



# **Student Handbook**

## **English Language Courses**

January 2026

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## Introduction

Welcome to Trent Education Centre (TEC). This Student Handbook gives you clear information to help you during your studies. It explains our rules, policies, expectations, and the support we offer. Please read it carefully and use it whenever you need help or guidance during the year.

## Message from the Managing Director/Ceo



*'It is my great pleasure to welcome you to Trent Education Centre, where student success is at the forefront of everything we do. At our college, we do not just teach subjects-we also help you develop life skills which will shape your lives, both personally and professionally.*

*Our main objective is to create an environment where learning is fun and engaging, opportunities are abundant and excellence is achievable.*

*We identify your strengths, challenge you to grow and support you every step of the way.*

*Grasp every opportunity along your journey, ask questions, build connections and move forward with confidence. Your future will be one of satisfaction and achievements.*

*Welcome to TEC. Your future begins today — and we are proud to be part of your success story.'*

As Nelson Mandela once said,

*"Education is the most powerful weapon which you can use to change the world."*

## Key Staff Contact Information

### Management

- Director of Studies Mr Murray Cooper [murray@trenteducation.co.uk](mailto:murray@trenteducation.co.uk)
- Programme Leader Ms Mandy Simmons-Achapero [mandy@trenteducation.co.uk](mailto:mandy@trenteducation.co.uk)
- Head of Student Support and Wellbeing - Ms. Sam Cooke [sam@trenteducation.co.uk](mailto:sam@trenteducation.co.uk)

### Tutors

- Marium Durani [marium@trenteducation.co.uk](mailto:marium@trenteducation.co.uk)
- Halima Sadia [halima@trenteducation.co.uk](mailto:halima@trenteducation.co.uk)
- Benish Pervaiz [benish@trenteducation.co.uk](mailto:benish@trenteducation.co.uk)

## **About Trent Education Centre**

Trent Education Centre (TEC) has offered functional skills and vocational training to adults in Nottingham, Leicester, and Birmingham since 2012. Many of our students feel they have missed their chance to study. Some left school recently, and others left many years ago. They may not feel confident or may think they do not have the skills for university. TEC supports these learners by helping them build confidence, develop new skills, and prepare for study at university level and for future careers.

**Mission – to provide students in local communities with the holistic education they need to enhance their life chances.**

**Vision – to become a leading provider of lifelong learning, supporting adults from basic skills and further education through to higher education and sustained career success.**

Since 2012, TEC has helped adults grow through learning. We believe it is never too late to improve your skills, gain confidence, and reach your goals. By supporting learners to develop their abilities and ambitions, we help them move towards university-level study and long-term career success.

Many of our students finish their functional skills or vocational courses and want to continue into higher education. TEC has now started to offer higher education courses. We also plan to register with the Office for Students as an approved provider. When this happens, eligible students may be able to apply for Student Loan Funding for our higher education courses.

## **English Courses at Trent Education Centre (TEC)**

TEC currently offers two English language courses in our **Castle Boulevard Campus in Nottingham**. The following provides a brief overview. See the next section below for more details about the content of each course.

## Ascentis ESOL Courses (Entry 1 to Level 2)

### What This Course Is

The Ascentis ESOL Certificate helps you improve your **Speaking and Listening, Reading and Writing**.

The course follows the **Adult ESOL Core Curriculum** used across the UK.

You study three units:

- Speaking & Listening Communication
- Reading
- Writing

Your teachers assess your work, and Ascentis checks the results.

### Who the Course Is For

This course is for adults aged 18+ who live in the UK and want to improve their English. It is suitable for:

- people from settled communities
- refugees and asylum seekers
- anyone who speaks another language at home

### What You Will Learn

You will learn English to help you:

- use English at work
- speak confidently in daily life
- understand services in the UK
- travel, study and socialise more easily

### ESOL Levels

We offer five levels:

ESOL Level	CEFR Level	Language Stage
Entry 1	A1	Beginner
Entry 2	A2	Elementary
Entry 3	B1	Pre-Intermediate
Level 1	B2	Intermediate / Upper Intermediate
Level 2	C1	Advanced

## Class Times and Study Hours

You study **2 days per week, 4 hours per day**.  
You will be told your study days when you apply.

Each unit includes:

- **Speaking & Listening** – 15 weeks (120 hours)
- **Reading** – 6 weeks (60 hours)
- **Writing** – 9 weeks (90 hours)

Total study time: **30 weeks, 270 hours**

## NCFE Functional Skills English (Level 1 and Level 2)

### About the Course

Functional Skills English helps you use English in **real-life situations**.  
It is useful for work, apprenticeships and further study.  
You study:

- Speaking, Listening and Communicating
- Reading
- Writing

### Levels

Level	Equivalent	What It Means
Level 1	GCSE grades 1–3	You can use English independently in familiar situations
Level 2	GCSE grade 4	The level needed for many jobs, colleges and universities

## Class Times and Study Hours

You study **2 days per week, 5 hours per day**.  
Total study time: **60 hours over 6 weeks**.

## **Our Location**

Trent Education Centre has several locations in Leicester, Birmingham, and Nottingham, all close to the city centres. The NCFE Functional Skills and Ascentis ESOL classes take place at the Castle Boulevard campus in Nottingham. This campus is next to Castle Rock, one of Nottingham's most famous landmarks, made of sandstone that is around 250 million years old.

Nottingham is a great place to study. It has a lively student community, strong universities, and many international restaurants, busy bars, and social activities.

All our campuses are friendly and have modern classrooms with everything students need. Our staff are always available to guide you and help with any questions.

## **Our Campus Facilities**

Trent Education Centre wants every student to feel safe, supported, and comfortable on campus. Our facilities include a kitchen area with free tea and coffee, plus a fridge and microwave, so you can relax and take a break during the day. There is also a comfortable lounge where you can talk with other students, make friends, and practise your English in a friendly environment during breaks and lunchtime.

Our library has many useful English language and Functional Skills books and resources. It also has a quiet study area where you can focus on your work. We also provide modern IT stations that help you improve your digital skills, complete your coursework, and build confidence with technology in a supportive space.

## **Library Services**

As a TEC student, you can use our library freely. It has all the books you need for your course, as well as many extra books to help you improve your skills and support your learning.

You will receive a full library induction at the start of your course. Your tutor will also help you find any information you need. Your course reading list will be on Moodle, and all required books will be available in the college library.

## **Study Support**

The Study Support Team is always ready to help you build your study skills and make your learning experience stronger. We offer one-to-one support meetings and workshops where tutors can help you understand your course and your feedback more clearly. If you feel you need extra support with any skills, please speak to your tutor so we can help you.

## **English Language Support**

For students who do not speak English as their first language, or who find reading, writing, or listening difficult, we offer one-to-one support and workshops to help you improve your English skills. Please speak to your tutor to arrange extra support, or contact the Programme Lead, Mandy Simmons-Achapero, [mandy@trenteducation.co.uk](mailto:mandy@trenteducation.co.uk)

## **Assessments And Feedback**

Assessments for ESOL students are used to help you develop your English skills and make progress in your learning. You will take part in different classroom activities, such as speaking and listening tasks, role plays, writing and reading activities, quizzes, and interactive digital tasks like Kahoot and Padlet. All these activities are practical, enjoyable, and linked to real-life skills.

Feedback is very important for your learning. You will receive feedback regularly, both in writing and through spoken comments. Tutors may also arrange one-to-one meetings or workshops to help you understand your progress. At TEC, we believe that clear and timely feedback helps you show what you know, think more deeply, and take responsibility for your own learning. This helps you reflect on your progress and develop skills that will support you throughout your life.

The aim of our assessment is to help you become confident, independent, and able to communicate well in English.

## Personal Tutors

As a student at Trent Education College, you will have a personal tutor to support you. Your personal tutor is a member of the academic staff who will help you throughout your studies through one-to-one meetings and workshops. They will send you a welcome email when you join the course. It is a good idea to meet with your personal tutor regularly, as this will help you do better in your studies.

## Programme Leader

The course programme leader is responsible for the content and delivery of your course. They can help you with any problems you have during your studies, such as difficulty completing tasks or meeting submission deadlines. If you need extra time, the Programme Leader can explain how to apply for an extension or mitigation. Programme leader contact: [mandy@trenteducationcollege.co.uk](mailto:mandy@trenteducationcollege.co.uk)

## Support Available

You will receive support with:

- Pronunciation, intonation and fluency
- Grammar and vocabulary on useful topics
- Confidence in speaking including public speaking
- Understanding instructions
- Digital skills for everyday life
- Development of communication skills for academic and career success
- Mental health and wellbeing if needed

## Student Welfare & Counselling

The Student Welfare Team at TEC provides a safe and welcoming service for any student who feels anxious, worried, or is experiencing emotional difficulties. The team offers support and advice, and they can also guide you to specialist services or organisations outside the college if needed.

If you have a disability, learning difficulty, or a long-term health condition, please let us know. We can discuss any changes you may need in your learning and create an Individual Support Plan (ISP) to help you.

Your main contact in the Welfare Team is Sam Cooke, and you can reach them by email. [sam@trenteducation.co.uk](mailto:sam@trenteducation.co.uk)

## **Student Complaints**

Trent Education Centre aims to give every student a supportive learning environment. If you have any problems or feel unhappy about any part of your learning, please tell us so we can help you quickly. All complaints are kept private and are managed according to our Complaints Policy.

If you want to make a complaint, you should first speak to your tutor to see if the issue can be solved informally. If the problem continues, the complaint will need to follow the formal Complaints Procedure, which is available on our website. <https://trenteducation.co.uk/wp-content/uploads/2025/08/Complaints-and-Appeals-Policy-pdf.pdf>.

We aim to solve concerns quickly and we use feedback to constantly improve our services.

## **Student Code Of Conduct**

TEC aims to give every student a safe, positive, and respectful experience. Everyone is treated equally, and we value difference and diversity. All staff, students, and visitors have the right to study and work in an environment where they feel safe and respected.

The Student Code of Conduct explains the behaviour we expect from all students. It makes clear what is acceptable and what is not, and it also explains what may happen if these expectations are not met.

### **Behaviour**

Everyone at the college must be treated with respect. This follows our Equality, Diversity and Inclusion Policy, which protects people from discrimination based on sex, gender, race, religion, marital status, beliefs, and other characteristics. Any abusive behaviour, whether face-to-face or online, is not allowed at any time.

### **Care of property**

All TEC property and equipment must be used carefully and respectfully. Eating and drinking are not allowed during lessons. Students should use the designated kitchen area for food and drinks.

### **Smoking and vaping**

Smoking and vaping are not allowed anywhere on campus, including toilets, corridors, and entrances. Please follow all No Smoking signs around the building.

### **Discipline**

Disciplinary procedures will be taken if a learner has breached the Student Code of Conduct, examples of which may include the following:

- Abusive behaviour, verbal or physical, which causes distress or fear
- Sexual harassment or violence
- Racist behaviour
- Damage to college property
- Disruption in class which may affect teaching or examination

## **What We Expect from You as a Student At TEC**

As a TEC student, you are expected to attend classes regularly, arrive on time, and come prepared to learn. We encourage you to take part in lessons, complete your tasks as well as you can, and take responsibility for your own progress.

We also expect all students to show respect for staff, classmates, and the college facilities. This helps create a safe and inclusive environment for everyone. Positive behaviour, clear communication, and a willingness to learn will help you get the most out of your time at the college.

### **A summary of what is expected to:**

- Attend every class on time
- Engage with and participate in speaking and listening activities
- Respect others' opinions and differences
- Attempt to speak English during lessons
- Complete all practice activities

## **How We Communicate With You**

Emails-we will keep you updated via email whenever we need to communicate any information or news.

Moodle-this is the College virtual learning environment. Every lesson has a Moodle page where you can view coursework, such as lecture notes and recordings.