

# Campus Access Student Handbook 2023-24



# Principal's Welcome

Dear friend,

We are delighted you have chosen to study at All Nations. Whether you are located globally, locally or anywhere in between, you are now part of a vast family that spans more than 60 years and spreads out across the world. So a very warm welcome to this extensive, heart-centred community.

We hope that you can have a good rest before you start so that you will be refreshed, recharged and ready to engage with your studies.

## Start date

If you are studying on campus please arrive at College on your designated start date. For most new students, this will be **Wednesday 20th September**. If you are attending the **Foundation Course** your start date is **Monday 18th September**. Please refer to your offer letter and the arrival information for specific arrival times.

## Helping you with orientation

We aim to cover most of the general orientation to the College and the course before classes begin. Campus learners - please attend all orientation sessions in person. For Remote Access Learners your orientation programme sessions will take place on Zoom.

Please be available to participate in the orientation programme fully.

We know that starting a new course and living in a new community will be a big step of faith for you. It may be an encouragement to know that many people go through the same experiences as they begin training for Christian ministry. Take this time to reassure yourself of God's call.

There are many essential details to familiarise yourself with, even before your first tutorial begins! We have provided spaces within the orientation programme to help you settle into college life and connect with staff and other students. I would encourage you to use our Barnabas scheme to assist you in this transition period. You will also find participation with your Tutor Group an essential part of community life at College

## Community life

Our goal is to make your time with us enjoyable and profitable. As part of an international community of mature students, we seek to avoid having too many community 'rules'! The main principle that governs our life together is to let all our conduct be guided by mutual love and consideration for each other. This is particularly important when people from many different countries and cultures study together.

Please don't be surprised if you find yourself challenged by strange or unexpected things other people say or do. Christians all over the world have many different customs, opinions and traditions. A significant part of the benefit of studying with All Nations is to learn to appreciate other cultures and to see one's own through the eyes of others. I guarantee you will learn as much from your fellow students as you will from your tutors!

How much you get out of the course depends on you. You have chosen All Nations because we seek to provide comprehensive mission training for the whole person. We are concerned not only about your academic training, but also about your practical preparation and spiritual growth. You will be assigned to a Personal Tutor, who will meet with you regularly to encourage you in all these areas.

We know that you are coming here with a desire to serve the Lord to the best of your ability, and we will be praying that your time here will be the best possible preparation for you.

Do encourage your church and other Christian friends to pray for you and the life and work of the College.

In Jesus' Name,



A handwritten signature in black ink that reads "V.J. Samkutty". The signature is written in a cursive style with a horizontal line underneath the name.

Rev. Dr. V.J. Samkutty  
**Interim Principal & CEO, Tutor in New Testament and Greek**

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# 1 Quick Help

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It will be helpful for you to make a note of the following information:

1. Who my Barnabas is (check with the Head Students)
2. Who my Personal Tutor is and where my group will meet (see Tutor group rota on notice board outside Sycamore Hall in the Ash Centre)
3. Where my Practical Ministry placement is (to be arranged with the Practical Ministry Coordinator)
4. Where I will be worshipping this year (to be arranged by the Practical Ministry Tutor)
5. What Practical Course I have chosen this year (these will be advertised on the Practical Courses page on theVLE; minimum requirement is one per year; but you are encouraged to do more than one)
6. What chores or maintenance I will be doing this term (you will find out the options during orientation). Rotas are posted on the chores board in Maple Hall.
7. Where my lectures will be (see the Timetable hanging outside Sycamore Hall in the Ash Centre)

## 2 General Information

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### 2.1 Address

All Nations Christian College

Easneye

Ware

Hertfordshire

SG12 8LX

Tel: (01920) 443500

Office Email [info@allnations.ac.uk](mailto:info@allnations.ac.uk) (see 2.4 for more useful contact emails)

Website [www.allnations.ac.uk](http://www.allnations.ac.uk)

### 2.2 Change of Circumstances

Students **must** inform the College immediately of any changes in circumstances e.g. changes in:

- permanent address (the address you consider to be your permanent 'home'),
- local address,
- emergency contact details
- marital status,
- bereavement,
- serious medical condition, health issues (including mental health)/medication which may affect study etc.

Please inform the General College Administrator and your programme administrator, of any of the above changes.

### 2.3 Location of Visa Students

If your visa is sponsored by All Nations (i.e. we provided your CAS). The College visa license is at risk if we do not know where you are at all times during our sponsorship. If the College loses its visa license the current visa students and future students will no longer be able to study with us.

Therefore, you **must** inform your programme administrator where you are staying overnight throughout the period of our sponsorship. This includes during the week, at weekends and during the college vacation periods. It includes students who are living onsite or offsite. If the address where you will be staying is in the UK, we must be given that address and how long you will be staying there, otherwise just give us the dates when you are going to be out of the country.

You can email this information to the administrator for your programme or complete the 'staying away' form which can be obtained from them.

## 2.4 All Nations Christian College Staff

### Senior Leadership Team

V J Samkutty (Sam)	Interim Principal & CEO and Undergraduate Programme Leader
Mark Galpin	Postgraduate Programme Leader
Karen Hoar	Head of Finance
Steve Tompkins	Head of Operations
Jill Ford	Lecturer in Arts
Rachael Bean	Director of Communications and Fundraising

### Tutors/Training Team

David Baker	Lecturer in Biblical Studies
Sue Barclay	Lecturer in Contextual Theology and Mission Studies
Jan Barlow	En Route Leader and College Lecturer
Rosie Button	Lecturer, Learning Support and Engagement Visiting Lecturer
Simon Caudwell	Lecturer, Consultancy and Leadership
Tim Davy	Lecturer and Head of Research and Consultancy
Louisa Evans	Visiting Lecturer
Richard Evans	ANCC on the Move
Jill Ford*	Lecturer in Arts
Mark Galpin*	Postgraduate Programme Leader; Poverty and Justice Studies Lecturer and Leadership
Hannah Green	Lecturer in Social Anthropology
Sarah Hay	Lecturer and Member Care Specialist
LB Mak	Islamic Tutor
Clare Jackson	Missionary-in-Residence; Practical Ministry Coordinator
V J Samkutty*	Interim Principal & CEO; UG Programme Leader; Lecturer in New Testament Studies and Greek
Lynn Yee	Prayer for the Nations Co-ordinator

### Administration Team

Sam Cooper	Undergraduate Recruitment and Training Administrator
Steph Cramphorn	DPO, Compliance, Recruitment and Training Administrator
Kathryn Edmonds	Compliance and Training Administrator Support
Karen Herbert	General College Administrator
Kit Hillary	Postgraduate Recruitment and Training Administrator
Katharine Shaw	Receptionist
Ann Voortman	HR Lead

### Finance Team

Karen Hoar*	Head of Finance
Andrew Walker	Deputy Head of Finance
Emma Davies	Finance Assistant

### Communications and Fundraising Team

Rachael Bean*	Director of Communications and Fundraising
Mima Bridgman	Events Developer
Mike Hoodless	Communications and Fundraising Team
Filipe Gomes	Projects and Fundraising Officer

## Learning Services Team

Kate Wiseman	Head of Learning Services, Lecturer in Study & Research Strategies; Digital Learning Coordinator
Frances Walker	Librarian
Andrea Thomas	Digital Learning Course Designer; Explore Facilitator
Clive Thomas	Digital Learning Course Designer/Technical Coordinator

## Operations Team

Steve Tompkins*	Head of Operations, Designated Safeguarding and Prevent Lead
Kim Mina	Conference and Housekeeping Manager
Mohamed Iqbal	Facilities Assistant and Duty Officer
David Lowrie	Missionary-in-Residence, Creation Care Specialist
Alan Gifford	Premises Officer (Grounds)
Mary Deadman	Conferences and Housekeeping Assistant
Paige Harmsworth	Interim Head Chef/Catering Manager
Mark Rowlands	Chef
Rosie Iqbal	Kitchen Assistant
Phil Moysey	ICT Manager
Geoff Cole	ICT System Administrator

\* Denotes a member of the Senior Leadership Team

## 2.4 Useful Contact Information

All staff emails	Are all in this format: <a href="mailto:initial.surname@allnations.ac.uk">initial.surname@allnations.ac.uk</a> . Except: <a href="mailto:v.j.samkutty@allnations.ac.uk">v.j.samkutty@allnations.ac.uk</a>
Finance Queries	<a href="mailto:fd@allnations.ac.uk">fd@allnations.ac.uk</a>
Academic/Course Queries	Contact the person who dealt with your admissions
Practical Ministry and Practical Course Queries	Clare Jackson at <a href="mailto:c.jackson@allnations.ac.uk">c.jackson@allnations.ac.uk</a>
Covid Questions	Steve Tompkins at <a href="mailto:s.tompkins@allnations.ac.uk">s.tompkins@allnations.ac.uk</a>
Safeguarding/Prevent Queries	<a href="mailto:safeguarding@allnations.ac.uk">safeguarding@allnations.ac.uk</a>
Student Loan Queries	Karen Herbert at <a href="mailto:k.herbert@allnations.ac.uk">k.herbert@allnations.ac.uk</a>
Security Simulation Queries	Jan Barlow at <a href="mailto:j.barlow@allnations.ac.uk">j.barlow@allnations.ac.uk</a>
Learning Support Queries	Kate Wiseman at <a href="mailto:k.wiseman@allnations.ac.uk">k.wiseman@allnations.ac.uk</a>
IT Support Queries	<a href="mailto:itsupport@allnations.ac.uk">itsupport@allnations.ac.uk</a>
Housekeeping Queries	<a href="mailto:housekeeping@allnations.ac.uk">housekeeping@allnations.ac.uk</a>
Library Queries	Frances Walker at <a href="mailto:f.walker@allnations.ac.uk">f.walker@allnations.ac.uk</a>
Head Students	<a href="mailto:Head.students@allnations.ac.uk">Head.students@allnations.ac.uk</a>
Bulletin	<a href="mailto:allnationsbulletin@gmail.com">allnationsbulletin@gmail.com</a>
Complaints	See our <a href="#">Complaints policy</a>
Unsure who to ask?	Katherine Shaw <a href="mailto:k.shaw@allnations.ac.uk">k.shaw@allnations.ac.uk</a> or <a href="mailto:reception@allnations.ac.uk">reception@allnations.ac.uk</a>

### 3 Abbreviations of Commonly Used Terms

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AV	Audio Visual
BA	Bachelor of Arts
Barnabas	A student who has already studied at All Nations for one year who is allocated to a new student to act as a guide and mentor for their first few weeks in college.
Beamer	Computer Video Projector
BIS	Biblical and Intercultural studies
CAL*	Campus Access Learner
CEO	Chief Executive Officer
CIM	Contemporary Issues in Mission
CW	Community Worship
FOS	Families and Off-site Students
GP	General Practitioner (a medical doctor)
HAL*	Hybrid Access Learner
IT	Information Technology
KO	Kick Off
MA	Master of Arts
PM	Practical Ministry
MTh	Master of Theology
NHS	National Health Service
Pigeon Hole/Mailbox:	Alphabetically marked boxes for incoming mail, Ash Centre
PG	Postgraduate (Level 7)
RAL*	Remote Access Learner
Rep	Representative
UG	Undergraduate (Levels 4, 5 and 6)
WIGs	World Intercession Groups.

\*CAL/RAL/HAL – Students choose the way they wish to access their studies when they start their programme. Hybrid Access Learners (HAL) are students who have chosen to sometimes come to campus for lectures and sometimes to access their studies remotely – they are charged the daily amenities fee when they come on campus. CAL students should only access their studies remotely with permission and due to extenuating circumstances. Similarly, RAL students must seek permission to come to campus and will be charged the daily amenities fee if they do.

**All Nations Network:** This is the network of former students of the College. When you leave, remember to fill in the Leavers Form - you will become part of the network and be invited to send in your prayer requests so that future tutorial groups can pray for you, just as you pray for former students while you are here. If you grant permission, you will receive the College newsletters and other information and be invited to reunions.

## 4 Introduction to College

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### 4.1 Handbooks

This handbook will be useful to all those living and studying on our campus; there is a separate handbook for Remote Access students. The Undergraduate and Postgraduate Programme Handbooks contain everything you need to know about academic studies for students on those programmes.

Please read this handbook through and familiarise yourself with the contents page, but do not try to remember it all at once! It will be an important reference document in the coming year, so store it somewhere carefully. A lot of it had to be written in a rather formal and detailed way, but please don't be put off by that, and don't think that life at College is one long list of rules! We try to be as relaxed and informal as possible, but some information and regulations are essential for us all to live together harmoniously.

### 4.2 Induction Arrangements

Arrival times may vary. For example, families may need to arrive earlier to settle their children in school and students on the foundation course may also be required to arrive before their cohort. Those arriving early may therefore receive their own induction to the site prior to the arrival of the rest of the student body. Academic induction happens during orientation week.

On the published arrival date, there will be an initial registration when each student will be introduced to their Barnabas (a returning student who will act as mentor to a new student). Each student will find an induction pack in their bedroom. This contains an orientation leaflet which provides a timetable and information about the orientation sessions. One session will be devoted to introducing you to the College Virtual Learning Environment (VLE) which is a source of useful and important information including everything related to your academic programme:

During the first few days of orientation, there will be an official enrolment. This includes our scrutiny and verification of your ID and qualification certificates and the signing by both parties of other enrolment documentation.

There will also be introductory sessions on various general topics including:

- the tutorial system
- the library system
- course tutors
- chores and maintenance
- social life

## **5 Support for Students at All Nations**

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We all need support in order to function well. Within the All Nations community there are a number of ways in which we can support each other:

### **5.1 Friends**

For most students this is the best and most common way of sharing and having fellowship. They may be friends at home, or new friends in the College or at church.

### **5.2 Tutor Groups**

Each residential and online student, staff member and residential volunteer are assigned to a tutor group which meets twice every week during term time before classes start. This is an opportunity for staff, students and volunteers to have weekly fellowship with each other, building relationships, praying and worshipping together, or having socials. Student tutor group leaders will be assigned every five weeks and will have the responsibility of putting together a rota for leading the sessions, sending reminders or tutor group notices.

Those in your tutor group will remain the same all year round apart from those students who are studying for a shorter period of time and will join or leave the group throughout the year. Couples and families will always be allocated to the same tutor group.

Most students are allocated a Personal Tutor each year. The Personal Tutor will support you during your studies (personally, spiritually and academically) and is the person you should contact first if you are struggling in any way or need guidance. You will have regular tutorials (normally twice a term) with your tutor to discuss how you are getting on, and can arrange to meet them at other times during the term if and when necessary.

We would like to encourage you to engage with both your tutor group and Personal Tutor as they are a source of support during your time at All Nations.

### **5.3 Prayer Partners**

Many students find it helpful to look for one or two prayer partners with whom to share and pray regularly during their time at All Nations.

### **5.4 Church**

Your friends at your home church are probably interested in you and praying for you. Keep in touch with them and visit if you can to keep the friendships going. Your allocated church (near the College) may also be a source of support and encouragement.

### **5.5 Further Care**

Sometimes the unexpected pressures of college life bring up difficult issues for students. It may be that you would like to work on some of these issues. If this is the case, in addition to your tutor, the Pastoral Care team is also available and you can book time to see one of them. Sometimes, more specialised counselling might be something you should consider. There are two general guidelines to help you discern whether counselling would be helpful. These are:

How do I know if counselling would be helpful? Two general guidelines:

- If the issue that concerns you is getting in the way of living your life as you would like to, and holds you back, or
- If this is something you have been aware of for some time, and it doesn't seem to go away, then counselling may be a valuable way ahead.



If you would like to find out more, talk to your Personal Tutor or the Pastoral Care Tutor in the first instance.

## 5.6 Support for Students with Additional Needs

All Nations welcomes students with additional needs (long-term health conditions, disabilities, or learning differences (e.g. dyslexia or ADHD)). Applicants are asked to disclose on their application form any known disability, condition or difficulty that may affect their ability to participate fully in college community life and/or to learn effectively. These applications are considered without discrimination, using the same criteria as are applied for all students. Information disclosed is only shared in confidence with those with the responsibility for ensuring that the student receives the support that they need. Other situations may be highlighted during the course of the student's time at college.

All Nations is committed to supporting all students pastorally and academically throughout their studies and has measures in place to ensure that those with particular needs receive the help they need to be able to participate without disadvantage in all aspects of college life.

All Nations' policy is to provide all students with equal access to all aspects of college community life including the teaching and learning programmes, and to provide the support that each individual needs for this to take place.

The college staff recognises that each student has unique needs and that in the case of those with a specific disability, health condition or learning difficulty, this will manifest itself differently in each case. It therefore aims to provide personal support to each individual as required. In many cases, this support takes place within the general teaching and learning frameworks of the college, including the personal tutorial system. However, some students will require additional support outside these frameworks. The measures in place to support those students are laid out in the All Nations [Learning Support Policy](#).

Depending on the situation, this includes assistance with

- Individual learning
- Study Skills
- Accessing materials for classes
- Assignments and exams
- Using Information Technology (including assistive technologies)
- Using the library
- Accessing medical facilities

Students who feel that they need additional support are encouraged to speak to their Personal Tutor or the Head of Learning Services as soon as possible so that the need can be addressed.

Should you need pastoral support please see your Personal Tutor or a member of the pastoral care team. Should you need practical help, reception will be able to direct you to the best person to speak with. (See also ILLNESS AND HEALTH EMERGENCIES).

## 6 The Student Body

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### 6.1 Student Body

Welcome, you are part of a mixture of people from all sorts of places. There are many social events/parties (online and onsite) and you are invited to join in. Of course, there can be plenty more; study is only half the reason for being here. Feel free to arrange events small or large and get to know people.

Life at All Nations is a bit like family, we spend a lot of time together. We get to share in each other's joys, pains and frustrations ... or sometimes be the reason for them! It is good to look out for each other, to encourage one another in our work and faith, and demonstrate patience only God can give 😊 Meeting people can sometimes be intimidating and that applies for staff too, please say 'hello'. This is a great place to grow in God with others.

### 6.2 Student Committee

This is made up of up-to-10 students from a cross section of the student body. Each member is involved in various ways in the day to day running of the College. Together they arrange many of the social events and pray regularly for the students and staff. There are many ways that you can be involved.

The Committee is an important link between staff and students. The head students meet weekly with the Principal/ CEO and a senior staff member. If you have concerns regarding College, the Head Students are available to listen. Each committee runs for 10 weeks mid-term to mid-term. You might like to consider serving the community in this way. The committee is accountable to the student body.

All of the committee are available for questions to do with their area of 'expertise'. They aim to make day to day student life run more smoothly and help the community grow closer together in the way they manage their various roles.

### 6.3 Head Students' Discretionary Fund

This is a small fund that is available to help students in need e.g. for socials, books and conferences etc. The discretionary fund is part of the student body fund. Students will be asked to contribute £6 towards the student body fund which will be spent for the benefit of the students. Please see the Head Students if you would like assistance from this fund or know someone who might.

## **7 Facilities**

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### **7.1 Ball Games and Frisbees**

Ball Games and Frisbees are NOT allowed to be played outside the Maple Hall or Easney House - the sports field is only 30 seconds walk away- less if you sprint!

### **7.2 Bicycles and cars**

There are several bikes available for you to borrow. See the Bicycle Rep for details of how to book one. Lights are required by law after dark. Please ensure that the bike is secured with a suitable lock whilst in storage on-site and also when parked off-site. See section 16.7 for information about College vehicles. See section 11.3.3 for more information about bike safety.

### **7.3 Computers**

See ICT Facilities & Online Security, Section 18.

### **7.4 Recycling, waste and energy efficiency**

Facilities for recycling paper/newspapers/magazines, card, glass, plastic and cans can be found in the Recycling Centre behind Coach House. Please remember the 3 Rs – Reduce, Re-use, Recycle in order to reduce our land-fill waste to the absolute minimum. Please keep the Recycling Centre tidy and report any problems to the Creation Care Specialist.

Please aim to keep food waste to the minimum. Food waste can be recycled using the Food waste bins by the back door of the main kitchen. The catering department has priority for using these bins. If the bins are full, please place food waste (wrapped) in the red general waste bins at the back of Oak House.

All non-recyclable waste should be placed in the red bins at the back of Oak House – watch out for squirrels when opening the bin lids!

From time to time, the premises department will order a skip to remove waste and other unwanted items that have been generated by maintenance work. Please do NOT add anything into any skips or dump items on the ground next to the recycling area.

Please turn off lights (other than those marked needing to stay on for safety reasons) and other electrical devices when not in use.

### **7.5 Fees/Finance**

See Finance, Section 8.

### **7.6 Gym**

The gym may be used by all students (including those living off-site), staff, resident volunteers and MIRs. Children over the age of 16 may use the gym but they MUST be accompanied by a parent. Please only use gym equipment for its intended purpose, and clean and tidy away equipment after use. Do not add or remove any equipment from the gym.

Users of the gym do so at their own risk and you should only use the gym if you are medically fit to do so. The College strongly recommends that you do not use the gym alone, in case of accidents.

### **7.7 Laundry**

For your personal use, there are two washing machines, two tumble dryers and drying facilities in the Basement area of Easney House.

Irons and boards are located in all accommodation areas. The laundry is operated on a card system, instructions are available from housekeeping on how to operate the laundry and how to pay for your laundry card.

Washing must not be left for more than 24 hours in the Drying Room. Please collect your dry clothes as soon as possible.

### **7.8 Linen (for beds)**

The College provides bed linen for all full board students. Students should collect one clean sheet and pillowcase from the trolley in the Games Room entrance, once a week (two pillow cases and a double sheet for couples). These will be ready for collection every Wednesday after 10am. Used/dirty linen must be returned at the same time as collection. Duvet covers are changed every other week. It is important that you change bed linen frequently.

### **7.9 Lost Property**

The Lost Property cupboard is located by the white notice board by the back door into Easneye House.

### **7.10 Morris Lounge**

The Lounge on the ground floor of Easneye House is available for use by students and staff (when not booked out) for quiet pastimes, reading and quiet conversation. If you wish to use the Morris Lounge for private events it must be booked using the Outlook Calendar (available via your student email account). Please ensure that the outer door to the gardens is locked if you are the last to leave.

### **7.11 Musicians**

If you are able and willing to play an instrument during College worship times please add your name to the sign-up sheet (on the notice board outside the Sycamore Hall) at the beginning of term, or see the Worship Rep so you can be put on the rota for Kick Off on Mondays and Community Worship on Wednesdays.

### **7.12 Notice Boards**

Please see the Student Committee Secretary if you want anything displayed on notice boards. The 'Student Information' board in the Maple Hall is kept up to date. Check it every day. Students living off-site have an additional notice board in the Ash Centre.

See notice boards for "End of Term Arrangements" re: forwarding of post and luggage storage. Each student will also receive this information via the VLE at the end of each term.

### **7.13 Office Hours and College Administration**

To allow office staff to get on with regular work without interruption, the office 'Open Hours' are Monday to Friday: 14.00-17.00, during which time you are welcome to ask for official letters or collect parcels etc. from Reception. The exception is the Housekeeper's office which is open from 9.00 – 17.00. See chapter 8 below regarding the Finance Department office hours.

### **7.14 Photocopying**

See ICT Facilities & Online Security, Section 18.

### **7.15 Postal Service**

Outgoing mail should be taken to Reception for collection by 9.00 am Mondays to Fridays. Incoming mail will be put into your pigeonhole/mailbox daily except Saturdays, Sundays and Bank Holidays.

## 7.16 Props Cupboard

This has many items to borrow for drama and sketches. The Arts Lecturer holds the key.

## 7.17 Shop

The College shop is based opposite the Games Room, but mostly operates out of Maple Hall during lunch-times on Mondays-Fridays.

## 7.18 Song Books

Song books are located in the Ash Centre, in a cupboard by the Sycamore Hall entrance. They must be returned immediately after use so that others can have an equal chance of using them.

## 7.19 Sports Recreation

Table tennis, darts, pool, snooker and table football may be played in the Games Room. New table tennis balls and cue tips are available from the Sports Rep. Ball games and Frisbees should be played on the Sports field.

For details about other sports available in the locality (badminton, squash, tennis, swimming, etc.) and the use of College sports equipment, see the Sports Rep.

Wednesday afternoons are usually kept free for students to participate in their chosen sporting activity or to take some form of exercise or relaxation. All are encouraged to keep physically fit and students often organise regular sporting activities. The Sports Rep will give you more information on the current activities available.

## 7.20 Student Cards

All students are eligible to purchase a TOTUM card from the National Union of Students. If you would like to buy a student card, please use the following link: <https://www.nus.org.uk/en/nus-extra/>

## 7.21 Telephone and Phone Calls

Please note that mobile phones must not be used during College worship, CIM or lectures (other than for legitimate research purposes).

Please also be aware that making calls on College campus can be difficult due to the weak signal. There are certain areas of the College where the signal is better. Alternatively, it may be helpful to download WhatsApp or Signal (more secure) to make calls and send messages.

## 7.22 Tools

The Premises staff use College tools for their work. Please do not enter workshops or working areas and take tools or materials at any time. Should you wish to borrow a tool, please speak to a member of the premises team.

A tool kit for vehicle repair is available from the Transport Rep.

## 7.23 Valuables

See section 20 on Security.

## 7.24 Voting

All EU citizens who have been living in the UK since before 31 December 2020 will retain their local voting rights, provided they retain lawful immigration status. The voting rights of EU citizens who arrived in the UK after this date will rest on the principle of a mutual grant of rights through agreements with individual EU countries. UK citizens should be registered to vote – either from a

home address or at College. Please speak to the Head of Operations to find out how to register to vote from College.

### **7.25 Art Room**

This is situated on the first floor in Easneye House. It is well stocked with stationery, paint and resource materials - all for College activity use only, particularly Practical Ministries or arts projects.

### **7.26 TV Licenses**

If you have a television in your own room or in any college property you do need to have your own TV licence. This also includes watching television through a computer/device via the Internet. For more information, please refer to <https://www.tvlicensing.co.uk/check-if-you-need-one/for-your-home/students-aud1>

## 8 Finance

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The finance department consists of part-time staff whose working hours are flexible and some work from home. You can contact someone in the team by emailing: [fd@allnations.ac.uk](mailto:fd@allnations.ac.uk) and one of them will respond as quickly as possible to arrange a mutually convenient time for a zoom chat or, if the question is straightforward, will respond to your query by email.

The Finance Department Office is generally open to receive payments from students between 2pm and 4pm each afternoon, Monday to Friday. You can also call the Finance team on 01920 443 541. The College Finance Department will be happy to deal with your questions and receive payment for your fees.

### 8.1 Payment Terms and Conditions

Please make sure you read the College's payment terms and conditions, which can be found [here](#):

*NB The College may only issue Certificates, references and transcripts once all tuition fees have been paid*

### 8.2 Fees

#### 8.2.1 Student Account

We hold a fee account on the College accounting system for each student or married couple.

#### 8.2.2 Fee rates:

Fee rates for the current year are displayed on the Finance notice board in the main corridor of the Ash Centre and on the College website. Fee rates for the next academic year will normally be posted as soon as they are approved.

#### 8.2.3 Bursaries/discount:

If you have been allocated a bursary grant or are due a married couple's discount, then these will be deducted from your account at the same time as the charges are added.

All students living and studying in the UK are eligible to purchase a TOTUM card from the National Union of Students. If you would like to buy a student card, please use the following link: <https://www.nus.org.uk/en/nus-extra/>

#### 8.2.4 Accommodation and Meals:

These are charged annually on a full board basis (or termly for En Route/GPS students). The Finance Department will not refund meals not taken and meals are non-transferable

#### 8.2.5 Other costs:

In addition to College fees, other amounts may be charged to your fee account such as meals for guests or meals taken in Maple Hall for those living off-site or who usually self-cater (other than those covered by the amenities fee).

The facility to charge extra meal costs to your account will be stopped in Week 8 of Term 3 (or your final term if different). Any further costs will then need to be paid for in cash or card to the Finance Department or Housekeeping Officer at the time of booking.

If you have guests to stay, payment is required upfront on booking via the card machine in reception, or in cash.

### 8.2.6 House and room deposits:

These should be paid before you move in to your accommodation. Please see your accommodation agreement for prices.

### 8.2.7 Statement of Accounts due:

A statement of all the amounts charged to your account will be produced at the start of each term. A new statement will be issued at regular intervals unless your account balance is nil.

## 8.3 **Payments to College**

The College prefers payment by bank transfer if at all possible.

The College bank account details are as follows:

Barclays Bank Plc  
Lea Valley Group  
78 Turners Hill, Cheshunt  
Hertfordshire, EN8 9BW, UK

Account name: All Nations Christian College Limited  
Account number: 90230987  
Sort code: 20-20-37

SWIFTBIC code: BUKBGB22  
IBAN: GB92 BUKB 2020 3790 2309 87

Please be sure to quote your surname and purpose on all payments. If someone else, e.g. supporting church or Mission Organisation, is paying money in on your behalf, please ask them to quote your surname on all payments and correspondence.

Payments may be made by:

- Bank transfer (the College's preferred method of payment)
- Debit/credit card via the College's website here: <https://www.allnations.ac.uk/make-payment>
- Cheque payable to 'All Nations Christian College Limited'. These should be posted to the College address, marked for the 'Finance Department' or handed directly to a member of the finance team
- Cash payments, which must be handed directly to a member of the finance team

Payments will be credited to your student account as the amount that actually reaches our bank account after deduction of any bank charges and conversion into pounds sterling where applicable.

## 8.4 **Grants**

### 8.4.1 UK Government Grants

It is always worth checking whether you can obtain help from your government for studying at All Nations. For UK students visit <https://www.gov.uk/student-finance/overview> for details of the UK scheme or call 0370 000 2288. EU students with settled or pre-settled status may also be eligible for a UK government grant. Other EU students should also follow the links on this website to find out if they are eligible. There are strict deadlines for qualification, so you should investigate your eligibility and deadlines as early as possible.



### 8.4.2 All Nations Bursary

If you wish to apply for a bursary to contribute towards your fees, please contact us. We are only able to consider you for a bursary if you been offered a place on a programme of study, meet the criteria and after you have completed the bursary application form.

The bursary scheme exists to enable men and women to study at All Nations who are:

- A. Planning to enter into strategic cross-cultural ministry after leaving College, and
- B. Unable to raise the full fees

There is no guarantee that a bursary application will be successful owing to limited funds available.

Bursaries are granted for a maximum of 1 year only but returning students may apply for subsequent years.

Applications for bursaries for an academic year should be with us by 30<sup>th</sup> March in the previous academic year.

Details of the scheme can be found on the Fees and Finance page of our website and the forms are available from the Programme Administrators. Completed forms should be returned to the Programme Administrators. The bursary fund is funded by donations from a wide variety of individuals, churches and trusts. Do please encourage others to give to this fund for the benefit of future students.

### 8.5 **Council Tax Relief**

All full board students living in College are exempt from Council Tax. However, students renting some College properties, and any property off-site will be charged Council Tax unless you can claim exemption as a 'full-time' student. It is your responsibility to get in touch with the Council to tell them when you moved in and whether you wish to apply for any exemptions. Confirmation letters to the Council from the College are available from the General College Administrator.

Where only one resident is eligible as a 'full-time' student the Council Tax is only reduced by 25%, leaving you to pay 75%. A 'full-time' student for Council Tax purposes must be on a programme which lasts for a full academic year – at least 24 weeks and it must involve at least 21 hours of study per week. The spouse of a student, who is not a British citizen, and is prevented (by the terms of their permission to be in the UK) from working or claiming benefit, is not required to pay Council Tax.

### 8.6 **Housing Benefit**

If you are British with one dependant and one or both partners are studying at College, then you may be entitled to Housing Benefit. Any claims should be made with the local District Council where you live when in College e.g. Broxbourne, East Herts District Council etc.

### 8.7 **Bank Accounts for Students**

Some students coming from outside the UK may wish to open a UK bank account. It is easier with some banks than with others. You will need to obtain a letter of introduction from the College to the bank. To obtain such a letter please see the General College Administrator, you will need to provide your previous address. Once you have obtained the introductory letter you will need to take it to a Bank branch, together with your passport and some money for an initial deposit.

### 8.8 **Financial Problems**

If you experience problems with paying your fees at any time during your time at College you should arrange a meeting with a member of the Finance Team, so that you can talk through the problems with them. It is always better to face any problems early on. If at the end of your course at College you have not paid all you owe the College, then you will be asked to meet with a member of the finance team and agree a repayment plan before you leave (in weeks 8 or 9 of the final term).

## **9 Community Care**

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### **9.1 Being a Caring Community**

We want to be a community in which everyone feels safe and at ease. All Nations students come from many different cultures, which have different expectations when it comes to areas such as drinking alcohol and relating to the opposite sex. We do not want "to put any stumbling-block or obstacle in the way of a brother or sister" (Romans 14:13). We also want to help each other when we are weak and guard each other from temptation. With this in mind, we ask you to keep to the following guidelines when living in this cross-cultural community.

### **9.2 Alcohol**

Although alcohol is permitted in moderation on site, consider what impact your drinking can have on students who do not drink alcohol. If they walk into a common room where there is a group of students drinking, they may feel very uncomfortable and not able to join in the socialising. For this reason, we recommend against drinking alcohol in common rooms.

### **9.3 Male and Female Privacy**

Make sure you knock on the door before going into someone's room – do not enter if there is no reply. If you enter the bedroom of someone of the opposite sex, the door must be open while you are in there. Failure to do this may lead to disciplinary action. Between the hours of 22.30 and 07.20 (08.30 on weekends), we ask for men not to be in women's corridors and women not to be in men's corridors – these should be private spaces.

### **9.4 Noise**

Sound carries very easily through walls, doors, ceilings and floors, especially in Oak House where these are relatively thin. To allow other students the time they need to rest, we ask for quiet around college after 21.30. Many people like to sleep after this time and sounds such as talking, playing music or banging doors can keep them awake.

## 10 College Premises and Grounds

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The College owns the buildings on site, the gardens, the sports field and a small amount of woodland (to the left of the path leading down to the fire pit and sports field and the first 30 feet of woodland to the right of the path from College). The surrounding land, however, (The Easneye Estate) including the woods, is owned and farmed by the Buxton family who live nearby. In the UK there is no universal access to roam on private land. Access is only permitted on paths labelled as public or permitted pathways. The Estate owners kindly allow us to walk in the grounds, but we must keep to the roads and sign-posted footpaths. We do NOT have permission to walk on the path marked 'Private' that leads to and from the Dairy Farm. Also, do not wander into the woods where pheasants are bred and guarded by the gamekeeper. This is very important and must be observed. Please do not pick any flowers or shrubs. Maps of available walks in the estate are available from Reception.

### 10.1 The Grounds

#### 10.1.1 The College Gardens.

Please do not pick flowers or shrubs anywhere in the grounds (except for the official student florists), and please always close the garden gates in order to keep the rabbits out.

#### 10.1.2 The Main Drive.

If you drive a car, please be very careful on the drive, especially on the corners and at the exits to the public road. Keep to the speed limit, 20 mph (30 km/hr) and watch out for children, pedestrians, horses or bicycles. The Estate does not allow learner drivers to use private roads within the Estate grounds. When leaving the college grounds by car (or any other vehicle, including bikes) please do not use the right-hand fork halfway down the driveway as this is a one way system which only allows vehicles to drive up the road.

#### 10.1.3 Service lanes –

Once you have entered the main College site, the speed limit on all lanes is 5 mph (8 km/hr). Please be especially careful when driving on the service lane past the Cottages and Coach House Lodge as children may be playing somewhere close by.

#### 10.1.4 Car parks

The rear car park may be used by residents of Oak House, the Courtyard car park is for College vehicles, disabled visitors and residents of the Stables, Coach House Lodge and Beech Mews only. All other students, staff and visitors need to park in the main car park.

#### 10.1.5 Barbecue

The barbecue area on the Maple Hall lawn is NOT available for use by students – this area is used exclusively by the chefs for official College barbecues. If you wish to do your own barbecue, you must get permission from the Facilities Assistant or Head of Operations.

### 10.2 College Premises

#### 10.2.1 Bedrooms

You are responsible for the regular cleaning of your own room. A deposit will be required in advance for all full board students (£50 per room in Oak House, £100 per room in Easneye House). Residents of houses and flats will be notified separately. If you leave your room in a clean and tidy condition the deposit will be refunded by the Finance Department to the bank account you paid the deposit from. Please do not use Blu-Tack, Sellotape or drawing pins on the walls. Use map tacks for fixing items etc. to walls. If you require a key for your bedroom door, speak to Housekeeping who can issue one to you on receipt of a £20 deposit.

### 10.2.2 Bathrooms

Please be considerate of others as regards the time when you have a bath or shower. It is your responsibility to clean the bath or shower after you have used it. Please only use the bathroom that is allocated to your room.

### 10.2.3 Kitchens

Kettles and microwaves are available for you to make hot drinks and to heat up food. Cooking of meals is discouraged during the week given the busy schedules. At weekends, you may cook in the Wainery kitchen (before 9.00pm) and Games Room kitchen which each contain a cooker and oven. Please be considerate of all users - make sure you clear up and clean the kitchens and sinks after use, take food waste, recycling and non-recyclable waste to the requisite bins and remove out of date food from fridges and cupboards. Please inform housekeeping if the fridge is in need of defrosting. Do NOT remove any crockery, cutlery, dishes, pans, cooking equipment or food from Maple Hall.

### 10.2.4 Lounges, Meeting Rooms and Quiet Rooms

Lounges may be used by any student for relaxing, watching television or videos, or having parties or meetings. It is possible to reserve them for special events but you must do this via Room Calendars on Outlook. However, in view of the pressure on lounge space, please consider alternative venues before booking a lounge for 'private' use.

### 10.2.5 Larger Meeting Rooms: e.g. Godfrey Buxton Room.

In order to avoid clashes when different groups want meeting space at the same time, please check with reception the availability of meeting rooms and book through reception.

There are usually some quiet rooms available for prayer and meditation, in particular, the Prayer rooms in Easneye House and The Stables (second floor). They are there to give people a chance to be on their own with God.

### 10.2.6 Candles and naked flames:

Naked flames of any kind must NOT be used anywhere in College. This includes candles on birthday cakes.

### 10.2.7 Smoking and vaping

Smoking and vaping are NOT permitted in any College property (including self-catering properties). Should you wish to smoke or vape, the designated smoking area is by the back door to the main kitchen.

## 11 Parents and Families

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A fundamental part of our ethos and commitment at All Nations is that we believe it to be essential for both husband and wife to ***train together*** for their future involvement in mission since the demands and stresses of cross-cultural life will affect them both. Whether both spouses reach the same level of academic achievement is of much less importance than whether both are adequately prepared for mission. We recognise that in some situations it would be very difficult for both spouses to be full-time students.

### 11.1 College Life and Study

#### 11.1.1 Studying together.

We want both of you to get the maximum benefit from your time here by each being able to participate as much as possible in all aspects of the course. However, try not to feel pressurised beyond what you can both cope with. Take time to work out together how you will share the combination of study time and family responsibilities. Do not tacitly fall into a pattern of one of you doing all the domestic work while the other does all the studying. Your tutor will not be impressed by such an unfair arrangement! Your tutor will, however, understand the pressures and will discuss with you how to manage and adjust the load. Don't compare yourselves to others. Don't get frustrated. Don't feel guilty!

#### 11.1.2 Modified requirements.

The current fees leaflet shows in detail the range of options available to parents to meet special circumstances.

#### 11.1.3 Worship.

(In tutorial groups and on Wednesdays): Be as active and involved as you can, but don't feel guilty if one or both of you can't always make it. Do your best to organise yourselves in order to get in to College on time, but be patient with some single students who don't know what it's like to get a whole young family out in the early morning. Your children are part of your tutorial group as well and we hope they really enjoy the extra friends around them. Try to be sensitive to the balance between the community's welcome for children on the one hand, which means we are broadly tolerant of some noise from babies and children, and the point of appropriate removal on the other hand!

#### 11.1.4 Visitors.

We strongly advise against having guests' midweek. You have enough to cope with running your family and keeping up your studies. Be hospitable to single students, who enjoy getting out of College, but guard your own study time - and theirs!

### 11.2 Parental Responsibilities

#### 11.2.1 Change and stress:

Don't underestimate the huge change for yourselves and your children; patience will be strained and symptoms of stress will occur in both you and them. Don't be surprised and don't over-spiritualise. Children may well be more resilient than you to the upheaval. But be positive and encouraging and affirm their security in your love. That is what matters most.

#### 11.2.2 Discipline:

Don't expect perfect behaviour from your own or other people's children, just because "we're all Christians here". Do what you believe to be right in handling your own children, without embarrassment or comparison. But be sensitive to your children's feelings in public. It is not easy for them either to be in such a large and lively community.

### 11.2.3 Cultural differences

Try to suspend judgement on how other parents choose to handle and discipline their children. Cultural differences will possibly shock you. Try to hold back critical thoughts and words. Living as families in a close community is not easy, and requires a lot of tact, restraint and patience. This can be a good lesson for possibly even greater closeness to other families overseas.

### 11.2.4 Supervision

Your children are an immensely valued part of the community and bring much affection and joy to us all. We want children to enjoy being here, and to feel at home as much as possible in the College. However, please do not let your children wander or run wild by themselves, in the buildings, library, Main Hall, etc. or outside in the grounds, including in the car park outside reception – this is not a safe place to play. Apart from causing disturbance to others, this could be dangerous to them and can result in unfortunate damage to valuable property. Children under 13 should not be allowed to be 'loose' in the buildings or grounds or the Student Games Room unsupervised by an adult. Remember that young children are not allowed in the library and children of any age are not allowed in the kitchen or Oak House under any circumstances. Do not give your entry fob to children.

### 11.2.5 Babies

On the strong advice of our Local Authority Health Visitor, mothers of new born babies are recommended to allow 12 weeks before they return to lectures.

### 11.2.6 Babysitting

Some single students enjoy doing this, so feel free to ask; but don't presume on people's kindness over-much, and remember people need to study. Baby sitting must take place in the family home and not in the single student's bedroom.

### 11.2.7 Local schools

If you have children at school, please be responsible and co-operative parents. Especially, collect your children from school promptly on time each day. Please avoid over-critical comments about the school to teachers or the head teacher. We depend on the goodwill of our local schools, for future generations of parents.

### 11.2.8 Illness

If a school age child is not well enough to attend school, then they are not well enough to attend lectures with you. PLEASE DO NOT bring them into College, especially when dropping or collecting your other children.

Please let reception know if your children have an infectious disease e.g. mumps, scarlet fever, chicken pox, as students and staff will need to be informed.

## 11.3 **Safety**

### 11.3.1 In the Maple Hall

Children must not be in the serving area at all, and should not be allowed to run around anywhere in the dining hall. With hot food and sharp cutlery around, this is just too dangerous. The best way to operate is for you to get your children seated at a table first, then one parent or adult they know should sit with them, while the other collects food for the family. Children are not allowed in the kitchen under any circumstances. Please also do not allow them to play on the stage.

### 11.3.2 Cars

Seat belts and/or proper safety seats **MUST** be used for children as well as yourselves, including back seats. **UK legislation requires that:**

- All children under 3 years **MUST** use the correct child seat when travelling.

- Children aged 3-12 years (or those under 4ft 5ins, 135cms tall) MUST use the correct child seat/booster seat when travelling.
- Everyone over 12 years of age (or over 4ft 5ins, 135cms tall) MUST use an adult seat belt when travelling

### 11.3.3 Cycles:

You are strongly recommended to use cycle helmets, for yourselves and your children. Bikes need lights after dark by law. It is dangerous for children to cycle around the grounds or car park area on their own because of cars. Please be aware that it is illegal for cyclists over the age of 12 years to cycle on pavements which have not been designated as a cycle way.

### 11.3.4 The Drive:

Please be extra careful coming up or down the College drive at all times of day, by car or bicycle. In the morning, watch out for children going to school. Please observe the 20 mph/30kph speed limit. When leaving the college grounds by car (or any other vehicle, including bikes) please do not use the right-hand fork halfway down the driveway as this is a one-way system which only allows vehicles to drive up the road.

### 11.3.5 At home:

Courts in the UK are severe on any charge of neglect of children. Parents are responsible for the safety of their own children at all times while on site. Children under 18 years of age must never go into a bedroom that is not used by a member of their family. We recommend all parents, and require those occupying College accommodation, never to leave children under 14 years old alone at home or any other part of the college, or leave children in the charge of anyone under 16 years old. Similarly, sleeping babies should not be left inside or outside your home or in the grounds without an adult present.

## 11.4 **Accommodation**

Any questions with regard to your accommodation should be discussed with the Conferences and Housekeeping Manager.

Housing benefit: See the finance section

## 12 Attendance

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### 12.1 Attendance

All residential students should plan to stay at College for the whole of the academic terms. If you need to be absent for any reason, you should discuss the matter with your Personal Tutor and obtain permission from your Programme Leader. Absence from lectures is taken very seriously and could impact your ability to pass your studies. If you are a degree student you must see your programme handbook for full details.

### 12.2 Going off site and Staying out overnight

If you are going off site or staying out overnight, please make sure you sign out beforehand. This is important for fire and security reasons, so that if an emergency occurs, those in charge will know who is in and who is not. The Signing out book is kept by the Whiteboard in Easneye House. See also PARKING under TRANSPORT section.

If you are a **Student Visa student you MUST** inform your Training Administrator of the address where you will be staying, regardless of whether this is in term time or not. If you fail to do this you will be breaking the terms of your sponsorship and your visa may be revoked.

### 12.3 Weekends

You may be away from College on Friday and Saturday nights provided you fulfil all your responsibilities in College. However, you are strongly recommended not to be away for more than two Friday and Saturday nights in any term. If you have a church Practical Ministry, you are expected to be back for church work on Sundays to fulfil your commitment.

### 12.4 Major Special Events

These take place from time to time. These are times in the year when you must **not** arrange to be away from College. Major events in our calendar involve all staff and students in some way, and everyone is involved in the preparations during the previous week. This can be an opportunity for family, friends, supporters, local people and prospective students to visit the College. Dates will be given in advance so please check your diary and keep the date free.

### 12.5 End of Term Events

On the final Friday of Term 3 there is a conclusion of studies celebration followed by an end of year service for students and staff. This is not a formal graduation ceremony since final results will not be available until later. The number of guests each student may invite will be limited because of space.

### 12.6 Meals

#### 12.6.1 Meal Times:

College meal times are as follows:

Meal/break	Approximate/usual time
Breakfast	07.50 to 08.15 (Saturday and Sunday: 08.30)
Morning Coffee	10.30
Lunch	13.00 to 14.00
Evening meal	18.00 to 18.30

#### 12.6.2 Jumping the queue

Only those on washing up at that meal and families with small children may "jump" the queue (parents for safety reasons please leave the children with one parent at the table and collect the meals for your family). Official College guests and visitors may also sometimes be ushered to the



front of the queue. Packed meals, by prior arrangement, are available only for Practical Ministries work and official College business.

### 12.6.3 Signing in and out for meals

Please read the relevant notices in the Maple Hall. It is important that students' sign out 24 hours in advance if they wish to be absent for a meal. The College has to pay for every meal that is prepared, so please make that a priority. Students will not receive a refund for meals not taken.

### 12.6.4 Specials rates

Meals for children 0-4 years are free. Children aged 5-15 years receive a 50% discount and children aged 16 and over pay the full rate.

The charges for self-catering and off-site students who take meals as well as guests are listed on the finance notice board in the Ash Centre and in the Maple Hall.

## 13 Illness and Health Emergencies

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### 13.1 Medical Emergencies

#### 13.1.1 *In an emergency*

Phone 999 for the UK Emergency services. 112 calls will be redirected to 999. This is for emergencies only. Alert Reception (during office hours) or the Duty Officer (out of office hours) that an ambulance has been called. This is essential to ensure that the emergency process is followed and so that the ambulance is directed to the exact location of the patient as soon as possible on arrival.

The accident and emergency department in hospitals are also for emergencies only. If you are unsure you should call [NHS 111](https://111.nhs.uk/) or visit <https://111.nhs.uk/> first or visit your pharmacy, they will be able to advise you.

#### 13.1.2 *If urgent medical care is required:*

If your doctor's surgery is closed, dial [111](https://111.nhs.uk/). This is free from mobiles and landlines, open 24 hours a day, 365 days a year; (tell the operator if you need an interpreter) Typetalk or Textphone: 18001 111 (for the deaf and hard of hearing, or those who have difficulties communicating)

### 13.2 Registering with a Doctor/General Practitioner (GP)

All students should register with a doctor at the local General Practitioner (GP) surgery as soon as possible on arrival. You will receive instructions on how to register with the local GP in your pre-arrival information.

### 13.3 Illness - Adults

In the case of a medical emergency a list of first aid trained staff can be found at Reception, on the whiteboard at the back entrance to Easneye House, the noticeboard at the entrance to Maple Hall and the noticeboard at the entrance to Oak House. There is also a list of students who act as the first point of contact for first aid outside of college opening hours.

If you are ill, please inform your tutor. If you are too ill to do your chores you should find someone to take your place and not go to lectures.

If you have vomited or have had diarrhoea you must avoid contact with the College community for 48 hours so as to reduce the spread of infection. However, make sure that your tutor is aware so that someone can be organised to provide you with support. On no account should you enter the kitchen within 48 hours of being sick or having had diarrhoea.

### 13.4 Long Term Illnesses

By God's grace, we are happy to say that the overwhelming majority of students at All Nations proceed through the course here without serious illness. That, certainly, is our expectation. However, occasionally a student may be overtaken by physical or emotional illness of a more serious or long-term nature and the College needs to take appropriate action. The following guidelines apply to such difficult circumstances.

- a. Initially, the normal procedures outlined above will be followed - i.e. liaising through the staff/student qualified first-aiders or with appropriately qualified medical practitioners. Students concerned about the wellbeing of others should raise the matter with the Head Students (who meet weekly with the Principal/ CEO) or with the Personal Tutor of the person concerned. Where a student is thought to be experiencing a mental health crisis, immediate support must be sought from one of the mental health first aiders (list available at Reception) or by calling 999 and asking for the ambulance service.

- b. Caring for the carers. Short term help for fellow-students in need is of course part of Christian love, but in view of the fact that students and their supporters are often making considerable financial sacrifices to be at All Nations, we need to set limits to the amount of time and effort that can reasonably be expected. Students cannot be expected to undertake the demands of longer-term care for others in the context of All Nations as a training institution.
- c. If a student is unwell, physically or emotionally, in a way which makes them dependent on other students for more than two weeks, then he or she should not normally continue in residence at College. The College authorities will prayerfully seek the most appropriate professional medical advice and endeavour to act in the best interests of the student concerned and of the whole community by following the College [Fitness to Study Policy](#).
- d. Should a student be unhappy with the outcome of an investigation carried out according to this policy, they should follow the appeal procedures it contains.
- e. Students should provide the College with the name, address and phone number of the person or agency in the UK who will be responsible for them in the unlikely event of their needing to leave College because of prolonged illness, or needing a period of convalescence.

### 13.5 Illness - children

For the sake of the health of the rest of the community and especially other children, it is important to follow sound medical advice regarding when and for how long to keep sick children at home and out of contact with others ("period of exclusion"). We expect parents to follow the advice provided by the [Department of Health](#).

**If children are not well enough to go back to school, then they should not be brought into any part of the College, including the dining room.**

## 14 World Intercession Prayer Groups

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"Prayer was never meant to be incidental to the work of God. It is the work."  
(R A Matthews)

The World Intercession Prayer Groups (WIGs) are an integral part of the programme, and students are expected to participate as fully as possible. In some terms Tutorial Groups may function as WIGs; in other terms there will be distinct Area Prayer Groups, and at times there will be plenary sessions.

### 14.1 Aims of WIGS Groups

- To develop students 'world vision' and awareness of global issues, needs and mission challenges.
- To provide background and up-to-date information on specific areas of the world, particularly relating to the church situation and former students there.
- To provide opportunity for students with special interests in a mission society, an ethnic group, or particular ministry to share experiences and information.
- To ensure that students take seriously the ministry of intercessory prayer, and practise the discipline of it, together and privately.

### 14.2 Area Prayer Groups

Area prayer groups do not happen every year. When they do, organisers may find the following useful:

For the purpose of prayer, the world is divided into regions. There may be more than one group for each region. A leader will be appointed from within the group to co-ordinate its functioning. Overall responsibility lies with the World Intercession Group Leader.

Students should sign up for the Area Group they wish to join. A list will be posted in the Ash Centre prayer room and students are encouraged to move from term to term and thus broaden their knowledge and vision.

Each Area Group should decide how they wish to pray for their region. The obvious way is to cover one country in each session. However, it may be more appropriate to focus on one people, group, or tribe, e.g. Vietnamese refugees or the Fulani tribe of West Africa, or to look at a particular ministry which is carried throughout the region, e.g. student or radio work.

One or more of the group should be appointed to prepare a **short** presentation each week.

It is important not to give too much information and to leave plenty of time for **prayer**.

The time for prayer can be divided up through the session.

For example, the presentation can include:

- Very brief background details,
- A survey of the Christian church and missions in the area and the pressures and encouragements they experience,
- Information on people known to individuals or to the College,
- Specific items for praise and needs for prayer. The use of slides, tapes, photographs, and brief character sketches of individuals adds interest to the session. Also, make use of people who have lived or worked in the area (but check with the WIGs Rep before inviting visiting missionaries).

### 14.3 Sources of Information

The World Intercession Group Leader is available to give advice. Missionary societies can supply information on request

## 15 Guests and Visitors

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### 15.1 General Visitor Policy

As a College Community we want to be open to the wider world and to be welcoming to any who visit us. People often comment on the warmth and care of the welcome they receive here, and we want to honour God and be a blessing in that way. However, at the same time, we have to remember that all of us, staff and students are here for a purpose, with an intensive programme of work to pursue, which can be disturbed by having too many visitors or guests who stay too long.

Likewise, the ethos of our community life is part of the value of residential training, and the intimate dynamic of that can also be affected if too many strangers are in the midst. We also need to be vigilant for the security of the College, so it is important to guard against 'visitors' with malicious intentions. There is clearly a delicate balance between loving hospitality towards others and loving self-protection for our own community. It is not easy to get the balance exactly right all the time, but experience over the years has proved the value of the following guidelines

We will not usually be able to accommodate visitors in the first and last week of the term. There is a general policy of no residential guests during week 10 of term 3.

### 15.2 Name Badges

All visitors and guests must obtain a name badge from Reception and wear it while in the College. Please contact Reception or e-mail [reception@allnations.ac.uk](mailto:reception@allnations.ac.uk) prior to the visit, with the names of planned guests so reception can prepare a name badge. This is so that we can greet them properly, but also, as a security precaution, so that we can more easily distinguish legitimate guests from unwanted or suspicious 'visitors'.

### 15.3 Day Visitors

As far as possible, please discourage visitors from coming to College during the working week (for the reasons given above).

### 15.4 Lectures/Community Worship

Whilst our lectures are bound to be of interest to visitors (and are, we hope, a good advertisement for the College), we need to remember that (a) each one is part of the broader curriculum and may be misunderstood when taken on its own, and (b) the whole lecture programme is paid for out of your fees and should not, therefore, be freely available to others.

If you wish to attend a lecture as a guest whilst at College, this may be possible but this may be charged (£15 an hour after the first 'free' hour) if it is not in your registered programme. You will also have to have permission from the lecturer 24 hours in advance. No visitors are allowed to attend the Pastoral Care module to respect students' privacy, and there may be others where the lecturer would prefer not to have guests in the class. Please respect their decision on this.

### 15.5 Booking Guests into College

Please book guests in via Housekeeping. Details of charges are available on the Finance notice board in the Ash Centre. College guest rates, rather than student guest rates, will apply outside term time. All visitors and guests must obtain a name badge from Reception and wear it while in the College. Please e-mail [reception@allnations.ac.uk](mailto:reception@allnations.ac.uk) prior to the visit, with the names of planned guests so reception can prepare a name badge. Payment should be made at the time of booking.

## 15.6 Guest Meals

All guest and extra meals must be booked and paid for in advance. Meal tickets are available from Reception or the Finance office. Without a ticket you will NOT be able to have a meal. A booking form should also be filled in and placed in the slot in the notice board by the kitchen server. You must pay for and book your meal (s) by 9am the day BEFORE guest(s) are expected. Meals can be booked by emailing [catering@allnations.ac.uk](mailto:catering@allnations.ac.uk). Payment is made at reception.

## 15.7 Conference guests

Throughout the year, the College welcomes well over a thousand conference guests to use our Easneye site for day or residential conferences. Conference groups vary in size from less than 10 to over 100 and generally come from mission agencies, churches and other Christian organisations, although some secular organisations also hire our facilities for training sessions or meetings. Additionally, individuals also sometimes come to stay for a personal retreat or to use the library, and others come for College short courses or organised retreats.

The larger residential conferences usually take place during the College vacations, but day conferences and smaller residential conferences regularly take place during term-time. Term-time, residential conference guests will occupy bedrooms in Oak House but these guests will stay in separate wings to student bedrooms. Conference groups will generally use the ground floor rooms in Easneye House for their meetings, but occasionally other rooms (including Maple Hall) may be used. Where a conference booking is using a room normally used by College, alternative arrangements will be put in place to allow College activities to continue. A list of each term's conference bookings is displayed in Maple Hall. Term-time residential guests are required to wear a yellow visitor lanyard.

Whilst conference groups will follow their own programmes, there are sometimes opportunities to engage with conference guests (often former students) over meals and to find out about their organisation – this is particularly useful when the group is from a mission organisation. Please join with the College in giving our conference guests a warm welcome – in years to come, you may come back as a conference guest yourself!

In line with the general visitor policy, no conference groups are booked in for Week 10 in term 3.

## 16 Vacation Arrangements

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**IMPORTANT: Term finishes after lunch on the last Saturday of each term.** Students can make special arrangements to stay until the Sunday after term finishes in Term 3 if necessary; however, they will be charged food and accommodation for the extra day.

### 16.1 End of Term Chores

All students are expected to do 2 hours of maintenance on the last Saturday of term. Failure to do this will incur a £20 penalty, to enable us to employ outside cleaners to do the work. For families and couples, only one adult will be required to do end of term chores.

All students (including those living off-site) are expected to help with chores from 10.00-12.00 on the last Saturday of each term (i.e. the Saturday morning after the final day of lectures). Do not make plans to leave before that. If there are substantial reasons why you have to do so, please discuss it first with your tutor and with the Conference and Housekeeping Officer Manager who will assign two hours of chores to do in week ten. Certain members of the student committee may have exemption from completing chores.

If you need to stay on after 18.00 on Saturday you will need to book this through the Conference and Housekeeping Manager providing there is sufficient room.

### 16.2 Practical Arrangements

Students are responsible for making their own arrangements for vacation accommodation. International students with sponsoring agencies should ask them for assistance in making vacation arrangements. However, if they cannot find alternative accommodation during the vacation, they should tell the General College Administrator as soon as possible. Please note that during the vacation period students may not be guaranteed their usual term time room.

If there is sufficient accommodation and there is work available students may be able to apply to stay on during the vacations in order to work in ongoing domestic and maintenance. Student workers will receive a free lunch for any days they work 3.5 hours or more and will be charged for lunch on the days they work less than 3.5 hours. Students are not permitted to do salaried work for the College during term time.

Some students may wish to stay on in College during the vacation and not do domestic work, especially if they want to continue with private study or because they cannot travel home, as is the case for many international students. Students will be charged the full board rate whether or not meals are required. (Note that although the library will be open for study, students should not expect tutorials during the vacations. Also, student workers and staff will be busy, and will not be available to socialise during working hours).

Such accommodation will not however be available when, for instance:

- There are no rooms free, because they are needed for conferences and student workers.
- Residential areas are closed for maintenance, redecoration or renovation.

It is sometimes possible to use college flats/houses by prior arrangement with the student occupants during the vacations. Please offer to pay the cost of electricity etc.

### 16.3 Students/Alumni visiting the College during the Holiday Period

Whilst students, (alumni or current) are always encouraged to look upon All Nations as their home, the reality is that during College holiday periods we become a temporary home to many conference visitors, which means **student/alumni access to the whole site may be limited**. This means that facilities which former students used to be able to use and current students expect to be able to use during term time are not automatically available to them during the holidays should they visit. The

following outlines when the College will usually be closed or occupied during the year and therefore, other than exceptional circumstances, students should not be coming on-site.

#### 16.4 Christmas Closure

The College is completely closed at Christmas from the evening of the last working day (date will vary) until offices open again after the New Year. We cannot accommodate any guests or students staying at College during this period unless they are a family in a self-catering unit.

#### 16.5 Bedroom Access

If current or former students wish to book an overnight stay during the holiday period when the college is open, they need to book guest accommodation with the Conference and Housekeeping Manager. With the demands of being a Conference Centre the Facilities Team cannot grant student access to their term time room outside of term time.

#### 16.6 Public Space Access

Conference requirements change from day to day, therefore the only guaranteed public room space available for students during the holidays is the Aspen lounge. No public spaces can be booked out of term time.

#### 16.7 Vehicle Access

We have two cars and a minibus available to use but our insurance only covers current students and staff over the age of 25. All drivers must complete a driving declaration form before taking a vehicle out for the first time; these forms are available in the Coach House outside the Head of Operations' Office. Vehicles must be booked out in advance of use. Booking out sheets can be found in the Stables building entrance hallway. The main purpose of the College vehicles is to allow students and staff to attend Practical Ministries, church activities, speaking engagements and other College promotional activity off-site and priority will always be given for these purposes. When available, and when eligible, students may borrow a College car for private use. The driver of the vehicle must pay for the miles driven by scanning the QR code in the car and paying using the App that the QR codes relates to. Make sure that you know how many miles you have driven and pay before you hand the keys back in. **Please note: the driver of the vehicle is responsible for the payment of any speeding fine, parking or other traffic infringement charge.** Please also note that the college car cannot be booked out for the whole holiday period by one person. It may be possible to get permission from the student committee to borrow a College bike for use.

#### 16.8 Meals Access

Meals are unavailable during the holiday unless the full-board rate has been paid and meals pre-booked (at least 24 hours before). Please check the cost with the Conference and Housekeeping Manager. No meals are available when the college is closed at Christmas and Easter.

#### 16.9 Fobs

Only current students, staff and volunteers should have a fob. All other visitors will be given the appropriate fob for the length of their stay.

#### 16.10 Library Access

Please note that for those living off site, Library access for external users is 9.15 – 5.10pm Monday to Friday only.



## 17 All Nations Library

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### 17.1 Resources

The Library is one of the UK's largest collections of biblical, theological and missiological information with a particular emphasis on cross-cultural and mission studies. It contains over 60,000 books and papers, maps and multi-media items, along with an extensive selection of journals and other periodicals. In addition, over 45,000 journal articles are listed on the Library's catalogue and are searchable by subject and keyword – a resource envied by many other colleges. In addition to having all the resources students need for their studies there is also a wealth of other information to support students during their time here, including an extensive collection of over 11000 e-books.

Further resources are also available from the library resources of Institutions with which the College has links:

- i. The Library is a member of ABTAPL (Association of British Theological and Philosophical Libraries) and works closely with theological colleges throughout the UK (including London School of Theology, Spurgeon's College and Oak Hill College) via this organisation, sharing expertise and resources. The ABTAPL libraries are a valuable source of digital resources, particularly for those studying off-site. Please ask the Librarian if you wish to access these resources.
- ii. All Nations library subscribes to EBSCO's Philosophy and Religion Collection, a database providing access to full-text articles from over 300 journals via a consortium agreement between EBSCO and ABTAPL libraries. This is an invaluable source of information and accessible at all times from within the College's Virtual Learning Environment (VLE).
- iii. Most lectures and other teaching sessions are recorded through Zoom and current copies can be listened to on and off site by those participating in the modules. Those unable to be accessed via the VLE, particularly older recordings, may be available on request from the Librarian.

### 17.2 How to Access Library Resources

The College Library is staffed by a qualified Librarian who is available during office hours (Monday, Tuesday, Thursday and Friday) to answer any enquiries and help students get the most out of using the resources available. Please do not hesitate to ask for assistance.

### 17.3 Borrowing and Returning Items

The library is fully computerised with a self-service facility enabling you to borrow (issue) or return items 24 hours a day. The normal limit on loans is 10 items for En Route and Level 4 students, 20 items for Level 5, 30 items for Level 6 and 40 items for MA students. This may be increased on request.

#### 17.3.1 Short Loan and 1-Week Loan

One Short Loan item can be borrowed for up to 24 hours.

- 1-Week items can be borrowed for up to seven days.
- Due to high demand, short loan and one-week loans cannot be renewed.

#### 17.3.2 Normal Loan:

- Items can be borrowed for two weeks.
- You can borrow an item again (renew) unless it has been reserved by someone else.

- Reference Collection: Books held in our reference collection should not be taken out of the library.
- Multimedia Items: CDs, CD-ROMs, DVDs and videos can be borrowed for 24 hours.
- Journals and Magazines: We subscribe to a range of journals and magazines. These may not be borrowed and must remain in the library at all times.
- Items must never be removed from the library without being issued onto your library card - even if you only need them for a few minutes. Failure to abide by this rule causes considerable difficulties for the library staff, your fellow students and other users of the library.

## 17.4 Reservations

There is a reservation system which enables you to go on a waiting list for a book that is out on loan to someone else. You will be notified when the book is available for collection. Multimedia materials, Short Loan and One-Week loan items cannot be reserved.

We are unable to supply postal loans of books to students

## 17.5 Inter-Library Loans

Subject to copyright restrictions, Students may request copies of articles or sections of books that are not in the library. If available, a digital copy for personal use only will be provided via email. Please speak to the Librarian for further information.

## 17.6 Finding Your Way Around the library:

You will be given a tour of the library as part of the orientation programme. We are always happy to show you where items are located. If you can't find what you are looking for, please do not hesitate to ask for help.

## 17.7 Using the Library Catalogue:

A guide to how to use the Library Catalogue is available and you will be shown how to use the catalogue as part of the orientation programme. Do ask for assistance if you are unsure how to search for information. In addition to being available in the library, the catalogue can be accessed on the VLE. Please ask the Librarian for more information if you want to use this facility.

## 17.8 Journal Articles:

All relevant articles from journals are indexed so that you can find them by author, title and subject using the library catalogue. We also have access to various sources of information to help you locate articles that are not held in this library.

## 17.9 Copyright:

We are restricted in what we can copy due to Copyright Legislation. There are notices explaining what these restrictions are beside the photocopier and on the VLE. Please note also 17.10 and 17.11.

## 17.10 Recordings:

See 17.1.iii above. Lectures and talks MUST NOT be recorded without the lecturer's permission. If you download a copy of a recording provided on the VLE it is strictly for personal use only and must not be provided to anyone else. This personal copy must be deleted at the end of your course.

## 17.11 Downloads:

CDs, CDROMS, DVDs and any other such media must not be downloaded onto any computers (personal or college).

## 17.12 Laptops and Internet Access:

There are a limited number of facilities for lap-tops in the Oak Room and Rooms A and B. There is wireless access to the Internet throughout the library and plug-in points for Internet access are available in Rooms A and B. Please ensure that you remove your lap-top whenever you leave the library. This is for security reasons, and to ensure that these facilities are available for other students.

## 17.13 Study Desks in the Library and Room E:

### 17.13.1 Location:

Study facilities are available in the Oak Room and Rooms A and B and E. Priority for this space is given to students living off-site, to those who are sharing rooms and to external users of the library. **Please be quiet in all study areas.** A limited number of study spaces may be reserved by students meeting the criteria stated in the Library Study Desk Policy.

### 17.13.2 Rules:

The following rules apply to all study areas in the Library and to Room E in Easneye House.

- Silence must be observed at all times.
- Conversations should take place outside the Library and Room E.
- Laptops and other electronic devices should be used with headphones or with the volume muted.
- No food or drink is permitted other than water (in a bottle or secure container)
- All library books are to be signed out on student's library cards. Any books that are not signed out will be returned to the shelves by the Library Staff.

### 17.13.3 Reserved Desks:

A limited number of study desks in Room E (Easneye House) and Room B in the Library will be reserved for extended use by students who satisfy the following criteria:

- a) Postgraduate students or Level 6 (students living on campus or off campus) AND
- b) Attending College in person at least 5 days a week. (Both on and off campus students)  
These students must meet **at least one** of the following criteria.
- c) Students living on campus sharing a room (including married couples) *In the case of married couples with both students studying at MA or Level 6, only one student will be eligible for a reserved study space.*
- d) Students living on campus with family. *Priority will be given to those with young children and those who do not have a separate room in which to study.*
- e) Students whose course requires them to live on college campus during the vacation and therefore may be subject to disruption/disturbance from conferences and maintenance work
- f) Students living off campus or in self-catering accommodation whose personal/family situation prevents them from being able to study at home and has to do all their studying at College.

Students with additional needs (disabilities, long-term health conditions or learning difference/difficulties) who do not meet the criteria above will be allocated a study desk if their condition requires this.

In the event of there being more applicants meeting the criteria than there are available desks, the allocation of desks and the period of time for which they can be reserved will be decided by the Librarian in consultation with the Head Students and PG/Level 6 representatives. This decision will be final.

The rules indicated in 17.13.2 above are to be strictly observed in these Study areas. Failure to do so may result in the facility being withdrawn.

In the event of there being fewer applicants meeting the criteria than there are available desks, full-time students from other levels who meet at least one of the criteria listed in 4.c-f may apply to be considered for a reserved study desk. Applications will be considered by the Librarian in consultation with the Head Students and appropriate year representatives. The decision will be final.

Postgraduate and Level 6 students wishing to be considered for a reserved study desk should apply to the Librarian within the first 2 weeks of the academic year. Application forms are available in the Library.

The Librarian reserves the right to override or review the above policies at any point, as need demands.

#### 17.13.4 Unreserved Desks:

The study desks in the Oak Room (28 desks) and Library Room A (5 desks) are not to be reserved by individuals and used for extended periods of time. All books and personal belongings must be removed when the desks are not in use (with the exception of 3. below). There is a cupboard in the Oak Room that can be used to store books and personal belongings for a short period. The Library Staff reserve the right to clear away any books and personal belongings that are left on desks for extended periods of time in order to make the space available to other users.

#### 17.13.5 Prioritising Desks:

When space in the Oak Room and Library Room A is at a premium, priority will be given to students living off campus, students living on campus sharing rooms or to families and to external library users, at the discretion of the Librarian.

#### 17.13.6 Postgraduate Desk Allocation:

Subject to there being available desks, full or part-time MAs who stay in college overnight or travel in on two consecutive days e.g. Monday/Tuesday may occupy a desk in the Oak Room or Library Room A for the duration of their visit. However, they must clear the space of all books and possessions before returning home for the remainder of the week.

## 18 ICT Facilities and Online Security

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### 18.1 ICT Facilities

Information and Communications Technology (ICT) is an essential tool for your studies, regardless of whether you are studying on or off campus. Therefore, all students will need to have regular access to computing facilities (desktop, laptop, mobile device) in order to be able to engage with and complete your studies effectively. The ICT Department and Student Computer Representative are available to help you access available resources.

#### 18.1.1 Campus-based students

Students should bring a laptop or mobile device with them to classes. This is so that you can access online resources and connect with students and staff studying and working remotely.

Digital cameras, projectors and sound recording facilities are available for student use with the permission of the ICT Department. These need to be booked in advance.

The College network provides easy access to the Internet. However, students are asked to be considerate of other users when using the Internet for activities which use high bandwidths such as downloading and streaming (e.g. iPlayer, Facebook, YouTube), online gaming and cloud backups.

#### 18.1.2 Computer Facilities in Library

Students may connect their own laptops to the College network, either with wired connections or wirelessly. There are scanning facilities available for students to scan materials for use in their studies.

#### 18.1.3 Wireless LAN (Local Area Network)

There is a secure wireless network, that will work with any wireless enabled laptop, tablet or mobile phone, available in most parts of the College. Note, that wireless printers designed for use on a home network may not work on wireless at College.

#### 18.1.4 Printing/Photocopying

The College provides network printing and photocopying facilities in the Library. If you wish to use the College printers / photocopiers you first need to install a small software program called PaperCut®

Full instructions are available on the Campus VLE (Student Area, Student Information, General College Info, Student Printing). You will need to ask the Student Computer Representative to set you up a PaperCut® account.

You will then need to go to the Library printer/photocopier and use your PaperCut® login details to register your door access fob on the system. This is a one-time procedure which enables access to printing and copying using your fob.

Personal printing is chargeable at 5p per A4 page (Mono), 25p per A4 page (Colour). Printing credit can be bought from Reception or the Student Shop. Please note that unused credit is not refundable but will be donated to support the on-going provision of student printing facilities at College.

## 18.2 Internet and Communication Security

*If in doubt, be careful!*

### 18.2.1 College ICT Agreement

All users of the College network facilities are required to agree in writing to abide by the College [Acceptable Use of Information and Communications Technology \(ICT\) Policy](#).

The benefits of using the Internet are considerable but so are the many security issues associated with it, particularly those related to personal data being compromised.

When students join the College they will be required to sign an agreement stating that they will not disclose any information about other students on the Internet without the explicit consent of the student concerned. The agreement will read:

*I declare hereby that I will not disclose any personal information about other students or staff of All Nations Christian College on any website or social network, without their explicit consent. This includes their names, pictures of them, dates of birth, or any other information about their identity. I recognise that by disclosing information on the Internet, I might put other students or staff at risk in the future.*

### 18.2.2 Social Media

Students who are in, or may be going to sensitive countries are strongly encouraged to avoid using social networking sites altogether, or **only** use nicknames and not provide any identifiable information (pictures, birth dates, etc.). This is also wise practice for other students, regardless of location. Indeed it is sensible for everyone to consider carefully what information you make available. For example, just because a web site asks for your date of birth does not mean you have to give them your real date of birth.

The All Nations Communications and Fundraising Team recognise social media as a powerful tool to promote the College for mission training and student recruitment and therefore take pictures and videos of College life and training for printed and digital college promotion. However, the Communications and Fundraising Team cannot retract promotional materials once a student has given permission and it has been published.

Students and staff who work or intend to work in 'sensitive' countries, where being associated with All Nations Christian College could create security risks are given the opportunity to identify themselves around College by marking their public College picture (in Maple Hall) with a red dot sticker and wearing a red lanyard for their College ID.

Students and staff **MUST NOT** tag, post or share any pictures or videos on social media of other students and staff who have identified themselves as 'red dots' and a breach of this policy would be a disciplinary issue.

**Rule: no names, pictures or other sensitive information of other students may be shared on any website.**

**Advice: all students wishing to protect their privacy must only use nicknames and no pictures on the Internet, especially on social websites.**

- a. Older versions of Windows 10 (version 1709 or earlier) provide a feature called Wi-Fi Sense that will automatically connect you to known Wi-Fi networks. To enable this functionality a Windows 10 device will send the Wi-Fi network information and password to Microsoft who will then make this information available to all your Facebook and Skype contacts. It is important to ensure that the Wi-Fi Sense functionality is either turned off, or that when you connect to a private network, such as the College network, when you first connect to the network and enter the password, then unselect the Share network with my contacts tick box to prevent that network being shared with all

your contacts. Note - if you have Windows 10 version 1803 or later you will not have Wi-Fi Sense as Microsoft stopped offering it due to security concerns. **Beware! Think first!**

- b. If you use any social networking sites, such as Facebook, Twitter, Instagram, Blogs, a personal website, be aware that information / photos placed there are now on the Internet accessible to anyone and so could be potentially dangerous to you, your organisation and its work AND to other people, your friends, now and in the future. **Once it is out you can't get it back**
- c. Please bear in mind the following points:
  - i. **Use common sense**  
Would you put posters up in the street with all your photos and personal details? If not, then don't put it onto an open website. It is difficult to control who looks at your information.
  - ii. **Use HTTPS if it is provided**  
Only use secure https websites when sharing personal information. Protect your details and the details of others so that nobody is able to intercept them. Make sure that wireless networks have security settings turned on. If you are not sure if the website is secure be very careful what information (if any) you share – the site may be a clone of the original. Do not share personal information when using open Wi-Fi networks.
  - iii. **Respect the privacy of others**  
DO NOT put photos or information about other people onto your own, or any other, website without getting their permission first. Be especially careful of recording College events. Anyone on a photo/video can be linked 'by association' with All Nations for years to come. There is a system in place to indicate whether or not you are willing to be shown in photographs/videos. This will be explained as part of student induction.
  - iv. **Read the terms and conditions**  
Check the terms and conditions on websites to find out how the data you share will be used. For example; Who owns the information that you upload to a free site? What happens if you lose your password? Is your data backed up? Can you delete your data? Can you delete the backups?
  - v. **Restrict access to your personal information as much as possible**  
Take control of who sees the information that you share. Do you want everyone seeing your personal information or just your friends? Be aware that certain sites and add-ons enable friends-of-friends to see information about you. Why put your telephone number and other contact details onto a social networking site? Your *real* friends will already have that information.
  - vi. **Once it's out there ... it's out there**  
Be aware that it is impossible to erase all traces of information once it's been uploaded onto the Internet. If you don't want people to see it then don't upload it.

### 18.3 Guidelines for keeping in touch with those in sensitive countries/areas

In practical terms, email is by the far the easiest and most reliable way of corresponding with most areas. **Secure e-mail accounts are available**, and definitely worth investigating. **However, these may still be read or blocked in some countries.**

It may be more appropriate to write in the traditional way using pen and paper, but **be aware that your letter may be opened**, and it may never reach its destination at all. A good idea is to **number each envelope** you send so that the recipient knows if one letter is missing.

E-mails, phone calls and post are routinely monitored by those in authority in many countries. For e-mail this is done by using automatic monitoring software, so using symbols in the middle of words / names/countries etc. can help avoid these words being picked up. E.g. proxy for pray etc.

**Please follow the DOs and DON'Ts below when corresponding with friends/ alumni in sensitive / difficult areas.**

### 18.3.1 What you SHOULD NOT do

- **DON'T** mention mission organisations/College by name. You can use a pseudonym such as 'the company' if you need to refer to them. Easneye or ANC is better than All Nations.
- **DON'T** mention mission, missionary work, evangelism or outreach directly, or imply that the recipient is a missionary, 'working for the Lord' or connected with an organisation
- **DON'T** mention witnessing, conversions etc. or use words like 'evangelism', 'outreach', 'newsletter or prayer letter', 'baptism', 'convert', 'satan', 'demonic', 'Jesus', 'Christ'
- **DON'T** use language which could be misunderstood, such as "spiritual warfare", "battle", "fighting the good fight" and NEVER use "crusade"
- **DON'T** talk about church support, especially financial. However, it is alright to mention "church" in the general context of talking about your own church. If it is necessary to write about financial support, e.g. if you are the church treasurer or if you are making contact about your personal financial support, use abbreviations or symbols where possible (see above) to avoid being too explicit. (However, a fair degree of explicitness is unavoidable in some circumstances.)
- **DON'T** ask pointed questions or make negative comments about the political or religious situation, or about the president and the government.
- **DON'T** mention the names of the country or city, and ideally avoid place names in the general area. If you need to refer to places, use abbreviations such as "S." or "Dm" or replace a few letters with symbols e.g. "\$yr1\*" or "J0rd&n";
- **DON'T** send any parcels or packages, mission newsletters, church magazines etc, or anything with a religious organisation on its letter heading. Visitors may be asked to bring parcels etc.
- For Middle Eastern areas:
  - **DON'T** mention Israel or the Jews in any context.
  - **DON'T** make negative comments or allusions regarding Muslims, Islam, the Middle East, Arabs, Muhammad.
- For Asia:
  - **DON'T** mention, Muslim, Buddhist, Hindu etc.

### 18.3.2 What CAN you do?

- **DO** stay in touch! Don't be put off by these guidelines. It is good for friends to catch up with your news and to know how you are doing.
- **DO** feel free to write about your personal life and share discreetly how God is working in your everyday affairs.
- **DO** be creative and instead of obvious Christian words, find alternatives, e.g. instead of Church use Family, instead of God use Father, your area of mission could be the garden and new believers flowers and so on.
- **DO** ask about the place where your friends are living, their lifestyle, sightseeing
- **DO** ask about home, work, holidays, joys sorrows, language learning, accommodation etc.
- **DO** be encouraging, be positive, and uplifting. Write about your everyday activities and thoughts. When in a different culture it is refreshing to hear about 'normal' things.
- **DO** use Bible verses if they refer to your experience, it is better to give a reference rather than write out the whole verse.
- **DO** try to be as non-religious as possible, beware of writing about 'the work that.... is doing', or 'the work going on in....'
- **DO** read through any letters or e-mails before you send them



### 18.3.3 Sending messages whilst at All Nations

- **DON'T** send e-mails to sensitive countries using the College network or your College student email address.
- **DO** use the blind copy feature (bcc) to hide email addresses when you are sending to several people who may not know each other. If you simply enter all the names in the To: field, then everyone can see who the email has been sent to, and you may disclose someone's private email address to people they would prefer did not know it. Instead, put your own name and email address in the To: field.
- **DO** use a non-specific word or phrase, such as "school", or "my rooms" to represent College.
- **DO** be careful about keeping sensitive documents on your computer, e.g. a Practical Ministry report with names/places etc., it is safe to write for College, but avoid keeping it.

### 18.3.4 Receiving Post from a Sensitive Country

Once you have received a newsletter from someone in a sensitive country, please follow the following guidelines:

- **DON'T** display the newsletter or any information about them on the Internet.
- **DON'T** forward newsletters by email.
- **DON'T** display the newsletter or detailed information about them on public notice boards. Please remember that churches are public buildings and anyone may come into them, particularly on a Sunday.
- **DON'T** print the newsletter in other news sheets or magazines e.g. your church bulletin, news sheet or magazine.

## 18.4 **Securing your Data and Personal Information**

### 18.4.1 Use Passwords

- Laptops, tablets and mobile phones have much personal information, and this should be protected by use of passwords and where the information is particularly sensitive, encryption.
- You should use different passwords for each service. Most importantly, the passwords for Internet banking should be different from your email and social networking passwords.
- Choose passwords that are strong (at least 12 characters and include upper and lower case letters, numbers, and non-alphanumeric characters e.g. ! @,.) and personal to you to make them easy to remember but that cannot easily be guessed. Try substituting numbers for letters to make it harder to guess, *E.g.:* "m1ss10nf1eld!", or the initial letters of a phrase, e.g. F10Slw@aniw! = From 10 Sept I've worked at allnations in Ware!
- Use a password vault such as KeePass to generate and store passwords for all sites that you use
- A BIOS Password prevents use of a machine and access to data while it remains in this machine but to be more secure against data being accessed through another machine, encryption is recommended e.g. using MS Bitlocker which comes with some versions of MS Windows.

### 18.4.2 USB Memory sticks

These useful gadgets are unfortunately also very easy to lose and as such it may be worth investing a few extra pounds in models that have encryption software built in too. Alternatively you can use software encryption running on your computer. Without a valid password, it is impossible to access the files stored on them. Again, use a different password from those you use elsewhere.

**Warning!** Memory sticks may fail suddenly, causing loss of all files on them. Please ensure you back up any important files.

### 18.4.3 Backing up data.

Students are responsible for the security of their own data and we recommend regular backing up of laptop hard drives to external data storage (e.g. an External Hard Drive or multiple Memory Sticks) .

Since these are particularly vulnerable to being lost, it is recommended that all the information stored on these is encrypted. Useful information can be found by searching for “software encryption of external drive” on the Internet. If you need further assistance, please contact the ICT Manager.  
**Do keep your backup device separately from your computer, particularly when travelling.**

Storage on the Cloud, with a reputable provider, is now considered more secure than it used to be (e.g. Microsoft OneDrive where data in-transit and stored is encrypted). However, all cloud provided services have a level of risk as you are reliant on the service provider for both the security and continued availability of your data. If you do use such a service, then do ensure the data is encrypted if at all sensitive. Please be aware that service providers are obliged to provide access to your data to government agencies in many countries.

## 19 Equipment for Student Use

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### 19.1 Audio Visual (AV) Equipment.

The Student Audio Visual Rep oversees the College Audio Visual equipment. Please note that the Mixer Unit must remain in the Maple Hall at all times and the settings on it must not be changed by anyone other than the person(s) designated to operate it. In general terms AV equipment such as public address (P.A.) units, televisions, DVD & Blu-ray players, video recorders and video projectors may not be removed from the College premises.

### 19.2 Use of Computer Video Projectors and TVs

- a. Anyone wishing to use a projector must have completed the training course before booking the equipment.
- b. The projector may be used to display information from a laptop or from any other computer, and to display videos via a DVD player or a video cassette player.
- c. The following are regarded as legitimate activities for the projectors in order of priority for use:
  - a. All Nations lectures, seminars, College-wide events etc.
  - b. Student Practical Ministry (church or project based).
  - c. Staff or students speaking away on behalf of College.
  - d. Social events in College (video evenings etc.)
- d. Bookings **MUST** be made in the booking forms kept by the AV cupboard (next door to the Godfrey Buxton Room) in Easneye House.
- e. Equipment must be returned as soon as possible after use. Please note if someone else is waiting for it.
- f. The projectors are kept in the AV cupboard in Easneye House.
- g. LED TVs are provided in most of the lecture rooms for use in teaching and also in some student lounges. They must not be moved without explicit permission from the IT Department, or if not available, another member of staff. If permission is given to move them, they must always be moved by at least two people, and preferably three. Normally permission will only be given to move them to an adjacent room, and it is important that they are returned to their original locations. Any damage or other problems must be reported to the IT Department immediately, and can be done by email to [itsupport@allnations.ac.uk](mailto:itsupport@allnations.ac.uk)
- h. The following rooms are equipped for Zoom meetings – Meg Foote, Godfrey Buxton, Aylward Room (Easneye House), En Route (Allen Building) and Sycamore Hall & Chris Wright Lecture Hall (Ash Centre). **NONE of the ICT equipment may be removed from these rooms.**

### 19.3 Use of other General Equipment.

Please make use of any College equipment that is clearly available for you, but please take care of it and follow any instructions that are given or written down concerning its use.

### 19.4 Furniture and Fittings.

Do not remove furniture from rooms, do any decorating, change electrical fittings or use electric heaters without consulting Housekeeping. (The changing of electrical fittings could be dangerous and the local Fire Department has asked us to be particularly careful about this). New light bulbs are available from the Cleaning rep.

### **19.5 Digital Camera, Video Camera and CD Writer:**

For information check with Student AV Rep or Student Computer Rep.

### **19.6 Electric Power Sockets.**

The electricity regulations allow only one appliance to be connected to a plug. Appliances must not share the same plug. Overloading of sockets is a common problem; so if you wish to use several pieces of equipment simultaneously, please see the Premises Officer before doing so. They will be able to advise you on the purchase of the correct type of extension lead and variety of outlets (e.g. 2, 3 or 4-way outlets). The use of 2 pin continental plugs is only permitted if connected through a correctly fused and earthed adaptor/extension lead. Please remove the plug from the power socket after using any electrical appliance.

### **19.7 Student owned Electrical Equipment:**

For connection to the College electricity supply British Health and Safety Law requires us to test and certify the electrical safety of every piece of equipment you bring into College during your stay here. This will be arranged and carried out by the Premises staff early each term. Any item you intend to use must be manufactured to British Standards or equivalent European standard. However, if an appliance is declared unsafe or incompatible with the UK electricity supply then it must not be used at College. A charge will be made if there are an excessive number of items that need testing.

### **19.8 Repairs or Damage.**

Any repairs needed or breakages should be reported on the College VLE. The Premises Department will service these as soon as possible after the damage has been reported.

## 20 Security

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### 20.1 Vigilance

Please be vigilant in and around the College and pray for God's protection on all our properties. If you meet someone in the buildings or grounds, who is not a member of the College community or a visitor not wearing a name badge, be prepared to ask them "Are you visiting someone here?" If you are suspicious (a) during office hours, take them to Reception so they can be checked and either given a badge or escorted off premises, (b) at any other time, please inform the Staff Duty Officer. If you see anyone behaving suspiciously in the College building or grounds, please speak to, or phone a member of the Premises Staff immediately (see Emergency Telephone Numbers sheet posted in each building).

### 20.2 Reception

All visitors and guests must SIGN IN at Reception and obtain a name badge from Reception and wear it prominently while in the College. This is so that we can greet them properly, but also as a security precaution, so that we can more easily distinguish legitimate guests from unwanted or suspicious 'visitors'. If you meet someone in College who is not a student or staff member and not wearing a visitor's badge, please ask if you can help them, or take them to Reception if necessary. Staff and students should wear a name badge at all times in the College. You should arrange to meet any guests at Reception as no-one is allowed past Reception without an escort.

### 20.3 Access Keys

You will be given a numbered key fob, unique to you, to use to enter the buildings. If your fob becomes damaged, please report it to the General College Administrator who will replace the fob. You will need to pay £15 for any fob you lose or damage.

If you lose your fob (even temporarily) you **MUST** inform Reception without delay.

Visitors and workmen will be given their own fobs, so please do not lend yours to friends or other people. If you have overnight visitors, spare fobs will be issued by Housekeeping.

### 20.4 Locking up

Students and resident staff on a rota are responsible for locking up at night. Please help them by closing windows and turning off lights when leaving a room.

### 20.5 Valuables

It may be possible to store certain valuables and money in the Finance office safe. No responsibility can be accepted for other property.

### 20.6 Insurance

The College insures its own possessions and has cover of £1,000 per resident with a single article, pair of set limit of £500 and subject to an excess of £50. **This insurance does not cover:** personal money or credit or debit cards; accidental damage, high value items such as a computer or anything else worth over £500 for an individual item. Students should make their own arrangements to insure these. There are no exclusions of specific items provided that items are household goods or personal effects.

### 20.7 Photo Policy (Important!):

The College wishes to protect the privacy and security of all our students and their families, particularly those who will be working in sensitive countries. Therefore, always ask permission and never post on social media before taking any image of another student or their family.

## 21 Policy for Safeguarding Children

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### 21.1 Safeguarding Principles:

- At All Nations we believe that children and young people are an important part of our College community. They have much love and joy to give as well as to receive. As a community we will listen to them, and as they grow up in our midst we will respect their wishes and their feelings. Please see College [Safeguarding Policy](#).
- As members of the College community staff and students commit themselves to the nurturing, protection and safe-keeping of everyone, especially children and young people.
- It is the responsibility of each student or member of staff to prevent the physical, sexual or emotional abuse of the young and to report confidentially any disclosed or suspected abuse.
- All Nations is committed to supporting, resourcing and training those who work with the young, and to providing adequate supervision of events/activities which are the College's responsibility. (e.g. MP children and youth events etc.)
- NB Students working with children and young people in Practical Ministries must abide by the guidelines of the Safe Guarding Children Policy of the church or organisation concerned.
- All Nations is committed to following Working Together to Safeguard Children (2018) in adopting the guidelines and procedures explained below.
- On application all students are required to sign a declaration stating whether or not they have been convicted of any criminal offence, or are the subject of any criminal charges pending.
- Students organising any events for children/young people will be reminded when planning, of the College's Safe Guarding Children policy and guidelines and the need to prepare a risk assessment. These are available from the Designated Safeguarding Lead.

### 21.2 Guidelines for good practice

As a College community of students and staff we need to work together to ensure that our children and young people are 'Safe to Grow'.

We can do this by:

- Taking an interest in all the children and young people in some way connected to All Nations or who visit the College.
- Keeping our eyes open and making sure these guidelines are being followed.
- Encouraging an atmosphere of mutual support and care, enabling discussion of inappropriate or unsatisfactory behaviour and attitudes.

### 21.3 A Safe Environment.

All Nations will ensure that the College is a healthy and safe environment for children and that all facilities and equipment are safe and suitable for the purposes for which they may be used.

(See [Health and Safety Policy](#))

### 21.4 Guidelines for staff and students caring for children of the College community.

Parents are responsible for any child care/baby-sitting services carried out by other students/staff, which they have organised privately.

However, all students and staff are in a position of trust in the eyes of the children and young people in the College community, and as such everyone should be aware of the following guidelines as good practice when caring for or working with children anywhere.

- a. Treat all children and young people with respect and dignity befitting their age. Watch your language, tone of voice, and where you put your body.
- b. Restraint: This should only be used as a last resort, and with minimum force to avoid injury to the child or to someone else. A verbal warning should be given in a calm manner before, during and after the event.
- c. Learn to control and discipline children without physical contact.
- d. Don't let youngsters involve you in attention-seeking that is of a sexual nature or excessively physical in nature.
- e. Make sure parents always know if their child or young person is alone with you in the house or in a car.
- f. Be aware that different cultures have different expectations.
- g. Beware of touching children /young people. Keep everything public, (a hug in a group context is very different from one behind closed doors). Touch should be age appropriate, related to the child's needs and generally initiated by the child.
- h. Children are best prepared if parents have taught them basic personal safety.
- i. Do not engage in any of the following:
  - invading the privacy of children when they are showering or toileting.
  - rough, physical or sexually provocative games
  - making sexually suggestive comments about or to a young person, even in 'fun'
  - inappropriate and intrusive touching of any form
  - any scapegoating, ridiculing or rejecting of a child or young person.

### **21.5 Guidelines for students and staff and special events involving other children**

- a. Do not invite a child/young person to your home/room alone.
- b. Do not give lifts to children/young people.
- c. Avoid being alone with any individual child/young person. In a counselling situation where privacy is important, make sure another adult knows the interview is taking place, use a room with a window in the door, or keep the door open.
- d. Make sure there is, where possible, the correct ratio of helpers to children/young people (details from MP Department).
- e. Keep a log of incidents / activities during the event.
- f. Parental consent must be obtained beforehand for any 'adventurous' activity (especially swimming).
- g. For residential camps special attention must be paid to sleeping arrangements, and male: female ratios.
- h. The whereabouts of all children/young people on a camp must be known at all times.

### **21.6 Child Abuse: Recognising and responding to abuse**

Advice to staff and students: It is important to remember that someone else may misinterpret your actions so do not rely on your good name to protect you and believe 'it could never happen to me'. Any suspicions about child abuse **MUST** be referred to the correct person without creating unnecessary gossip and without investigating.

### 21.6.1 Types of Abuse.

Abuse and neglect: caused by inflicting harm or by failing to act to prevent harm. Children may be abused in a family, in an institution or community, by those known to them, or more rarely, a stranger.

- Physical : May involve hitting, shaking throwing, poisoning, burning, scalding, drowning, suffocating or otherwise causing physical harm.
- Emotional: Persistent emotional ill-treatment of a child to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate or valued only to meet the needs of another person. It may cause the child to feel frightened, threatened, in danger, or be the exploitation or corruption of a child.
- Sexual: Where adults (and sometimes other children) use children to satisfy sexual desires. It involves forcing or enticing a child/young person, to take part in sexual activities, whether or not the child is aware of what is happening. It may include non-contact activities, such as involving children in looking at, or in the production of, pornographic material or watching sexual activities, or encouraging children to behave in sexually inappropriate ways.
- Neglect: Where adults fail to meet a child's basic physical or psychological needs, likely to result in the impairment of the child's healthy or development. It may involve a parent or carer failing to provide food, shelter, clothing, failing to protect a child from physical harm or danger, or failing to ensure access to appropriate medical care/treatment. It may involve neglect of, or unresponsiveness to, a child's basic emotional needs.
- Organised Abuse: Involving one or more abuser and a number of related or unrelated abused children and young people. The abusers may be acting in concert or in isolation, or using an institutional framework or position of authority to recruit children for abuse. Organised abuse occurs both as part of a network of abuse across a family or community, and within institutions such as residential homes or schools.

### 21.6.2 Signs of Abuse

- Physical: Unexplained or hidden injuries, lack of medical attention
- Emotional: Reverting to younger behaviour, nervousness, sudden underachievement, attention seeking, running away, stealing, lying.
- Sexual: Preoccupation with sexual matters, evident in play, words, drawings; sexually provocative with adults; nightmares; bedwetting; secretive relationships with adults or children.
- Neglect: looking ill cared for and unhappy; withdrawn or aggressive; lingering injuries or health problems.

### 21.6.3 If abuse is disclosed or suspected:

If you are concerned about a child living on site, immediately inform the College Designated Safeguarding Lead (Steve Tompkins) ([safeguarding@allnations.ac.uk](mailto:safeguarding@allnations.ac.uk)); or the pastor or named children's supporter at the church/organisation, if on placement in a church/organisation.

- Do not delay
- Do not act alone
- Do not start to investigate
- Do not ask closed or leading questions
- Do not speak about it to the parent

### 21.6.4 If a child discloses abuse:

- Accept what the child says
- Check with the child that you have correctly understood what they have told you (without investigating)
- Look directly at the child
- Do not promise confidentiality



- Be aware that the child may have been threatened
- Tell the child they are not to blame
- Do not press for information
- Reassure the child that they are right to tell and that you believe them
- Let them know what you are going to do next, who you are going to tell next and what will probably happen next
- Finish on a positive note
- As soon as possible make handwritten notes of exactly what the child said, 'in their own words' with the child's name, your name and address and the date and time.
- Inform the Designated Safeguarding Lead straight away of the disclosure by emailing [safeguarding@allnations.ac.uk](mailto:safeguarding@allnations.ac.uk)

#### 21.6.5 What might happen next?

A referral to children's services (Hertfordshire Safeguarding Children Partnership) may be made if it is believed that the child is being harmed or is at risk of being harmed.

Following the referral, further investigations may be started which may involve an informal talk with the child, a formal video recorded interview, medical examination, family assessment and support. A Safeguarding strategy discussion may be held to decide the next course of action.

In all cases, the College will always act in the interests of the child with the aim of improving the outcomes for the child.

Please refer to the College's [Safeguarding Policy](#) for more information.

## 22 Kitchen Health & Safety Regulations

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*For your own safety and to comply with legal requirements you should be aware of the following instructions:*

Please note – under NO circumstances should children be brought into the kitchen.

### 22.1 Before entering the Kitchen:

- Keep yourself clean and wear clean clothing.
- Trousers or long skirts and long sleeved clothing should be worn to protect arms and legs from any spillage.
- Make sure that you are wearing clean, **closed, non-slip shoes**. **Open sandals are not allowed.**
- Long hair must be tied back.
- Tell the Catering Staff before commencing work about any skin, nose, throat, stomach or bowel trouble or infected wound. You must not be in the kitchen if you have been sick or have had diarrhoea within the last 48 hours. You are breaking the law if you do not disclose any of these issues

### 22.2 When coming into the Kitchen:

- Always wash your hands first in the hand basin provided. Wash with soap, hot water and paper towel.
- Hair must be covered if handling food
- Wear an appropriate apron as directed by the chef on duty. Wear a waterproof apron if doing the washing up.
- Gloves are provided when doing the washing up.
- When doing pots and pans you must never leave knives in the sink. Always wash/rinse knives and put on the draining board.
- Never attempt heavy lifting on your own. Always ask for assistance from staff.
- Ensure cuts and sores are covered with a waterproof, high visibility dressing – the catering department will provide these.

### 22.3 Please never:

- **Run while in the Kitchen.**
- **Use any machinery without training.**
- **Use any equipment, fridges, freezers, and ovens when Kitchen staff are off duty, or remove kitchen tools, crockery, glasses, mugs, etc. without permission.**

### 22.4 Always:

- Ask Kitchen staff if you are unsure or need help.
- Tell your supervisor if you see something wrong.
- Report any accident to the Manager.
- Wash your hands thoroughly after using the toilet, handling raw foods or waste, between tasks, after every break and after blowing your nose.
- Turn away from food if you need to cough or sneeze.
- Avoid unnecessary handling of food.
- Keep perishable food either refrigerated or piping hot.

## 23 Conflicts, Disputes, Complaints, Grievances and Misbehaviour

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### 23.1 Conflicts and Disputes

Being a Christian Community does not mean that we will always live in harmony with one another. Sometimes, interactions with others do not go as well as hoped and we can be tempted to respond unhelpfully when feelings run high. The College [Conflict Resolution Guidance](#) seeks to provide a framework for the resolution of conflicts between student and students and staff.

### 23.2 General Complaints and Grievances

The College would like you to have a positive experience in your dealings with us. However, we understand that we do not always get everything right. Should you be dissatisfied with the way you have been treated, you may wish to make a complaint.

Whatever your complaint, we would urge you first to always **stop and pray** about the situation and your response. The next step is, where appropriate, to **speak informally** with the person(s) most concerned. In this way misunderstandings can be clarified and errors hopefully resolved to everyone's mutual satisfaction, with no further action being necessary. For students, a Personal Tutor can assist you in working out how to address such matters.

If you wish to make a **formal complaint** please do so using the College [Complaints Policy](#) which can be found on the VLE and on the website. The Complaints part of the policy deals with dissatisfaction with a service you have received or reasonably felt you should have received.

### 23.3 Specific Types of Complaint

Should you wish to request a review of a decision taken by an academic body (i.e. tutor, moderator or Examination Board), charged with making decisions about student admissions, progression, assessment and awards, you should use the [Academic Appeals Policy](#). However, such a review may not question the academic judgement of academic staff.

A complaint concerning unreasonable delay in returning work would be dealt with by the Complaints procedure and not the [Academic Appeals procedure](#) since the complaint concerns dissatisfaction with the administration service rather than any academic decision.

If you wish to express a concern about someone's behaviour, you may need to follow one of the following specific policies, depending on the circumstances:

- [Student Disciplinary Policy](#)
- [Bullying, Harassment and Sexual Misconduct Policy](#)
- [Fitness to Study Policy](#)
- [Safeguarding Policy](#).

### 23.4 Appeals

All policies contain a section containing information about how to request a review of the decision reached regarding your complaint/concern and the permissible grounds for doing so. [How to make a complaint](#) also summarises the options you may have of escalating your concern to another external body.

### 23.5 Student Discipline

#### 23.5.1 Code of Conduct

The College expects all members of the college community will behave in a manner that shows Christian love and respect for individuals, property and the environment and promotes well-being and spiritual growth. As a Christian community, members generally live in harmony with one another, are

happy to work within the College regulations and behave in a way that is generally considered to be acceptable to all of its members. This Student Code of Conduct expects all students to:

- a. Function within the framework of the College as a Christian institution;
- b. Demonstrate love, with related virtues of respect and consideration, for others, both inside and outside of the College community;
- c. Act justly, fairly and honourably as an expression of their commitment to the College community;
- d. Adopt a diligent and co-operative approach to all aspects of academic life;
- e. Take responsibility for the creation and maintenance of a supportive educational community in which everyone can self-manage their learning and teaching;
- f. Demonstrate commitment to College life and activities;
- g. Maintain the good name of the College.

### 23.5.2 Disciplinary Procedure

The [Student Disciplinary policy](#) sets out the types of behaviour that the College will consider to be misconduct since it breaks the Code of Conduct or one of the College's rules or regulations. The procedure it contains sets out how the College will deal with such cases and it should be read in conjunction with the College [Bullying, Harassment and Sexual Misconduct policy](#).

Broadly, misconduct can be categorised as follows:

- a. activity which breaks the College Code of Conduct or one of the College policies, rules and/or regulations
- b. activity which interferes with the proper functioning or activities of the College
- c. activity which brings the College or an organisation with which they volunteer, (e.g. through a College placement) into disrepute;
- d. misconduct in relation to the use of any of the other College facilities, services, and accommodation;
- e. deliberate or reckless damage to or theft of College property and resources;
- f. disruption of the normal operation of activities within the College;
- g. misconduct in dealing with others.

Conduct which is not acceptable to the College community, may lead to action by the College according to the [Student Disciplinary procedure](#).