

This sheet is designed to offer guidance and is based on frequently asked questions

Who will your main point of contact be at HCA?

All students are assigned a personal tutor who they will meet during their first few days on campus. Your personal tutor is responsible for your welfare and education on a day-to-day basis. You may have other tutors during the college week, but your personal tutor is the person to whom you would address any problems in the first instance. They are also the person who your parent/guardian can correspond with if there are any concerns.

You can also talk to your Course Leader if you have any problems, they also have tutorial responsibilities.

When do I enrol?

Your enrolment date and time is stated on the welcome letter attached to the email sent to you by Hereford College of Arts. You will receive your enrolment form when you arrive for enrolment, where you will be asked to check that the details you have provided are still correct. Please be sure you have your address, contact details and the details of your chosen emergency contacts with you.

Please refer to the general FE enrolment information in the Enrolment Hub for details of what to bring to enrolment. All students (excluding students joining The Portfolio Course) must bring copies of exam results and present them at enrolment. For those who have recently taken exams please bring in a copy of your Statement of Results, alternatively please bring copies of your certificates. A copy of your results will be retained on your student file. You will not be able to enrol without evidence of your results.

A separate letter will be sent out in August from the Finance Department explaining how to make payment of your course fees and tuition fees (if applicable).

What happens on 'Meet the Team Day'?

Meet Your Tutor Day is a day especially created to help students settle in and feel comfortable at college. Even the most confident students can feel apprehensive when embarking on a new journey and this day is designed to put all learners at ease. You will be introduced to your tutors and peers and taken to your studios/performance spaces. This full college day offers all new students an opportunity to acclimatise to their new course and environment.

What time do I need to be in on the first day?

Your start date and time are included in the welcome letter that has been sent to you via email. We understand that your first day at a new college can be nerve-racking so we will make sure that staff will be there to greet you and to help direct you to the correct course area. On the first day, please come to Folly Lane Campus reception area where you will be directed/collected by your Course Tutors.

Please note that Foundation Diploma/Portfolio Course students should go to the College Road Campus on their first day. The updated term dates for 2026/27 are included in the Enrolment Hub.

What happens on the first day?

On the first day of college (following the Meet Your Tutor Day) you get to work and begin your creative journey. Please look in the section of the Enrolment Hub for your course for details of everything you

need to bring on your first day, you may be asked to bring along some summer work that you have completed

Being yourself, feeling safe and making friends

We want for all of our students to feel happy about joining our creative community. Our students travel from far and wide and many of our students will not know anyone else when they start at HCA. Don't panic, your tutors will get to know you very quickly and there will be lots of activities that help you to feel part of your new cohort and make friends. Tutors will check in on you all individually in the first few weeks and you will be introduced to our wellbeing mentor who can signpost resources to help you settle in. Students are welcome to take a pronoun badge at enrolment and to have their preferred name printed on their college ID.

What happens if I am unwell and cannot come into College?

If you are going to be absent for any reason, please telephone the college on 01432 845304 by 9.00am or ask a parent/guardian to ring in for you. Absences can also be reported by e-mail absent@hca.ac.uk Please remember to give your name, your tutor and your reason for absence when you call or email. If you email your tutor directly then your absence may not be recorded by the registry team and so please always try to use the official reporting system.

Please note that you are required to phone/email in for **each day** that you are not going to be in college. If you do not inform HCA on each day of your absence, then you will be marked as absent (unauthorised).

Where will I get my bus/train pass from? (Students aged 16-19 only)

If you are going to be travelling to college by bus or train, it is really important that you apply for your travel pass **no later than the end of July** so that it will be ready for collection at enrolment. Further information is available in the Enrolment Hub.

Am I allowed to bring a mobile phone into College?

Yes, you can bring your mobile phone into college, but please be aware that you may be asked to put your phone away or switch it off in the studios, workshops and theatre spaces, particularly during tutorials rehearsals, performances and lectures. When you start at HCA, your tutors will talk to you about phone usage as part of our professional code of conduct.

What equipment will I need to bring?

Not all courses have a materials or equipment list - please check the section of the Enrolment Hub for your course for further details of what you will need.

What will I need to wear?

We do not have a dress code at Hereford College of Arts and very much encourage all of our students to celebrate their own identity and individuality as part of our creative community, however, we do expect student's clothes to be suitable and appropriate for a workplace environment. We also expect our students to respect the rights and opinions of others and we will challenge any intolerance or discrimination accordingly. We don't have a uniform, however, if you are in the workshops or dance studios you will be expected to follow the Health & Safety guidelines and this may mean wearing an overall or theatre blacks (black clothing worn by performing artists and stage crew) to rehearse. If you take part in any of these activities, please make sure you have suitable footwear and clothing that will protect you or support the activity. We do operate in a professional studio/performance environment, this means that dressing for a summer festival or a nightclub is not appropriate for college on a daily basis.

Additionally, all students, staff and visitors must ensure that **ID passes are visible at all times**. This way we can more easily ensure only people on legitimate business can enter the college and to help us all feel safe on campus. If students forget their passes they can get a temporary sticker from reception. We will alert parents and guardians if students persistently fail to wear their ID as this is wider safeguarding and security issue.

How am I expected to behave?

We expect the very highest standard of behaviour from our students at all times. This includes punctuality, attendance and conduct. The College takes its site rules, including Health & Safety, together with the student charter/professional code of conduct seriously, and has a robust procedure should disciplinary sanctions need to be imposed.

Your Course Tutor will deal with any incidents that may occur in College, but more serious incidents may mean that Course Leaders become involved. The Vice Principal for Further Education will be consulted in the most serious or prolonged situations.

What does the timetable look like?

There are generally around four sessions each day. These can be in the studio, performance spaces, study centre or workshops and vary with each project. Some courses may have periods of self-directed study where other students may be working for additional qualifications (English and maths). During self-directed study sessions you may remain in your studio/performance spaces/study centre – you are not supervised during this time, but you will be able to access a tutor should you need one. You should use these sessions to advance your personal creative development, continue your course studies, catch up on any work that may be outstanding, research and develop your ideas and ultimately take responsibility for your own learning. Bullet journals/diaries, sketch or logbook are helpful to jot down the things that you'll need to do each week so that you can manage your time well (time management and good organisation are skills for life).

What is a typical College Day?

Unlike school there are no bells or buzzers to mark the end of a session, however we do expect for all students to be punctual for all sessions and always be present for the register. If you are late for a session, you must collect a late slip from the reception desk and hand it to your tutor on arrival to the session, you will then be marked late or absent, depending on the length of time you are late. If you are late for a session and missed registration, for Health & Safety reasons, you must always let your tutor know that you are in college.

Is there any homework set?

Students all work to complete their UAL units through a range of tasks in each project. All of these tasks, or learning outcomes must be completed in order for the unit to be achieved. Practical teaching sessions will inform student learning experiences and frequently students are asked to research and make reflective evaluations to support creative/practical work. It is the expectation that students spend time at home and in self-directed study sessions, making sure that they are on track with their college work, this includes work in the additional subjects of English and maths qualifications if these are being taken. When you are at HCA, we want for you to push yourself harder than you think you can.

The level of home working required will vary from course to course and, as with any study programme, there are quieter or more busy parts of the academic year, but we do expect students to work to the best of their ability at all times and to work in the evenings and at weekends when required. This is absolutely necessary if you want to achieve grades higher than a Pass, and if you have hopes to progress to University or in to exciting employment. The majority of projects have an extension task. Students

completing maths and English qualifications may be asked to take on additional activities, especially when leading up to exams.

How will you let me or my parents/guardian/carer know if I am making good progress?

On every course there are regular assessments of your work, this is called formative assessment. Formative assessment takes place frequently throughout the academic year in the form of tutorials, peer reviews, self and peer assessments, performance clinics, critiques and through your own making or production work

If we have any concerns about your attendance on course or application, then we will contact parents/carers via email or telephone. We also send out an annual report to parents/guardians, who will also be invited to consultation evenings to discuss your progress. The report includes details of attendance statistics, progress made and areas of concern if there are any. We do not send a parental report for Foundation Diploma (or Portfolio) students, however we will contact the parents of Foundation Diploma students should we have cause for concern.

In the spring term of Level 3 Diploma first year, and again at the start of year 2 of the Extended Diploma, we will invite parents to an information evening to discuss Higher Education (University), UCAS applications and progression options, others will communicate with parents about progression options via email or an on-line event. If your parent/guardian is at all concerned about progression opportunities for you then they can call or email your personal tutor in the first instance.

How do the College support students who might need extra help?

Extra help is available in a number of ways. If you want to improve your skills or to catch up on outstanding coursework you may be referred to Study Skills drop-in sessions where you can access support to help you to complete your work.

If you need more specialised support than drop-in sessions, you may be referred to a Study Skills tutor, who will offer you tailored support, usually as part of a small group. Our specialist tutors are there to help and offer advice in academic areas, including study skills, literacy, numeracy and organisation.

What if I need personal help or support?

All students have personal tutors who are their first contact if there are any problems. Tutors can provide help and support with College work and refer students to other relevant services should the need arise.

Specialist Wellbeing staff are available to advise and support students through many issues. Students can access wellbeing support for themselves, or if they are worried about someone else, via the wellbeing support button on StudentNet. We have a wellbeing social media site that is regularly updated and has some great links for all students to help cope with pressure points both inside and outside college life.

Student Assistance Programmes

In addition to our in-house college provision, we have teamed up with a number of local and national resources that offer HCA students access to accredited counsellors for a wide range of issues including wellbeing and mental health. Our HCA Safeguarding and Wellbeing colleagues will share these resources with you during induction. All students have access to free counselling over the telephone 24/7 all year round.

What if I require help with finding Accommodation?

The College has a Student Housing Adviser who can offer support and guidance and is available to all students who are aged 18 years or over. For more information please visit the College Website www.hca.ac.uk

Do you have a Student Union at the College?

Yes! There is a Student Union and you automatically become a member when you enrol. The SU represents all aspects of student life including, advice, support, entertainment, welfare and representation. As a member of the SU you can purchase an NUS Extra Card which entitles you to over 120 exclusive discounts, have a look at www.nus.org.uk The SU also has an elected Executive Committee, members of which are there to represent you and make to College more of a fun place to be.

- Keep up to date with the Student Union! Follow our Instagram [Herefordartssu](#)

What is on offer at the Café?

Students at both campuses will get a warm welcome at the Creative Café, where they serve a selection of snacks, hot and cold drinks, light bites and a hot breakfast and lunch options. There are always vegetarian and vegan options available. The Creative Kitchen teams love to create menus that everyone at HCA enjoys and we value student comments and suggestions.

We have water fountains on both campuses and know that being creative is thirsty work and so expect for you to **always** bring a water bottle with you so that you can stay hydrated through the day. As part of our commitment to sustainability **we do not provide disposable cups** for hot drinks, so please bring your own and keep it in your studio space at College.

What are the spaces like?

Students usually work within the spaces allocated for each curriculum area; Art, Design, Communication and Creative Media have studios. Performing Arts have a theatre space, rehearsal rooms and the dance studio, and Music students have the live rooms and recording/practice spaces. All students are able to use the Hub at Folly Lane as a break out space and there are number of other smaller social spaces around the building to take time out in. 'The Badger' is a quieter social space and area to eat/chat/work. Some of our learners appreciate a silent space from time to time and so we have a number of quiet rooms that can be used by students to refocus, decompress or as spaces for prayer/meditation.

HCA has two libraries - one at Folly Lane campus and one at College Road campus. We offer a dedicated service meeting the specific needs of art college students with specialist librarians, physical & online resources, study rooms and a calm and friendly atmosphere in which to work.

What if I forget all of the information above?

Don't worry! HCA is an exciting and friendly creative community and there will always be people who you can ask for help if you need it. When you arrive, your tutors will share all of the course details with you again and make sure that you have all of the information that you need to enjoy your time at HCA. During induction, all students will be introduced to the **FE student handbook** which can be found on StudentNet.

We hope you find all the information you need either in the enrolment hub, but if you have any questions before you start your course please contact the Registry Department on 01432 273359 or email registry@hca.ac.uk

We are really excited about welcoming you to HCA

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