



**Mary Ward Centre**  
**- *the friendly place to learn* -**

# **Student Handbook**

## **2009-2010**

**[www.marywardcentre.ac.uk](http://www.marywardcentre.ac.uk)**

**020 7269 6000**



# Contents

## Welcome to the Mary Ward Centre

Term time opening hours	1
Café opening times	1
Out of term time opening hours	1

## Before you enrol

Information and advice	2
Visitor Pass to try out a class	3
How do I join? Application process	4
Support for students with disabilities	3
Support for students with learning difficulties	3
Additional learning support	4

## Ready to enrol

Using the website to enrol	5
Fee concessions	5
Financial help towards the cost of your studies	5
Instalments	6
Refunds and withdrawals	6
Membership fee	6
Waiting lists	6
Childcare	7
Tips to make enrolment easier	7

## Once you have enrolled

Finding your classroom (floor plan)	8
Lift accessibility	9
Letting us know you're going to be absent	9
What happens if your class isn't running this week	9

## Common rooms/places to eat your own food

Common Room	10
Roof Garden	10
Student seating areas	10

## Other facilities and services

Recycling and Green Group	10
Lost property	11
Community Notice Board	11
Health, Safety and First Aid	11
Fire procedure	11
Access to computers/internet	12
Photocopying	12

## Collecting your course or art work

12	
<b>Student feedback</b>	
Complaints/Requests/Congratulations	13
Open meetings with the Principal and Vice Principal	13

## Getting involved

Student Forum, free concerts, exhibitions, sales...	13
Donations to the Mary Ward Fund	15

## What we expect of you and what you can expect of us

Student Charter	15
<b>Contact Details</b>	16

*This booklet, regularly updated, is also available on our website [www.marywardcentre.ac.uk](http://www.marywardcentre.ac.uk)*

## **WELCOME TO THE MARY WARD CENTRE**

**We hope your time with us is rewarding and enjoyable.**

This handbook is for all students, whether you are joining a course for the first time, or are a long time member of the Centre. It describes some of the facilities available to you while you are with us, and some hints on easy enrolment. Our aim is to give you as much information as possible to help you to make the best use of your time here, so please take a moment to read it. If you need more information about any of the facilities and resources offered, do ask.

### **Term time opening hours**

The Centre opens at 9.30 every day.

The enrolment desk closes at 20.30 (16.30 Saturdays and Sundays when open).

### **Out of term time opening hours**

See prospectus and website for term dates. Reception is open for enrolments and deliveries most days between 9.30-16.30. Changes to this pattern are shown on the website and on our voicemail message.

The Centre is closed completely for two weeks during the Christmas and Easter holidays. The café is closed out of term times.

### **Café opening times**

Mondays-Thursdays 9.30-20.50

Fridays 9.30-20.30

Saturdays 9.30-16.00

Sundays 10.00-14.00 when the Centre is open.

## **BEFORE YOU ENROL**

### **Choosing the course that's right for you...**

#### **Information and Advice**

We aim to provide detailed advice about our courses before students enrol. The prospectus and the website are the principal sources of information. Detailed course descriptions are on the website and available from Reception. These provide a course outline, describe what prior experience students need (if any), give details of materials needed, and advise students what they can do after completing the course.

Information and advice about the courses is available at all times when the Centre is open, and Reception is the place to start. If they can't help you, they will put you in touch with someone who can, such as someone from the department, or a specialist tutor.

We aim to provide information and advice to everyone, in a format, time and place suitable for all, so if you need information in a different format (such as the prospectus in Braille, or in a quiet place, or any other special arrangements to suit your needs), then do please ask and this can be arranged for you.

If you are looking for a course which we do not offer, or would like to find out what is available in other colleges, there is a small reference library of prospectuses and other materials from other colleges on the ground floor beyond Reception. Staff can copy information for you. If you would like to have a more in depth discussion about courses, either run here at the Centre, or at another college, we can arrange for you to have a half-hour confidential interview with a specialist advisor. Please ask at Reception.

If you are looking for a course for someone who wants to improve their literacy or learn English, there is a shortened version of this handbook. Please ask in Reception. See the information on page 4 about our English (ESOL) and Literacy classes, and how to enrol on these classes.

The Centre is Matrix\* accredited for the quality of its information and advice services.

*\*Matrix is the quality standard for information, advice and guidance.*

Some of our staff speak languages in addition to English, so do ask if you need help in communicating. Interpreters can be provided if required; this is organised by the Languages Department. Some of our written information, for example the crèche information, the Student Support Fund leaflet, and some student policies, such as our Equality Assurance Statement, the Student Code of Conduct and our Commitment to Students statement, have been translated into languages commonly spoken by our students.

Most of our courses are open to all, without previous experience or tutor approval, and the course description gives information to help you make your choice.

### **Visitor pass to try out a class**

To try out a class before enrolling, ask for a Visitor Pass on the day the class takes place. Visitor Passes can only be issued for courses of more than four sessions, and where there is a space. Attendance as a visitor and subsequent enrolment on the class is entirely at the tutor's discretion, particularly if the class has already started.

### **Support for students with disabilities**

When you enrol, we ask you to indicate on the form if you have any physical or learning support needs, so we can help you from the start of your course. With your permission, we will share this information with your tutor, to enable them to support you properly.

A range of physical and other support (e.g. hearing loop, Braille notes) are also available. Once the arrangements are made, we will keep in touch with you as you go along, to check that things are going well. If any issues arise with regards to your support arrangements, contact Ann-Marie at Reception.

### **Support for students with learning difficulties**

We do not offer specific courses for students with learning difficulties. However, we are happy to try and find a course for you at the Centre. Please contact the Head of Department of the subject area in which you are interested. We will do our best to accommodate you at the Mary Ward Centre, or to refer you to somewhere else if we cannot provide what you need.

## **Additional Learning Support**

If it becomes clear after you have enrolled that you require additional learning support to help you complete your studies, then your tutor can arrange this through the English Department.

## **How do I join?**

### **You can join most of our courses without interview.**

However, some courses need tutor approval and are marked by an asterisk in the prospectus. More specialised advice is available for students enrolling on these, and most have a separate application process, which involves an interview.

### **Application is by interview for:**

- **All accredited courses**, e.g. Access to Art and Design, Access to Philosophy; ITEC courses; Community Interpreting and Translation; Counselling; ECDL, CLAIT.

Some yearlong accredited courses start enrolling from May, for entry in September, and interviews are held in July and early September; see prospectus for details.

Some shorter accredited courses have termly start dates, with interviews; see prospectus for details.

### **Application is via tutor assessment for:**

- **English (ESOL) and Literacy** classes. Special advice and enrolment sessions take place during the week before term starts in September; see prospectus for term dates.

ESOL advice/interviews also take place weekly during term time: Tuesdays 15.00-17.00 and Wednesdays 19.30-21.30

### **Application is via tutor approval for:**

- **Music - Instrumental courses** above beginners and level 1. This is usually done on the first meeting of the class in September. Please bring your instrument.

### **Application is via self-assessment for:**

- **Languages courses** above beginner level and **Intermediate Bridge**. These courses have self assessment forms, to help you judge your own level. These are on the website and available from reception.

**All other courses are open to all.**

## **READY TO ENROL?**

### **Using the website to enrol**

If you know what course you want, and are a full fee payer, it is much faster to enrol online with a credit card. Once the enrolment has gone through, you will receive an emailed confirmation, and the money will be debited from your account.

NB. This is all you need, so once your online communication comes through, you are enrolled, and can come to class. You will not receive any further information from us.

### **Fee Concessions**

At present, we are not able to enrol concessionary students online, as we need to see your concessionary evidence. So you can enrol by post or in person. Your concessionary evidence needs to be dated within the last 6 months and you will be asked to bring updated evidence when it becomes out of date. Details of acceptable concessionary evidence documents are on the enrolment form.

If you are claiming a concession because your state registered pension is your main or principal income, please sign the self declaration on the enrolment form. This is a concession offered by the Centre, since the government does not provide any automatic concessions for retired people. If your financial circumstances change between the time you enrol and the start date of your course, we may be able to re-enrol you as a concessionary student, as long as you provide the correct evidence. Requests for change of status should be made in writing to the Head of Department, via Reception, before the class starts.

### **Financial help towards the cost of your study**

The Mary Ward Fund helps students who have difficulty with the cost of attending classes. It covers travel, the costs of materials or books, some exam fees and help towards course fees. The money is there for anyone who needs it, regardless of the course length. Please note that generally you can only apply for support for one course per term. Funds are limited of course, so there is no guarantee of help but we always try. The application form and explanatory leaflet are available from reception or the website. You will need to provide written details of your financial position, e.g. bank statement, financial outgoings such as rent, and any benefits received.

Please ask if you need help filling in the form. Information about the Mary Ward Fund is available in languages in addition to English, so if you know someone who needs this, ask at Reception for the appropriate language version.

## **Instalments**

It is possible to pay course fees by instalment for long courses (i.e. 24 weeks +), ESOL courses, and some other courses, by negotiation. You will be asked to pay a deposit when you enrol, usually the cost of the first term of the course plus a percentage of the subsequent term fees. The balance is paid by direct debit (not cash or cheque), usually termly in advance. Details are in a special leaflet and form available from Reception or on the website. For enquiries about instalments, contact Amanda Seller 020 7269 6095. Instalment arrangements are not available for short courses.

## **Refunds and withdrawals: can I get my money back before the class starts?**

We understand that sometimes people's plans change, and you may need to cancel a course, or transfer to another one. Please see refund policy on the enrolment form for full details.

In short, course fees can be refunded, (subject to an admin charge: £10 full fee, £5 for concessions), or a transfer to another course made, **as long as you give us 10 working days notice, in writing**, before the start of the course. See email address for refunds/transfers on the back of this booklet.

## **What happens if the class isn't right for me?**

If within three days of the first meeting you decide that the class really isn't right for you educationally, we can refund the fee. See refund policy for details.

## **What happens if I withdraw after the start of the class? Can I get any money back?**

You won't be eligible for a refund, unless there are very special circumstances, in which case you should apply in writing. However, please let Reception staff or your tutor know if you withdraw, as another student could be offered the place.

## **Membership Fees**

Membership fees are payable by all students except for those on ESOL and Literacy classes. The concessionary membership fee is 50% of the full membership fee. See current prospectus for details.

## **Waiting Lists**

**The following information relates to all classes except ESOL and Literacy, which have other arrangements. Information is available from the Languages Department for these classes.**

If your class is oversubscribed, you will be offered the option of joining the waiting list. If a place becomes available, the first three students on the list are contacted by post, with a deadline for reply. The first person to respond will be offered the place. Some oversubscribed courses running all year have long waiting lists for every term. A place becoming available on one term does not necessarily guarantee you a place on subsequent terms. The waiting list letter shows in which term the place is available, so please check that information when enrolling. If you are on a waiting list and don't want to be, let us know, so another student can take your place. The maximum number of students on a waiting list is 10.

## **Childcare**

We do not have a creche. To find childcare you will need to look at your local borough's website which will give lists of childminders, playgroups and nurseries.

If you need financial support towards childcare see page 5 for more information.

## **Follow these tips to make enrolment easier:**

- Enrol early. Many classes fill up weeks and months in advance. Some courses fill up on the first day of enrolment in June. The prospectus is published in mid June for the following academic year. Current students receive a copy by post automatically. Email [mwenquiries@marywardcentre.ac.uk](mailto:mwenquiries@marywardcentre.ac.uk) if you are not enrolled and would like to request a prospectus. Information about the busy June enrolment period will be available on the website.
- Note the course information in the prospectus/website taking account of any special enrolment arrangements. Classes marked \* require tutor approval, and sometimes require completion of a special application form.
- Use the website to get course details and enrol online, if you pay the full fee, and have all the information you need.
- Use your student number when enrolling for the second or subsequent times online to ensure you are not charged again for your membership fee.
- Ensure that the dates and times don't clash if enrolling on more than one class.
- Have your student number (for continuing students) and credit card ready when you make a phone enrolment.
- Provide your concessionary evidence for your first enrolment, and keep it up to date by ensuring that the paperwork is dated within the last 6 months.









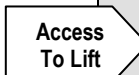



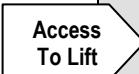

## ONCE YOU HAVE ENROLLED...

### Who to speak to with queries

Staff on the Reception desk are your first point of contact with other Centre staff, and for all enrolment, building, room location and lost property related issues. If you have queries about your course, please speak to your tutor.

### Finding your classroom

The list of rooms and classes is displayed opposite the Reception desk. If you need help finding your room, please ask Reception. The building comprises two Georgian houses, with a staircase on each side. See below for the plan of the building:

	Café Side		Reception Side
	Stairs To Roof Garden		Stairs To Roof Garden
<b>Third Floor</b>	Rooms 34/35 Admin Offices Unisex Toilet  		Art Studio 31 Room 32 Admin Offices
<b>Second Floor</b>	Room 24 Room 25 Access via wheelchair lift from 23a	<b>Lift</b>  Access To Lift	Rooms 21, Print studio 23,23A   Unisex Toilet, Drinking Water Cooler Access from lift via wheelchair ramp through Rooms 23a & 22, to Rooms 21 & 24.
<b>First Floor</b>	Room 14 Room 15	 Access To Lift	Access from Lift via ramp to Room 11 Room 12
<b>Mezzanine Floor</b>		 Access To Lift	Room 13 Access to Lift
<b>Ground Floor</b>	Sculpture Studio Café  Access to Lift	 Access To Lift	Reception Area  Ladies Toilet  Accessible Unisex Toilet Drinking Water Cooler  Disabled Access Entrance Rooms 3A and 3 Access to Lift
<b>Basement</b>	Open Access IT Room B5 Room B4	 Access To Lift	Crèche Craft Room  Gent's Toilet

## **The lift**

Our lift provides access to all floors, apart from the top art studio on the third floor. Please be respectful towards those students who really need to use the lift, such as those who find it very difficult, or impossible, to walk up all the stairs; people carrying heavy art materials and parents taking young children and pushchairs down to the crèche. The rooms accessible by lift are shown by arrows in the diagram on the previous page. Reception staff can show you how to use the lift, if you would like a demonstration.

**NB** If you use the lift to help you up to rooms 21/24/25, you will still need to walk down and up several short flights of stairs or use the wheelchair lift in room 23a. Room 31, the art studio, is not accessible by lift.

**If you have mobility issues which require completely level access to your classroom, please let us know when you enrol, to ensure your class is moved to an accessible room.** We also need to know if you are unable to walk down the stairs from your classroom in case of fire. Your tutor will also ask this, at the start of every course.

## **Letting us know if you're absent**

We like to know when you can't come to class! You can let us know either by email: [studentabsence@marywardcentre.ac.uk](mailto:studentabsence@marywardcentre.ac.uk) or by phone on 020 7269 6086 and we will tell your tutor. Please do not leave other queries or messages on the absence line, e.g. enrolment queries, as we cannot deal with them from there. If you miss a few classes, and we haven't heard from you, you may receive a call from us, so do please let us know if you are likely to miss one of your classes.

## **What happens if my class isn't running this week?**

Just like the rest of us, sometimes tutors get sick, and classes have to be cancelled at very short notice. When this happens, we phone all students as soon as we have the information, so let us have your most up to date phone number, preferably a mobile, to avoid you making an unnecessary journey to the Centre. From 2009, we hope to use text in addition to phone messages, to inform students of cancelled classes, with permission. Some cancelled classes are made up, but unfortunately this is not always possible due to time and room constraints. We try to keep you informed as quickly as possible regarding changes to courses.

Students on courses which are cancelled by us for other reasons, such as low student numbers, will always be informed in advance and a full refund or transfer to another course offered.

## **COMMON ROOMS/PLACES TO EAT YOUR OWN FOOD**

### **Common Room**

We know that students often like to bring their own lunch, but as our café is a franchise we ask you to not eat your own food there. Wherever possible, a daily common room is provided for the purpose. Details are on the plasma screen above the desk in Reception. We can't guarantee a common room every day, but always do our best to accommodate students' needs where we can.

### **Roof Garden**

In fine weather, the roof garden is a pleasant place to eat food. The garden was opened in September 2007, funded by the Royal Female School of Art. The garden and planting were designed by Mary Ward Centre students and staff; the art works are by some of our art tutors. It provides a quiet outside space for students and staff to share and enjoy. Please use the litter bins provided. Smoking is not permitted. Exit from the roof in the case of fire is by either of the two staircases. If the weather is bad, the roof garden might be closed, so it's as well to check with Reception before climbing the stairs.

### **Student seating areas**

There are also student seating areas in two of the lift lobbies and outside Room 3A.

## **OTHER FACILITIES**

### **Recycling, sustainability and Green Group**

Lack of space prevents us from collecting recyclable waste in large quantities. However, Camden Council has sited extensive recycling facilities in Queen Square for glass, cans, paper and card. Do help us by putting any recyclable rubbish over there whenever you can. Our 'Green Group' is looking into improving our sustainability performance throughout the Centre, so watch out for improvements in our carbon efficiency over the coming year and see the Green Group noticeboard in the passageway by the café. There are bins for recycling paper in Reception and staff workrooms, and a plastic cup recycling container outside the accessible toilet on the ground floor. The café also asks you to separate rubbish for recycling when you clear your plates. You can help by turning off lights when you leave rooms.

## **Lost Property**

Items found in classrooms are returned to Reception. We always end up with a mountain of lost property at the end of each term. Unclaimed items are then disposed of, so do check if you have lost something.

## **Sorry! No Left Luggage please**

- The Reception area is very short of space, so regrettably we cannot look after your bags, coats, rucksacks etc. We are however, always happy to help elderly or infirm students up the stairs with their class materials and books.
- Pushchairs should be left in the crèche.

## **Community Notice Board**

This is located opposite the café. You are welcome to advertise here at a cost of 50p per week. Please apply to Reception. Adverts should fall within the guidelines for the notice board, copy available from Reception. The Centre provides this space as a community service for students, but takes no responsibility for the content of the material in the adverts and reserves the right to refuse to display adverts considered unsuitable or inappropriate.

## **Health, Safety and First Aid**

- Our aim is to make the Centre a safe learning environment, and we take the safety of all Centre users very seriously.
- There are trained First Aiders on site, and First Aid boxes in various locations, including all the art rooms. Accidents will be investigated thoroughly, to try and avoid them happening again. Reception staff can call you a taxi if you need to get home if an ambulance is not appropriate.
- Please keep your belongings secure, do not leave personal items unattended, and follow the health and safety advice given by your tutor. Please report any building issues to Reception.

## **Fire**

We all have a responsibility to respond correctly when the fire alarm sounds. Your tutor will go through the fire evacuation procedures at the start of your course, and written fire evacuation information is in every classroom. Please note where the fire exits are, and the refuge points outside the lift. The lift should not be used in case of a fire evacuation. It is your responsibility to tell your tutor if you are unable to use the stairs in case of fire. If this is the case, we will work out a Personal Evacuation Plan with you before you start your

course. Practice fire evacuations take place termly, and a Fire Awareness Week is held each academic year. We ask you all to take part, since they are essential for keeping everyone fire alert. Hearing impaired students should set their hearing aid to be alerted when the fire alarm sounds.

***In line with current legislation, smoking is not allowed anywhere in the building or on the roof.***

### **Access to computers/internet – Room B5**

We have an open access IT room, B5, with computers and other resources for students to use, which is open for several hours every day. At certain times, tutors from the Computing and English departments will be able to give particular help to students in those subject areas. Ask at Reception for opening times or look at the notice on the door of B5 in the basement.

There are several internet cafes within 5 minutes walk of the Centre, and Holborn Library (15 minutes walk away) has computer access, for times when Room B5 is not open. Reception has details.

### **Photocopying**

We are unable to provide open access copying facilities for students. However, Reception staff can make copies for your immediate course use (e.g. scripts/poetry for writing classes; image copying for art students). Please give us enough time before your class for this to happen.

***Please be aware of copyright issues in any photocopying requested.***

### **COLLECTING YOUR COURSE OR ART WORK**

There is a special procedure for collecting art, coursework, and other items. Please follow the instructions given by your tutor, or the Department, at the end of your course.

You will be asked to sign when collecting the work, and for safety's sake, work cannot be collected by a third party without written or verbal permission from the owner, which must be shown to Reception staff. This is to avoid students' work going astray.

## **STUDENT FEEDBACK**

### **Complaints/Requests/Congratulations**

We welcome all comments, negative or positive, about any aspect of the Centre. Please use a Student Comment form, to be found on all staircases, in Reception, and outside the café. You will receive a reply if you ask for one, and (unless you say otherwise), your anonymous comments and our replies will be published in the termly Student Comment Box Bulletin available from Reception. We are receptive to suggestions by students, so do use the Comments Box, and we will see what we can do for you. If you prefer to email comments, send them to [studentfeedback@marywardcentre.ac.uk](mailto:studentfeedback@marywardcentre.ac.uk)

Our Complaints Procedure can be found on our website, and from Reception. If you have a complaint please raise it on the spot wherever possible so that it can be dealt with immediately. If this is not possible and you do not have a named person with whom you wish to raise the matter, please contact the PA to the Principal 020 7269 6062.

### **Open meetings with the Principal and Vice Principal**

In addition to asking you to feedback on your course, there are also feedback sessions organised for students to talk with the Principal and Vice Principal on any aspect of life at the Centre. Dates are advertised on the plasma screen in Reception, and around the Centre. If you would like to invite them to your class, speak to your tutor and fellow students.

## **GETTING INVOLVED**

All students are automatically members of the Centre, and there are opportunities to get involved if you would like to. Details of all the events below are on display round the Centre, and on the website:

- Student Forum  
The Board of Mary Ward Settlement has asked the Centre to set up a student forum to offer students in the Centre additional opportunities to contribute to the Centre and to advocate on behalf of students to management and the Board. If you would like to stand or nominate someone to stand for election as a student representative on the Forum, please contact the Principal's PA.
- Do come along to the Annual General Meeting of the Board of Trustees of the Centre. The date is published in the prospectus, and will be advertised on the plasma screen in

Reception. Attending the AGM is a way of finding out more about how the Centre is run, meeting other students, staff and Board members, and making your views known. We are always looking for student involvement on the Board or in the Centre. The minutes, meeting dates and other information about the Board are in a folder by the café fireplace.

- Music, art and dance have always been an important part of the life of the Centre, and students always like an audience. Everyone is welcome to attend the termly concerts at the Centre; some groups also hold music and dance events at other venues. Look out for posters.
- The Over 60's Club has raffles and sales of work to raise money for the Club.
- Art exhibitions are regularly held in the café and on the staircases. Art students welcome feedback, and sometimes their work is for sale. The end-of-year Access to Art & Design shows, held on the last weekend in June, show work of an extremely high standard. See adverts and dates on the website/round the Centre, or speak to Visual and Performing Arts staff.
- The Centre celebrates students' work across all subject areas at its Celebrations of Achievement, held each year.
- In recent years, students on some widening participation classes have produced wonderful art work in conjunction with outside organisations, such as the Camden Bangladesh Mela in Regent's Park in July. Students love to have support at these events, so do look out for details, or speak to Maddy Fisk, our Community Education Outreach worker.
- Many classes organise regular outings to museums, galleries, the theatre, picnics etc.
- On the first Saturday in July, Mary Ward helps organise the Queen Square Fair. Ask at Reception if you would like to help plan the Fair or run a stall or activity. Or do just come along.

## Donations to the Mary Ward Fund

In order to carry out our aim that no student is turned away from the Mary Ward Centre through inability to pay, we are busy fundraising so that we can offer financial help with fees. If you feel you can donate to help maintain the Mary Ward “Equalisation” ethos, we would be very grateful. You can donate online during the enrolment process, or by cheque or cash. Ask at Reception; cheques payable to ‘The Mary Ward Centre’ please.

## WHAT WE EXPECT OF YOU AND WHAT YOU CAN EXPECT OF US

Our Equality policies, Student Code of Conduct and Disciplinary Procedure, Student Charter, and other student-centred policies are available from Reception and on the website.

### Student Charter

---

#### **Mary Ward students can expect:**

- *courteous, helpful and friendly staff*
- *impartial, relevant advice and confidential guidance*
- *awareness by staff when to refer you to more specialist help*
- *quality assured teaching*
- *well-planned courses*
- *a firm commitment to putting equal opportunities into practice*
- *formal and informal channels for expressing students’ views*

#### **If we fail in this, you can expect:**

- *a readiness to accept responsibility for our shortcomings*
- *a willingness to put things right*
- *workers at all levels empowered to use their initiative to solve problems*
- *a straightforward complaints procedure for you to share concerns*
- *a prompt response to any formal complaint*
- *assurance that we learn from our mistakes*

#### **What we expect of our students:**

- The Centre has few requirements of its students beyond an insistence on good manners and thoughtfulness. The Centre’s Code of Conduct is summarized below:-*
- *Punctuality, to avoid disrupting fellow students*
  - *Regular attendance, so that the class can proceed as planned*
  - *Thoughtfulness, namely considering the needs of fellow students and not being over-demanding of time and attention to the detriment of others*
  - *Participating – endeavouring to take full part*
  - *Following safety instructions, particularly in craft areas and instructions re fire evacuation procedures*
  - *Co-operating with the class tutor*
  - *Turning off mobile phones in class*

## CONTACTING US

### To enrol or to get course information:

**020 7269 6000**

Mon-Fri 9.30-20.30

Sat (& Sun when open) 9.30-16.30

Outside term time:

Mon-Fri 9.30-16.30

*Our phone lines can be very busy, particularly at the start of term, so please be patient with us.*

*We will phone you back if you leave a message.*

### Letting us know if you're going to be absent

Please do this by email:

[studentabsence@marywardcentre.ac.uk](mailto:studentabsence@marywardcentre.ac.uk)

or by phone on 020 7269 6086.

### email

General email enquiries, including requests for refunds and notice of withdrawal from classes should be addressed to

[mwenquiries@marywardcentre.ac.uk](mailto:mwenquiries@marywardcentre.ac.uk)

*We aim to answer emails within 24 hours, but at very busy times the reply time might be longer.*

**Crèche queries:** 020 7269 6082

**Disability access and special needs issues:**

020 7269 6097

**Instalment queries:** 020 7269 6095

**Mary Ward Legal Centre** 020 7831 7079

**Messages for tutors:** please email them to [mwenquiries@marywardcentre.ac.uk](mailto:mwenquiries@marywardcentre.ac.uk) or phone the main Centre number 020 7269 6000.

*Sorry: we cannot give out tutors' phone numbers to students. We do our best to pass messages to tutors on the day they are sent, but cannot guarantee to do so.*

To give us feedback on any aspect of your time at the Centre, email [studentfeedback@marywardcentre.ac.uk](mailto:studentfeedback@marywardcentre.ac.uk)

**Specific subject enquiries should be addressed to:**

[humanities@marywardcentre.ac.uk](mailto:humanities@marywardcentre.ac.uk)

[computing@marywardcentre.ac.uk](mailto:computing@marywardcentre.ac.uk)

[business@marywardcentre.ac.uk](mailto:business@marywardcentre.ac.uk)

[artsandmusic@marywardcentre.ac.uk](mailto:artsandmusic@marywardcentre.ac.uk)

[languages@marywardcentre.ac.uk](mailto:languages@marywardcentre.ac.uk)

[english@marywardcentre.ac.uk](mailto:english@marywardcentre.ac.uk)

[CICT@marywardcentre.ac.uk](mailto:CICT@marywardcentre.ac.uk)

### To speak to a member of departmental staff:

Departmental Administrators:

English and Other Languages:

Michael Türkheim 020 7269 6033

Humanities (Humanities and Social Sciences, Health, Personal Development, Writing and Publishing):

Mandy Yu: 020 7269 6023,

Visual and Performing Arts (Music and Arts and Crafts):

Jackie Wamaitha: 020 7269 6042

Computing, IT and Business Skills:

Ann McMorrow: 020 7269 6052

Over 60s courses: contact the relevant subject area as above.

**Mary Ward Centre**  
**42, Queen Square**  
**London WC1N 3AQ**  
**020 7269 6000**

*This booklet, regularly updated,  
is also available on our website*  
[www.marywardcentre.ac.uk](http://www.marywardcentre.ac.uk)