguarding students – it is not about preventing students from having political and religious views and concerns, but it is about supporting them to address these in a non-extremist way.





Leaving University early

For some students it may be advisable or even necessary to leave the University earlier than planned. Indeed, this may well be a positive choice.

The University may not be the right place to study at the current time. It may be possible for your son, daughter or partner to consider temporary withdrawal (intermission). Encourage them to discuss options with their Academic Department in the first instance, and with the Student Engagement Team and the Student Money Team. If they are seeing a specialist, such as one of our Wellbeing Mental Health Advisers, they are likely to be supported through this process.

We are flexible so please try to be open to a discussion with your son, daughter or partner that considers the possibility of taking some time out and takes account of what they actually want. Often it may be possible for them to return to us at a later date when they are more ready to embrace the experience. Alternatively, we may be able to assist with a transfer to another institution closer to home if that is a more suitable option.

Forcing a student to stay where they are not happy will hinder their personal development and create a negative experience, two of the outcomes which go fundamentally against the values of our University. Together we need to listen to their needs and support them. There are likely to be financial and other implications of intermitting or leaving a programme of study early.

The End Game

Our students (your son, daughter or partner) will grow, develop, and change in many ways in the three or four years they are with us.

Your supportive relationship with them as their parents, carers or partners will also have evolved. So we shall be delighted to meet you at the end of this life-changing journey as you watch them walk across the stage at Graduation.

Thousands each year manage or further develop this transition to independence, and your son, daughter or partner will value your support as they achieve it too.

Thank you for your support, it really is a partnership.

Dave Corcoran
Director of Students, Support and Information Services



The Academic Calendar

The full Academic Calendar including non-standard programme dates can be found on our [Course and Semester Dates](https://www.chi.ac.uk/about-us/course-semester-dates) web page <https://www.chi.ac.uk/about-us/course-semester-dates>.

Semester 1 – 2022		
Thu 22 to Sun 24 Sep	Arrivals	
Mon 26 Sep	Semester 1 starts	New undergraduates attend welcome/induction (Mon-Wed); some lead lectures (Thu-Fri)
Mon 3 Oct	Teaching starts	Returning students (2nd and 3rd years)
Mon 7 to Fri 11 Nov	Directed study week	Some academic departments may include a directed study week
Sat 17 Dec 2022 to Sun 8 Jan 2023	Christmas vacation	
Semester 1 – 2023		
Mon 9 to Fri 20 Jan	Semester 1 continues	
Mon 23 to Fri 27 Jan	Exams	All levels
Mon 26 to Fri 10 Feb	Inter-semester week	Private study
Mon 30 Jan to Fri 3 Feb	Final week Semester 1	Employability, Wellbeing and Skills development week
Semester 2 – 2023		
Mon 13 Feb	Start of semester 2	
Mon 3 to Fri 14 Apr	Easter vacation	
Mon 29 May	Exams start	All years
Mon 5 Jun to Fri 9 Jun	Final week Semester 2	Employability, Wellbeing and Skills development week
Sat 10 May to Sun 1 Oct	Summer vacation	

Useful Resources/Key Contacts

The University of Chichester Support and Information Zone ('the SIZ')

- Tel: +44 (0)1243 816000
- Email: help@chi.ac.uk

University Emergency Number – **PLEASE ONLY USE IN A TRUE EMERGENCY**

Tel: +44 (0)1243 816363

Dave Corcoran, Director of Students, Support and Information Services

- Tel: +44 (0)1243 816459
- Email: D.Corcoran@chi.ac.uk

University webpages

- <https://www.chi.ac.uk/>

Academic Calendar

- <https://www.chi.ac.uk/about-us/course-semester-dates>

Fees and Finance webpages

- <https://www.chi.ac.uk/study-us/fees-finance>

Support, Health and Wellbeing web pages

- <http://www.chi.ac.uk/studentssupport>
- <https://wellbeing.chi.ac.uk/>

How to find us

- <https://www.chi.ac.uk/about-us/how-find-us>

Campus maps

- <https://maps.chi.ac.uk/>

UCAS webpages

- <https://www.ucas.com>

The Uni Guide

Main webpage

- <http://www.theuniguide.co.uk/>

Advice for parents

- <https://www.theuniguide.co.uk/advice/advice-for-parents>

Student finance: what parents need to know

- <https://www.theuniguide.co.uk/advice/advice-for-parents/parents-what-you-need-to-know-about-student-finance>

Student Finance England

- <https://www.gov.uk/student-finance>

Student Finance Wales

- <http://www.studentfinancewales.co.uk>

Student Finance Northern Ireland

- <http://www.studentfinancenai.co.uk>

Student Awards Agency Scotland

- <http://www.saas.gov.uk>

Student loans – a guide to terms and conditions

- <https://www.gov.uk/government/publications/student-loans-a-guide-to-terms-and-conditions/student-loans-a-guide-to-terms-and-conditions-2022-to-2023>

Student Finance Explained

- <https://youtu.be/Qtv4Wm02C2A>

Tourist information

- <https://www.thegreatsussexway.org/>
- <https://www.sussexbythesea.com/>

Contact us

Reception and Switchboard

- Tel +44 (0)1243 816000
- email: help@chi.ac.uk

DISCLAIMER

This document is designed as a guide for parents, carers and partners and is not a contract. The information is correct at the time of printing, but for the latest information please visit us at chi.ac.uk.



Please recycle after use