

Part-time
**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

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.

This document covers some general information about the College and our Student Charter, which gives information 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.

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 on behaviour that shows disrespect to the College or another student's right to learn.

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

Make the most of your time with us!



New College Nottingham

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.

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.

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 next few pages.

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 support with 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.



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!

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 support 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 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.

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.

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-imbursement 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.

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

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.

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. All awards are linked to the number of hours that you attend college and are made on a pro rata basis to part-time learners. Application forms and further details are available from any **ncn** reception or by telephoning the Student Funding team on 0115 9 100 100.

Help for HE students – part-time students may be eligible for funding support, contact the Student Funding team for more information on 0115 9 100 100. You may also be eligible to benefit from the HE Access to Learning Fund, which could provide you with financial support if you are struggling with your money. An application form and further details are available from Helen Lucas, HE Welfare and Finance Adviser, based at **ncn** City.

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 would like to chat to someone about the financial help you may need to attend college.

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 rights 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 and 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

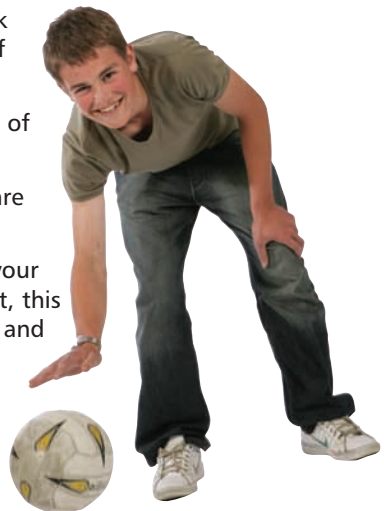
Student Charter

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.

Drugs and alcohol at ncn

Students at **ncn** are not allowed to bring illegal substances (see drugs classification table on page 18) 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 college 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 make sure 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.

What to do if you...

- **cannot attend college for any reason:**
please call your tutor
- **know in advance that you are going to be away (eg. on holiday, at the dentist/doctor):**
please let your tutor know as soon as possible
- **are ill while you are at college:**
please tell your tutor 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
- **wish to make a complaint:**
if 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.

