

Student handbook

and charter
2010/11



■ **ncn** Basford Hall ■ **ncn** City incorporating: **ncn** Lace Market 'A' Level Centre,
ncn Lace Market School of Art, Design, Fashion and Media ■ **ncn** City (Bath Street)
■ **ncn** Clarendon ■ **ncn** Hucknall

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Welcome

Welcome to New College Nottingham (**ncn**). We are delighted that you have chosen to study at the College, and we are committed to providing you with a first class experience and education to help you achieve your goals. All staff across **ncn** are committed to your success and to making your time with us as enjoyable and rewarding as possible. As a student at **ncn** we expect you to show the same level of commitment to your learning. We operate a zero tolerance policy related to behaviour which shows disrespect to the College or another student's right to learn.

This document contains some general information about the College as well as our Student Charter, which gives details about your rights as a student and what we expect from you in terms of commitment to your learning and behaviour while you are with us.

We welcome your comments on this document and hope that you find it useful. If there is anything you would like to discuss further, please talk to your tutor or a member of Student Support Services.

Make the most of your time with us!



The College structure

New College Nottingham's main campuses are **ncn** Basford Hall, **ncn** City, **ncn** Clarendon and **ncn** High Pavement Sixth Form College.

Smaller campuses include **ncn** Hucknall.

Each has a different atmosphere and environment, but all share in our commitment to offer you an excellent student learning experience.

Our curriculum is organised around 13 Schools:

- Art, Design, Fashion and Media
- Business, Computing and Professional Studies
- Childcare, Social and Health Services
- College in the Community
- Construction
- Food, Hospitality, Leisure, Tourism, Aviation, Sport and Public Services
- Foundation Pathways
- Hair, Beauty and Floristry
- High Pavement Sixth Form ('A' Levels)
- Functional Skills
- Performing Arts and Music
- Retail
- Teacher Training

We have a diverse student population in terms of ethnicity, nationality, gender, gender identity, sexual orientation, age, disability, religious and other beliefs and social background.

As well as attracting students from Greater Nottingham and the wider East Midlands, many international students also attend **ncn** each year, adding to the cosmopolitan atmosphere.

We are proud of our diversity and believe that everyone should have an equal chance to achieve and succeed. We try to create a positive and inclusive environment based on mutual respect, and have policies to promote your rights and protect you from bullying and harassment. We expect you to respect other peoples' right to be different and to treat others as you would wish to be treated yourself – with dignity and respect.



What to do if you...

- **cannot attend college for any reason:**
please call your tutor
- **are an EMA (Educational Maintenance Allowance)/ALG (Adult Learning Grant) student and cannot attend college:**
call 0115 9 100 100 and ask to speak to your Retention and Achievement Officer (RAO) – remember, unauthorised absence will mean you may not get any EMA/ALG money that week
- **are an EMA/ALG student needing to leave college during the day and will miss lessons:**
call 0115 9 100 100 and ask to speak to your RAO – remember, unauthorised absence will mean you may not get any EMA/ALG money that week
- **need to leave college during the day and will therefore miss a lesson:**
try to tell your tutor/RAO
- **know in advance that you are going to be away (eg. on holiday, at the dentist/doctor):**
please let your tutors/RAO know as soon as possible
- **are ill while you are at college:**
please tell your tutor/RAO as soon as you can
- **have an accident while you are at college:**
please tell your tutor or reception staff immediately; you will need to complete an incident form
- **are not happy at college or with your course:**
talk to your tutor, or a member of Student Support Services; they will listen to you and try to help you sort the problem out
- **change your address, phone number or any other personal details:**
please tell reception as soon as you can
- **lose your identity card:**
a replacement will cost £2 from reception – remember, carry your card at all times; you may be sent home if you haven't got it
- **have to bring valuables to college:**
be careful and keep them as safe as you can – please remember, they are your responsibility, **ncn** will not cover the loss or damage of personal possessions

Letting us know how we're doing

We want you to feedback your comments to us on how we're doing; this can be both positive and negative.

If things go wrong and you want to make a complaint, we recommend you start with the informal approach and talk through your concerns with a member of staff to look at ways forward. This could be your tutor or any other member of staff. If you are not satisfied with the outcome and want to make your complaint more formal, you could:

- look up the student complaints information on the internet at www.ncn.ac.uk under About the College, Our Commitment To You – Policies/Charters
- contact the call centre on 0115 9 100 100
- email your complaint to complaints@ncn.ac.uk

The Head of School or Service Manager for your area of complaint will then investigate. If you are unhappy with the result, you have the opportunity to appeal. This process will be explained to you should your complaint reach this stage.

Student Charter

ncn's commitment to you

What you can expect from ncn:

- at all times we will respect you as an individual and your right to be given an equal opportunity to succeed
- help and advice will be offered when you join the College and as you progress through your course
- we will make sure that you have the information you need about the services, facilities and support that will be available to you as a student, via the student intranet, the **ncn** website, advice and guidance areas and notice boards
- we will provide teachers and support staff who have the skills, qualifications and commitment to support you and encourage you to succeed
- we will help to identify your goals and choose a course which best meets your aims and takes into account your existing qualifications, skills and experience
- we will give you timely and accurate information about examinations and the examination regulations

- we will provide you with appropriate equipment, classrooms and facilities, including new technologies, within available resources
- we will, at all times, take into account your individual learning needs and provide appropriate support services where possible
- we will give you the opportunity to make your views known about **ncn** and make changes to the services available to you through the Learner Voice Boards, student surveys, the Students' Union and the complaints procedure
- through RUSorted we will provide a complaints procedure which is easy to follow and to understand
- throughout your course, careers information will be available to help you to prepare for your future
- we will tell you about the achievements and success rates of students on our courses
- we will make sure that information is available to you about financial matters, such as fees, EMA/ALG and other financial support, which may affect you as a student
- we will tell you when reports and the results of surveys are published and where you can find them

Student Charter

Your commitment to **ncn**

What we expect from you:

When you enrol you agree to abide by the College rules. They apply to ALL students whilst on any **ncn** campus or on any trip or activity arranged by the College. The rules are:

- you must behave in a way that shows respect to others and their right to learn, work, and be a part of **ncn** – this means showing respect to other students, staff and visitors, and recognising that everyone has the right to be treated fairly and given an equal chance to succeed
- you will take responsibility for your learning – you can do this by making sure you attend classes regularly, arrive on time, meet agreed deadlines for handing in your work and take part in all the activities that are part of your course



- carry out all reasonable requests from members of staff
- inform the appropriate member of staff if you are unable to attend a class or other activity
- use the College facilities appropriately – this is your college, treat it and the people in it with respect, this means taking care of all **ncn** equipment, books and other learning resources and returning things borrowed from the College on time
- you should ask questions and seek advice if you are unsure about what is expected of you, or if you are having difficulties that are getting in the way of your study
- you must follow the College health and safety regulations and equality and diversity policy as well as other college regulations – you agree to act at all times with thought for your own safety and that of others
- do not throw litter – use the bins provided and tidy up after yourself
- your mobile phone must be turned off during all teaching and learning sessions and in the learning centres
- abide by **ncn** disciplinary procedures
- help us to improve our service by taking part in quality reviews
- in some classrooms and IT workrooms you will not be allowed to eat or drink – please check with your tutor before going into your classroom
- you must not be in possession of or under the influence of any alcohol or illegal drugs on any **ncn** campus
- you must not smoke in any **ncn** building and you must use designated smoking areas outside of college buildings
- you must not engage in any sexual activity on **ncn** premises
- you must follow the College's internet and email use policy, which is available to view on our intranet
- you must pay any fees promptly, or seek advice if you are having difficulty
- let us know if you are having any difficulties that may affect your learning
- we respect you and your rights and ask that you respect everyone and everything around you in return – if you think you are being treated unfairly or are not being respected in any way, talk to your tutor or a member of Student Support Services

What sort of behaviour is not accepted, could be classed as misconduct/gross misconduct, and could result in disciplinary action being taken against you?

This list does not include ALL incidents or behaviour that will not be accepted. These are just a few examples:

- failure to meet any of the rules above – this includes not meeting the health and safety regulations or any other regulations, rules, guidelines or policies of the College
- any failure to follow reasonable instructions from a member of staff
- any smoking except in designated areas outside the College buildings
- any behaviour which is racially or sexually offensive, homophobic, or ageist, or which is offensive to those with learning and/or physical disabilities
- any behaviour which causes offence or distress to another student or member of staff
- any bullying, intimidation, taunting, verbal abuse or the use of any violence towards any person
- bringing offensive weapons, such as knives, onto campus unless for the specific purpose of your course
- persistent lateness for, or absence from classes
- any cheating on your coursework or in exams or copying other people's work (plagiarism)
- disrupting any classes or any other college activity, whether or not involving staff or students
- being in possession of or under the influence of alcohol or illegal drugs in college
- deliberately or by negligence (not taking care of) causing damage to any college buildings, equipment, books or furnishings or anything that belongs to another person – this includes graffiti, leaving chewing gum on floors and furniture, and spitting
- any behaviour that has an adverse effect on the work of **ncn**, including damaging or interfering with buildings or equipment
- any criminal or other dishonest behaviour or any behaviour that could bring **ncn** into disrepute
- any dangerous or inconsiderate driving, including speeding on college premises
- any unauthorised interference with software or data belonging to or used by **ncn**
- wearing hoods on any **ncn** campus: students are required to remove their hoods before entering any **ncn** campus for security reasons

If you break any of the above rules you could be disciplined. You could receive a verbal warning, a written warning or in very serious cases face suspension (time away from the College) or exclusion (told to leave the College permanently).

Serious cases of misconduct may be treated by the College as gross misconduct. For example, any misconduct involving violence or a serious threat of violence, deliberate damage to property, endangering the health and safety of others, selling/supplying drugs or any other criminal activities affecting the College or other students (or which could bring **ncn** into disrepute). In some cases, where a criminal offence has been committed, the College will report the incident to the police.

Talk to your tutor or any member of Student Support Services (ask at reception) if you are having any problems that may affect your behaviour at college. Good behaviour is recognised and encouraged through your tutorial meetings and feedback to parents/guardians.

Attendance and punctuality

It's only you that will miss out if your attendance and punctuality are poor!

It is important for you to make sure you attend your lectures so that you can acquire the knowledge and skills you need to achieve your qualification.

Your tutor will record your attendance and punctuality. You are expected to attend **100%** of all the classes and activities of your course. If your attendance becomes an issue, we will call you to find out why you have not been able to attend. If you are aged between 16 and 18 we will also contact your parents or carers and will keep in regular contact with them regarding your progress, including your attendance. If you don't have a good reason for not attending or for often being late, then you may fail your course or be asked to leave... the only things this will affect are you and your future!

You are expected to be on time for **ALL** of your timetabled sessions. Lateness is disrespectful and will be challenged as it disrupts other people's learning as well as your own.

Latecomers will not be admitted to class.

If there is something wrong and you find it difficult to attend college, call your tutor or RAO as soon as you can. They can quickly put you in touch with staff in College whose main role is to support you. If you don't feel you can discuss it with them, but still need someone to talk to, go to reception and ask to speak to a Student Adviser, a Connexions Personal Adviser, a Counsellor or a member of the Students' Union. If you don't want to speak to anyone in person, email your concerns to rusorted@ncn.ac.uk or text 0777 333 7852; this is an additional support service that will help you work through your difficulties.

REMEMBER... if your attendance is poor or you are often late:

- you will not receive your EMA (Educational Maintenance Allowance) or ALG (Adult Learning Grant) money
- you will fall behind in your coursework
- you will miss out on the opportunity to get involved in activities, join clubs and visit exciting places with your friends (eg. Alton Towers, Dublin, Spain)
- you may lose your place on your course
- it may result in disciplinary action against you (see our student code of conduct)



What we do for you

What are your rights as a student at ncn?

As a student at **ncn** there are lots of activities and services that are available to you. Our staff are here to support and help you with all parts of your life at college.

Tutorials

We provide a personal tutor for all full-time students and some part-time students. They will meet with you regularly to review your progress, help you set your goals and be there for you to talk to.

Your tutor will help you create an Individual Learning Plan (ILP). The ILP is a working document that you will develop throughout your course. You can use the ILP to:

- reflect upon your progress on your course
- set clear targets for improvement while on your course
- record your achievements

Your tutor will guide you through this process.

Your tutor will also...

- monitor your progress and attendance and help you deal with any issues that are affecting your progress on your course
- provide regular feedback on the progress you are making on your course

- signpost you to a range of college services that are available to support you
- provide support for you with study skills sessions and help in planning your learning
- provide opportunities for you to get information and advice on a range of topics including careers education, health education and self awareness
- provide you with information on the range of fun activities that **ncn** has on offer and much more

Academic appeals

If you feel that you have been disadvantaged as the result of an assessment decision, you have the right to appeal. Ask your tutor for details of the academic appeals procedure.

Health and safety

ncn has a responsibility to ensure the health, safety, welfare and security of all students, staff, visitors and members of the public who use the College premises and its resources. We will seek to minimise risk at all times. General health and safety awareness will form part of the induction of all student groups and staff. You will also receive ongoing specific health and safety training and instruction as appropriate to your course of study.

If you have an accident on college premises, report it to your tutor or reception immediately.

If you have any health and safety concerns, or see any potential hazards at college, talk to your tutor or report it to reception.

It is very important that you conduct yourself in such a way as to avoid putting yourself and other people at unnecessary risk whilst on college premises, or when taking part in off-site events organised by the College. This includes following instructions that have been given to ensure the safety of an activity and not damaging or interfering with safety equipment. **ncn** strives to provide a stimulating learning experience in a safe and healthy college environment.

Student risk assessments

Some students might be asked to undergo a risk assessment. This would involve attending a meeting, participating in the assessment, and complying with any recommended conditions.

Should a student refuse to attend, or refuse to comply with the specified conditions, they may be withdrawn from their course and/or college and not be eligible for re-imburement of any fees paid.

Security

We take the security of you and your belongings very seriously.

We need you to help us make sure that **ncn** stays a secure and friendly place for all students. For safety reasons we will ask to see your ID card regularly. Keep your ID card safe and never lend it to anyone. You are responsible for the safe keeping of your property, such as purses, mobile phones and bags – keep these with you at all times and never leave them unattended in a public area or classroom. We are not responsible for the loss or theft of your belongings whilst you are at college.

You park your car at college at your own risk and we will not be responsible for any damage or theft whilst you are with us.

You may sometimes need to take equipment out of college. Make sure that you have the written consent of your tutor beforehand or you may be stopped and could be suspended from college.

Finally, if you think that you have lost something or have had something stolen whilst you are in college, or see someone acting suspiciously, contact your nearest security office or reception immediately.

Statement on carrying knives and other weapons

ncn has a strict policy on the carrying of knives and other offensive weapons, in line with our student charter.

If you are found in possession of a knife or offensive weapon it will be deemed as gross misconduct and disciplinary action will be taken. In some circumstances the police will also be informed.

If you know or suspect any student of carrying knives or other weapons you should either inform your tutor or security.

We reserve the right to conduct searches on individuals either as a random operation or based on information received.

Drugs and alcohol at ncn

Students at **ncn** are not allowed to bring illegal substances (see drugs classification table opposite) onto any **ncn** campus. Students who are found with any illegal substance will be disciplined and, where appropriate, the police will be informed.

Students are not allowed to bring alcohol onto any **ncn** campus unless they have the permission of the Head of School.

The sale or distribution of any illegal substance on **ncn** campuses is a criminal offence and the police authorities will be contacted immediately. Distribution

of illegal substances, even without payment, is against the law. This includes passing drugs among your friends.

Prescription drugs are allowed on **ncn** campuses as long as a doctor has prescribed them for the named individual who is in possession of them. Having someone else's prescribed drugs will be classed as possession of an illegal substance.

If students come onto any **ncn** campus under the influence of drugs or alcohol, they will be asked to leave, as they may be a health and safety risk to themselves and other students.

If any student under the age of 18 breaks any **ncn** rules, including those on drugs and alcohol, their parents will be informed.

Students who suspect individuals of possessing or distributing illegal substances should inform security staff or an appropriate member of staff in confidence.

If any student feels they have a problem with either drugs or alcohol they are encouraged to access our support services.

What to do if you find equipment associated with substance misuse

If any equipment associated with substance misuse is found by a student on college premises it should NOT be touched, especially if it is a syringe. Security should be informed immediately and they will ensure it is removed safely.

Drugs classification table

The list of drugs controlled under the Misuse of Drugs Act is separated into three classes: A, B and C. Class A drugs are believed to be the most dangerous and carry the highest penalties.

Class A Cocaine, crack, crystal meth, ecstasy, heroin, LSD, magic mushrooms, methadone, opium

Class B Amphetamines, barbiturates, cannabis (herbal, resin, oil), codeine, DF0118 painkillers

Class C Ketamine, tranquillisers

ALL the drugs above are classed as illegal substances unless you have an authorised prescription.

If at any time you require information, support or advice in relation to drugs and alcohol, please contact the College support services:

■ Counselling service	0115 9 100 100
■ ncn switchboard	0115 9 100 100
■ FRANK service	0800 776600
■ RUSorted	0777 333 7852 (text)

You can also talk to any member of Student Support Services on your **ncn** campus.

Your Learning Agreement

When you enrol with us we ask you to sign a learning agreement. This is on page 3 of our enrolment forms. The learning agreement is very important. It asks you to sign to confirm you are willing to take the course for which you have enrolled, that you agree to comply with college rules, attend your classes regularly and complete your coursework. It also informs you of your rights as a student to receive unbiased advice and guidance at every stage throughout your time with us. Please ask your tutor for more information if you are unsure about any part of the learning agreement.

Every Learner Matters

Every Child Matters is a government policy that has five key outcomes. These are that every young person and child should be supported in:

- being healthy
- enjoying & achieving
- achieving economic wellbeing
- making a positive contribution
- staying safe

The College is committed to this policy and will ensure that learners in college are offered the support, guidance and advice on both course and personal issues. Your tutor will cover some of these issues with you as part of your tutorials.

Student support

All students at **ncn** are entitled to a wide range of support services that will help with issues such as housing, finance, stress management, confidence, or issues that may arise from your course (ie. study skills, finding it hard to make friends, applying for university or further training).

You can get support by talking to your tutor, a member of Student Support Services or using our anonymous text and email service called RUSorted.

The support services available are listed on the following pages of this document.

Student support services

Volunteering, advice, support, careers, fun...

The Student Support team provides a number of important services for you as a student at **ncn**. These include confidential support and counselling, programmes for your personal development, volunteering opportunities, advice and guidance, careers education and much more. The teams are based in Student Services areas.

RUSorted* confidential advice

RUSorted is a confidential service for all students and staff at **ncn**. If you need help, information, support or guidance and don't want to talk to someone face to face, or you don't know how to find someone to talk to, email rusorted@ncn.ac.uk or text 0777 333 7852 with your question. Someone will get back to you with the information that you need.

* This is not a 24-hour helpline and does not operate at the weekends. The hours of service are Monday–Thursday 9am–8pm and Friday 9am–4.30pm.

Advice and guidance

Student Advisers...

- give course information
- help you to look at what to do next
- give you advice on welfare and money issues and refer you to other specialist services if appropriate
- help you fill in application forms
- help you to write a CV or UCAS personal statement

You can drop in and see an adviser at your campus or make an appointment at any **ncn** reception or contact the RUSorted support service by email at rusorted@ncn.ac.uk or text 0777 333 7852.

Careers Advisers...

- give specific advice about your career choices
- help you decide what to do next to make sure that you achieve your goals
- help you decide which route is best for you
- talk to you about options for continuing education, including higher education (HE) courses
- support you in filling in application forms for work and further training
- talk to you about options with your subjects
- support you with decision making

You can make an appointment to see a Careers Adviser by asking at reception or contact the RUSorted support service by email at rusorted@ncn.ac.uk or text 0777 333 7852.

Careers Centre Online

This is a one stop shop of careers information. It has information and useful links about:

- **my subject** – careers information related to your area of study
- **general resources** – job search; CVs; interviews; volunteering; and Adult Directions, an interactive careers questionnaire
- **applying to university** – choosing HE courses; UCAS applications; personal statements; and finance for HE

You can also use it to find out about the Advice and Guidance team or book a careers appointment.

Find it on Studentnet by clicking on Careers Centre or at www.ncn.ac.uk/students/careers

You will need your **ncn** login details if accessing Studentnet from outside the College.

Connexions Personal Advisers (PAs)...

- support you with careers advice, preparing for university, getting a job, and making links with employers
- offer support on social issues relating to health, emotional wellbeing and housing

To make an appointment to see a PA contact the RUSorted support service by email at rusorted@ncn.ac.uk or text 0777 333 7852.

Counselling

ncn counsellors are here to help with any personal issues which may be affecting your learning.

Counselling gives you an opportunity to:

- share problems
- make sense of your feelings
- cope with a crisis
- make decisions
- find support when you feel alone

Often talking about your worries can make you feel better at coping with your situation. You will be treated with respect by the counsellor, who will not judge you in any way. In the majority of cases counselling is confidential, and what you talk about will not be repeated to anyone else.

More information is on Studentnet. You can make an appointment by telephone on 0115 953 4254 (24 hour answerphone), by emailing counselling@ncn.ac.uk or by contacting your nearest **ncn** campus reception.

Sexual health services

ncn in conjunction with Young People's Outreach Contraception and Sexual Health Services (Nottingham City NHS PCT) offers a comprehensive range of services to students. These include the following:

- sexual health guidance and information
- different types of female contraception
- male contraception
- sexual health screening and testing
- emergency contraception
- pregnancy testing
- chlamydia screening
- STI screening
- support and advice

We currently offer these free, confidential services at **ncn** Basford, **ncn** Clarendon and **ncn** City. For further information and times contact your campus reception desk or alternatively call Angella Reid on 0115 953 4203.

Get involved

Volunteering, Students' Union, Common Rooms, Enrichment and Student Boards

Getting the most out of being a student is about your commitment to your course and getting involved in the life of the College. We offer a number of opportunities for you to get involved.

Volunteering at ncn – have you got some spare time? Are there times when you are bored? Would you like to meet new and vibrant people? Would you like to gain some new skills and experiences? If you can answer 'yes' to any of the above, then why not volunteer? Volunteering is a great way for you to get involved in college life and have a positive impact in the community. You can gain an accredited certificate for the time you dedicate to volunteering, which may well impress a future employer or university. There are loads of different ways you can get involved. To find out more, contact the Volunteering team on 0115 9 100 100, or contact the RUSorted support service by email at rusorted@ncn.ac.uk or text 0777 333 7852.

Students' Union – the Students' Union (SU) belongs to all students and aims to represent them within the College and with wider organisations. They offer services, events and activities for all students to get involved in the life of the College. Your views and opinions matter to the SU. They need to know what you think and are always looking for students to get involved. Throughout the year they organise trips to places like London and the Clothes Show Live, arrange the Freshers' Fair and have promotions and events on all campuses. To get more information and to find out how to be involved, visit www.ncn.ac.uk/students/studentsunion.

Enrichment – **ncn** provides many free part-time courses for students who are interested in gaining new skills or who want to learn something new for fun. There are a wide range of courses for you to choose from including sport, Duke of Edinburgh, guitar for beginners, first aid and jewellery making. There are a number of sporting Enrichment sessions including football, basketball, rock climbing, ice skating, street dance, badminton and many more. If you have an interest in and a commitment to a particular sport, **ncn** operates a whole range of representative teams taking part in local, county and national competitions. Transport is provided to and from all **ncn** campuses. For more information contact the Enrichment staff on 0115 9 100 100, or look out for the Enrichment Booklet. You can also visit www.ncn.ac.uk/enrichment or contact the RUSorted support service by email at rusorted@ncn.ac.uk or text 0777 333 7852.

Learner Voice Boards – become a student representative and have your say. This is your chance to make a difference to students' experiences of **ncn**. Reps for the Learner Voice Boards are chosen from each course on campus. The boards meet twice a term and provide managers and other staff in the College with useful feedback about courses, services, facilities and IT. If you are interested in becoming a rep, talk to your tutor or contact the RUSorted support service by email at rusorted@ncn.ac.uk or text 0777 333 7852.

**Make a difference
by becoming a rep!**



Functional Skills

What are they?

You use them every day! They're just practical ways of applying English, maths and information communication technology (ICT) to things you do all the time. They'll give you heaps of confidence and independence at college, in your job and, well, life in general.

Who are they for?

Everyone! If you're studying with us at **ncn** they'll be an integral part of your course and you will study them alongside your other subjects. They are also a part of Apprenticeships.

They are important for everything we do, at college, at work and at home:

- we are communicating all the time
- we use IT more and more every day
- numbers are at the heart of much of what we do, at home or at work

So there is nothing new about these qualifications. You are using them already, all the time.

What are the benefits?

These useful, practical and problem-solving skills are just what employers and universities are looking for. What's new is that you are being given the chance to get better at them and to get a qualification that shows how good you are. This will boost your grades and help universities and employers to judge exactly what you can do.

Equality and diversity

At **ncn** we have a wide range of students from all walks of life. We are committed to providing everyone, no matter what their background, with the same opportunity to achieve and succeed. Our commitment to equality and diversity extends to everything that we do; our equality and diversity policy sets out everyone's responsibilities and all areas have their own action plan for promoting equality and diversity. We have a number of ways in which we try to make sure all students leave the College with an appreciation of the diverse range of people that make up society today. We want to encourage you to feedback how we can improve our services – please pass on your comments to Sarah Jordan on 0115 916 6405 or 0115 9 100 100, text 07912 070413 or email sarah.jordan@ncn.ac.uk

Facilities for people with disabilities

Part of our commitment to equality and diversity is to ensure that disabled students can access education, our buildings and resources. We have done a lot of work to make our buildings physically accessible to all students through the introduction of improved signage, induction loops and ramps. But making the College truly accessible and inclusive is much more than that, it is about creating an atmosphere where students are provided with the support that they need to achieve and succeed and making sure that disabled students can participate fully in college life.

The College supports students with disabilities and learning difficulties by providing information in a format that meets your needs; for example large print, different coloured paper, Braille. We can provide note takers and support workers to attend class with you and provide you with extra time in your exams or specialist equipment to make sure that you can achieve your goals.

If you think that you may need support whilst you are in college, contact the Learning Support team at als@ncn.ac.uk or call 0115 9 100 100 or ask your campus Learning Adviser for further information.

Support for learning

When you first come to **ncn** you may be asked to take part in an assessment of your reading, writing and maths. If you are asked to do the assessment, please don't worry about it!

All full-time and some part-time students do the assessment. It helps us make sure we are offering you the right support and help in the right areas. The College has specialist staff who can provide you with extra help with language, written work, numeracy, dyslexia and dyscalculia.

Additional learning support

The Additional Learning Support team offers flexible, confidential support to assist you in achieving your goals.

They can help you to access the right support at any stage of your programme. They can offer a range of services and can provide:

- learning support – literacy, numeracy, language – this could be a one-to-one workshop or in-class
- dyslexia/dyscalculia support
- specialist support/equipment
- adapted learning materials
- personal assistance
- deaf and visual access support
- exam support eg. extra time, scribe

To discuss or arrange support you need to speak to your campus Learning Adviser who can help you access the right support to help you meet the challenges of your course. To be referred to a Learning Adviser, email als@ncn.ac.uk or call 0115 9 100 100 or pick up a 'Support for Learners' leaflet which is available at each reception.

Wellbeing and mental health support

This confidential service is for you if you have experienced long or short-term mental health issues. We have two Mental Health Learning Advisers at **ncn**. Contact Helen Stanway or Sarah Rushton via our call centre on 0115 9 100 100 or email helen.stanway@ncn.ac.uk or sarah.rushton@ncn.ac.uk. Or you may wish to contact the RUSorted service by email at rusorted@ncn.ac.uk or text 0777 333 7852.

Childcare at ncn

ncn provides a number of nurseries and crèche facilities for your children whilst you are at college and also for private users. We can take children from six weeks to eight years old and after school and holiday clubs may also be available. The service is run by experienced, qualified early years practitioners who hold an enhanced CRB certificate. You may be able to access financial support to help pay for the costs of childcare or book sessions for three and four year olds funded by the Nursery Education Fund, please speak to Student Services for more information.

Places for our service are always in high demand so if you wish to give your child the chance to develop with us, please register early. Contact us on 0115 916 6314 for more information.

Money and finances

Fee payments – failure to keep up with fee payments may result in the College withholding your certificates until the remaining balance is paid. Fee remission may be available if you are studying on your first full Level 2/3 course or in receipt of a means-tested benefit. Instalment plans may be available, please ask at Student Services for more information.

EMA (Educational Maintenance Allowance) – is a national programme that provides support for 16–18 year old students to stay in education. You can get EMA if you are attending a valid course that is more than 12 hours a week and your household income is less than £30,810 per year. If you have not already applied, contact the Parent and Young People helpline on 0800 121 8989 or visit www.ema.direct.gov.uk on the Internet. Funding ranges from £10–£30 a week and is paid straight into your bank account.

You will sign an EMA contract with the College, which sets out what is expected of you in terms of attendance, behaviour, coursework and progress. You must attend all your classes in a week to receive your allowance. There are normally no

payments for absences. The funding available can be used to buy books and materials or help with your travel costs. For more information on EMA, contact the Student Services team, which is based at **ncn** Clarendon, **ncn** Basford Hall, **ncn** City and **ncn** High Pavement, on 0115 9 100 100 or call the national helpline on 0800 121 8989.

The ncn Learner Support Fund – as a further education student you may be able to claim additional funding from the Learner Support Fund. If your household income is below £21,816 you may be eligible. The fund is there to help contribute towards the costs of attending college, such as travel, specialised equipment and childcare. If you require childcare funding you must check your eligibility first at any reception before you arrange your child’s nursery place. Application forms and further details are available from any **ncn** reception or by telephoning the Student Services team on 0115 9 100 100.

Adult Learner Grant (ALG) – if you are aged 19 years or over, studying for your first full Level 2 or Level 3 qualification, attend college 12 hours+ per week, and have a household income of less than £19,513 if single, couples £30,810, you may be eligible to receive ALG. Funding ranges from £10–£30 a week and is paid straight into your bank account. You will sign an ALG contract with the College, which sets out what is expected of you in terms of attendance. You must attend all your classes in a week to receive your grant. There are normally no payments for absences. The funding available can be used to buy books and materials or help with your travel costs.

You can get more information about ALG by calling 0800 121 8989 or log on to the website www.direct.gov.uk

Access to Learning Fund (ALF) – the Access to Learning Fund is designed to help students in financial hardship who may need extra support to remain in college. The fund is available to all home students studying at least six hours a week on a full- or part-time university-level programme at **ncn**. You can apply for the fund at any point during the year and it is usually non-repayable.

Please note: The fund is not available to international or EU students.

All applications are means-tested and based on your personal circumstances. Contact the College’s HE Welfare and Finance Adviser on 0115 910 4590 for an application form, or to check if your course qualifies.

For information on the progress of your application, contact the Student Funding team on 0115 9 100 100.



Other sources of funding or advice – the Student Funding team or your campus Student Adviser can provide you with confidential advice on a range of funding and financial issues such as benefits, career development loans and much more – contact them on 0115 9 100 100 if you need to chat to someone about the financial help you may need to attend college.

College services

Haircuts

ncn has two commercial hairdressing training salons at **ncn** Clarendon and **ncn** Hucknall. Both salons provide quality cutting, styling, perming and colouring services at very reasonable prices in a friendly atmosphere. To make an appointment call 0115 9 100 100.

Beauty, health and holistic therapies

A wide range of treatments are on offer at **ncn** Clarendon, **ncn** City and **ncn** Hucknall. Whether you fancy a massage, facial, manicure or an aromatherapy treatment, these and much more are offered at irresistible prices. To make an appointment call 0115 9 100 100.

Your Look

Your Look is our state-of-the-art hair and beauty salon located at **ncn** Clarendon offering a comprehensive portfolio of hair and beauty treatments. Services include dry floatation, hot stone massage, nail technology and hairdressing services. Call 0115 953 5353 for a free consultation; for details of prices visit www.ncn.ac.uk

Florist shop

Located at **ncn** Hucknall, our floristry department offers a range of gift packaged floral arrangements and hand tied bouquets for various occasions.

For enquiries or to place an order, please call 0115 9 100 100.

Theatre and music

The Arts Centre at **ncn** Clarendon Academy for Performing Arts and Music presents regular student drama, dance and music events, and shows by professional companies, all at reasonable prices. College rock and pop bands perform in and around Nottingham. For more information check the noticeboards around **ncn** and the student intranet.

Hoppers – getting you around ncn

The College operates a free Hopper minibus service between **ncn** Clarendon, **ncn** City, and **ncn** High Pavement Sixth Form College campuses. The service is for students and staff who need to travel between campuses for their lessons. A timetable is displayed at receptions and is available on the student intranet.

Food, drink and dining

ncn offers a subsidised refectory service for all students at most campuses. The refectories are open from early morning until after lunchtime and serve hot and cold food, snacks and drinks at reasonable prices. Ask at your reception for the location of the refectory on your campus.

Our excellent training restaurant, the Adams Restaurant and Brasserie at **ncn** City, is led by highly skilled staff and is open to the public at lunchtimes and Wednesday evenings during term time.

Adams Restaurant and Brasserie

Brasserie

Drop in for an informal coffee, pastry or light lunch. Enjoy our contemporary surroundings and menu. Open from 10am weekdays; food available from 11am.

Restaurant

Open weekday lunchtimes from 12 noon, last orders 1.15pm.

Wednesday evenings: reservations between 6.30pm and 7.30pm; showcase dinners; Early Bird menu available at 6pm prompt – ideal for theatre goers!

Bookings may be made in person or by calling the restaurant on 0115 910 4510.

10% discount on food for **ncn** students. For more information check out www.ncn.ac.uk/adamsrestaurant



U Choose

U Choose food court is located at **ncn** Clarendon and run as a training environment for catering students. The food court is open between 8am and 7.30pm Monday–Thursday and 8am and 2.30pm on Fridays. U Choose offers a full range of quality hot foods, cold snacks and drinks, salads and homemade sandwiches and baguettes.

Learning centres

ncn learning centres provide print and electronic resources to help you with your coursework, as well as an extensive careers library. You can use these facilities as soon as you enrol. Get your ID card at reception and then you can borrow books, journals, CDs, DVDs and use the online library.

The learning centres have over 300 computers with internet access for you to do your research and complete your coursework. You can also use our online resources from home via the virtual library.

The learning centres are very busy, so make sure you get a PC when you want by booking in advance; book from home or from college, up to one week ahead, using MyPC software.

Staff are always on hand both to help you use the computers or when you just can't find what you're looking for. Details of services and opening times are displayed in all learning centres and on the virtual library.

It's not all about studying and coursework – check out our fiction and leisure reading, or enter one of our competitions and see if you can win a prize!

Media centre

ncn has its own TV studio and facilities. The technical team can help you with projects and coursework where you may want to make that extra special impact. Video cameras and editing facilities can be booked and the team can provide first time users with some basic support.

Photocopying and printing

Printing and photocopying facilities are available at all **ncn** campuses. You can photocopy and print as long as you obtain an ID card when you enrol. In learning centres you print to the MFD which is both a printer and a photocopier. Full-time students are credited with an allocation at the start of each term; part-time students will receive an allocation at the beginning of their course. The allocation you get helps you to do the printing and copying you need for your course, but if you run out of credit you can buy more in the learning centres. Ask learning centre staff if you are unsure about how the service works or if you would like further information.

The College monitors the use of its printers and photocopiers very closely. Misuse of these facilities will be considered a breach of college policy and will be dealt with by the student disciplinary procedures.

Parking

Some car parking is available at **ncn** Clarendon, **ncn** Basford Hall, **ncn** Hucknall and **ncn** City (Bath Street).

Spaces are limited and are allocated on a first-come, first-served basis. At **ncn** Clarendon, you will not be able to gain access to a car park until 8.45am. The College has a strict policy for people who park inconsiderately, for example, parking in disabled spaces, blocking the entrance or exit to a car park or blocking someone in. If you park in this way your car may be clamped and you may have to pay a fine to get it released.

There is no car parking at **ncn** City (Adams), **ncn** Broadway, or **ncn** High Pavement Sixth Form College.

There are facilities for you to park your bicycle at all **ncn** campuses; ask at reception for the location of the bicycle stands/pods. Please make sure that you secure your bicycle properly with a high quality lock as the College is not responsible if your bicycle goes missing.

Environment

Keeping buildings clean and tidy

We are committed to providing and maintaining the best facilities for our learners. To help us achieve this we ask you to respect your campus. This can be done in the following ways:

- dispose of rubbish in the appropriate bins provided
- do not litter public pathways around the campuses
- eat food in the designated areas
- contact the relevant reception if spillages occur

Remember, look after your campus.

Energy saving

We have recently signed up to the Carbon Reduction Commitment (CRC) which is part of the government commitment on reducing carbon emissions. In conjunction with our energy conservation group, strategies and targets have been put in place to reduce carbon emissions within the College. As a learner at **ncn**, you can help reduce energy consumption by:

- switching off lights after leaving classrooms
- turning off computers and monitors after use
- turning off running taps

College calendar

SEPTEMBER 2010						
M	T	W	T	F	S	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

OCTOBER 2010						
M	T	W	T	F	S	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31


NOVEMBER 2010						
M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					


DECEMBER 2010						
M	T	W	T	F	S	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

JANUARY 2011						
M	T	W	T	F	S	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

FEBRUARY 2011						
M	T	W	T	F	S	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28						

 Student holiday/half term (FE)

 First year FE students start and induction

 Second year FE students start

 Freshers' Fair (held at **ncn** Clarendon)

 HE enrolment and induction

MARCH 2011						
M	T	W	T	F	S	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

APRIL 2011						
M	T	W	T	F	S	S
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11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

MAY 2011						
M	T	W	T	F	S	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

JUNE 2011						
M	T	W	T	F	S	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

JULY 2011						
M	T	W	T	F	S	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

AUGUST 2011						
M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

- First and second year HE students start
- All students finish for Christmas, college closes at normal time
- Bank holiday
- All students return to college
- Inset day (no classes)

Religious festivals

Students are allowed to take up to four days off per year for religious festivals. We will consider requests for time off for students sensitively. Please discuss any requirements you have for time off with your tutor first and get their agreement.

2010

August	Wednesday 11	Ramadan (start)	Muslim
	Tuesday 17	Marcus Garvey's Birthday	Rastafari
September	Wednesday 8–10	Rosh Hashanah	Jewish
	Friday 10–12	Eid-al-Fitr	Muslim
	Saturday 11	Ethiopian New Year	Rastafari
	Friday 17–18	Yom Kippur	Jewish
October	Friday 8–17	Navaratri (start)	Hindu
	Friday 22–29	Sukkot	Jewish
November	Monday 1	Samhain	Pagan
	Monday 8–14	Diwali/Divali	Sikh/Hindu/Jain
	Sunday 14	Remembrance Sunday	Multifaith
	Sunday 14–18	Hajj (start)	Muslim
	Tuesday 16	Eid-al-Adha	Muslim
	Sunday 21	Birthday of Guru Nanak (Lunar Calendar)	Sikh
	Sunday 28	Advent Sunday	Christian
	Wednesday 1–9	Hanukkah	Jewish
December	Tuesday 21	Winter Solstice (Yule)	Pagan
	Saturday 25	Christmas Day	Christian

2011

January	Thursday 6	Epiphany	Christian
	Monday 17	World Religion Day	Multifaith
February	Tuesday 8 or		
	Tuesday 15	Parinirvana (Nirvana Day)	Buddhist
	Monday 14	Chinese New Year	Chinese
	Thursday 17	Start of Lent	Christian
	Sunday 27–28	Purim	Jewish
	Sunday 27–1 March	Holi	Hindu
March	Friday 4	Women's World Day of Prayer	Multifaith
	Sunday 20	Spring Equinox (Easter)	Pagan
	Monday 21	Naw Ruz (New Year)	Bahai
April	Wednesday 13	Vaisakhi	Sikh
	April 17	Palm Sunday	Christian
	Tuesday 19–26	Passover	Jewish
	Thursday 21	Ridvan (first day)	Bahai
	Friday 22	Good Friday	Christian
	Sunday 24	Easter Sunday	Christian
May	Sunday 1	Yom Hashoah	Jewish
	Tuesday 10	Wesak	Buddhist
June	Sunday 12	Pentecost (Whitsun)	Christian
	Tuesday 21	Summer Solstice (Litha)	Pagan
July	Saturday 23	Birthday of Haile Selassie I	Rastafari

Awareness days and other notable dates

August 2010

12 International Youth Day

September 2010

8 International Literacy Day

21 International Day of Peace

26 European Day of Languages

26 World Heart Day

October 2010

1–31 Black History Month

1 International Day of Older Persons

1 Jeans for Genes Day

4–10 Learn to Sign Week

10 World Mental Health Day

17 International Day for the Eradication of Poverty

24 United Nations Day

November 2010

1–7 Dyslexia Awareness Week

3 National Stress Awareness Day

15–19 Anti-bullying Week

17–21 International Education Week

20 Universal Children's Day

December 2010

1 World AIDS Day

3 International Day of the Disabled Persons

10 Human Rights Day

January 2011

17 World Religion Day

27 National Holocaust Memorial Day

February 2011

1–28 Lesbian, Gay, Bisexual and Transgender History Month

22–28 Student Volunteering Week

March 2011

8 International Women's Day

10 No Smoking Day

21 International Day for the Elimination of Racial Discrimination

April 2011

4–10 Mental Health Action Week

May 2011

15–21 Adult Learners' Week

June 2011

28–4 July Deaf Awareness Week

21–27 Deafblind Awareness Week