



*student*  
**handbook**

2011/12



# contents

- Section 1**      **Principal's Introduction**
  
- Section 2**      **Useful Information**
  - 2.1      College Calendar
  - 2.2      Religious Dates
  - 2.3      Student Support
  - 2.4      College Facilities
  - 2.5      Functional Skills
  - 2.6      Sports and Recreation
  - 2.7      Students' Union
  
- Section 3**      **Newcastle College Learner Promise**
  - 3.1      Introduction
  - 3.2      Our Commitment to You
  - 3.3      What Newcastle College Expects from You
  - 3.4      Student Identity Cards
  
- Section 4**      **What to do if You Have a Complaint**
  
- Section 5**      **Policies and Procedures**
  - 5.1      Disciplinary Policy
  - 5.2      Attendance Policy
  - 5.3      Academic Appeals Policy
  - 5.4      Respect and Consideration for Others Policy
  - 5.5      Academic Misconduct Policy
  - 5.6      Fair Processing Notice (FPN)
  
- Section 6**      **How to Contact Us**
  
- Section 7**      **Maps**
  
- Section 8**      **Ways to Pay**

Newcastle College has been consistently graded “Outstanding” by Ofsted since 2004. As a Learning and Skills Beacon college we have also achieved a number of key awards including the Matrix award for information, advice and guidance for students and the Training Quality Standard with Excellence in Construction, Fashion and Textiles, Engineering, Automotive and Hospitality, Travel and Leisure.

Newcastle College also topped National League Tables having been ranked best performing general further education college in England for 16-18 achievement and attainment at Level 3.\*

We are committed to providing our learners with unique training facilities through our multi-million pound campus investments. We have already created the £21million Performance Academy, £16m Lifestyle Academy for beauty, sport, tourism and hospitality and the £8.6m business centre at Sandyford, plus a £3.3m Aviation Academy at Newcastle International Airport.

In 2011-12 we will open our new Renewable Energies Academy based on the North bank of the Tyne and we will be starting construction of our brand-new, dedicated Sixth Form College. These investments, coupled with our outstanding student support and high quality courses, have helped us to build a reputation for excellence.

\* Source: Department for Children, Schools and Families league tables for attainment at Level 3, excludes independent schools.

## Principal's Introduction

At the beginning of this academic year, may I take the opportunity to welcome you to Newcastle College. Whether you've studied with us before or are new to us, we're delighted you have chosen Newcastle College.

This handbook is designed to help you understand how we can support your learning. It contains information about the services we offer, what we expect from you and most importantly, what you can expect from us. Our aim is to enable you to achieve your full potential.

I trust you will enjoy your time at Newcastle College. Whatever your ambitions, we will give you the power to achieve them. I look forward to meeting many of you during the year and wish you good luck with your studies.

A handwritten signature in black ink, appearing to read 'Bev Robinson'. The signature is fluid and cursive, with the first name 'Bev' written in a larger, more prominent script than the last name 'Robinson'.

**Bev Robinson**, Principal Newcastle College

# Useful Information

## College Calendar - Updated Version

The exact start date of your course may vary from the dates set out below and some courses also include reading weeks when you will not need to come into college. Please check with your tutor if you're not sure whether this applies to you.

<b>Week</b>	<b>Date</b>	
1	05/09/11	Induction – FE FT new starts only. Autumn term commences
2	12/09/11	FE PT and FT year 2 returners
3	19/09/11	HE Freshers week. HE term starts
	24/10/11	FE review week.* Staff Training Day Monday 24 October
14	12/12/11	Autumn term ends 16 December
	19/12/11	Christmas Holiday
	26/12/11	Christmas Holiday
15	02/01/12	Spring term commences on Tuesday 3 January
	13/02/12	FE review week*
24	12/03/12	Staff Training Day Friday 16 March
26	26/03/12	Spring term ends 30 March
	02/04/12	Easter Holiday
	09/04/12	Easter Holiday
27	16/04/12	Summer term commences Monday 16 April
	04/06/12	FE Review Week*
34	11/06/12	HE Summer term ends Friday 15 June
35	18/06/12	Summer term ends Friday 22 June for final year or one year FE students
36	25/06/12	FE students Summer Schools start
37	02/07/12	Summer term ends Friday 6 July for FE year 1 of year 2 learners

## Enrolment and Open Evenings

Our Enrolment and Open Evenings are held on the first Wednesday of every month (except August and September) from 4.30pm – 7.00pm at our Rye Hill Campus. For more information contact us on 0191 200 4000 or email: [enquiries@ncl-coll.ac.uk](mailto:enquiries@ncl-coll.ac.uk)

Please note: The dates and times above are subject to change.  
Please see [www.newcastlecollege.co.uk](http://www.newcastlecollege.co.uk) for any changes that may occur.

### **\*Further education review weeks**

During further education review weeks learners will have progress reviews, workshops, revision or other organised sessions. It is anticipated that some time will be spent on students' individual learning plans during review weeks.

During staff training days students may not be able to contact tutors or support staff.

# Religious Dates

Please note: Students are normally required to attend all classes during term time. If you are requesting an authorised absence in order to take part in a specific religious holiday during term time, please ensure you get written permission from your tutor at least two weeks in advance.

## Christian-Western

- Advent Sunday – 27 Nov 2011
- Christmas Day – 25 Dec 2011
- Ash Wednesday – 22 Feb 2012
- Good Friday – 6 Apr 2012
- Easter Day – 8 Apr 2012
- Ascension Day – 17 May 2012
- Whit Sunday – 28 May 2012
- Corpus Christ – 7 June 2012

## Bahá'í

- Birth of Bahá'u'lláh – 20 Oct 2011
- Feast of Naw-Rúz – 2 Mar 2012
- First Day of Ridván – 21 Apr 2012

## Buddhist

- Parinirvana Day – 8 Feb 2012
- Wesak (Buddha Day) – 5 May 2012
- Dharma Day – 3 Jul 2012

## Chinese

- Lunar New Year (3 days) – 23 Jan 2012

## Christian-Eastern Orthodox

- Christmas (not Greek Orthodox) – 7 Jan 2012
- Lent Monday – 5 Mar 2012
- Easter Day – 8 Apr 2012
- Pentecost – 27 May 2012

## Hindu

- Navaratri 1st Day – 28 Sept 2011
- Diwali – 26 Oct 2011
- Holi – 8 Mar 2012

## Islamic\*\*

- Eid Ul-Fitr – 30 Aug 2011
- Eid Ul-Adha – 6 Nov 2011
- Al-Hijira (Islamic New Year)  
– 26 Nov 2011
- Ashura – 5 Dec 2011
- Milad Al-Nabi (Prophet's Birthday)  
– 4 Feb 2012
- Lailat Ul-Isra Wal Miraj – 17 Jul 2012
- 1st of Ramadan – 20 Jul 2012

\*\* Dates are based on the new moon at Mecca

## Jewish

- Rosh Hashanah (Jewish New Year)  
– 2 Sept 2011
- Yom Kippur (Day of Atonement)  
– 8 Oct 2011
- Sukkot (Tabernacles) – 13 Oct 2011
- Hannukkah 1st day – 21 Dec 2011
- Pesach (Passover) 1st day  
– 7 Apr 2012
- Holocaust Memorial Day – 19 Apr 2012
- Shavuot (Pentecost) 1st day  
– 27 May 2012

## Sikh\*

- Birthday of Guru Nanak – 10 Nov 2011
- Martyrdom of Guru Tegh Bahadur  
– 24 Nov 2011
- Birthday of Guru Gobind Singh  
– 5 Jan 2012
- Baisakhi – 14 Apr 2012
- Martyrdom of Guru Arjan – 2 May 2012

\* Based on Nanakshahi Era calendar



# Student Support

We offer a lot of extra services to support you during your course. They include a dedicated Student Services team offering:

- help with course enquiries, information and advice. If you need course information in a different language or format, please let them know
- admissions and enrolment information
- admissions interviews
- information and advice on financial support, fees, study costs and other help that may be available to you
- information on childcare, travel and accommodation
- computer facilities to make online student support applications
- individual appointments and drop-in service for course advice, financial advice and careers guidance
- signposting and referral (i.e. if someone can't help you, they will try to direct you to someone who can and make contact on your behalf if you wish)
- learning mentors, based in your school's Learner Zone, who can help and support you during your course to help you succeed.

# Financial Help and Guidance

We recognise that studying can be expensive, however, there may be funds available to help you meet costs, such as:

- travel
- childcare
- books and equipment
- emergencies

If you are finding it difficult to manage financially, call into Student Services for more information and to find out if you qualify for help.

You can find Student Services in Rye Hill House, (please see map in section seven). They are open at the following times:

## **During college term time**

8.30am - 6.00pm Monday - Wednesday

9.30am - 6.00pm Thursday

8.30am - 4.30pm Friday

## **During college holidays**

8.30am - 5.00pm Monday - Wednesday

9.30am - 5.00pm Thursday

8.30am - 4.30pm Friday

To contact Student Services, phone 0191 200 4000 or email [enquiries@ncl-coll.ac.uk](mailto:enquiries@ncl-coll.ac.uk). You may also visit the Student Services website by accessing the college intranet site, Desk Top College. This has information, advice and direct links to many useful websites.

# Support for Students with Learning Difficulties and/or Disabilities

Our Learning Support Service (LSS) provides support and advice for learners who have a learning difficulty and/or disability. At present there are six support teams working within the service:

- the Autism/Aspergers Support Team
- the Dyslexia Support Team
- the Mental Health and Well Being Support Team
- the Sensory Support Team (D/deaf & blind / partially sighted)
- the Physical Disabilities and Learning Difficulties Support Team
- the Assistive Technology and Alternative Formats Team.

LSS is committed to providing inclusive education in a safe and positive environment. The service has a well established reputation and they work with key organisations such as Action for Blind People. LSS can provide help with:

- one-to-one and group support
- readers and/or note takers
- directed private study (DPS) support
- physical/personal care
- mobility issues/access support
- sensory support
- communication support such as British Sign Language (BSL) and lip speaking
- additional tutors for D/deaf and blind students
- specialist support through close working relationships with external specialist organisations
- alternative formats service

- specialist assessment and additional tuition
- assistive technology and specialist equipment
- special examination arrangements e.g. extra time
- access to mentors and /or specialist support tutors
- access to counselling provision.

We have a support provision booklet 'Support for You', which serves as a guide for learners who have Learning Difficulties and/or Disabilities or additional learning support needs. The college has undertaken disability audits of all its buildings and is committed to providing excellent access in all areas; this information can also be found in the support provision booklet Support for You. Under the Data Protection Act all learners are entitled to confidentiality when they disclose a disability. We encourage and welcome disclosure so that we can put the most effective support in place.

Dyslexia support is offered by a team of lecturers and instructors located within various schools in the college. Please contact your Personal Tutor or the Learning Mentor in your school for more details. Alternatively you can contact the Learning Support Service using the contact details below.

Specialist teams are here to support you, if you require any further information please contact the Learning Support Service: telephone: 0191 200 4189 or email: [learning.support@ncl-coll.ac.uk](mailto:learning.support@ncl-coll.ac.uk).

Or complete and tear out the form opposite and overleaf. Hand this form into Learning Support Service, Armstrong Building, Newcastle College. Please complete this form if you feel you may need additional help or support. This information will be confidential and will only be used to help us tailor support to your needs. Please state the nature of the learning difficulty, disability or medical condition, or any other concerns you may have.

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Please give us details of the assistance or support that you feel you may need.

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**Your details:**

Name: .....

Course: .....

Preferred contact details: (phone/email)

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Please complete this form and hand it to the Learning Support Service, Armstrong Building, Rye Hill Campus and someone will be in contact as soon as possible.

# College Facilities

## Library Services

One of the largest FE college libraries in the North of England, Newcastle College Library Service has over 50,000 books, plus newspapers, journals, magazines, DVDs, CDs, ebooks and ejournals available via e-library on Blackboard, to support our students.

Situated on the first floor of Mandela Library, our specialist Art and Design Library caters for students on advertising, architecture, ceramics, fashion, fine art, graphic design, illustration, photography and textile courses.

The Main Library is at the heart of Rye Hill Campus, next to Parsons Building, and houses academic resources for all other subjects taught at Newcastle College. It has group and quiet study areas, including an HE study room, exclusively for students working towards higher education qualifications; and an accessibility area with 8 specialist PCs for learners with disabilities. As with the Art Library, stationery, binding and photocopying facilities are on hand, students can also borrow laptops, and wi-fi is provided throughout the Main Library.

PITS, the largest I.T. centre at the college, is also situated in the Main Library, and has over 70 PCs available for drop-in use, as well as offering colour printing, password resetting and laminating services. Alternatively, seventy more computers are available at our second Computer suite, SPACE I.T., near the college car park next to our Lifestyle Academy building.

Our library catalogue is accessible online 24/7 at <http://heritage.ncl-coll.ac.uk/heritage>, enabling students to search for resources, check their account, renew their items or reserve titles at their convenience. You can also renew by ringing 0191 200 4020 or you can return items to our drop-boxes day or night.

NB. Your Newcastle College ID card is also your library card – you must have this with you to be able to borrow our resources.

## Term-Time Opening Hours

### Main Library

Monday.....8.45am – 7.00pm

Tuesday .....8.45am – 7.00pm

Wednesday .....9.00am – 7.00pm

Thursday.....8.45am – 7.00pm

Friday.....8.45am – 4.00pm

### Art Library

Monday .....9.15am – 4.30pm

Tuesday .....9.15am – 4.30pm

Wednesday .....9.15am – 4.30pm

Thursday.....9.15am – 4.30pm

Friday.....9.45am – 4.00pm.

### SPACE I.T.

Monday.....9.00am – 4.45pm

Tuesday .....9.00am – 4.45pm

Wednesday .....9.15am – 4.45pm

Thursday.....9.00am – 4.45pm

Friday.....9.00am – 3.45pm

## Use of IT Facilities

The computers are provided to support you in your learning and, because demand is high, we ask that you use them for your studies and not for personal use.

We are proud of our IT facilities and to ensure they offer the best possible service, we ask all our students to use the computers responsibly. Please do not use them in any way which may be offensive to others, do not download or forward any abusive material, do not tamper with and misuse equipment or software and only use the software provided by the college. Use of the IT facilities is subject to the Acceptable Use Policy and UK law. Access may be removed and/or disciplinary measures taken if misuse occurs.

## Examinations Office

The Examinations Office is based on the second floor of Rye Hill House (please see map in section 7) and is open at the following times:

8.30am - 5.00pm Monday - Thursday

8.30am - 4.30pm Friday

## Cash Office

The Cash Office is based on the first floor of Rye Hill House (please see map in section 7) and is open for students for reimbursement of eligible travel expenses.

Please note: tuition fees being paid in person should be paid at your school office. (Tuition fees will not be accepted at the Cash Office).

The Cash Office is open at the following times:

Monday – Friday 10.30am – 1.30pm.

## NCMA

Notice of entitlement for Newcastle College Maintenance Allowance (NCMA) and Adult Learners Grants (ALG) should be handed into the reception at Rye Hill House. Any queries regarding payments should be made at your school office.

## Car Parking

Rye Hill Campus and our other campus at West End College have car parks which students can use. There are designated accessible parking bays throughout the campus. Free overflow car parking is available during term-time at the Metro Radio Arena on a ticket basis. Tickets are issued daily from the main Rye Hill campus car park attendants.

## Public Telephones

There are three payphones situated in different buildings around Rye Hill Campus. They can be found at the Trevelyan Building foyer and West End College.

## Cash Machine

A cash machine can be found at Rye Hill Campus in Trevelyan Building, ground floor.

# Catering Services

Our recently launched Eat Out and Take Out award-winning retail outlets can be found across Newcastle College providing good quality food and beverages, produced as healthily as possible.

## Rye Hill Campus

Our Eat Out restaurants are located on the ground floor of Trevelyan building and on the first floor of Parsons building, serving a wide range of affordable homemade hot and cold food including jacket potatoes, pastries and made to order sandwiches, along with a wide range of snacks. A full vending machine service is also available here.

There are five Eat Out coffee shops located in the foyer of Parsons building, Trevelyan building and Rye Hill House, in the reception area of the Performance Academy and on the first floor of Mandela building. These high street style coffee shops serve up a range of bean to cup coffee, healthy home made sandwiches, tempting pastries, luxury drinks and healthy snacks.

All Rye Hill catering facilities have been awarded 5 stars in the Food Safety Inspection process and all Eat Out and Take Out outlets have been awarded the Heart of Newcastle Award for outstanding hygiene and healthy eating options. Take Out located in the foyer of Rutherford building, is a New York style outlet offering fresh made to order baguettes and snacks.

Space is entered from the Scotswood Road car park and comprises of a resource area on the ground floor which is a state-of-the-art social area where you can study, meet friends, print your work or just relax. You can also apply for your NUS Extra card here.

The Higher Education Bar, Cafe and Kitchen can be found on the first floor of Space. You can take your breaks in style in our £2million fully licensed bar and kitchen. This also doubles up as a live music venue with a contemporary food menu, giant plasma screens showing digital channels, a pool table and relaxing lounge area (over 18s only). Food is served at lunchtime and evenings.

Food for Thought Bistro, based on the ground floor of the Lifestyle Academy, has a modern and informal atmosphere and is run by staff and students of the Lifestyle Academy. The Bistro offers a wide range of freshly made hot and cold dishes, sandwiches and snacks. A selection of drinks is also available.

The Chefs' Academy, based on the third floor of the Lifestyle Academy and run by hospitality and catering students, is open for lunch and dinner during term time. Call the restaurant on 0191 200 4644 or third floor reception on 0191 200 4611/4622 for details.

The Chefs' Academy and the Food for Thought Bistro are both open during term-time only. All opening and closing times are subject to change.

## **Aviation Academy**

You can also find one of our award-winning Take Out outlets at our Aviation Academy at Newcastle International Airport.

## **Renewable Energies Academy**

Our newest Take Out outlet will be located on the first floor of the brand-new Renewable Energies Academy, which is due to open in early Autumn. This facility will offer a range of handmade sandwiches and salads as well as hot snacks such as pastries, panninis and deliciously filling soups.

## **Newcastle West End College**

The Café, located at the entrance to West End College (John Marley Centre), serves a wide range of hot and cold snacks and drinks.

Opening times are: Monday - Thursday 8.00am - 4.00pm  
Friday 8.00am - 3.30pm

## **Sandyford Building**

Fusion Bistro, based on the ground floor of the Sandyford Building and run by Lifestyle Academy staff and hospitality students, serves an exciting menu of hot and cold food – including breakfasts, salads, homemade burgers, jacket potatoes and sandwiches, alongside a weekly specials menu.

Open Monday – Friday 7.30am – 4.00pm

Time Out Cafe, run by our hospitality students, is the place to grab a coffee, sandwich or pastry and take some well earned time out.

Open Monday – Thursday 9.30am – 6.00pm  
Friday 9.00am – 3.30pm

## **Hairdressing**

Each of our three stylish salons open at 9.30am during term time most days and offer a full range of services including foils, colours and perms. To book an appointment call:

Lifestyle Academy 0191 200 4622

Sandyford 0191 221 0633

## **Beauty, Spa and Complementary Therapies**

The Retreat is our commercial salon, this beauty, spa and holistic therapy area is based on third floor of the Lifestyle Academy. This is the place where you can escape to and really unwind. You can chose from over 50 different face and body treatments, which are carried out by trainee students who are working towards a qualification and have already reached a high standard.

Call 0191 200 4602 to book a beauty appointment.

All opening and closing times are subject to change.

## **Day Nursery**

If you have children, our day nursery provides a friendly and welcoming environment. It is based on our main Rye Hill Campus and is for children aged 0-4 years old.

## **Prayer Room**

Prayer rooms are located on the second floor of the Parsons building and on the seventh floor of Trevelyan building.

## Functional Skills for Further Education Students

Functional Skills are the skills you require in everyday life; they are maths, English and ICT.

All full-time further education students undertake Functional Skills activity. You'll be assessed at the start of your course to make sure you study the Functional Skills units at the level appropriate to you. Functional Skills are part of the Government's Education Agenda and are designed to broaden your education and increase your chances of success. They are compulsory and form part of our expectation of you.

## Sport and Recreation

When you're not studying, there are plenty of activities happening around the campus. You might like to take part in the student Sport Enrichment activities and clubs such as urban dance, basketball, karate, trampolining or the rugby club. Or try out the Sport Unlimited programme, consisting of 10 week taster sessions in activities like skiing and snowboarding, archery and rock climbing.

If you are at the top of your game in any sport (even one we don't offer here) we can get you involved in the British Colleges Sport annual competitive programs running on Wednesday afternoons. For more information contact the sports centre on 0191 200 4129 or check out the website [www.newcastlecollege.co.uk/sport](http://www.newcastlecollege.co.uk/sport). You don't need to be a sports student to access any of these activities, they are open to all students.

## Fitness and Leisure

The college has two gym/leisure facilities right on your doorstep.

The Rye Hill Sports Centre, at the top of the Rye Hill Campus, offers a fully equipped gym, free weights and a range of cardio-vascular machines. There is the option to pay per session or monthly. Refurbished in April 2011, the gym now boasts a range of wheelchair accessible equipment and a functional cable training system as well as new décor and wall mounted flat screen televisions. Call 0191 200 4129 to speak to a member of staff or to arrange an induction session (subject to availability). Alternatively email [sport@ncl-coll.ac.uk](mailto:sport@ncl-coll.ac.uk). General opening times are Monday-Friday 9.00am-8.00pm and Saturday 10.00am-2.00pm, subject to curriculum activities.

Our newest fitness and health facility is The Zone. It is a premier quality, over 18's membership-based health club situated on the third floor of the Lifestyle Academy. It boasts a fully equipped state-of-the-art fitness gym and luxury spa facility. Open Monday-Friday 7.00am-8.30pm and Saturday 10.00am-5.00pm. Call 0191 200 4640 or email [thezone@ncl-coll.ac.uk](mailto:thezone@ncl-coll.ac.uk) for the latest student deals.

Newcastle College also is home to Rye Hill Amateur Boxing Club which runs at the sports centre on a Monday, Wednesday and Friday evening from 5.30pm to 7.30pm. Membership fees apply and are payable to the ABAE registered boxing club.

All sport and leisure facility opening and closing times are subject to change.

## Students' Union

When you enrol on your course, you automatically become a member of Newcastle College Students' Union (NCSU) which is an affiliated member of the National Union of Students (NUS).

Your Students' Union can organise events and activities, help you set up clubs and societies, and gives you the opportunity to get involved by volunteering. Opportunities include becoming a member of the Sexual Health Advice and Guidance team or getting involved in student politics and leading the student voice within the college. There are also opportunities to become a learner representative, a student ambassador or a student volunteer.

There are also a variety of volunteering opportunities available within the local community for charities, including Age Concern or RSPB North East. The Students' Union hold student elections twice a year where you will have the opportunity to be part of the Student Executive Committee and take part in the running of the Union. NCSU also supports students in organising events throughout the year, and organises a Freshers' Fair at the beginning of the year to introduce you to some of the social activities and clubs they run and support, as well as organisations and places that can make things easier on student life.

The new NUS Extra card is available to purchase from the ground floor in Space or online at [www.nus.org.uk](http://www.nus.org.uk). The card costs £10 for the year and entitles you to hundreds of fantastic discounts on services nationwide. The Students' Union is located on the first floor of Parsons Building, next to the canteen. If you would like more information about your Students' Union then please contact Samuel Foreman, President, on 0191 200 4525. You can also email [samuel.foreman@ncl-coll.ac.uk](mailto:samuel.foreman@ncl-coll.ac.uk) or you can pop in for a visit.

## Student Liaison Officer

The college has a Student Liaison Officer whose job is to support the Students' Union in their work and to liaise with students and departments within the college.

Our Student Liaison Officer is based in the Students' Union office, feel free to drop in or call 0191 200 4526 to find out more.

## Learner Promise and Charter

Welcome to Newcastle College's Learner Promise and Charter. We want you to know what you have a right to expect from us and what you can do if things go wrong. We hope you will find it useful.

We have a range of services, information and help to offer you. You can get detailed information or help from a member of staff at the following advice points:

- School offices throughout the college
- Student Services (Rye Hill House)
- Main Library or the Art and Design Library in the Mandela Building
- West End College (General Office)

We welcome feedback on our services we offer and we look forward to hearing from you.

# The Newcastle College Learner Promise – Our Commitment to You

It is important that you understand the services Newcastle College provides during your study. The Learner Promise covers six areas that we believe are necessary in giving you a rewarding experience.

## 1. Choosing Newcastle College

To help you make the right choice about your study, we will provide you with the following information:

- the college – information about what you can study
- the location of the resources and services available
- the course – this will describe what qualifications you may need in order to enrol, the content of the course, the learning and assessment methods and any costs
- progression – what learning and vocational opportunities are available when you successfully finish your study.

## 2. Starting at Newcastle College

Newcastle College will provide the following:

- support from experienced and knowledgeable advisers within the Centralised Admissions Team
- help with support needs including Additional Learning Support and Key Skills
- individual action plans that identify the learning outcomes you would like to achieve
- an induction that supports your passage into studying
- information about your role and responsibilities while studying
- additional support you require to achieve your learning goals through Student Services and outside agencies.

### 3. Studying at Newcastle College

Newcastle College will make the following available:

- a programme of study that identifies the type of learning and assessment
- a timetable that includes timings, location and the member of staff managing your study
- performance and progress reviews.

**In order to achieve the above we will provide the following:**

- planned teaching, learning and assessment activities that have clearly stated aims and outcomes, supported by the resources available
- the integration of information learning technology, where appropriate, to support teaching and learning
- referral to outside agencies where necessary
- information about your progress to other people supporting your learning, these may include parents and employers etc.

### 4. Assessments and Exams

Course teams will determine the level, type and amount of assessment for your study. This will involve working within the regulations set by awarding bodies.

You will receive the following information at the start of your study:

- nature of assessments (whether continuous or exam based)
- number and type of assessments, including timings during the year
- what is being assessed and how
- how feedback is given on assessments
- what to do if you need to appeal.

## 5. Next steps

You should prepare for the next stage of your education/career from the beginning of your study. This includes:

- education and training progression within the college
- education and training progression outside the college
- progression into employment.

Information, advice and guidance on progression will be integrated throughout the programme. This will be recorded and monitored.

All achievement in the college is valued. The college will celebrate exceptional achievement through prizes and awards.

Our charter also commits us to providing you with the best service possible.

### **In addition to the Learner Promise we will:**

Give you access to up-to-date information about the college:

- reports and papers from our Board of Governors' meetings will be available for public inspection in the college
- policies and procedures relevant to our students will be available via school offices and induction on-line via Desk Top College
- information on examination results of our students
- information on what students go on to do when they leave us.

Respond to your application fairly and sensitively:

- we will treat your application fairly, in line with our commitment to equal opportunities
- we will acknowledge your application within 10 working days and let you know what will happen next
- if you have a disability or a learning difficulty, we will help you with your application if requested.

Respond to the needs of employers:

- we will give employers the opportunity to express their views about the services offered by the college
- we will provide pre-agreed information about employees who are sponsored to study at the college
- if you would like tailor-made training, research or consultancy, we will respond to your enquiry promptly.

Value diversity in the college community:

- we will value individuals and work to ensure their potential is maximised
- we will publish annually a college Valuing Diversity Statement.

Provide a range of learning facilities:

- library facilities with books, periodicals and other items in both print and electronic format to meet your needs
- learning resource centres with a supply of computers together with printing facilities and access to the internet
- technical staff to provide advice and practical assistance
- self-help guides
- libraries and learning resource centres which are open at times that are well-publicised
- give details of any planned changes to learning support and computing facilities.

Provide personal and welfare support:

- we will provide information on different support agencies available to you
- we will arrange for advisers to provide information and advice about financial assistance, student loans and to help you contact other providers of welfare and financial support
- we will provide information on student accommodation provided through our partner organisations
- we will provide advice on housing matters.

## Code of Conduct for Students

### Obligations of students

Students are expected to:

- behave in a way which respects the needs and aspirations of others to learn, teach and live within the community of the college when using any of the college facilities.
- be punctual, attend all sessions required by their course timetable and undertake all associated work.
- understand and adhere to college rules, regulations and policies, including the prompt payment of fees.
- familiarise themselves with the college's Health and Safety regulations, comply with those regulations and act at all times with due regard for their own safety and that of others.
- respect the property of the college, and its staff, other students and visitors complying with the college's Respect for Others Policy.
- support staff and other students in the maintenance of a clean and tidy environment throughout the college.
- follow the reasonable instructions of any member of college staff.

## College Bus Service

We will provide a regular free bus service between the Construction Academy at Low Walker and the Higher Education Centre (Space).

Timetables will be posted on Desk Top College/Blackboard.

## Catering

You can expect us to:

- sell a range of food and drink at the times advertised
- provide refreshment facilities for students who only study in the evenings
- listen to any suggestions you make for improving the catering facilities.

## Health and Safety

You can expect us to:

- provide copies of our Health and Safety Policy in the Library, at school offices and on the Intranet site, Desk Top College
- each school will provide a statement describing how the college safety policy is implemented into their activities
- provide details of First Aiders on Desk Top College and throughout all schools
- record all reported injuries or incidents
- post instructions for Fire Action and Evacuation throughout all college buildings
- enforce no smoking on campus, inside and out.

## You can expect us to provide information about:

- a wide range of sports and leisure activities run by the college's sports team and the chance to take part in them
- social and leisure activities run by the Students' Union
- a wide range of hair and beauty treatments available at the various campus locations
- the dining facilities available at the college.

## We want to know what you think about us

You can let us know at any time how things are going. We value feedback and will provide you with formal and informal opportunities to help us to improve our services.

Across the academic year you will have the opportunity to tell us what you think about your course and the college in general via:

- on-line questionnaires which you will be asked to complete
- talking to your tutor
- talking to your course student representative who can take your opinions forward to a staff/student meeting.

The results of feedback will be available.

We will handle complaints promptly and carefully:

- we will deal immediately with any issues, concerns or complaints
- if detailed investigation is needed, we will respond within 10 working days and tell you how the matter is progressing. We will also provide you with a named contact.

## What Newcastle College expects from you

The Newcastle College Learner Promise and Charter tells you what you can expect from the college. In return, Newcastle College expects you to:

- take responsibility for your own learning, and for providing up-to-date contact details for your student file
- be self-motivated and committed to your studies
- follow the college Attendance Policy by being punctual, attending all sessions required by your course timetable and letting the college know if you are unable to attend
- complete all coursework to the best of your ability
- keep to deadlines which you are set
- understand and adhere to college rules, regulations and policies
- understand and adhere to health and safety rules and procedures
- respect and care for the college environment
- respect the work and learning of other people at the college
- understand and adhere to the college's Valuing Diversity Policy and related policies
- accept the right of the college to take reasonable action if these requirements are not fulfilled
- take full responsibility for payment arrangements for your course fees and any other monies due to the college by you or a nominated sponsor.

See section 5.4/5/6 for full details of the fee payment procedure.

- respect no smoking on campus.

## No Smoking

The college asks you to consider the impact of smoking on others as well as on yourself. New legislation means it is against the law to smoke in enclosed areas of buildings used by the public. The college actively enforces no smoking across all sites including outdoor areas. Advisory signs are posted at entrances to this perimeter. Adherence to this will be strictly observed.

## Student Identity Cards

When you have enrolled on your course, you will be given an ID card. You must wear and display your ID card at all times when you are on college premises and make it available for inspection should this be required.

We require staff and students to wear their ID badges as part of our commitment to keeping our campus safe for you.

You will need it for the issue of library items and the use of some IT facilities. If you lose your ID card you will have to pay for a replacement, which you can obtain from your school office.

# What to Do If You Have a Complaint

## Complaints Procedure

We have a staged complaints procedure through which we aim to resolve your concern as quickly as possible. To help us respond efficiently let us know about the issue immediately and no later than three months of it arising, through the following stages:

### Stage 1

- you can raise the issue directly with the person who, in your opinion, is responsible, or directly with your lecturer/course tutor, or directly with the course leader or manager for your course
- you can use the college course evaluation system to bring your concern to the attention of course teams and/or college managers
- use your Student Representative on the course team or programme board to take forward any concerns
- you can use the school's Learner Forum to highlight and take forward any concerns you may have.

We hope to resolve most complaints at this stage. However, if your complaint is not resolved to your satisfaction at Stage 1, you have the opportunity to move to Stage 2.

### Stage 2

If you feel the issue has not been resolved satisfactorily you should complete a Stage 2 Complaints form, available from your school office or Student Services. Identify both the nature of the complaint and, if appropriate, the individual against whom the complaint is being made. This may be dealt with in a confidential manner.

Complaints forms should be returned to your school office. They will log your complaint and you will receive a response within ten working days, detailing how we plan to investigate and when you might expect a detailed answer.

## Stage 3

If you are dissatisfied with the response to Stage 2 you should complete a Stage 3 Complaints form, identifying in detail; the reasons for your dissatisfaction, what you have done to try to remedy the complaint informally and what you would like us to do next. Forms should be returned to your school office who will log your complaint and forward it, with your Stage 2 complaint and outcomes, to The Office of the Principal. You will receive a response within ten working days.

## Stage 4

If you feel your complaint has not been resolved and you are still not happy, you can take this matter to the funding body for your course (normally the Young Peoples Learning Agency for 16-18 and the Skills Funding Agency 19+). Contact details for these organisations are available via the internet. Before you do this, however, you must have followed Stages 1-3.

The college will give you all the support and information you require to approach the relevant funding body with your complaint.

We hope that any difficulties or dissatisfaction you may have with college services may be quickly resolved in the early stages of these procedures.

### **An information leaflet - Something to Say?**

The complaints procedure is available at the following locations:

- Student Services
- School offices
- Students' Union

This leaflet can also be read and downloaded via the wall on the college's intranet system. Please go to Desk Top College, Student Services for Students, Info and Advice, which will allow you to access the 'Making a Complaint' folder.

# Policies and Procedures

## Disciplinary Policy (Students)

The Disciplinary Policy explains your obligations while you are attending college as well as giving examples of what the college considers to be misconduct. At the start of your course or during induction, your tutor will explain the Code of Conduct and general rules we operate within the college.

They will explain what kind of behaviour is expected of you when you are at college, whether studying or involved in other activities. Occasionally, poor behaviour by a student will require a response or action from the college, including disciplinary action. The Disciplinary Procedure sets out what will happen in such circumstances.

## Attendance Policy for Further Education Students

This policy explains our requirement that you attend all classes punctually and regularly. It also explains what to do if you cannot attend and sets out the actions we will take if you are absent without authorisation. If you are in receipt of a Newcastle College Maintenance Allowance (NCMA), an unauthorised absence will result in payment for that period being withheld.

## Academic Appeals Policy for Further Education Students

You have the right to appeal against an assessment result if you feel that illness or difficult personal circumstances have made you perform poorly in that assessment. You will be asked to provide evidence to back up your appeal. This will be reviewed in accordance with the policy and procedure of the relevant awarding body. Your tutor will advise you of the process.

## Respect and Consideration for Others Policy (Staff and Students)

This policy underlines the college's commitment to ensuring that everyone, students and staff, are treated with respect and consideration. The policy explains what happens if a complaint of bullying or harassment is made and how this will be investigated and dealt with.

## **Academic Misconduct Policy (Staff and Students)**

This policy explains what is meant by academic misconduct, cheating, collusion and plagiarism – (quoting other people's work as your own). The policy outlines what happens in suspected cases of academic misconduct. Your course handbook contains more information and this will be expanded on by teaching staff during induction.

## **Privacy Statement (Students)**

The Privacy Statement informs students about what information the college currently holds on them and who we share this information with. A copy will be provided on completion of enrolment.

## **Fee Payments and Account Information**

- 1.** Students take full responsibility for payment arrangements for their course fees, and any other monies, due to the college by themselves or a nominated sponsor. Failure to make prompt payment for monies due by the student will result in sanctions being imposed on the student's IT/Library account, and any qualification certificates and Graduation entitlement may be withheld pending full settlement. Any unpaid fees will be referred to a third party to collect the debt on the college's behalf. Any student with an outstanding debt to the college will not be able to enrol on further courses at the college until the debt is cleared.
- 2.** All fees are payable at enrolment.
- 3.** All fees payable by the student unless written evidence is provided, or is duly authorised by a nominated sponsor. All sponsors (other than Student Finance/Student Loans Co) will be required to complete the college's Sponsor Payment Agreement form. Instalments may only be agreed for student's payments under exceptional circumstances, and on completion and signature of a Student Fee Payment Agreement form.

## How to Contact Us

If you are unable to attend college for any reason (such as illness), or if you have any queries relating to your course, please contact the relevant school office on the following telephone numbers:

Sixth Form College  
0191 200 4456

Lifestyle Academy  
0191 200 4600

Health and Enterprise  
0191 200 4421

Art and Design  
0191 200 4211

Performance Academy  
0191 226 7508

Construction  
0191 200 4055

Applied Science & Technology  
0191 200 4357/4224

Access to Learning  
(English and Maths/Step 2)  
0191 200 4062

Learning Support  
0191 200 4189

Learning Development  
0191 200 4372

Teaching Development  
0191 200 4565

Student Services  
0191 200 4000

Students' Union  
0191 200 4525

**You might also find these  
contact details useful:**

Newcastle College  
Rye Hill Campus  
Scotswood Road  
Newcastle upon Tyne  
NE4 7SA

Tel: 0191 200 4000  
Fax: 0191 200 4517  
Minicom: 0191 272 3304  
Email: [enquiries@ncl-coll.ac.uk](mailto:enquiries@ncl-coll.ac.uk)  
visit: [www.newcastlecollege.co.uk](http://www.newcastlecollege.co.uk)

Credit Control  
Sandyford Building  
Sandyford Road  
Newcastle upon Tyne  
NE1 8QE

Tel: 0191 200  
4094/4887/4099/4095/4123  
Email: [creditcontrol@ncgrp.co.uk](mailto:creditcontrol@ncgrp.co.uk)  
Tel: 0191 200 4800  
Fax: 0191 200 4853

Newcastle West End College  
(John Marley Centre)  
Muscott Grove  
Off Whickham View  
Newcastle upon Tyne  
NE15 6TT

Tel: 0191 200 4000  
Fax: 0191 200 4729

Construction Skills Academy  
Wincomblee Road  
Walker  
Newcastle upon Tyne  
NE6 3QS

Tel: 0191 226 3154

Students' Union  
Newcastle College  
Rye Hill Campus  
Parsons Building  
Newcastle upon Tyne  
NE4 7SA

Tel: 0191 200 4524

# Maps



# Rye Hill Campus Map and Key



Business and Health Care



Main and Student Services



Applied Science and Technology



Art and Design



Music and Performing Arts



Café IT and HE Bar and Kitchen



Learning Support Service



Sixth Form



Beauty, Sport, Hospitality and Tourism



Teaching Development Centre



International

# Ways to Pay

## By Telephone

You can make credit or debit card payments by calling our Credit Control staff. To use this service please call 0191 200 4094 / 4887 / 4095 / 4099 / 4123 during office hours of 8.30am – 5pm Monday to Friday. When calling please ensure you have your debit or credit card ready.

## By Post

You can send a cheque - made payable to Newcastle College with your name, address and invoice reference number written on the back of the cheque to:

Credit Control, Shared Services, Newcastle College, Sandyford Building, Sandyford Road, Newcastle upon Tyne, NE1 8QE.

Enclose the remittance slip which can be found at the bottom of the invoice(s) being paid, to ensure your account is correctly credited. Do not send cash through the post. Cheques that are post dated will not be accepted.

## At your school administration office (students only)

The college accepts payment in person at your school administration office using the following payment options:

- cash
- cheque
- debit card
- credit card

## By internet banking / BACS / CHAPS / standing order

This can be done via your bank by quoting the following Newcastle College bank details:

Sort Code: 40-34-18

Account Number: 01793993

Account Name: Newcastle College

Ensure you quote your customer account number and the invoice number(s) relating to the payment to avoid delays in posting the payment to your account.



**Please note that course information is available in alternative formats and large print. Telephone 0191 200 4000.**

Newcastle College welcomes diversity in its student population – valuing differences in race, gender, sexual orientation, disability, religion or belief, class and age. We actively oppose discrimination, aim to remove all conditions that put people at a disadvantage, strive to improve access and to provide outstanding support.

We are committed to providing an inclusive learning environment. “Our Single Equality Scheme sets out our approach to equality and how we meet related statutory obligations.”

Please discuss your support needs with us and we will make every effort to make adjustments to help you succeed.

At the time of publication (August 2011) all information was correct.

## Safeguarding

We are committed to Safeguarding and ensuring all learners experience a secure, safe and welcoming environment in which they can fulfil their potential. We are also committed to assisting students to develop the skills necessary to take responsibility for their own safety. Specific policies and procedures are in place to safeguard young people (students under 18 years of age) and vulnerable adults; these are robust and are reviewed regularly. Procedures are in place to take all reasonable measures to ensure risk is minimised and appropriate action is taken to address welfare concerns of young people and vulnerable adults.

## Help us to recycle

We are committed to reducing resource use and diverting waste from landfill in support of Newcastle College’s Sustainability Strategy. In order to do this, we are actively encouraging staff and students to reduce and recycle as much waste as possible. Look out for our coloured recycling bins around the campus and separate your waste accordingly: **blue** for paper and card, **black** for general waste for landfill and **grey** or **red** for mixed plastics and cans. We are always keen to hear new ideas and suggestions. Please email these to: [recycling@ncl-coll.ac.uk](mailto:recycling@ncl-coll.ac.uk)







## **NEWCASTLE COLLEGE**

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**Tel:** +44 (0)191 200 4000

**Fax:** +44 (0)191 200 4517

**Email:** [enquiries@ncl-coll.ac.uk](mailto:enquiries@ncl-coll.ac.uk)

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