



YOUR GUIDE TO STUDENT SUPPORT

AT NEWCASTLE COLLEGE





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Your student support

At Newcastle College, we aim to provide every student with an outstanding experience. Our Central Support Service (CSS) offers a range of services that help students reach their full potential. In this guide, we will go through the various types of support available to you and how you can access this.

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For us to be able to fully support you and your needs while you study with us, it is particularly important that you tell us if:

- You have, or have ever had, an Education, Health and Care Plan
- You are, or have ever been, in local authority care
- You have had Exam Access Arrangements at a previous school or college
- You have a physical disability which would prevent you accessing college without support
- You are a Young Adult Carer (up to age 25) and help to care for someone, unpaid, who has an illness, disability, or addiction.

Learning support

We work closely with curriculum teams to provide an inclusive environment and support while you are studying at Newcastle College. We also offer Special Educational Needs and Disability (SEND) specific advice, guidance and signposting.

Access support

We offer a dedicated access hub and physiotherapy room and seven hoist facilities across the college. We also support with personal care needs and develop individual access plans.

Life Skills Hub

At our Life Skills Hub, we provide life skills sessions and a quiet space for students, especially those who need support with mental health or autism, which can be accessed between classes. We also offer Summer Schools to support your transition into college and help you make the best start.

Dyslexia and assistive technology

We offer dyslexia screening, exam access arrangements and specialist support. We can also provide assistive technologies and alternative formats where required.

SEND support

Our SEND Advisors will work with you to develop Inclusion Plans which are then shared with your lecturers so they can support you in class. We also have support workers who can provide in-class support if you need it.

Mental health support

Counselling

We offer a counselling service, providing a safe and private space for you to openly explore issues you may be experiencing through one-to-one counselling sessions with a fully accredited counsellor. All information discussed is treated confidentially in accordance with the British Association of Counsellors and Psychotherapists (BACP).

Wellbeing team

We support students with their social, emotional and behavioural wellbeing. This is done through regular support and close relationships with external specialist teams. Our SEND Advisors will work with you to develop Inclusion Plans which are then shared with your lecturers so they can support you in class. We also have support workers who can provide in-class support if you need it.



Pastoral support

The Pastoral Support Team is here to make you feel welcome, inspired and supported as you learn. All students across Newcastle College have access to drop-in, group or one-to-one support.

Care experienced students

We offer direct support to looked-after children and care leavers, working closely with social workers and co-ordinating Personal Education Plans.

Also, NCG and the Care Leaver Covenant have partnered together to support our care experienced students with progression opportunities.

The Covenant is a promise made by private, public or voluntary organisations to provide support for care leavers aged 16-25 to help them to live independently.



Expectant mothers

We offer support such as a wellbeing risk assessment, open communication with your tutors or lecturers and any other general pastoral support.

Learning Mentors

Our Learning Mentors are based across campus and work with you on a wide range of issues including health, wellbeing and personal safety, academic support, employability and life skills.

Literacy and numeracy support

Our Literacy and Numeracy Mentors provide one-to-one and small group support as well as providing daily drop-in sessions.

Young adult carers

If you help to look after someone who has an illness, disability, mental health illness or addiction then we can provide additional support.

Youth Mental Health First Aid

We have qualified Youth Mental Health First Aiders who can support students who are experiencing mental health distress.

Exam access arrangements

Newcastle College offers tailored exam access arrangements for students who need them, depending on specific requirements. These special provisions in exam situations may include:

- Sitting the exam in a smaller or separate room
- Extra time
- Rest breaks
- A reader or a scribe
- A word processor.

If you have qualified for any of these provisions in your previous exams, we can apply them for you here, so long as you can provide evidence for exam boards of a special need or disability.

For all needs, you must show evidence of previous exam access arrangements from your last school or college. This could be a copy of a Form 8 or submission report to Access Arrangements Online. A current Education, Health and Care Plan would also be suitable evidence.

In addition to evidence of any previous exam access arrangements, further proof is also required, depending on your specific need. Please the table opposite for the Needs and Evidence.

Need

Social, emotional and mental health needs, for example:

- Attention Deficit Disorder (ADD)
- Attention Deficit Hyperactivity Disorder (ADHD)
- Mental health conditions/diagnoses.

Communication and interaction needs, for example:

- Autism spectrum disorder
- Speech needs
- Language needs
- Communication needs.

Sensory and physical needs, for example:

- Hearing impairment
- Vision impairment
- Multi-sensory impairment
- Physical disability
- Dyspraxia.

Cognition and learning needs, for example:

- Dyscalculia
- Dyslexia
- Diagnosed learning difficulty.

Evidence

Proof for **social, emotional and mental health needs** include reports from a clinical team or hospital, such as:

- CYPS
- Psychologist
- Psychiatrist report
- SALT report.

Proof for **communication and interaction needs** include reports from a clinical team or hospital, such as:

- CYPS
- Psychologist
- Psychiatrist report
- SALT report.

Proof for **sensory and physical needs** include medical evidence, such as:

- Consultant letter
- Hospital letter.

Proof for **cognition and learning needs** include:

- Full diagnosis report from a psychologist or specialist assessor, stating dyslexia, dyscalculia, or a diagnosed learning difficulty.
- A report from a screening assessment that states one is 'at risk' of dyslexia.



Libraries and learning spaces

Our Library team can support with accessing IT at college, research skills, finding the correct resources you need and a wide range of other things.

Main Library

The main Library is situated in the heart of the Rye Hill campus and has over 70,000 resources to help you study. Students have access to the library catalogue where they can search, access and print all resources and e-resources Newcastle College has on offer.

Our Support Hub is also based in the main Library, and you can call in to speak to one of the team during normal college hours.

Learning spaces

There are two IT centres where you can drop into study independently in a welcoming and secure environment.

Important contacts

There are many ways you can ask for help at Newcastle College. You can:

Visit the Support Hub

Drop by the Support Hub located in the main campus Library to speak directly with one of our helpful team members. They will be more than happy to assist you with any questions or concerns you may have.

Involve your tutor or lecturer

If you prefer, you can ask your lecturer to request support on your behalf. Don't hesitate to reach out to them for help.

Request support by clicking the QR code

Simply click the QR code opposite and it will take you to a self-referral page. You just need to fill out the details and the support team will get in touch.

Get in contact via telephone or email

Please get in touch to find out more about how we can help you on **0191 200 4189** or by emailing **css@ncl-coll.ac.uk**



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