

DLD College

Who to turn to - Student Support Handout

While you are boarding with DLD College there are lots of people that will be available to help you, you will always find friendly and helpful staff are on hand when you need them. If you have a complaint you can contact your Personal Tutor or Houseparent who will help you resolve the problem.

Houseparents – , *Emma Finnerty, Aurnyn Edwards, Jan Haines, Myles Blair, Scott Webster*

Houseparents live in the boarding house and there is always at least one houseparent on duty – usually more. You can speak to the houseparents during the day, around Reception in the evenings, at meal times, or during evening check-ins or your weekly room inspections.

Students are all allocated to a 'Houseparent Huddle', and can talk to their own Houseparent in the first instance. However, when their Houseparent is not on duty, any of the other Houseparents will be able to help.

You can contact a Houseparent 24 hours a day on the phone or by email or text during the day (7am – 11pm).

Phone: 0044 (0)7880 832 822

Email: houseparents@dld.org

Accommodation Officer – *Alisa Cernavska*

alisa.cernavska@dld.org

0044 (0)20 935 8411 (Ext 4338)

The Accommodation Officer is the person that booked your place in the boarding house or placed you with your host, she also helps with issues with private accommodation, finding new accommodation, and arranging travel plans. You can contact the Accommodation Officer if you have any trouble or worries about your accommodation or if you have any questions about bank accounts, Oyster Cards, or travelling around London or to and from the airport.

Vice Principal (Pastoral) – *James Kidd*

james.kidd@dld.org

0044 7717 894 425

The Vice Principal (Pastoral) oversees the boarding provision for DLD College and you can contact him with any questions or concerns about your experience of Boarding at DLD. The Vice Principal (Pastoral) lives in the Boarding and in the their office on the Mezzanine - M.08

Tutor

Your Tutor will see you once a week for Tutor Period and each day for registration. They will help you with many aspects of college life, you can go to your Tutor with any questions or worries that you have. You will be given their name when you arrive at the College Induction and they will give you their contact details. If you're not sure who your Tutor is you can ask at the Admissions and Marketing office or ask a Houseparent.

Housemaster/Housemistress (HM)

You will be assigned to a HM when you start at College, they will oversee your progress and you can come to them with any issues including issues about your course.

College Nurse

The College Nurse is based in her office on the first floor in the college. She will introduce herself to you when you arrive and will keep in regular contact with you. You can visit the nurse or contact her by email during the day, she will help you with any medical concerns or questions, give advice about the services available to you. The Nurse can give advice if you are feeling home sick or stressed about school work or personal reasons.

If you have a problem and you do not feel comfortable speaking to any of the people listed above you can contact one of the following:

College Counsellor – Emily Elliot

The College Counsellor is available for support and is based opposite the Medical Office in room 1.50. Appointments can be made, and Emily can be contacted by email on Emily.elliott@dld.org

Independent Listener - Dr Emma Loveridge

An Independent Listener works outside of the college and is available to help any student of DLD College who is concerned about any aspect of their experience at College. If you would like to speak to someone who does not work for the college please call Emma on her numbers below.

+44(0)20 3542 9935 or +44(0)7534 449896

Your doctor – You will register with the doctor when you arrive in London, the local surgery contact details are displayed on college notice boards.

Childline – a charity that takes anonymous calls and emails from children and young people.

<http://www.childline.org.uk/Pages/Home.aspx>

NSPCC – a charity that takes anonymous calls and emails from children and young people.

<http://www.nspcc.org.uk/>

Samaritans – a charity that offers emergency support for people suffering from stress, anxiety, or depression or those that need someone to talk to.

<http://www.samaritans.org/>

The Children's Commissioner for England – a government director dealing with the welfare of students in the UK.

www.childrenscommissioner.gov.uk

Freephone number: 0800 528 0731