














**NSC**

National Star College

National Star in Hereford

**Families and  
Carers Handbook  
2025 / 2026**

# Contents

<b>Welcome</b>		<b>4</b>
<b>About National Star</b>		<b>5-7</b>
<b>Working together</b>		<b>8</b>
<b>National Star Curriculum: Preparation for adult life</b>		<b>9</b>
<b>Your rights and responsibilities at college</b>		<b>10-11</b>
<b>How you can support your young person while they are at National Star</b>		<b>12</b>
<b>Keeping you informed</b>		<b>13-17</b>
<b>Families and Carers' Forum</b>		<b>18</b>
<b>Stay up-to-date on social media</b>		<b>19</b>
<b>Reports and reviews</b>		<b>20</b>
<b>Compliments and complaints</b>		<b>21</b>
<b>Learner Voice</b>		<b>22</b>
<b>Keeping your young person safe at National Star</b>		<b>23</b>

**Acceptable use of social media**



**24**

**Food and financial matters**



**25-27**

**Bringing personal possessions  
into college**



**28**

**Transport matters**



**29**

**Moving on**



**29**

**Term dates 2025 / 2026**



**30**

**Student absence**



**31**

**National Star College enrolment  
information and forms**



**32-39**



# Welcome

Hello!

To all families and carers of first-year students I want to welcome you to National Star, and specifically to National Star in Hereford. I am confident your young person will enjoy their time with us, achieve many great things and make lots of new friends. And to those who are returning, welcome back and well done on all of the great progress your young person made last year.

Starting a new college, and indeed returning after such a long holiday, can be a daunting experience for the young people and likewise the families and carers. However, there are a lot of people here to support.

We want you to help us continue to make sure that National Star in Hereford is a great place to learn. I look forward to meeting you all, and to seeing your young people progress, have fun and enjoy being a National Star student.

Thank you for joining National Star.

A handwritten signature in black ink that reads "Joanne Kingsbury-Elia".

**Joanne Kingsbury-Elia**  
Principal and Director of Learning Programmes

# About National Star

We are working with people with disabilities and their supporters to challenge stereotypes, raise aspirations and change attitudes.

Our vision is of a world in which people with disabilities can realise their potential as equal and active citizens in control of their lives.

## National Star a snapshot

National Star  
in Hereford  
**Established**

• **2014** •

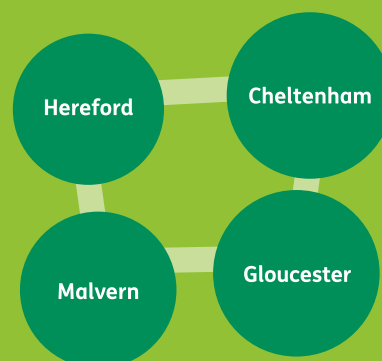


Four National Star College sites in Ullenwood, Wales, Hereford and Worcester

**£46m**  
Charity



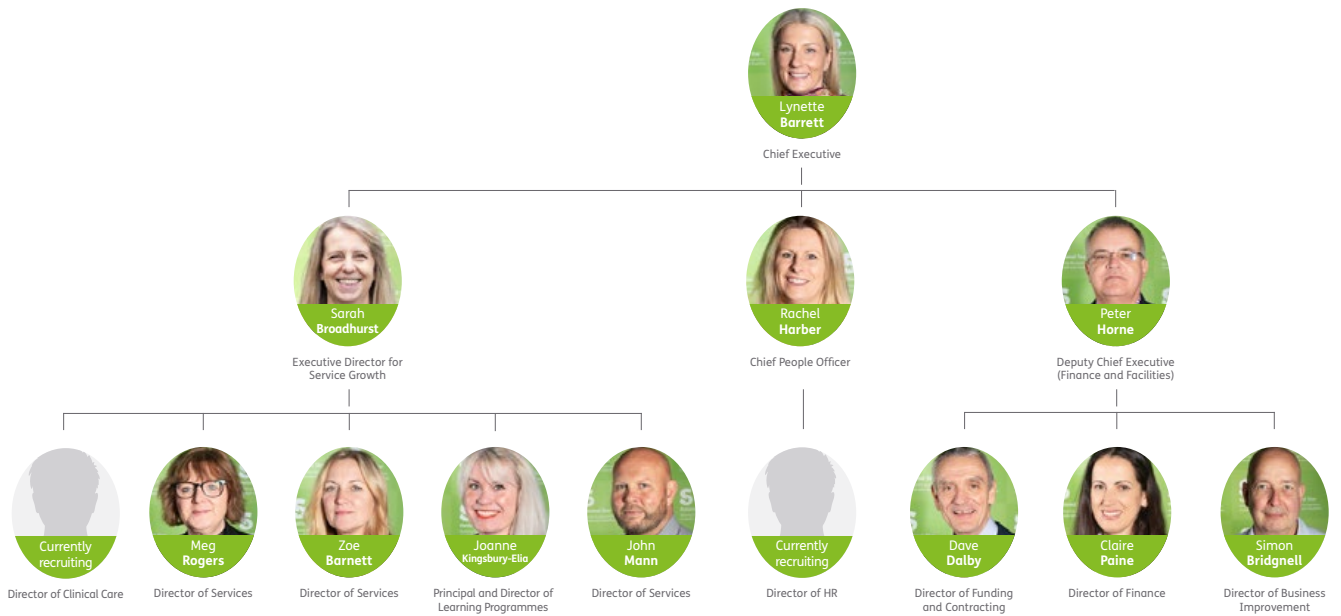
Long-term living accommodation for adults with disabilities in...



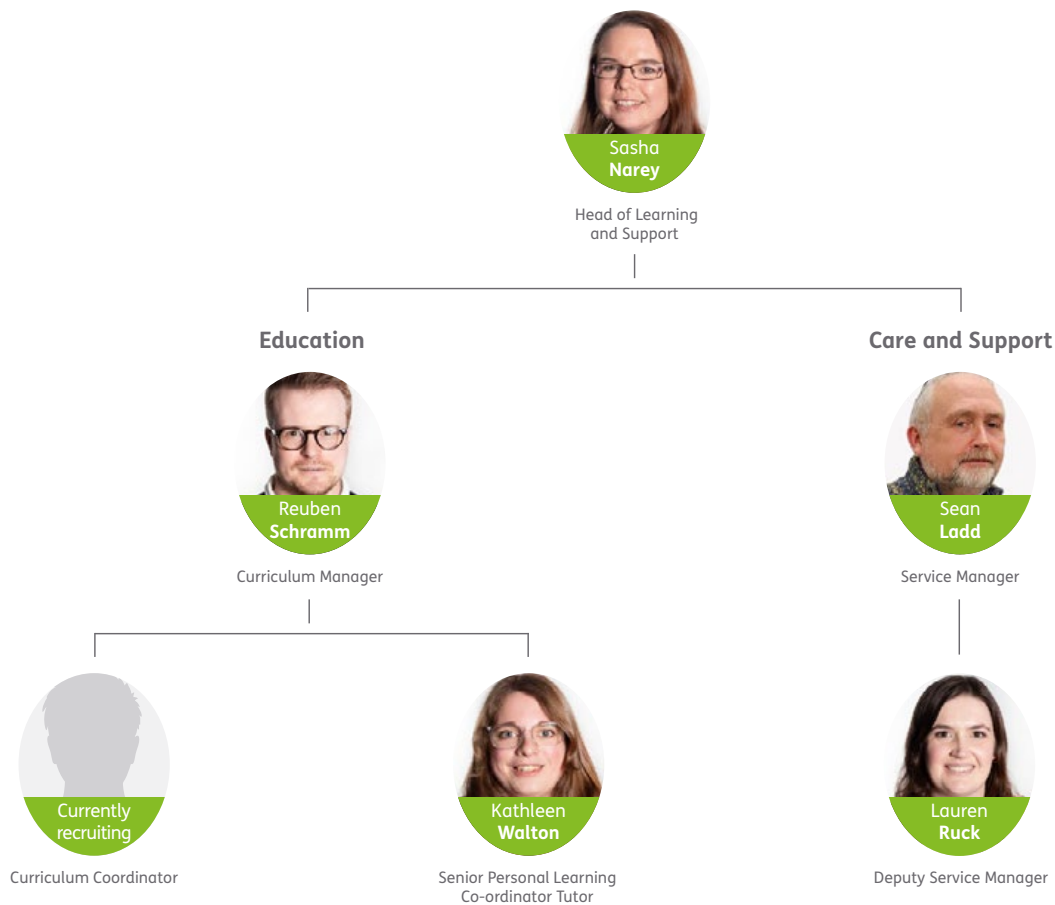
Disability Confident employer that celebrates our diverse and inclusive workforce



# The National Star Leadership Team



# The National Star in Hereford Leadership Team



# Our mission, vision and values

## Mission

To realise the aspirations of people with disabilities through learning, living and support services.

## Vision

For a world in which people with disabilities are able to realise their potential as equal and active citizens in control of their own lives.

## Values

**COLLABORATION**  
- WORKING TOGETHER

We work with others to achieve more for people.

We develop strong partnerships to grow and be sustainable. We encourage everyone to be passionate and enthusiastic, sharing what they know to improve their own life and that of others.

**INTEGRITY**  
- OPEN AND HONEST

We are open, honest, accountable, and transparent.

What we do is central to our belief that people with disabilities should be in control of their own lives.

**RESPECT**  
- LISTENING AND UNDERSTANDING EACH OTHER

We recognise and are grateful for everyone's contribution.

We are compassionate and promote a community where everyone can feel welcome, and success is celebrated.

**SUSTAINABILITY**  
- CARING FOR THE ENVIRONMENT AND NATIONAL STAR'S LONG-TERM FUTURE

We aim to reduce our environmental footprint.

We will follow a strategy of growth to secure the future of the charity and our work with people with disabilities.

**AMBITION**  
- HAVING GOALS

We support students, colleagues and residents to be the best they can be.

We aim for excellence in everything we do. We look for ways to improve society so people with disabilities can live full and active lives.

# Working together - Optimising Positive Relations for Positive Outcomes

- The organisational values are essential in how we work with you. Through collaboration, we can create a supportive and positive environment that fosters success. Your involvement is appreciated and integral to the effectiveness of our young people's achievements. We are honoured to be trusted with contributing to your young person's progress and preparation for adult life.



- We want to work with you to achieve the aspirations of your young person.
- We must agree to always have professional and respectful communications and consideration for one another.
- We pride ourselves in being open and honest. When we don't get things right, we are accountable and committed to learn from this. We value your contributions, patience and understanding whilst we work through these matters together.
- We strive to provide equal standards of service to all our young people and families. To achieve this, we take a proactive approach in ensuring staff workloads are balanced and their wellbeing is protected.

# National Star Curriculum: Preparation for adult life

- **Community Inclusion:** Students learn about self-empowerment and their place and role within their communities. We explore leisure activities and developing relationships inside and outside college and wider social networks.



- **Employment / Meaningful Occupation:** Empower students with the necessary skills needed to succeed in their chosen fields e.g. work, leisure, personal interests, positive contribution and citizenship.



- **Good Health:** Promoting a healthy diet, sport and exercise.



- **Independent Living Skills:** Promote personal development by enhancing independence e.g. daily routines, money skills, mobility and health needs. Students explore their strengths, interests, aspirations, and develop a positive mindset towards learning and future opportunities.



## The four pathways at National Star in Hereford:

- Engaging with the World
- Personal Development for Active Citizenship
- Personal Development for Positive Contribution
- Personal Development and Work Outcomes

# Your rights and responsibilities at college

## What students should aim to do (with support)

### Respect others



#### What this means to us...

- Respecting other people's opinions and values
- Not being a bully
- Understanding personal space, with support
- Giving time for others to communicate
- Trying to be polite
- Not forcing someone to do something they don't want to do

### Follow the rules



#### What this means to us...

- Being on time
- Keeping safe
- Not being unfair
- Looking after the college (e.g. keeping it tidy)
- Listening to staff
- Drinking responsibly
- Following lesson and college rules

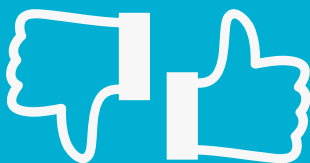
### Take part



#### What this means to us...

- Communicating
- Telling someone if you have a problem
- Speaking up / using your communicator
- Joining in

### Make choices



#### What this means to us...

- Telling staff what you want to achieve
- Listening
- Speaking up
- Making decisions
- Accepting help when you need it

### Do the best you can



#### What this means to us...

- Working hard
- Being prepared
- Being friendly
- Looking after yourself
- Being sustainable

# What your young person should expect from college

## To be respected



### What this means to us...

- To be treated equally, but not the same
- Freedom of speech
- Not to be bullied
- To be treated as an adult
- To be able to make mistakes
- Having supportive friends
- To have privacy
- To be given time

## To help make the rules



### What this means to us...

- Being listened to
- Freedom of speech
- Being involved in decision making
- Feeling safe and secure
- Having safe IT systems

## To be involved



### What this means to us...

- Being listened to
- Being involved in what's going on
- Not being excluded
- Having things to do

## To make choices



### What this means to us...

- Being involved in making decisions
- Being kept informed
- Becoming more independent
- Staff giving time and being patient

## To have great services



### What this means to us...

- Having outstanding teaching
- Exceptional care
- Timetables or programmes that fit around the person
- Good support
- Help from staff, but only when you need it

# How you can support your young person while they are at National Star

- Take an interest in what they are learning and support that learning while they are with you at home



- Follow National Star's values and work with National Star's multi-disciplinary teams, treating them with respect at all times
- Adhere to our student absence policy and avoid taking your young person out of college unnecessarily
- Follow National Star's policies and procedures to ensure all students can learn safely

# Keeping you informed

National Star's mission is for people with disabilities to be equal and active citizens in control of their own lives. Studying at National Star in Hereford is part of that journey towards adulthood and independence.



For students who can, we encourage them to take the lead in communicating with families, parents and carers about what they are learning and how they are getting on at college. We do appreciate that this may be a challenge for some students, and we will help them to achieve this wherever possible.

## Your communication preferences

We are happy to tailor our communication to meet the needs of you and your young person. Some families like a personal verbal handover at the beginning and end of the day when they drop / pick up their young person from college.



Others prefer that communication books are sent home daily with their young person so they can read what learning activities they have engaged in.

Please let us know about your communication preferences when your young person starts learning with us.

It is vital that you tell us of changes to your email address, home address or phone numbers. That way, we can keep communicating securely with you. Please let us know if any of your contact details change.

## Zivver

National Star uses Zivver to securely send personal or commercially sensitive information by email. This way, we can guarantee that we send sensitive information using extra security and that only you can read the contents of the email.



Not all our emails will be sent using this extra security, only messages that contain sensitive personal information about your young person.

### **How can you access a securely sent message?**

You can open a message from us by clicking the blue link that says 'Click for message'. When you do, Zivver will automatically open. To access the message, you must insert an access code or an SMS code.

### **Opening a message with an access code**

Our team will give you an access code via regular mail, by phone, or in person. Click 'Click for message' and insert this access code. You can now read the message. If you haven't received an access code contact the sender.

### **Opening a message with an SMS code**

If you receive a message that is secured with an SMS code click 'Click for message' and then click 'Send SMS'. Insert the code that you have received on your phone. You can now read the message.

## **Want to respond to an email that was sent via Zivver?**

If you want to respond to the message, click 'Reply'. You can type your message in the editor window. You can also add attachments if needed using the 'Add attachments' (paper clip) button. Click 'Send' to send your reply. When the recipient of your message responds, you will receive another notification message.

## **Our communication preferences**

Our team prefer students and families and carers to address them by their first names, rather than Miss or Sir. Please encourage your young person to be comfortable with this.

# The role of the multi-disciplinary team:

At National Star, we pride ourselves in offering a holistic learning programme, where our young people benefit from the skills and experiences of the professionals around them.



Whether a student is calculating the costs of a shopping list, undertaking a stretch programme or serving customers as part of work experience, a team effort contributes to success. Within your young person's multi-disciplinary team there are several key team members.

## Personal Learning Co-Ordinator (Tutor):

Most students will have a Personal Learning Co-Ordinator Tutor (PLCT).

They will be your key point of contact for matters relating to their learning, timetable and progress. The PLC(T) will contact you regularly with updates on learning and oversee termly progress reports.



## Facilitators:

Our aim is for students to become as independent as possible. As a result, we encourage your young person do things for themselves. Facilitators are staff who will support students throughout their college day. They help in sessions, at break times with eating and drinking and with medical / personal care needs.

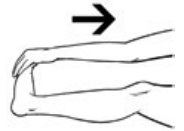


## The Therapy teams:

Students at National Star in Hereford receive therapy if it is included in their funding plan. The therapy your young person receives will be based on assessed needs before their time at college.

## Therapy specialities:

- Speech and Language Therapy including bespoke language programmes, social communication group therapy and AAC (augmentative and alternative communication) technical support / troubleshooting.
- Occupational Therapy includes developing independence including personal care, wheelchair mobility, meal preparation and accessing the community training (ACT).
- Physiotherapy includes enabling students to work on their fine and gross motor skills.
- Emotional Wellbeing Support offers support to young people to manage any difficulties and offer emotional advice and guidance.



## What you can expect from the therapy team:

### Learner centred approach:

- Every person is unique with different needs. Therefore, we are guided by the plans to provide a person-centred approach to meet their specific needs and goals.

### An integrated approach:

- Our therapists collaborate with tutors and other staff to integrate therapy goals into the classroom and daily activities where appropriate.



### Group therapy and social skills development:

- In addition to individual therapy sessions, we also run group OT and speech and language therapy sessions. These sessions help students practice communication, social interaction, and motor skills in a supportive group setting.



# Families and Carers' Forum

We'd encourage you to join our Families and Carers' Forum, which meets virtually every six weeks to discuss topics of common interest to National Star families and carers.



Topics discussed at recent Forums include nutrition and hydration, transition after college and options for long-term living. In addition, the Forum, hosted on Zoom, gives families and carers the chance to meet informally and get to know each other better. This is particularly helpful for parents or carers who wish to arrange day trips out or get-togethers for students during college holidays.

Families and carers of a student at National Star will be automatically invited to future meetings – we hope you will choose to join us.

Dates for the next academic year can be found in the Families and Carers Zone of the National Star website

[Families and Carers Zone | Sharing knowledge | National Star](#)

You may also wish to join the private Facebook group

[National Star 'Life after College' Parent and Carers Network](#)

This group is the perfect space to share and receive information with other National Star parents and carers supporting their young people for life after college.

# Stay up-to-date on social media

Discover the latest news and student stories from National Star in Hereford by following us on social media.



## **Facebook**

[www.facebook.com/nationalstar](http://www.facebook.com/nationalstar)

[www.facebook.com/groups/nscalumni](http://www.facebook.com/groups/nscalumni)



## **Instagram**

[www.instagram.com/thenationalstar](http://www.instagram.com/thenationalstar)



## **LinkedIn**

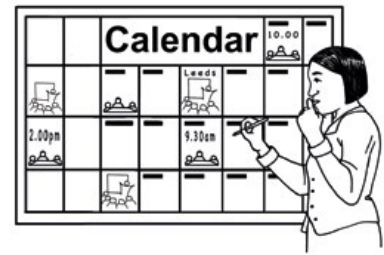
[www.linkedin.com/company/national-star](http://www.linkedin.com/company/national-star)



## **YouTube**

[www.youtube.com/natstarcollege](http://www.youtube.com/natstarcollege)

# Reports and reviews



Your young person will have a review of their first half-term at college. They will then have another review at the end of their first year and one review per year after that.

## Progress reports and review meetings

Your young person's PLCT will gather information from the student, their tutor, therapists and others to write a report which will be talked about in the progress review meeting.



**For many students this will also be a review of their education, health and care plans (EHCP).**

At the review we will talk to you and your young person about what is going well and how they can learn things to help them in the future.



In each review we will also talk about plans for what your young person would like to do when they leave National Star.



You, your young person, and their PLCT will attend all reviews. Other college staff, such as therapists, may attend if it is relevant. Other professionals who are interested in what your young person is doing, such as a social worker, health professional, external careers advisor, may also attend.



We will make sure that everyone gets a chance to speak and that we talk about everything that needs to be covered in the meeting.

# Compliments and complaints

## Compliments

It is lovely for us to know when we have got it right! If you want to give us a compliment, please email [compliments@nationalstar.org](mailto:compliments@nationalstar.org) or leave us a google review! And if given the chance be sure to share the feedback directly with the individual or team.



## Complaints

If things aren't right, we need you to tell us so we can try to make things better. In the first instance, please inform Sean Ladd, our Service Manager. Most of the time you just need to tell us, and you won't need to make a formal complaint.



If you do not feel that your concern has been fully addressed, please speak to Sasha Narey, advising of your complaint and the steps that have been taken so far which have not met your expectations. She will follow the internal process for managing complaints.



The CEO is notified of all complaints received and will acknowledge this in writing. It will then be managed by an allocated person from either the operation team or Senior Leadership team.

# Learner Voice

We actively encourage students at National Star in Hereford to engage with the running of their college and to contribute to wider, national discussions around specialist education.



Your young person will have the opportunity to take part in a wide range of learner voice activities from sharing their thoughts about the development of college buildings, through to being consulted on timetable choices and the planning of key events during their time at college.

# Keeping your young person safe at National Star

We want your young person to feel happy and safe while they are in our care and that's why we take safeguarding extremely seriously at National Star.



We do not tolerate bullying and harassment of any kind and will ensure that your young person has the confidence to report any bullying, harassment or safeguarding concerns to us.



We have a robust approach to equity, diversity and inclusion and will not tolerate discrimination of any kind.

Familiarise yourself with our [safeguarding policy](#)

If you have any safeguarding concerns please speak to Marina Wheale, National Star's Head of Safeguarding. Or you can speak directly to our safeguarding team on **01242 339997** or by emailing [safeguarding@nationalstar.org](mailto:safeguarding@nationalstar.org).

# Acceptable use of social media

Lots of students at National Star use social media to share news and keep in touch with family and friends.



**Here are a few things which we ask families and carers to discuss with their young people around social media use where appropriate:**

Student social media accounts are personal. We encourage students to only post images of themselves.



If a student wants to post a picture of someone else, especially a fellow student or staff member, they should always check for permission first.



They should always give another person the opportunity to check the photo, even if they give consent for their image to be used.



Don't use the full names of fellow students or staff in any social media posts.



Don't share confidential information about students or staff.



Respect people's privacy – another student's social media account may be private for a reason.



If your young person thinks a post may be inappropriate, they should not post it.



National Star also requests for students to complete a [photo consent form](#) for marketing purposes. Please return all completed forms to [assessments@nationalstar.org](mailto:assessments@nationalstar.org)

# Food and financial matters

## College essentials!

### Food

Nutrition and hydration for students with disabilities is a complex issue which requires a personalised approach.

We encourage students to eat healthily and to drink plenty of water where possible throughout the college day.

Food is not provided for students at National Star in Hereford and all students should bring in their own lunch and any other food that they may wish to eat during the college day.

Our life skills kitchen is equipped with a microwave oven, kettle and toaster, which students can use to prepare their lunch, with support where necessary. We also have a fridge where students can store lunch items bought in from home.

Wherever possible, students are encouraged to practice their food preparation skills in Life Skills sessions as part of their education timetable.

Due to the severe allergies of a number of students, National Star in Hereford is a nut-free zone and no nut products should be brought into college.



## Hereford – what’s included in funding

### Included

- There is a weekly budget for snacks and drinks during the timetabled day.
- Transport in locality of campus for facilitating educational activities.
- All utilities and estate costs are included in funding.
- Internet connectivity via WiFi within buildings is provided.



### Not included

- Midday meal.
- Supplementary snacks and drinks from shops or cafes need to be paid for personally.
- Transport to and from college. Transport to any educational activities outside of the local area is not included.
- Any holidays or trips away are not included in funding whether organised by the college or personally.
- Any activity requiring additional staffing above funded ratio would require prior agreement and incur an additional charge.
- Cost of tickets or admission for any activities, such as external visits are sometimes not included even if organised by us.
- Any personal items your young person needs during your college day, such as personal care items are not included.
- 5G or other mobile data connections costs are not included.
- Please see section on page 28 on personal insurance.
- Please see section on page 27 on financial support for educational items of equipment.

## Financial support for costs not covered by funding

We may be able to help with some additional costs that your young person may not be able to afford through a discretionary bursary.



The request has to be for things that will help with their learning, such as equipment, the cost of trips, activities and transport, where they are not covered by statutory funding. If you request a larger bursary, normally over £150 a year, we will need information about your financial situation so we can be sure we share the money we have fairly. We will explain this more if you make an application.

If your young person is living in Wales you may be able to receive money from the Welsh Government from the Education Maintenance Allowance or Welsh Government Learning Grant schemes, depending on the student's age and financial circumstances. More information is available at:

[www.studentfinancewales.co.uk/fe.aspx](http://www.studentfinancewales.co.uk/fe.aspx)

If your young person is living in England and are aged between 16 and 18, depending on your circumstances you may be able to get money from the Government from their vulnerable person bursary. More information is available at:

[www.gov.uk/1619-bursary-fund](http://www.gov.uk/1619-bursary-fund)

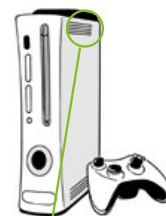
You can talk to your young person's PLCT or the Bursary team at any time during the year. If you need more information please contact us on telephone number **01242 527631** or email [bursary@nationalstar.org](mailto:bursary@nationalstar.org).

# Bringing personal possessions into college

Personal possessions brought from home, especially electronic equipment such as mobile phones and tablets, need to be insured. Please check that your home insurance policy will cover these items for your young person or take out a separate policy.

It is helpful to have items clearly labelled with your young person's name in the event that they are misplaced during their time at National Star in Hereford.

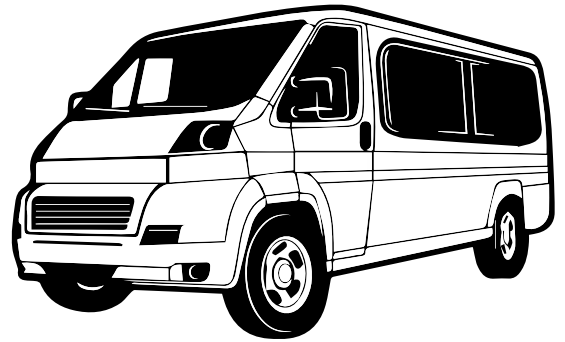
We recommend you work with your young person to complete an inventory list of all items they bring to college, identifying the serial numbers of electronic equipment.



# Transport matters

Transport to college is not the responsibility of National Star.

If your young person is a day student at National Star in Hereford, and transport is provided by a third-party organisation including your local authority, it is your responsibility to ensure that the driver and transport provider is adequately vetted, trained and insured to transport your young person to college.



# Moving on

## Information, advice and guidance

Transition (or moving on) is at the heart of your young person's programme at National Star. We will start talking about this with your young person as soon as they begin at college.



# National Star in Hereford

## Term dates 2025 / 2026

### Autumn term 2025

**Term starts:** Thursday 4 September

### Half-term

**Last day of half-term:** Friday 24 October

**Term starts:** Monday 3 November

### Term ends

**Last day of half-term:** Friday 19 December

### Spring term 2026

**Term starts:** Monday 5 January

### Half-term

**Last day of half-term:** Friday 13 February

**Term starts:** Monday 23 February

### Term ends

**Last day of half-term:** Friday 27 March

### Summer term 2026

**Term starts:** Monday 13 April

**May Bank Holiday:** Monday 4 May (closed)

### Half-term

**Last day of half-term:** Friday 22 May

**Term starts:** Monday 1 June

### Term ends

**Last day of half-term:** Friday 17 July

# Student absence

For students to make the most of their time at National Star we expect them to have full attendance at college. However, we do understand, that due to illness or exceptional circumstances, parents or carers may need to request time away from college for their son or daughter.

Authorised absences from college include medical appointments and admissions, illness, and significant special occasions, such as a family wedding (a holiday is not considered a reason for an authorised absence). Requests for authorised absences will be considered on an individual basis, considering previous absence and the reason for the request.

Student absence from college requires at least three days' advance notice (except in emergency situations), which must be approved. Parents and carers are now required to make requests for exceptional leave via an online form on the National Star website at

[Student exceptional leave | National Star | Learn with us](#)

Parents and carers are advised to contact their personal learning coordinator tutor (PLCT) if they need help completing the form. Colleagues should refer parents and carers to the online form for all exceptional leave requests going forward.

# National Star College enrolment pack 2025 – 2026

Your new student enrolment pack is included in this section of your handbook. Please bring checked and completed forms with you to enrolment.

## Medical matters

The health and wellbeing of students at National Star in Hereford is important to us. Please follow the procedure below to ensure we can care for your young person while they are studying.



### Sickness absence

If your young person is unwell and unable to attend college, please contact us on **01432 808740** as soon as possible and leave a message on our voicemail advising us of the reason the student is unwell and when they are likely to return to college.

As part of our infection control procedures if your young person has an episode of sickness and diarrhoea, we ask that they remain at home for 48 hours before returning to college respectively.

If your young person becomes unwell during the college day, we will contact you and may advise you to seek a medical appointment.

### Medication and medical supplies

All personal medication required by a student while at college needs to be handed to a member of staff at the start of the college day and not left in a student's bag. An update needs to be provided as to the last dose taken.

All personal medication needs to be clearly labelled with a pharmacy label showing the student's name and the dosage instructions. It must also be in the original unopened packaging. Loose tablets or medication decanted into alternative containers **will not** be accepted.

Medication will be handed over to a carer / parent at the end of each college day.

If a student is prescribed short-term medication for a particular issue, for example antibiotics, please phone National Star in Hereford and advise us in advance that your young person will be arriving at college with the medication so that a care plan can be created by our team.

### Other equipment

#### Contenance products

Students should bring their own supply of continence products to college.

#### Gastrostomy

Students should bring all of their gastrostomy equipment with them – such as pump, giving sets, feed, spares and printed instructions.

# Frequently asked questions for students and parents / families / carers

## 1. When should my young person arrive at college each day?

Students at National Star in Hereford should arrive at college from 8.30am each morning they are due to attend.

## 2. What do they need to bring to college each day?

Each student needs to bring a coat and shoes suitable for outdoor activities.

Lunch is not provided so students should bring all the food they would like to eat during the day. We have a fridge where students can store their lunch items and a microwave, kettle and toaster that students can use at break times and lunch time.

If students bring smartphones / tablets into college they need to be clearly labelled with the student's name. We strongly recommend that personal possessions brought into college are insured against loss or damage. We do not accept responsibility for the loss or damage of personal items brought into college and students need to take responsibility for looking after their own possessions.



## 3. What does a typical college day look like?

**8am – 9.30am:** Arrival and morning routines

**9.30am – 10.30am:** Session 1

**10.30am – 11am:** Morning break

**11am – 12pm:** Session 2

**12pm – 1.15pm:** Lunch break

**1.15pm – 2.15pm:** Session 3

**2.15pm – 2.30pm:** Afternoon break

**2.30pm – 3.30pm:** Session 4

## 4. What are the term dates?

Please read page 30.

## Key contacts

Joanne Kingsbury-Elia – Principal and Director of Learning Programmes

**Email** [jkingsbury-elia@nationalstar.org](mailto:jkingsbury-elia@nationalstar.org)

**Tel** 01242 504360

Sasha Narey – Head of Learning and Support

**Email** [snarey@nationalstar.org](mailto:snarey@nationalstar.org)

**Tel** 01242 384472

## Education

Reuben Schramm – Curriculum Manager

**Email** [rschramm@nationalstar.org](mailto:rschramm@nationalstar.org)

**Tel** 01242 384489

Curriculum Coordinator – Currently recruiting

Kathleen Walton – Senior Personal Learning Co-ordinator Tutor

**Email** [kw Walton@nationalstar.org](mailto:kw Walton@nationalstar.org)

**Tel** 01242 384485

## Care and Support

Sean Ladd – Service Manager

**Email** [sladd@nationalstar.org](mailto:sladd@nationalstar.org)

**Tel** 01242 384473

Lauren Ruck – Deputy Service Manager

**Email** [lruck@nationalstar.org](mailto:lruck@nationalstar.org)

**Tel** 01432 800821

# Visiting National Star at Ledbury Road, Hereford

If we can help when you are making your travel plans, please get in touch.



**National Star**

Realising the aspirations  
of people with disabilities

## By train and taxi

Hereford railway station is approximately a 24-minute walk from National Star at Hereford, and there are generally taxis available.

## By road

M5 Junction 8 via M50 and A438.

## College entrance and parking

The car park is located to the rear left of The Eveson Centre. Upon arrival, please go the main entrance of The Eveson Centre and press the intercom button.

## Long-term living entrance and parking

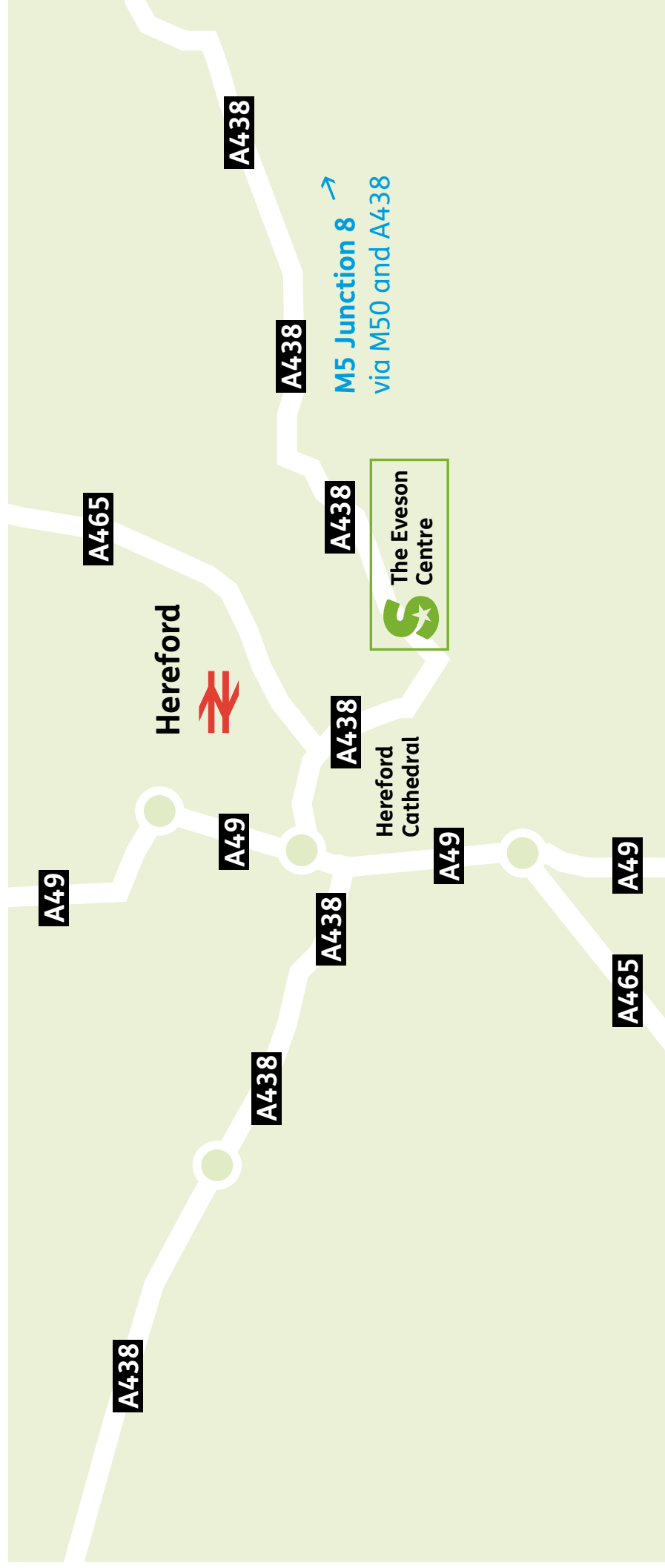
The car park is located to the rear left of The Eveson Centre. Upon arrival, please go the wooden gate entrance adjacent to the carpark and press the intercom button.

## Our postal address

National Star at Hereford  
The Eveson Centre  
1 Ledbury Road  
Hereford  
HR1 2SX

Email [enquiries@nationalstar.org](mailto:enquiries@nationalstar.org)  
Tel 01432 808740

[www.nationalstar.org](http://www.nationalstar.org)



## Insurance of personal possessions

We strongly recommend that personal possessions brought to college are insured against loss or damage. We also recommend that students make sure that privately owned items such as wheelchairs, mobility equipment, communication aids and other bespoke equipment are appropriately insured to cover major repairs and replacement. To this end, every student is requested to sign this declaration prior to coming to the college.

There are many insurance companies that are willing to offer cover for equipment being brought to college. Sometimes the insurance company providing your home insurance will be willing to extend the cover to include these items. You will need to check this with your own insurance company.



### Declaration

- I confirm that all personal possessions being brought to college (such as clothing, books, games consoles, televisions, MP3 players and mobile phones) are done so entirely at my own risk, as well as privately owned personal care equipment, communication devices, wheelchairs and mobility equipment.
- All electrical items being brought onto college premises are in safe working order.
- **I understand** that I should have adequate insurance to cover my personal possessions whilst at college.
- **I confirm** that I have adequate provision for insurance purposes to cover my personal possessions.

**Signature:** \_\_\_\_\_ **Student / Parent / Carer**

**Date:** \_\_\_\_\_



# Use of privately owned devices on the National Star College computer network



To be completed and returned by all new students, even if you don't plan to bring a device with you.

## Can I connect my own device to the college network (such as a laptop, smartphone or communicator)?

Yes. Wireless access is provided across all buildings on campus. Students can also access college computers outside of lecture times – such as during breaks, in the evenings and at weekends. National Star College aims to provide students with safe access to digital media, the skills and knowledge to protect themselves in the digital world and the support to deal with any issues that may arise.

## How do I connect my device to the network?

Students should ask a member of staff and they will generate a password for each of your devices. Each device will need a different password. You must ensure your devices are kept up-to-date with the latest security updates (This can be done by turning on automatic system updates for most devices).

## The following are not allowed:

- X** Accessing of pirated media is not allowed such as using a pirate streaming platform or downloading via file sharing applications such as BitTorrent.
- X** Visiting websites that are not allowed to be accessed under our Acceptable Use Agreement with our Internet Service Provider. This includes sites containing illegal or pornographic material.
- X** Using any service to try and bypass the content filtering system such as a VPN
- X** Connecting to the network when your device is not up to date and at least running the built in security systems
- X** Using an operating system that is not genuine – for example, an unlicensed copy of Microsoft Windows.
- X** Using the college internet connection for any use that could be regarded as breaking the law.

### PLEASE NOTE

If you are found to have broken any of the above rules you will be blocked from accessing the internet via the college internet connection. Our Internet Service Provider also requires us to record certain details so that any illegal and forbidden use can be traced to the user. All internet traffic is logged and web/content filtering is enabled.

Please complete the information below. We will not allow any of your own devices to be connected to the network unless you have signed the below, or someone has signed on your behalf.

**Student name:**



Our Internet Service Provider also requires us to record certain details so that any illegal and forbidden use can be traced to the user. All internet traffic is logged back to the device. To do this we will record some technical information when we carry out a security check on your device; this includes recording the device name.

We will either ask you to log-on to your device and allow us to carry out the check **or** ask you to provide us with the log-in information you use (such as the username and password). This information will be destroyed as soon as the security check has been completed.

Please complete the information below. We will not allow any of your own devices to be connected to the network unless you have signed the below, or someone has signed on your behalf.

**Student name:**

**Reminder**

Computers found to have file sharing software installed will not be allowed to access the college's computer network, nor will computers without up-to-date antivirus software. We will install free antivirus software such as AVG with your permission.

I have read and understand the rules and regulations outlined above and agree to comply with them. Please tick this box if you agree:

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Student**     **Parent / Carer (on behalf of student)**

**For internal use only. Completed form to be forwarded to IT Helpdesk.**





**The Eveson Centre, 1 Ledbury Road,  
Hereford, HR1 2SX**

**Email** [enquiries@nationalstar.org](mailto:enquiries@nationalstar.org)

**Tel** 01432 808740



nationalstar



thenationalstar



national-star



natstarcollege

**[www.nationalstar.org](http://www.nationalstar.org)**

National Star and National Star College are working names of  
National Star Foundation which is registered in England and Wales,  
company number 00522846, charity number 220239.



**National Star**

Realising the aspirations  
of people with disabilities



**CHANGE**

Images © CHANGE  
[www.changepeople.org](http://www.changepeople.org)