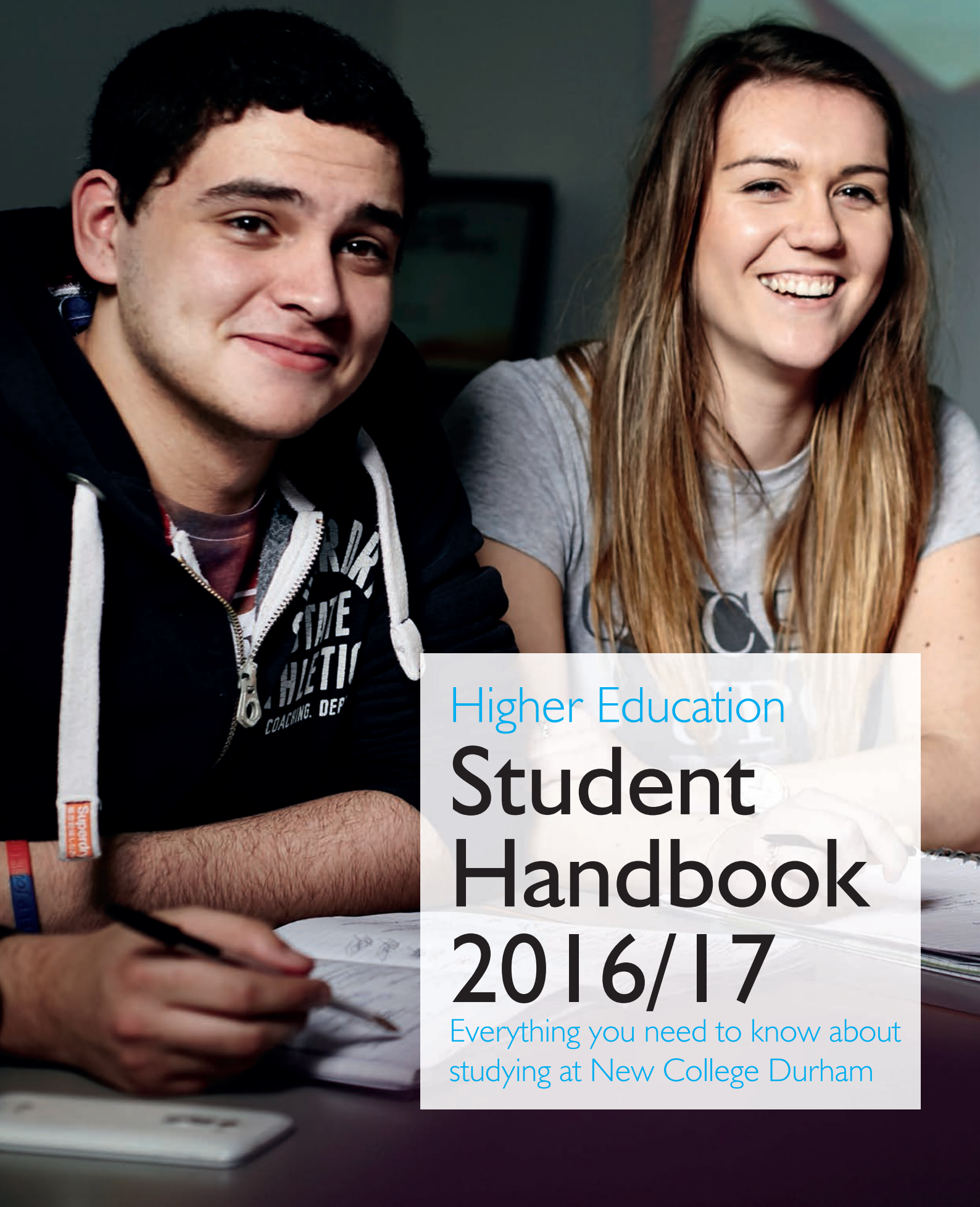




New College Durham



Higher Education

Student Handbook 2016/17

Everything you need to know about
studying at New College Durham

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Message from the Principal

Welcome to New College Durham

When you look around our campus, I'm sure you will agree that we have some of the best teaching and learning facilities in the region. It is a fantastic place for work, study and to get to know other people. You can do your bit throughout the year by helping us to look after it and keep it clean and free from litter.

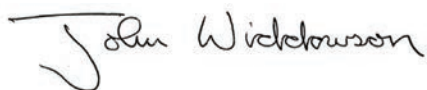
Of course, coming to college isn't just about buildings. Our aim is to ensure you make the most of your time here and that at the end of your course you leave with the qualifications you need to get a good job or go on to higher level study. Hundreds of students do that every year and we will do everything we can to ensure that you do the same.

You have to play your part too. This means attending classes regularly and punctually. It also means doing the work required for your course to the right standard and submitting it on time. Your lecturers are here to help you to do that. They will help if you have any problems with your course and can direct you to our team of specialist advisers if you need a little extra help.

As well as following your chosen course, you can also take part in a wide range of activities outside the classroom, many of which are organised by the Students' Union. The Students' Union is your voice in the College, helping us to make sure that from the Board of Governors down, students' views are heard and taken into account. Playing an active part in the Students' Union and supporting its activities is one way to get more out of your time here. It can also help you to make new friends and try new things.

Whatever your course and no matter how long you spend with us, I am sure you will enjoy your time here at New College Durham.

Have a great year!



John Widdowson,
Principal & Chief Executive

Did you know..?

Foundation Degree Awarding Powers

New College Durham is the largest provider of Higher and Further Education in County Durham and one of only five colleges in the country to be granted the power to award its own Foundation Degrees.

We have a high quality portfolio of over 50 higher education programmes, including Foundation Degrees, Honours Degrees and professional qualifications in a wide range of subject areas. If you want to stay local rather than leave home, joining a Higher Education programme at New College Durham, with affordable tuition fees, may be a suitable option for you.

UK Visa & Immigration Tier 4 Sponsor

Under the new regulations for international students set by the UKVI we are proud to be listed as an approved Tier 4 Sponsor. We fulfil all our obligations on the highest level and we also make sure that our students meet the terms of their visa or permission of stay.

Students' Charter 2016/17

In our Students' Charter, we set out our commitments to you and also what we ask of you in return, so that together we can make New College Durham a great place for you to study and learn.

The Charter states the aims of the College. While we will attempt to achieve these aims, no legal liability is assumed and no part of the Charter forms a part of any contract between the College and any third party.

Our commitments to you:

1. To make entry onto our courses as easy and fair as we can.
2. To provide high quality courses that meet the needs of our students.
3. To provide high quality student support services.
4. To operate fair and effective procedures for feedback and appeals.

1. We aim to make entry onto our courses as easy and fair as we can

We will do our best to:

- Provide full and accurate information about our courses and other services.
- Respond promptly and appropriately to all requests for information.
- Implement an equal opportunities policy that is widely communicated.
- Process course applications quickly and fairly.

In return we ask you to:

- Take note of the information provided about your course and in the Student Handbook.
- Ask our staff at an early stage if there is anything you do not understand.
- Attend punctually any selection interview or assessments for your course.
- Keep us informed of your intentions when you are offered a place on a course.
- Provide full and accurate information on application forms and enrolment forms.
- Inform the College of any changes to your personal circumstances.

Students' Charter 2016/17

2. We aim to provide high quality courses that meet the needs of our students

We will do our best to:

- Keep our courses under review to ensure they match the needs of our students.
- Respond to suggestions from students, employers and others for new courses or new units.
- Provide you with a schedule of important dates and deadlines for your course.
- Develop our staff, facilities and resources to meet your needs in College.
- Ensure that all staff providing advice and guidance are aware of progression routes from courses.
- Help you to take responsibility for managing your own learning.
- Give you regular and constructive feedback on your progress.
- Raise the levels of students' achievements across all programmes.

In return we ask you to:

- Behave in a way which respects the needs and aspirations of others to learn, teach and live within the community of the College.
- Give us feedback to help us to improve our courses and services.
- Attend lectures and other events which you are scheduled to attend regularly and punctually.
- Inform the appropriate member of staff as soon as possible if for any reason you are unable to attend a lecture or other scheduled event.
- Undertake course work diligently and submit all assignments on time to your tutors.
- Show due courtesy to College staff, other students and visitors.
- Familiarise yourself with the College's health and safety regulations, comply with those regulations and act at all times with due regard for your own safety and that of others.
- Respect the property of the College.
- Support staff and other students in the maintenance of a clean and tidy environment throughout the College.

Students' Charter 2016/17

3. We aim to provide high quality student support services

We will do our best to:

- Provide effective information and guidance both before and during courses.
- Offer you an induction programme.
- Offer you tutorial support throughout your course.
- Make available a range of services through ASC (Advice Support Careers), including careers, funding and welfare advice, personal counselling services and support.
- Give you advice about the specialist equipment and support available to help with your studies.
- Make all buildings accessible to all students, wherever practicable.
- Publicise the available financial help (including Learner Support and Access to Learning Funds, bursaries and childcare) and make the applications and appeals procedures straight forward.
- Provide a programme of careers education and guidance activities appropriate to your needs.

In return we ask you to:

- Seek help when you need it.
- Take advantage of the support offered.
- Attend all tutorials and reviews.

Students' Charter 2016/17

4. We aim to operate fair and effective procedures for feedback and appeals

We will do our best to:

- Publicise and operate a clear and effective system for receiving and acting upon comments, suggestions and complaints.
- Operate a fair system of academic appeals.

In return we ask you to:

- Discuss issues in the first instance with your course tutor or course leader.
- Follow our procedures if you wish to make a complaint, comment, suggestion or appeal.

A separate leaflet called Procedures for Complaints, Comments and Suggestions is available at all reception areas in the College and in the Students' Union, and information can be found on the VLE which provides full information about what to do if:

- You have an idea or suggestion you would like us to consider.
- You have any concern about the services you have received from the College.
- You wish to make a complaint.
- You are not happy about any aspect of your course.

College Campus



College Campus

⇒ Higher Education Centre

Opening this year is an exciting new learning and social space specifically for students on higher education and professional programmes. The purpose built centre, with an open plan social feel and a glazed external façade, will include two large general teaching classrooms, an IT classroom, a large breakout and social space to encourage informal working, and a space that is uniquely for our HE students.



⇒ The Library

The Library has over 55,000 books, 140 print journals and loads of e-resources.

⇒ e-Learning Centre

The eLC has more than 250 computers, all with MS Office 2016 software, available on a drop-in basis.



⇒ Want to get active? No sweat...

Use the latest fitness equipment in the Steps2Fitness Centre, access our multipurpose sports hall and dance studio, or join our Football and Rugby Development Centres.

⇒ Introducing cashless payments

All students have the opportunity to provide a fingerprint at enrolment, which can be used to provide access to both library and cashless catering services.



Enquiries

Useful Telephone Numbers

| | |
|---------------------------------|---------------|
| Main Switchboard | 0191 375 4000 |
| Information & Main Reception | 0191 375 4040 |
| Admissions Office | 0191 375 4210 |
| ASC (Advice Support Careers) | 0191 375 4400 |
| Students' Union | 0191 375 4548 |
| Learner Development Officer | 0191 375 4546 |
| The e-Learning Centre | 0191 375 4416 |
| The Library | 0191 375 4370 |
| Apprenticeship Office | 0191 375 4932 |
| Examinations Office | 0191 375 4030 |
| Finance Office | 0191 375 4068 |
| Access Fund (Travel, Bursaries) | 0191 375 4218 |

Information and Main Reception

Enquiries can be made at Information & Main Reception. Please do not hesitate to ask if you need help.

Opening Times

| | | |
|--------------|------------------|-------------------|
| Term Time | Monday-Wednesday | 8.30 am - 7.00 pm |
| | Thursday | 8.30 am - 5.00 pm |
| | Friday | 8.30 am - 4.30 pm |
| Holiday Time | Monday-Thursday | 8.30 am - 5.00 pm |
| | Friday | 8.30 am - 4.30 pm |

Students' Union (SU)

The Students' Union is a membership organisation that represents all students who are enrolled on a programme of study at New College Durham. The Students' Union provides a range of services and all students are automatically a member of the Students' Union and you are entitled to access any of the services or opportunities that they provide. The Students' Union office is on the ground floor of the Sports and Music Building; you will find it at the far end of Starbucks. The office is the first room on the right. The Students' Union President and the Learner Development Co-ordinator are both based in the Students' Union office.

The Students' Union Team are responsible for managing the Union's activities and the Students' Union President represents the student body on College committees, including the Corporation of the College (the body responsible for the strategic management of the College) and chairs the Further Education and Higher Education Cross College Student Forums (Student Representation mechanism), which meets four times a year. The Students' Union President and the Student Assembly are elected annually. All members of the Union are entitled to vote for their preferred candidates. The successful Presidential candidate takes up the post at the beginning of July and the Officer roles start in September/October.

The President post is full-time and carries a salary paid by the College. Nominations are open for the Students' Union President position in spring, each year. Any student, who is over 18, and not declared bankrupt, is eligible to stand. The Students' Union President for 2016/17 is Sarah Smith. Sarah completed her Foundation Degree in Visual Arts in July 2015 and is currently studying for a BA (Hons) Visual Arts at the College.

For more information go to www.newcollegedurham.ac.uk/the-college/students-union/



Students' Union (SU)

The Students' Union President also works closely with the Learner Development Co-ordinator (LDC). In addition to the LDC and the Students' Union President there are a group of volunteer officers who have responsibility for representing the diverse range of learners in College. These are; International Student Officer, Further Education Student Officer, Higher Education Officer, Students' with Disabilities Officer, LGBT Officer, Mature Students' Officer and Part-Time Officer. These Officers build up the Students' Union Assembly, the governing body of the Union.

The volunteer officers are appointed at the beginning of the academic year, and you are welcome to put yourself forward for these posts. The Students' Union is part-funded by the College but it also raises money through the events and activities it organises. This income is used to support student activities and charities.

The Students' Union has a long history of fundraising for charitable causes. We offer help to students wishing to set up clubs and societies. The Students' Union is run by students for students; so it needs your support. Check out the website, get involved, and help to ensure the Students' Union continues to be dynamic and responsive in this academic year. Whether you are a new student joining us at College for the first time, or you are continuing your studies from last year, the Students' Union wishes you an enjoyable and successful year.

NUS EXTRA Card

New College Durham Students' Union is also a member of the National Union of Students, and as an enrolled student you can apply for the NUS Extra Card. This enables you to obtain student discounts on a range of goods and services in over 200 places. The card costs £12.00 and is available from www.nus.org.uk or visit: www.newcollegedurham.ac.uk/the-college/students-union/ for more information. You will need to select "New College Students' Union (Durham)" as your place of study.



Catering Facilities

The catering facilities at New College Durham consist of:

Aramark

We aim to provide the highest quality service at value for money prices and offer the widest range of products to meet the expectations and preferences of our customers. You will be able to find a range of food and drink across the site serving freshly prepared meals and snacks every day, a retail shop for speed and convenience and two of the most popular high street coffee offers, Costa and Starbucks. There are a range of sustainably sourced products within our outlets such as Fair Trade and when in season we try to use as much UK grown seasonal produce as possible using local suppliers for all of our fresh produce. Recycling is also key in our efforts to reducing waste to landfill, and you will find clearly labelled bins around the campus, so please make sure you dispose of your waste responsibly taking care to put the right items in the right bins to prevent contamination.

The Mix (Main Building, East Mall, Ground Floor)

Open Monday to Friday, 8.30am to 2:00pm

Serving the widest range of food available on campus The Mix offers a full range of breakfasts and lunches. From 8.30am you can pick up hot cooked breakfasts, simple toast selections, porridge, cereal, fruit and a lot more. The lunchtime selection starts at 11.00am where you can eat as heartily or as healthily as you wish. From freshly made soups, live food theatre, a range of hot snacks and made to order deli sandwiches and salads.

Food & Go (East Mall, Ground Floor)

Open Monday to Thursday, 8:00am to 4:00pm, closing at 2.00pm on a Friday

A quick grab and go retail shop that offers a wide of range of those things that you like to have close at hand.



Catering Facilities

Costa (Main Building, East Mall, Ground Floor)

Open Monday to Wednesday, 8:00am to 7.30pm, Thursday, 8.00am to 5.00pm
Friday, 8:00am to 3.30pm

Like a high street outlet but with lower prices, this Costa Coffee bar sells a premium range of food and drink, including:

- Speciality Costa freshly ground bean to cup coffees and hot chocolates
- A range of tea infusions
- Premium sandwiches & salads
- Hot snacks available on the day include panini's, pizza's and wraps
- Freshly baked scones, muffins, biscuits and cakes
- A select range of soft drinks

Starbucks (Sports and Music Building)

Open Monday to Friday, 8.00am to 3.30pm

Like a high street outlet but with lower prices, this Starbucks Coffee bar also sells a premium range of food and drink, including:

- Speciality Starbucks freshly ground bean to cup coffees, hot chocolates and Frappuccino's
- A range of tea infusions
- Premium sandwiches & salads
- Hot snacks available on the day include panini's, pizza's and wraps
- Freshly baked scones, muffins, biscuits and cakes
- A select range of soft drinks

Vending Machines

Available all day there are a number of machines located in the Neville Building, the Sports and Music Building and throughout the Main Building on the access bridges and stair landings. They sell:

- Hot and cold drinks
- Confectionery and crisps

Please note that opening times are term time only and are subject to change.

HE Centre

We have a quality bean to cup coffee vending machine where you can enjoy a smooth cappuccino, hot chocolate or many other hot drink selections in the relaxing environment created especially for our higher education students.



Le Nouveau Restaurant

Le Nouveau serves up a selection of menus from around the world to keep your taste buds tingling...

Our students offer a friendly yet professional welcome, while our up and coming chefs cook up a storm in the kitchen using the finest and freshest ingredients from local suppliers.

With the menu changing daily you will never tire of catching up with new and old friends in our relaxing 60 seat restaurant with fully licenced bar.

We are open for morning coffee, full english breakfasts and new for this year Afternoon Tea! If you are looking for something that little bit special we offer fine dine evenings with special themed menus and even live entertainment.

We are open to the general public and all staff and students so please don't hesitate in popping in... we look forward to serving you.

Le Nouveau Restaurant opening times:

| | |
|-----------|--------------------|
| Monday | 10am-1pm |
| Tuesday | 10am-1pm |
| Wednesday | 10am-1pm & 6pm-7pm |
| Thursday | 10am-1pm |
| Friday | Takeout only |

To book: lenouveau@newdur.ac.uk/0191 375 4095 or pop in and see us!

Sport and Recreation

The New College Durham Sports Development Team is committed to developing sporting opportunities for the whole college community. Whatever your age or ability, have a look at the activities available around the college, then come along, have fun, develop your sporting skills and improve your fitness!

You'll find sports and activity classes for all age groups, including girls' and women's sessions and sport for people with a disability. Also, if you're interested in coaching or sports club administration, we can provide local links to an extensive Coach Education Programme for existing and budding new coaches, and workshops for those involved in running sports clubs and organisations.

You'll never know your potential until you try, so come along, get involved, and be part of it!

The College's Sports Development Department offers you a range of sporting activities throughout the year.

Sports facilities available to you in the sports complex:

- A full size sports hall;
- 2 first class football pitches;
- An extensive air conditioned fitness suite (Steps2Fitness);
- An air conditioned exercise studio;
- A Starbucks cafe bar;
- Full changing facilities.

We maintain extensive links with sporting organisations throughout County Durham, which can also offer you additional exciting sporting provision such as Swimming, Golf and Equestrian.

Sport and Recreation

Activities available at New College Durham include:

- Rugby
- Table Tennis
- Volleyball
- Badminton
- Cricket
- Netball
- Exercise and Dance Classes

Activities run every day from 12 noon - 1.00pm and from 4.00pm - 5.00pm. Please visit the Sports Building, 1st floor for times and location of each activity.

Competitive Sports

New College Durham is renowned in the region for sporting excellence, with teams in:

- Men's Football
- Mixed Volleyball
- Ladies' Football
- Netball, Hockey
- Rugby League and Union
- Basketball
- Badminton.

For further information about any of these teams please contact the Sports Development Co-ordinator on 0191 375 4328.

The Library

Welcome to the Library

As part of the College's £5 million development the Library is located on the ground floor of the West Mall in the Main Building.

The Library has an extensive collection of print material and e-resources, which includes:

- Over 40 000 books.
- Current subscriptions to over 150 periodicals and magazines.
- DVDs and streamed video.
- E-resources such as e-books, e-journals, collections of articles and Discovery. All of which you can use at home.
- Online guides and information.

Borrowing

In the Library we use biometrics (finger scanning) for identification. It's more convenient as you don't have to remember to bring a library card to college. You can borrow up to 10 items at a time. Most of our books are available for standard 4 week loans, key texts are limited to 1 week loan or may be for reference use only.

When you borrow items from the Library we stamp a return date inside and you are expected to return the items on or before that date. You can renew your loans by speaking to staff at the Library counter, using your own account on Heritage (our library catalogue) or by phoning the library.

Please remember:

- you are responsible for any items loaned to you. Like most libraries, we charge fines for any items that are returned late;
- each book has a unique number on its barcode to identify it. Please make sure you keep and return the actual books you borrowed from the Library, in order to avoid confusion and overdue charges.

The Library

You can reserve items that are already out on loan. When they are returned to the Library we will hold them for you and let you know that they are ready to collect. The Library also provides an efficient Inter-Library Loans service for items that are not held in our Library collection. You can make requests using our online form and then we do the rest.

Interested in joining? Come in and speak to staff at the Library counter.

Study Spaces

The Library has areas for group study where you can discuss work with your friends as you work together on group projects. There is a separate Quiet Study Area too. This is a space for quiet, individual study. It is a great place to work when you really need to concentrate and get away from distractions.

The Library has computers and printing facilities and there spaces where you can use your own devices.

Equipment and facilities

The Library has a range of specialist equipment and facilities including: plug-in DVD drives; video magnifiers; height adjustable desks; wrist rests; document holders and other items. There are also combined printer/copiers that can print in colour or black and white.

The Media Store

Stationery items, memory sticks and much more are available from The Media Store, now located in the Library.

The Library

Opening Times & Contact Details

Help and information are never far away as the Library is open at the following times.

Library

Term-time opening hours

| | |
|--------------------|------------------|
| Monday - Wednesday | 8.30 am - 8.30pm |
| Thursday | 8.30am - 6.30pm |
| Friday | 8.30am - 4.30pm |
| Saturday | 9.00am - 1.00pm |

Holiday opening hours

| | |
|-------------------|-----------------|
| Monday - Thursday | 8.30am - 5.00pm |
| Friday | 8.30am - 4.30pm |

Library 0191 375 4370

Twitter: NCDStudents

e-Learning Centre (eLC)

e-Learning Centre and Computers

The e-Learning Centre is our large computing suite on the first floor of the blue corridor in the Main Building. You can get to it easily by using the lift or stairs that are near Main Reception. The e-Learning Centre has over 250 computers all with Microsoft Office 2016 software, internet access and some specialist software.

At the start of your course £18.00 worth of free print credits will be added to your account. You can use this for printing and photocopying. It is the equivalent of 900 A4 black and white prints. If you use up this allocation, you can buy additional print credits.

Logging on

When you want to log-on to college computers, use your enrolment number as your username. In the eLC you will see posters explaining what you need to enter for your password. If you have any problems logging on, staff in the e-Learning Centre can help you. The eLC staff can also support you with any IT related problems.

When you log on for the first time you should reset your password immediately, to make your account secure.

Remember to log off when you have finished using our computers and do not share your username and password with anyone, even your friends.

Saving your work securely

Every student has their own secure user space on the college network, where they can save their work. With the VMWare client you can now access your work off-site too. This is more convenient than using memory sticks or email attachments to transport your files between college and home. Full details about the VMWare client are available on the college website under the MyNewCollegeDurham link.

All the staff in the e-Learning Centre are there to help and support you. If you are not sure about anything, please ask staff and they will help you out.

Personal Learning Coaches (PLCs)

The PLCs are here to give you support and practical advice on all aspects of your college work and projects. You will find them in the Coaching and Learning Zone, on the first floor in the e-Learning Centre.

e-Learning Centre (eLC)

IT for HE

Higher education students not only have access to e-Learning Centre IT facilities in the Main Building, but also have their own dedicated drop-in computer room on the first floor of the Neville Building with access to computer and printing facilities. In addition, exclusively for HE students, there is the brand new open plan social space on the ground floor of the Neville Building, which includes new IT facilities, or you can bring your own device and make use of the free WiFi provided.

Acceptable Use

The eLC is a place to work and study, so when you are in the eLC please think of others and behave in an appropriate manner. Some of the eLC rules are as follows:

- Do not eat or bring food into the eLC.
- Drinks are allowed but ideally should have a secure lid.
- Work quietly and don't disturb others.
- Do not play games or look at inappropriate material on college computers.

e-Learning Centre (eLC)

Opening Times & Contact Details

Help and information are never far away as the eLC is open at the following times.

e-Learning Centre

Term-time opening hours

| | |
|--------------------|-----------------|
| Monday - Wednesday | 8.00am - 7.00pm |
| Thursday | 8.00am - 5.00pm |
| Friday | 8.00am - 4.30pm |

Holiday opening hours

| | |
|-------------------|-----------------|
| Monday - Thursday | 8.30am - 5.00pm |
| Friday | 8.30am - 4.30pm |

eLC: 0191 375 4416

Student Responsibilities in The Library and eLC.

All students are asked to:

Work quietly and have consideration for others. Please do not disturb other students. If you do so, you may be asked to leave.

Set your mobile phones to silent or vibrate. You can use your phone for texting or for making and receiving calls. Please avoid disturbing or annoying others when using your phone. Please note: Phones are not to be used in the Quiet Study Area (QSA) even for texting as this could disturb other students.

When listening to music, keep the volume of your phones, MP3 players or personal stereos to a reasonable level. Please consider other students when you are listening to music.

Drinks are allowed. Please take care with drinks to avoid spillages. In the event of a drink being spilt, please inform staff immediately.

All students are reminded that they:

Should not play computer games. Our computers are provided for you to work and research on. Playing games breaks the college Acceptable Use Policy and you could have your IT account blocked.

Should not use computing facilities inappropriately. Please do not look at inappropriate material. It could offend others and you could have your IT account blocked.

Should not bring food into the Library or eLC. It can damage furnishings and cause mess which is unpleasant for others to work in.

Are responsible for any items they borrow from the Library. This covers loss or damage to library items and returning them to the Library on or before the return date. If you borrow items from the Library you are responsible for returning them on or before the return date or renewing the loan period before they become overdue.

If you do not return or renew them on or before the return date, overdue charges will start to accrue.

We will try to send out reminder messages about late loans, but we are not obliged to do so. It is your responsibility to return or renew loans before they become overdue.

Each item in the Library collection has a unique number which is on its barcode. When you borrow books from the library you must return the copies that were loaned to you.

Please take care not to mix your books up with those of your friends when you work or study together as this can lead to considerable problems later.

Virtual Learning Environment (VLE)

New College Durham and Schoology

Schoology is our Virtual Learning Environment (VLE). It is a system that is designed to aid your learning experience. You and your tutors can upload course resources, assignments and information onto Schoology and you can access them at a time convenient to you using your phone, laptop or tablet. You can use Schoology to communicate with other students on your courses and contribute to discussions and assignments at any time, from anywhere.

How do I access Schoology?

To access Schoology when you are at College you can use the link provided in SCIPS, on the College website via the 'My NewCollegeDurham' page or you can log in via ncd.schoology.com Your tutor will show you how Schoology works and what you will be expected to use it for.

Login

To login to Schoology your username will be your student enrolment number and your password will be the same as your network password. These will be supplied by your tutor in the College induction.

If you are having problems accessing Schoology or cannot access your course you should first check that your username and password are correct.

If you are still having problems accessing the system you should contact ictservices.helpdesk@newdur.ac.uk providing as much information as you can, e.g. name, student enrolment number, course, and the problem. We will do our best to reply as quickly as possible.

All of this is accessible at any time of the day, anywhere in the world!

Halo Hair and Beauty

Halo, our commercial hair and beauty salon, is located within the College for staff, students and the general public to use. Have a cut, blow dry, perm, colour or highlights, at very competitive prices, where stylists will use the latest techniques and equipment in our state-of-the-art salon.

While you are there why not try one of the many beauty treatments - from manicure and pedicure to eyelash tints, aromatherapy to anti-cellulite packages and massages to makeovers. For the ultimate in indulgence try the Dermalogica facial or a Pamper Day.

For opening times, to book an appointment or just to find out more visit www.newcollegedurham.ac.uk/halo or call 0191 375 4920.



Podiatry Clinic

New College Durham podiatry students operate two clinical sites under the supervision of fully qualified and HCPC registered podiatrists. These clinics are located at Framwellgate Moor and Bishop Auckland.

They offer a wide range of lower limb and foot treatments such as:

- Routine nail and callus care
- Diabetic lower limb assessment and annual review
- Nail surgery
- Adult and child biomechanics
- Connective tissue disease
- Sport and gait assessment.

Discounted rates are offered to New College Durham students. For opening times, to book an appointment or to find out more information contact:

Framwellgate Moor Clinic

T: 0191 384 4226

Bishop Auckland Clinic

T: 01388 605161

Student Support



ASC (Advice Support Careers)

New College Durham is committed to providing a high quality, confidential and impartial information, advice and guidance service. ASC offers information, advice and guidance on careers and financial support and personal counselling. Our Learner Development Co-ordinator, based in the Students' Union, can also help with social and health related issues.

You can contact the ASC team before you start College and throughout your course you are entitled to a careers education programme and opportunities to discuss future options, career plans, funding opportunities, welfare issues or any personal concerns. ASC information and resources are available to view and download via the College intranet and VLE.

Advice on Funding and Welfare

- Funding for further higher education courses
- Fees for Home, EU and Overseas students
- Loans, grants and bursaries
- Applications to Educational Trusts and Charities
- Referrals to specialist agencies for welfare issues
- Advice on childcare funding.

ASC (Advice Support Careers)

Careers Information, Advice and Guidance

Practical help in career planning:

- Choice of course and career options
- Options on what to do next
- Preparation for work placement interviews
- Progression after higher education
- Preparation for employment
- Finding voluntary work.

Learner Development Co-ordinator (LDC) based in the Students' Union

The LDC provides a confidential, information and referral service for all students covering a variety of issues. The LDC specialises in providing advice on academic regulations for HE students and also on issues with placements and fitness to practice procedures.

The LDC runs an Accommodation Drop In for HE students only on a Wednesday from 4-5pm in term time.

Contraception and Sexual Health (CASH) Clinics are held in the Consultation Room in the Sports and Music Building every Tuesday 11.30am - 1.00pm. C-card scheme is available every weekday (except Wednesday) in the Students' Union or by appointment by emailing asc@newdur.ac.uk.

Pregnancy testing is available on request from the Students' Union or by emailing asc@newdur.ac.uk.

The LDC also supports the College Peer Mentoring Scheme, volunteering opportunities and organises a range of fun and exciting activities in the College malls. Contact the LDC on 0191 375 4546 (Monday - Friday).

ASC (Advice Support Careers)

Emergency Support

Evening and weekend emergency support is available through:

| | |
|--|---------------|
| Samaritans | 0845 790 9090 |
| NHS 111 Service | 111 |
| National Domestic Violence Helpline | 0808 2000 247 |
| Childline | 0800 11 11 |
| Hopeline UK | 0800 068 4141 |
| www.suicidesafterdurham.uk | |

You can access help in a crisis from your local Accident and Emergency department (24 hours)

ASC contact details and opening times:

To book an appointment or for more information call 0191 375 4400 or email asc@newdur.ac.uk or via Live Chat on the College website www.newcollegedurham.ac.uk

| | | |
|--------------|-------------------|-------------------|
| Term-time | Monday-Wednesday | 8.30 am - 7.00 pm |
| | Thursday | 8.30 am - 5.00 pm |
| | Friday | 8.30 am - 4.15 pm |
| Holiday Time | Monday - Thursday | 8.30 am - 5.00 pm |
| | Friday | 8.30 am - 4.15 pm |

ASC (Advice Support Careers)

Preventing Bullying and Harassment

We are committed to providing a safe and supportive College where everyone can achieve their full potential.

All students, staff and visitors are entitled to:

- Be treated with respect and understanding;
- Take part in any activity free from intimidation.

Bullying and harassment of any kind is unacceptable at New College Durham.

This bullying and harassment definition was agreed by the Students' Forum. "Bullying is a behaviour by an individual or group which is usually repeated over time, but can be a one-off incident, that intentionally hurts another individual or group either physically or emotionally".

Harassment can be defined as "any unwanted behaviour which is offensive, demanding or threatening".

Bullying or harassment may be:

- Verbal and psychological;
- Mocking, making offensive comments, spreading hurtful and untruthful rumours excluding from social groups;
- Physical;
- Kicking, hitting, pushing and taking belongings;
- Cyber-bullying;
- Inappropriate text messaging, emailing or telephone calls, sending offensive or degrading images by phone or via the internet.

If you are being bullied or become aware of someone being bullied tell someone you trust about your concerns and get some help (e.g. your tutor, member of staff, Personal Learning Coaches, Learner Development Co-ordinator, ASC's confidential Counsellors, Students' Union, parent/carer or friend). You can also email ASC or ask about the College's Complaints Form.

A member of staff will help you to identify possible options, explain College procedures and find out about further support available.

Further details on the College's Prevention of Bullying and Harassment Policy (Learner), College support systems, specialist helplines (Childline 0800 1111) and websites (www.anti-bullyingalliance.org.uk) are available from the College intranet.

ASC (Advice Support Careers)

Third Party Reporting Centre

New College Durham is a Third Party Reporting Centre. A Third Party Reporting Centre is a safe, neutral place where people can report a hate crime as a victim, witness or third party without having to visit a police station or having an officer call to see them at home or work.

Contact ASC reception (0191 375 4400) for further details and to arrange to talk to someone in confidence.

International Office

The role of the International Office is to offer support and guidance to international students studying on any programme at New College Durham. Our aim is to help you make the most of your time here at New College Durham. Students from numerous countries will be studying with us – so you are not alone.

We offer advice and assistance on non-curriculum issues and provide help and support on UK Visa & Immigration matters. The International Office is based in the Main Building, GR. 2.08 and we are happy to discuss issues with you personally.

The Society of International Students (SOIS) organises events and trips to enhance your learning experience, to build relationships between international and local students and form communities. This society is supported by the International Team. We would recommend all international students to get involved with this student society.

Come and see us in GR 2.08. We are always happy to see you!

Clare Howarth - Business Development Manager
(Email; clare.howarth@newdur.ac.uk/telephone; 00 44 191 375 4151)

Dawn Fairlamb - Head of External Partnerships & International Development
(Email; dawn.fairlamb@newdur.ac.uk)

Learner Support

The Learner Support team at College are committed to ensuring that all students have the opportunity to fully participate in college life and achieve and progress in education and learning.

We can provide a range of support services which includes:

- Initial Assessment
- A dedicated team of specialist support tutors
- Communication Support Workers and Learning Support Assistants.
- Referral for further specialist assessment.
- Advice and guidance on learner support funding.

If you would like more information about available support or would like to discuss your needs further, contact the Learner Support office (Orange 0.22) on 0191 375 4380/4381/4992 or e-mail learner.support@newdur.ac.uk

Tutor Support

Personal Tutor System

What is tutoring about?

Tutoring is about providing the support you need to enable you to be successful and to make the most of your time with us.

Tutor Support

All students have a personal tutor with whom they will meet on a regular basis. Your tutor will hold group tutorials, covering career and educational progression, and personal and study skills development. He/she will also meet with you individually at least once a term to complete your Individual Learning Plan (ILP) and ensure you are progressing well.

For part-time students your course lecturer will often also be your personal tutor and will support you in your studies.

Your tutor will help you to:

- Settle into College
- Organise your time
- Plan for progression
- Set targets and review your progress
- Improve your study and personal skills
- Deal with any difficulties.

We expect you to:

- Attend all classes
- Complete all work on time
- Complete your course and achieve to the best of your ability
- Be punctual
- Inform the College if you are unable to attend
- Treat the facilities and environment respectfully
- Show respect to others.

Personal Learning Coaches (PLCs)

The Personal Learning Coaches (PLC) team can help you make the most of your time and the opportunities available in College. Through one-to-one sessions the PLC team provide support on a range of study related issues such as; time management, organisation and motivation as well as being a listening service for any personal issues.

Through reflective questioning and target setting, learners are encouraged to take responsibility for their learning and make positive progress by developing the necessary skills and confidence to enter the workplace or further study. The team of PLCs work across all curriculum areas in the College and work with students of all ages and all levels.

All PLCs are highly skilled in listening to the learners they work with and supporting their needs. They are also able to access a range of resources, as well as sign posting to internal and external agencies who can offer additional help.

For more information contact the team on plcsupport@newdur.ac.uk

Tutor Support

Higher Education (HE) Academic Support Tutor

At the start of your course you will be introduced to a range of higher education skills which you will develop throughout your higher studies. These include the skills of referencing your work, academic research skills, and critical thinking skills. Learning some of these higher skills can be a little daunting at first but you will quickly become proficient at them with practice. To help and support you in developing your higher skills whilst studying at the College, you can access help and support from our HE Academic Support Tutor.

Our HE Academic Support Tutor is based in the Neville Building and can be contacted directly by yourself, through your Course Leader or Personal Tutor. They will be happy to support you throughout your course, but will be particularly useful in the early days of your studies as you become accustomed to the particular skill set required for higher study. Please do not be afraid to ask for any higher skill support and extra academic skill sessions throughout your study time here at the College. We are here to help you achieve your course qualification.

Contact:

gillian.askew@newdur.ac.uk

Finance

The Finance Office

The Finance Office is located in the West Mall on the ground floor of the Main Building. Please ask at Main Reception for directions.

The Finance Office provides information and help concerning fees. If you have any queries please contact them as soon as possible on 0191 375 4310/4068 or email income@newdur.ac.uk. In addition, all payments and queries regarding fees should be directed to the Finance Office.

Finance Office Opening Hours

| | | |
|-----------|--------------------|-------------------|
| Term-time | Monday - Wednesday | 8.30 am - 7.00 pm |
| | Thursday | 8.30 am - 5.00 pm |
| | Friday | 8.30 am - 4.30 pm |

| | | |
|--------------|-------------------|-------------------|
| Holiday Time | Monday - Thursday | 8.30 am - 5.00 pm |
| | Friday | 8.30 am - 4.30 pm |

Student Loans, Grant and Bursary Payments

Students who are entitled to payments from the Student Loans Company must provide their Financial Notification and Payment Schedule forms and confirmation of attendance form to the Finance Office in order to receive their payments from the Student Loans Company.

Student Support Scheme

Both full-time and part time students in Higher Education (HNC, HND, Foundation Degree, BSc, BA etc) are eligible to apply for a Tuition fee loan through the Student Loans Company.

All students must apply on the appropriate form available on-line at www.gov.uk/studentfinance. Podiatry students must also apply to the NHS at www.nhsstudentgrants.co.uk.

For further information on student funding contact ASC on 0191 375 4400 or email asc@newdur.ac.uk.

Fees Policy

Full/part-time Higher Education (FTHE/PTHE)

All fees are payable (no fee remission applies).

Financial help may be available through Student Finance England who can be contacted directly at www.gov.uk/studentfinance or call 0300 100 0607.

Students applying for student finance must sign a declaration upon enrolment accepting liability for any fees not paid by the Student Loans Company. An arrangement to pay fees must be in place no later than 3 months from the course start date.

Fees are payable either through a tuition fee loan.

or

A 3% discount will apply to self funded students who make payment in full at the start of the course.

or

In three instalments due at the beginning of each term.

25% Term 1

25% Term 2

50% Term 3

or

Fees are payable by the HENE (NHS contracted students only).

Any student being supported by an employer or sponsor must provide a letter of authorisation upon enrolment.

In cases of hardship a recommendation will be made to the Deputy Chief Executive and Principal who will make the final decision.

Where the College cancels a course a full refund will be made.

Other refunds by application only

Every effort was made to ensure information in this policy was correct at the time of going to print (August 2016). New College Durham reserves the right to amend information at any time.

Undergraduate Student Finance

Our fees and how to pay

Full details of our fees can be found on individual course pages on our website. Please contact the Finance Office for further information.

Financing your education

Full-time students who are studying for their first degree or other higher education course can benefit from a range of financial support including:

- Tuition Fee Loan*
- Living Cost Loan* (Maintenance Loan)
- Scholarships*

* Eligibility will depend on factors including where you live, the course you choose to study, and whether or not you already hold a higher education qualification. (Source: Department for Business, Innovation and Skills.)

Tuition Fee Loan

- No upfront costs with a Tuition Fee Loan.
- You only repay once you are earning over £21,000.
- It's paid directly to the College to cover each year of your course.
- You don't have to wait until you've been offered a place.
- Apply now at www.direct.gov.uk/studentfinance

Higher Education Hardship Fund

The College will seek to support those students suffering financial difficulty whilst undertaking Higher Education programmes. Students with a household income below £26,000 who meet the eligibility criteria may be entitled to receive bursary payments which will be made in January and May 2017. All students must make an application to the Access Fund prior to the published deadline in order to be considered for funding assistance.

Undergraduate Student Finance

Living Cost Loan (Maintenance Loan)

- To help with living costs such as food, accommodation and travel.
- You could get up to £5,740 if you live away from home.
- You could get up to £4,565 if you live with your parents.
- You only repay once you are earning £21,000.
- The money is paid straight into your bank.
- Apply now at www.gov.uk/student-finance

Non-repayable Maintenance Grants

- To help with living costs such as food, accommodation and travel.
- They don't have to be paid back.
- You could get up to £3,387 if your household income is below £25,000.
- You could get between £50 and £3,387 if your household income is between £25,000 and £42,620.
- Apply now at www.gov.uk/student-finance
- The amount of your living cost loan entitlement varies depending on whether you are also entitled to a non-repayable grant.

Please go to the gov.co.uk website to calculate how much you are maybe entitled to and to find out how your loan repayments are expected to work. www.gov.uk/browse/education/student-finance

Undergraduate Student Finance

Advice on Funding

The ASC (Advice Support Careers) section of the website has further information on funding. Alternatively you can contact a member of the ASC team by calling 0191 375 4400, by emailing: asc@newdur.ac.uk, or you can pop into the office based next to the main reception in the College.

Non-European Union Students

Please note the information provided on these pages are applicable to UK and European Union nationals only. There is a different fees policy and welfare system for other European and International students.

For further information please contact the International Office on 0044 (0)191 375 4151 or email international@newdur.ac.uk.

Academic Information



Examinations and other types of assessment

All students must produce photographic ID when taking examinations at New College Durham. Failure to produce photographic ID will result in you not being allowed to take the examination(s).

Types of Assessment

There are various types of assessment that you may encounter during your course of study. For example, course work, assignments, presentations, timed constrained tests (TCT's), OSCE's, portfolios, to name but a few. You will be asked to undertake both formative and summative assessments. Formative assessments are normally used to improve your future performance by indicating, to you, what you do know about the subject and what you may need to work on in future. You may find that you have more than one summative assessment in a module. Feedback from a summative assessment will also be useful as a form of formative feedback to help improve your understanding and therefore level of achievement in later assessments, so always read your assessment feedback and discuss it with your tutor if you are unclear of anything. Only summative assessment grades formally contribute towards your award.

Deadlines/Hand in Dates

Dates are given in plenty of time of the deadline for submission of assessments; normally these are shown in the programme handbook. If you are not sure of the date then ask your module leader or course leader. A student can always hand work in earlier than the deadline but if you hand work in later than the deadline, without authorisation, then you will face penalties. Your awarding body will have Academic Regulations specific to this and it is important you make yourself aware of the assessment regulations pertinent to your programme of study. Links to Academic Regulations can be found on the Student Intranet in the section titled Higher Education Information.

Examinations and other types of assessment

Academic Malpractice (Cheating and Plagiarism)

Plagiarism, cheating and collusion are collectively known as Academic Malpractice. The procedure and associated documentation for this process can be found on the Student Intranet at <https://ncdonline.newdur.ac.uk/webapps/portal/frameset.jsp>. These may also be described by some awarding bodies as Academic Negligence, Academic Misconduct, and Academic Cheating. Whatever the term used, it is clearly not acceptable to cheat in any assessment. Open cheating in an examination situation will determine the students result to be recorded as a fail. In written assessments there are two forms of cheating that a student should be aware of, plagiarism and collusion.

Plagiarism is copying from other students, from books, from the Internet or from anywhere else and presenting it as your own work. You will receive guidance from your tutors about how to give references to material you have quoted from other sources (Harvard Referencing System). Collusion is where the work of 2 or more students has a level of commonality sufficient to raise suspicion that joint working may have occurred. Unless the piece of assessment is group work where the group submit a piece written collectively then collusion will be looked upon in the same way as plagiarism.

If suspected of academic misconduct, you will be required to attend either an informal or formal meeting and if subsequently found guilty, you will receive a penalty, the most serious of which can be exclusion from the College. Your awarding body will have a policy and process for dealing with academic misconduct. It is important for you to be aware of the academic regulations pertinent to your award. A copy of the College's Procedures for Dealing with Cheating and Plagiarism is available on the student intranet. In extreme and/or repeat cases the penalty can be severe, to the extent that a student fails their award and is asked to withdraw.

Professional Misconduct

If you are studying on an award that leads to a professional qualification, or is regulated by a professional body, you may find you are governed by additional professional principles and practices during your study. Your tutors will advise you of any regulations pertinent to these. You may find that failure to meet these standards will result in you being unable to practice professionally and possibly being required to withdraw from the programme.

Examinations and other types of assessment

Assessment Results

It is college policy for a tutor to normally provide written feedback on student assessments within 4 weeks of the deadline submission date. Summative results of all assessments in modules are formally ratified by a Module Assessment Board (MAB) (also known as an Examination Committee) and marks are provisional until that time. At the end of the academic year a Progression and Award Board (PAB) (also known as a Board of Examiners) is also held which decides whether a student has successfully achieved sufficient enough credits to progress to the next level or be awarded their qualification. Results from a PAB are published within 7 days on an anonymised pass list. All Statement of Results for the academic year will be emailed to you. It is important that we have your correct email address. It is your responsibility to ensure we hold correct personal details for you. Incorrect details may cause a delay in you receiving your results, and any supporting information relevant to them. Please note that results will not be given over the telephone.

Any issues you experience with grades/results in your formal assessments should be discussed first of all with your subject tutor or course leader. In most cases it should be possible to resolve your issue in this way. You need to be aware that the marking of your assessments is carried out using clearly set out criteria which your tutor will have followed. This means that the assessments are marked objectively. It is college policy that a sample of marked work is considered by another member of the College's academic staff. This is referred to as second marking or internal moderation. A sample of work is also considered by the External Examiners who is an experienced lecturer who is independent to the College. This ensures that appropriate objective standards are being maintained. You should also remember that teaching staff are using their professional academic judgement when they assess student work.

If however you wish to appeal against the decision of the Assessment Board you may consider the Academic Appeals Regulations stipulated by your awarding body in their Academic Regulations. You will normally have received a copy of these regulations during your induction, or alternatively have been given information about how to access them. It is important you make yourself aware of the assessment regulations pertinent to your programme of study.

Examinations and other types of assessment

Possible grounds for appeal are:

- i. the assessment was not carried out in accordance with the published regulations for your programme, or
- ii. there were mitigating circumstances which caused your performance to be unrepresentative and of which you were unaware at the time you undertook the assessment.

Ethics Approval for a Project/Dissertation Proposal

All research proposals that students are planning to undertake will need to be approved by their Supervisor/Research Tutor. Where primary and secondary research with a risk element is proposed this must also be approved by College Ethics Committee. The procedure and associated documentation for this process can be found on Student Intranet in the section titled Higher Education Information.

General Information



General information

Important Rules to Remember

Please do not forget:

- No offensive weapons;
- No aggressive behaviour towards staff or other students;
- Mobile phones must be switched off in teaching and learning areas;
- There is no smoking including e-cigarettes on the College Campus;
- Put all litter in bins provided;
- No animals, except guide dogs;
- No computer hacking or misuse;
- No alcohol or illegal drugs.

Lost Property

Should you lose or find any property, please contact the Security Office or a member of Security Staff via Information & Main Reception.

The College cannot accept responsibility for the safety of students' personal possessions. If you wish, you can take out your own personal insurance.

Details are available from the Students' Union.

Procedures for Comments, Suggestions & Complaints

If you want to make a complaint whilst studying at College, a form can be obtained from Information & Main Reception. Once completed, the form is to be returned to Lynn Bertram, Executive Support Manager. You will receive an acknowledgement receipt and details of the person who will be responding to your complaint within five working days. A formal response will be sent to your home address within 10 working days.

Sustainability

We have been actively making sustainability an established part of College life for many years. As a student of New College Durham we expect you to contribute to our significant efforts to reduce our carbon footprint.

Ways to reduce your carbon footprint:

- Always turn off your computer/printer when not in use.
- Switch off the lights when you leave the room.
- Don't leave taps running.
- Always use the recycling bins provided.
- Where possible use public transport, walk or cycle to college.

For more information please visit the Sustainability section of the website.

General Information

Health & Safety

The College are committed to ensuring that all learners are safe within the College and when on College activities. Detailed information on Health and Safety and what to do in any kind of emergency is contained in the Health and Safety Handbook and the Health, Safety and Welfare Policy Manual on the Intranet.

Please read these documents so you know what to do

Exit routes to be used if you have to leave College buildings in an emergency are shown by green and white running man signs all around the College. Make sure you know how to get out of buildings, and where to go to in an emergency.

If you see a fire, contact a member of staff or ring 0191 375 4433 immediately, make sure you and others evacuate the area and proceed to the assembly point.

All students should be aware of the risks arising from their actions to themselves and to others and should take active steps to reduce that risk.

If you see anything dangerous to yourself or others please report it at once on 0191 375 4433.

We expect everyone to help make the College a positive and safe place to learn. Any form of bullying or harassment will not be tolerated.

If you have any concerns or worries about anything you see with regard to bullying or personal safety, please talk to your tutor, another member of staff, ASC or a student representative about it so that the College can respond to your concerns.

General Information

Student Parking

Students should park their vehicles in the marked bays. The College roads have a 15mph speed limit and this should be observed at all times. Vehicles parking in disabled bays must display the appropriate badge. Students must not park their vehicles in unauthorised areas, bus bays or on double yellow lines. Cyclists and motorcyclists should use the specific parking areas provided and should not use car parking bays.

No Smoking on Campus

A smoking zone has been identified at the rear of the Sports and Music Building, anyone wishing to smoke must do so only in that area. Smoking is absolutely prohibited on any other part of the campus. The use of electronic cigarettes is strictly prohibited inside and around the entrances to all College buildings. The College strongly encourages all students to stop smoking and advice on smoking cessation can be obtained from the Students' Union on 0191 375 4546.

Respecting our Local Community

As a student of New College Durham you are also part of a wider community which includes people who live locally, shops and services which you will pass through and use during your time at the College. As a student you are also an ambassador of the College and you are expected at all times to:

- show courtesy and respect to our neighbours by not littering, using foul language, using threatening behaviour or creating excessive noise.
- ensure that we are good neighbours by acting responsibly.

General Information

Use of Computer Facilities

By enrolling with the College you have agreed to comply with the following policy. If you do not comply with the provisions shown below you may have your network privileges withdrawn and may be subjected to disciplinary action.

Acceptable Use Policy

User Login and Password

You will be given a network login and password to use to access College systems. You must:

- not attempt to gain unauthorised access to College IT systems;
- not write down your password or disclose it to another individual or organisation;
- when you get your first password or if you need to ask for ICT Services to change it, you must logon at the first available opportunity, and the system will prompt you to change your password.

The College network and computer equipment must not be used for any of the following:

- deliberately attempting to gain access to restricted areas within the College or other locations;
- visiting, viewing, transmitting or downloading any Internet material which is counter either to legislation, College policies (eg equal opportunities, bullying and harassment) or to commonly accepted standards, or is likely to be offensive or indecent to reasonable people;
- the creation or transmission of material which is designed or likely to cause annoyance, inconvenience or needless anxiety;
- the download, copying or transmission to third parties the works of others without their permission. Written material, images and software are protected by the laws on copy right,
- the transmission of unsolicited commercial material;
- corrupting or destroying other users data;
- violating the privacy or disrupting the work of others;
- using the network in a way that denies service to other users, for example, deliberate or reckless overloading of the network or computers;
- deliberately introducing viruses onto the College network;
- placing on the Internet any material, which incites, encourages or enables others to gain unauthorised access to the College's computer system. In addition, you must not:
- install hardware on an individual PC;
- attach devices to an individual PC or VDI;
- subscribe to Internet services via the College network;
- load, install or modify software;
- encrypt data (the College will remove any encrypted data from the systems).

Any misuse of computer equipment or breaches of this policy should be reported to your tutor or Course Leader. If the misuse breaches the law, the College may choose to inform the police.

General Information

Data Protection for Students

Our Data Protection Policy

The College has a Data Protection Policy, which you can read on the website. For more information on Data Protection contact the Information and Records Team at records@newdur.ac.uk or on 0191 375 4422.

What does Data Protection mean for you?

- The College holds the following data on students during the student's registration with the College and for up to 13 years afterwards:
 - personal details provided on the Enrolment Form;
 - exam results and on entry assessment submissions and results;
 - attendance, progress and destination records.
- The College holds the following data on students during the student's registration with the College and for up to 6 years afterwards:
 - personal details, including biometric data, collected for the purposes of administering student services (eg. ASC, Learning Support, Library, Access Fund, cashless tills);
 - safeguarding, disciplinary, tutorial and pastoral records;
 - exam and assessment submissions;
 - records of financial transactions.
- Basic details of enrolment and results will be kept for longer to enable the College to provide references when requested.
- The College will keep students' personal details secure and will pass relevant data to the Education Funding Agency, Skills Funding Agency, Higher Education Funding Council, Learner Records Service, relevant Examining Boards, the Police, the Department for Education, validating Universities, Parentpay, Durham County Council and other local authorities or their agents for the purposes of administration; securing College funding; confirming entitlements to grants and disbursements; providing careers advice and guidance; preventing and detecting plagiarism; preventing and detecting crime.
- Students are entitled to access their personal information held by the College using the guidance on Making a Data Protection Request or in the first instance by contacting the CIS Helpdesk.
- Students are encouraged to ensure information the College holds is accurate by amending their details on SCIPS.
- In addition, other departments of the College may carry out customer surveys or maintain personal data in mailing lists. Each of these collections of data will be managed under the provisions of the College Data Protection Policy and with reference to the Privacy and Electronic Communications Regulations. Where marketing data is processed, students will be asked to opt-in to the initial contact and to unsubscribe from receiving any communication by email or text.

More detail on this is provided on the College enrolment form and on our website at: <http://www.newcollegedurham.ac.uk/Data Protection for Students>

Governance

As a College of Further and Higher Education, New College Durham is governed by regulations issued by the Secretary of State for Education. These regulations take the form of an Instrument and Articles of Government that set out the basic structures for the management of the College and the responsibilities of the Governing Body, Principal and Clerk to the Corporation. A copy of this document and many others relating to the governing of the College are available on the College website and in the Library.

The Corporation Secretary and independent Clerk to the Corporation, Susan Dring, advises and assists in the running of the Governing Body and its committees and is happy to give information about the governance of New College Durham. She can be contacted through the main switchboard on 0191 375 4000.

New College Durham has a Students' Union to support students during their time at College. The President of the Union, elected by all students, is a member of the Governing Body and therefore able to represent student interests at the highest level. The Student Union President for 2016/17 is Sarah Smith.

There are two Student Governors on the board. In order to widen representation from the student community, the Governing Body invited both Higher and Further Education Student Forum representatives to nominate one of their members to be the second Student Governor. David Doolan has been duly nominated as Student Governor for 2016/17.

The Governing Body operates through several committees including the Higher Education Student Experience and Quality Enhancement Committee; and the Quality, Curriculum and Students' Committee. These committees look at student issues in College and allows opportunities for students to give their views to Governors at first hand. The Student Union President regularly gives reports on matters he/she considers of importance to these committees.

Further information on any matter of College Governance can be obtained from the Corporation Secretary.

Equality and Diversity

Our commitment to promoting equality and diversity.

New College Durham hold Leaders in Diversity . This is a quality mark that recognises our commitment and dedication to embedding and promoting equality, diversity and inclusion throughout all our practices. We strongly believe that everyone is entitled to:

- Be treated fairly and with respect.
- Be regarded as of equal value.
- Work and learn in an environment that is free from harassment, discrimination and victimisation.

The College actively celebrates diversity and promotes equality of opportunity for everyone, whatever their sex, race, religion or belief, age, marital/civil partnership status, intellectual or physical capability, political beliefs, sexual orientation, social or cultural background and gender identity.

All students and staff are responsible for ensuring that they:

- Do not discriminate against or harass others.
- Actively discourage any discriminatory behaviour.
- Report any incidents of harassment or discrimination - all such incidents are considered to be serious misconduct and will be dealt with promptly.

As a student you will have a part to play in helping us to create a college environment which welcomes, values and builds on Equality, Diversity and Inclusion.

Your Personal Details

It's natural and sensible to feel protective of your personal information. However, New College Durham actively celebrates diversity and difference and wishes to collect a range of personal data to ensure people of all backgrounds are represented and to ensure the services and support we provide are targeted at the right people.

It will be treated in the strictest confidence and your assistance in providing this information will help us make any necessary changes to make things better where we can.

Fundamental British Values

The government set out their definition of British values in the 2011 Prevent Strategy. These new regulations will sit alongside the requirements of the Equalities Act, which also applies to all types of education establishments.

All colleges will be expected to focus on, and be able to show, how their work with learners is effective in embedding fundamental British values.

Equality and Diversity

Promoting Fundamental British Values at New College Durham

We agree with the Department for Education's four-part definition of British values:

- Democracy
- The rule of law
- Individual liberty
- Mutual respect tolerance of those of different faiths and beliefs

At New College Durham all our learners will encounter these principles throughout your time with us.

Personal Reflection and Prayer Room

The College has a clear role to play in the welfare of our students and staff; therefore, pastoral care and support is available for all students. As part of this care and support, a non-denominational room is available to College students and staff for prayer, religious worship and/or quiet reflection periods, meditation or place of calm. Use to the Room provides equality of access to all faith and non-faith persons who require it.

How to find us

From A1(M) Northbound

- Leave the A1 at Junction 62 (signed Durham, A690 and Consett)
- At the roundabout at the top of the slip road, join the A690 (Carville Link Road) towards Durham
- At the roundabout junction with the A181, take the third exit and proceed downhill to next roundabout and go straight ahead across the bridge
- At the traffic lights turn right onto the A691
- Continue under the railway bridge and at the next roundabout, join the B6532
- At the next roundabout turn left
- Continue straight over the next roundabout
- The College Campus is the first turning on the right (see over page).

From A1(M) Southbound

- Leave the A1(M) at Junction 63 (signed Chester-le-Street and A167)
- At the roundabout at the bottom of the slip road, join the A167 towards Durham
- Remain on the A167 over 4 roundabouts (passing 'The Riverside' cricket ground on the left)
- At the fifth roundabout, take the second exit onto Front Street and continue to the roundabout junction with the B6532
- Turn right at the roundabout onto the B6532 and the College Campus is located on the right (see over page).

By Train

Rail services from Newcastle, Darlington, York, London and Edinburgh.

How to find us



Term Dates

| | |
|----------------------------------|--|
| All FT FE welcome days start | Tuesday 30 August 2016 |
| All FT FE Courses start | Monday 5 September 2016 |
| All Apprenticeship courses start | Monday 5 September 2016 |
| All PT FE courses start | Monday 12 September 2016 |
| All HE courses start | Monday 12 September 2016 |
| | |
| Student Half-term | Monday 24 October – Friday 28 October 2016 |
| End of term | Friday 16 December 2016 |
| Spring term starts | Tuesday 3 January 2017 |
| Half-term (FE only) | Monday 20 February – Friday 24 February 2017 |
| End of term | Friday 7 April 2017 |
| Summer term starts | Monday 24 April 2017 |
| Half-term | Monday 29 May – Friday 2 June 2017 |
| End of term | Friday 30 June 2017 |

FT/PT - Full time/Part time
FE - Further Education
HE - Higher Education



New College Durham

0191 375 4040

www.newcollegedurham.ac.uk



Every effort was made to ensure that the information in this handbook was correct at the time of publication (August 2016). New College Durham reserves the right to amend information at any time.

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