

# HE STUDENT HANDBOOK

**2021/2022**

Version 2.0



## Principal's Welcome

Welcome to our HE Community

Whether you have studied with us before, or this is your first course with our College, I'd like to welcome you to the Higher Education community at City College Norwich.

Whether you are based at Norfolk House, Ipswich Road, our Easton campus, or the Aviation Academy, you will find everything you need to succeed right here. Our expert, friendly, supportive and professional staff, backed up by great links with employers and our university partner (UEA), teaching and study spaces exclusively for HE students, as well as industry standard training facilities, are all geared towards supporting you to achieve.

We know that that last 18 months have been unusual and often difficult times as the world has adjusted to the COVID-19 pandemic. Whilst we all hope the worst is behind us, we will start the year still being cautious in our approach to keep you, our staff, and the wider community as safe as possible.

We all need to work together as a college community to make sure that we can all learn and work safely and that you can get as much from the coming year as possible. You can play your part by familiarising yourself with our COVID-19 control measures, which are clearly displayed across all our sites, and by following these at all times.

You are joining an academic and professional community of like-minded people and I hope you will take full advantage of the exciting opportunities this will provide for your academic, professional and personal development.

Students are at the heart of our HE community. We encourage you to be an active participant in shaping your learning, to get involved and to tell us about your experiences so that we can continue to respond to your priorities and views.

I encourage you to immerse yourself in all that you can and take up the many opportunities to get involved – from the variety of social events available and the fantastic facilities, to contributing to the development of Higher Education through our HE Student Forum and the Students' Union.

We set high expectations for ourselves and for our students. Take full advantage of this during your time with us. Take up the challenge to do your very best and commit the time, talent and passion you bring with you towards achieving your goals.

Adjusting to the demands of Higher Education study – particularly when you are fitting this alongside other commitments in your life such as work and family – can seem daunting at first. Our teaching staff are here to help you make this transition successfully and to

support you throughout your course. Do make full use of this support. We pride ourselves on the friendly, approachable and accessible support we can offer you as an HE student. Your time with us will be full of challenging, stimulating and rewarding learning experiences. You will have to work hard but it will also offer you great opportunities – make the very best of them.

Once again, I wish you every success.

A handwritten signature in cursive script that reads "Peasgood".

Corrienne Peasgood  
Principal



## **Assistant Principal of Higher Education and Adults Introduction**

Welcome to a new academic year at City College Norwich and welcome to your Higher Education programme.

It has been a period of significant change over the last 18 months as COVID has disrupted all our lives and the academic year ahead hopefully represent the continuation of a return to more normal ways of working.

In terms of teaching we'll see a return to face-to-face delivery and more vibrant and active campuses. We know from feedback last year that our students value this highly and although there was much of merit in the online delivery – which will not be entirely lost – their preference is to be back with fellow students. I appreciate that there may be some concerns over the return but please be assured that various control measures will remain in place. As ever we'll make sure that we communicate clearly with you as our students and listen to your feedback.

Whichever programme you are about to embark upon I am sure that this is an exciting time for you and one that has the potential to be life- changing.

City College Norwich is not the typical Higher Education experience. We have an incredibly diverse student body with a high proportion of mature students, employed students and one of the larger populations of Higher and Degree Apprentices in the region.

This diversity is indicative of our role as a community college, one which reflects the local population and their needs as well as providing for the needs of our local economy and employers. This has led to the development of the newly validated BA (Hons) Professional Policing and BA (Hons) Additional Needs and Disabilities programmes as well as a wide range of revalidated degrees at our Easton campus with first teaching this year.

This handbook is designed to be helpful to you throughout your time with us and you will receive updates to keep you current should anything change.

Our Regulations, Policies and Procedures have been through a major update over the past 6 months so look at that section carefully. For all new students this year we have adopted the UEA's Partnership regulations for Bachelors and Foundation Degree awards (BIM). This led to a review of Policies and Procedures for all students, new and existing, which are highlighted later in this handbook. We are continually reviewing our policies and procedures to ensure that they are clear and we'll be looking to involve you in that as student input is vitally important.

Each year we need students to stand for nomination as Student Representative on Course, School or College committees including: Course Committees, HE Student Forum HE Student Governor. This last one is the opportunity to be elected to serve as a Student Governor on the Corporation Board – the most senior committee in the College. These are very real ways in which our students talk directly to Leaders and Managers across the College to inform change. Improvements to the structure and management of courses, marking feedback and trips are all examples of changes in the past year as a result of student feedback.

We'll ask you to complete some questionnaires and surveys as you progress - not too many – please give your honest and balanced views. These take different forms from the discursive Mid Module evaluations through to the online end of Semester survey.

There will be a return to the practice of members of the School leadership team visiting each class on a semester basis to discuss how things are going and to give you the opportunity to talk to the people who make decisions face-to-face.

Please refer to the Student Union section for more information about the mechanisms for election and support available to student representatives. These roles can, apart from being interesting and rewarding, look good on your CV so please give it your most serious consideration.

I hope you will enjoy, and am sure that you will benefit from, your Higher Education experience here at City College Norwich and I wish you a successful and rewarding experience.

Ed Rose – Assistant Principal for Higher Education and Adults  
edward.rose@ccn.ac.uk

A handwritten signature in black ink, appearing to be 'Ed Rose', written in a cursive style.

## Contents

Principal's Welcome.....	2
Assistant Principal of Higher Education and Adults Introduction.....	4
Equality and Diversity at City College Norwich .....	7
Our Ways of Working .....	9
Student Services and Wellbeing Support.....	9
Personal Tutor Support.....	10
Tutorial Supervisor Introduction .....	11
City College Norwich, an Associate College of the University of East Anglia (UEA).....	13
<i>Library and IT Facilities</i> .....	13
<i>Student Support Service</i> .....	14
<i>Students' Union (uea su)</i> .....	14
<i>Sportspark</i> .....	14
<b>CCN Students' Union</b> .....	16
<b><i>NUS Extra/Totum</i></b> .....	16
<b><i>Extra Online option</i></b> .....	17
<b><i>Citizen Card</i></b> .....	18
Our Regulations .....	22
HE Student Representation .....	25
HE Student Hardship Fund .....	26
How to apply .....	27
How your application will be assessed.....	27
Timetable for making a decision .....	27
Welfare Benefits .....	27
How you will be notified about the outcome of your application .....	27
Appeals.....	27
International Students .....	27
Submission of Assignments and Coursework - Achievement Tracking System (ATS) .....	29
Uploading Assignments .....	29
Accessing the Submission Portal.....	29

## Equality and Diversity at City College Norwich

The College aims to be:

- A College where everyone benefits from the wide diversity of staff and students.
- A College we can all access with equal ease and dignity, enjoy a sense of belonging, and where learning and working have been designed with all of us in mind.

To this end the College is committed to equality of regard and of opportunity for all, irrespective of age, disability, ethnic origin, gender, marital/partnership status, medical condition, religious belief or sexual orientation. The College will seek to enhance the self esteem of all those it serves and provide a learning environment in which each individual is encouraged to fulfil their potential.

The commitment to equality of regard and opportunity is fundamental to the College's Strategic Framework which pervades all college activities and is endorsed by the Governing Body. The College values the diversity of its students, staff and the communities it is part of and all members of the College community are expected to ensure that their actions embody this commitment.

The College's commitment to Equal Opportunities is summarised in the College's Equality and Diversity Statement, with details the steps taken by the College to ensure that equality and diversity are embedded within the fabric of the organisation at all levels (not just within the classroom).

The College will take active steps to prevent discrimination against anyone, staff or student, on account of age, disability, ethnic origin, gender, gender identity, race, religious belief or sexual orientation. All students, potential students, staff and visitors are expected to support the College's procedure statement enthusiastically. Discrimination or harassment will be dealt with firmly in accordance with disciplinary procedures.

If you have a complaint about harassment or discrimination please act promptly, do not delay.

Take your complaint to the College.

All complaints will be treated as confidential and details will only be shared with the people who need to know in order to implement this complaints procedure.

You may speak to a member of the academic staff or a counsellor in the Advice Shop.

Some complaints can be resolved quickly and informally, however serious harassment or discrimination may lead to disciplinary procedures being used.

Such offences are specifically recognised and could lead to suspension or even exclusion from the College. If you wish to discuss any aspect of college procedures, please contact your Tutor in the first instance.

The College's Equality and Diversity Statement can be found on Blackboard and on the College's website - [here](#)

**This handbook and all the documents referred to within it (or links to them) can be found on Blackboard under 'HE@CCN'.**

**If you require access to this handbook in other formats please contact the Advice Shop.**



## Our Ways of Working

As a student of the College, you will be expected to make a commitment to study in-line with the College's Ways of Working.

Our Ways of Working ensure that our college community provides a welcoming, open and positive experience for all students and staff. They are embedded into the College strategy and they have become a common language between staff and students alike. This shared language enables staff and students to approach the challenges for work and study in a way which creates positive solutions and dialog.

Current students have explored what each of the Ways of Working means to them and they have agreed 'yes to' and 'no to' behaviours within their programmes of study. You will, no doubt, notice the posters around the College detailing these commitments.

For Higher Education students, these Ways of Working are no less applicable and form a strong foundation for working at HE level and in employment or further study beyond.

## Student Services and Wellbeing Support

Our Student Services team provide a range of support, information, advice and counselling to help you to make the most of your time as a student. This includes

- student finance, welfare, accommodation and childcare advice and support
- health, wellbeing and safeguarding advice and support
- careers advice and guidance including advice on further study post-graduation as well as careers, apprenticeships and volunteering
- personal counselling
- advice on HE Bursaries

Most of the Advice is accessed through the Student Services portal, below and available through Blackboard.



## Personal Tutor Support

As an HE student at City College Norwich you will be assigned a personal tutor to provide you with academic support throughout your course. The aim of this role is to provide support for you to achieve your academic and personal goals as well as preparing you for the next steps in your journey.



You can arrange to meet with your Personal Tutor during tutorial appointments offered by your tutor or at other times by arrangement. Your Personal Tutor is someone to whom you can turn with any problem, academic or not. They will offer advice and guidance to support your academic, personal and professional development. This will include helping you to reflect on and benefit from the feedback you receive on your work. On the personal side, you can discuss with your Tutor, in confidence, any matter - from health problems to relationship break-ups, whether it affects your ability to study or not. Your Tutor will be able to offer initial support on a range of issues and will also be able to direct you to the professional services offered by the College.

Formal tutorials will all be recorded on your e-ILP (electronic individual learning plan) with targets agreed between you and your tutor. This may also be updated by you or your tutor throughout your studies to ensure that there is a record of conversations between you.

Individual Tutors will let you know how you can contact them and the system for booking meetings. Some staff use an online system for these bookings. If you need to see your Tutor urgently, don't be afraid to ask. Leave a note, or send an e-mail, and you will be contacted as soon as possible. Staff are asked not to answer student emails outside of normal working hours and there should be no circumstances where you contact them using any mechanism other than their College email or telephone.

If you are having serious medical or personal problems, you may be able to take a break from your studies. Please discuss your situation with your Tutor as soon as you can if this happens, so that we can give you the best advice and make a request for you to take break in your studies if that is the best way forward for you. Your tutor can also support you in applying for extenuating circumstances and special allowances.

If you are a student on a Higher or Degree Apprenticeship programme and your employment circumstances change then your Apprenticeship Workplace Supervisor will discuss the options available to you, depending on your apprenticeship status. You can take a break in learning through agreement with your employer which may be due of medical treatment or parental or personal reasons. If you wish to take a break in your learning you must speak to your employer at the earliest opportunity. You must also discuss this with your Apprenticeship Workplace Supervisor at the same time.

## Tutorial Supervisor Introduction



Welcome to City College Norwich.

As your HE Tutorial Supervisor, I am here as an additional support to your Academic Tutors. I work across all of Higher Education and am not specific to any course area. I can answer queries or concerns you may have regarding your assessments, your experience at City College Norwich, or external factors impacting your studies. I can offer 1:1 tutorial support for basic academic skills, and to discuss the various ways in which the College can

support you. There are a number of support services within the College, and I am here to signpost you to the relevant places. There is a new Student Support Handbook which will help you too.

As part of the College's Access and Participation Plan (APP), we are committed to ensuring students from all groups in our community can access and succeed in their studies. Part of my role with the APP, is to identify areas where further student support is needed and propose new interventions to fill these gaps. Therefore, you may hear from me regarding student input of feedback opportunities.

Throughout your time at City College Norwich, you can contact me at [Hannah.Brown@ccn.ac.uk](mailto:Hannah.Brown@ccn.ac.uk) or TEL: 01603 773950 for support. You can also speak with your academic tutor about being referred.

## Important HE Committees and Boards Calendar 2021/22

### Teaching Calendar - Semesters

Semester One	Monday 14th September 2021 to Friday 14th January 2022
Semester Two	Monday 7th February 2022 to Friday 17th June 2022
Half terms	Monday 25th to Friday 29th October 2021 Monday 14th to Friday 18th February 2022 Monday 30th May to Friday 3rd June 2022
Christmas break	Monday 20th December 2021 to Monday 3rd January 2022
Easter break	Monday 4th to Tuesday 19th April 2022

**e recommend that it is in your best interests not to book holiday during teaching time**

### Boards and Panels

Extenuating Circumstances Panels	Wednesday 12th January 2022 Tuesday 22nd February 2022 Thursday 27th April 2022 Wednesday 19th July 2022
Exam Boards (NRF)	Thursday 13th January 2022 Thursday 24th February 2022 Thursday 28th April 2022 Wednesday 20th July 2022
Exam Boards (BIM)	Wednesday 23rd February 2022 Thursday 21st July 2022

### Referral Board

Extenuating Circumstances Panel	Wednesday 31st August 2022
Referral Board	Thursday 1st September 2022

### HE Student Forums

HE Forum 1	Tuesday 26th November 2021
HE Forum 2	Tuesday 1st March 2022
HE Forum 3	Friday 10th June 2022



## City College Norwich, an Associate College of the University of East Anglia (UEA)

City College Norwich is proud to be an Associate College of the University of East Anglia. UEA is ranked in the World Top 200 (Times Higher Education World University Rankings 2021) and is a leading member of the Norwich Research Park, one of Europe's biggest concentrations of researchers in the fields of environment, health and plant science. UEA is a UK Top 25 University (The Times/Sunday Times 2021 and Complete University Guide) and was awarded Gold in the Teaching Excellence Framework 2017-2021.

The University has validated all of the Degrees offered at City College Norwich, except for those awarded by BTEC, and doing so has made a bold and clear statement of its faith in our academic standards and quality assurance processes. Therefore, you will embark upon a carefully designed and rigorously monitored programme of study and on successful completion will be rewarded with a UEA degree.

Our relationship with UEA goes beyond the validation process. We are constantly working with the University to explore and develop articulated progression routes to Bachelor and Higher Degrees.

After your enrolment you will be issued with a UEA campus card which will give you access to the University library 24 hours per day, seven days per week.

This campus card will give you access to:

### ***Library and IT Facilities***

The UEA Library contains more than 800,000 books and journals, as well as extensive collections of specialist materials; 15,000 new titles are added to its stock every year. Coin operated photocopiers are available within the library. The webpages include a catalogue search and helpsheets: [Library - Library - UEA](#). Some further information on resources for CCN students is available [here](#).

As noted above, CCN students are entitled to a UEA campus card. With a valid campus card you can access the following:

- UEA Library Building – open 24 hours a day, seven days a week
- Library borrowing and reservation of on loan books
- 'Walk-In' access to most electronic resources on campus (using a day pass)
- Photocopying (payment by cash on the two coin-operated machines)
- IT account – on request
- Library Catalogue and help sheets via the web
- Separate web pages to help college students find information and resources

You do **not** have access to:

- UEA's e-resources remotely – e.g via Met@Lib or SFX
- Athens account
- Inter-library loans
- The Curriculum and Learning Resources Collection (CLRC)
- The Short Loan collection
- The Audio Visual collection
- Book study rooms in advance

\*some of these services may be available via the College's Information Store

## **Student Support Service**

Student Support Services are primarily provided by Partners. At CCN, these services are accessed through the Information Store in Norfolk House or at the Ipswich Road site.

Students are not able to access UEA Student Support Services directly 'in-person', i.e. via phone, email or be attending the Service on campus. However, a range of study resources are available via the UEA Student Support Services website. These resources cover a variety of topics including mathematics, statistics, academic writing and study skills:

[Learning Enhancement - Student Support - UEA](#)

## **Students' Union (uea|su)**

Although you are not a member of the UEA Student Union you are able to access some of their services.

### **Entertainment**

CCN students can use the uea|su bars and two gig/nightclub venues: the LCR (the gig/club venue on campus – popular club nights are Tuesday's and Saturday's, see the website for full listings) and the Waterfront (in the city centre – a smaller venue that tends to be more 'alternative'. The Meltdown club night on Saturday's is very popular). You will need to have a valid UEA Campus Card and be prepared to produce this when asked by a member of staff.

### **Advice Service**

Uea|su operates an Advice Service, CCN students are not able to access these services directly 'in-person' (i.e. via phone, email or by attending the Services on campus), however you can access most sections of the uea|su website for helpful advice on housing, finance and employment issues.

### **Associate Membership**

As stated above, you are not automatically a member of the uea|su, however you are able to apply to be a uea|su Associate Member. Please see below for details:

- There is an annual fee of £50 for this membership
- Associate members are eligible to join a club or society
- You will have access to uea|su services such as the Advice Service, use of the SU housing function, and purchase of an NUS Extra Card
- This membership does not entitle you to take part in UEA elections of student officers, or elections of clubs and societies committees

The uea|su website is: [Home \(uea.su\)](http://uea.su)

## **Sportspark**

The UEA Sportspark has an Olympic-size pool, fitness facilities, sports halls, a climbing wall, squash courts, as well as an outdoor track, outdoor pitches etc. and offers a variety of courses.

CCN students are eligible for the standard Educational Sportscard. Please see below for details:

- Students must have a valid campus card
- There is an annual charge (currently £10 in 2020/2021)
- The Sportscard entitles holders to student rates as well as the annual membership categories at any time.
- A valid UEA campus card and educational membership is required for access to discounted Sportspark activity. Failure to present a campus card on entry will result in full public prices being charged.

See [Sports Facilities Norwich - Sportspark](#) for full details of the facilities available and current pricing for the educational membership.

### **Student Clubs and Societies**

UEA's student sports clubs are run by UEA's PE and Sport department (uea+sport). The student societies are run by uea|su. CCN Students do not have automatic access to student clubs and societies. You must be an Associate Member of the uea|su as mentioned previously.

Please note that specific clubs/societies have respective joining fees, in addition to the Associate Member fee.

### **Student Sports Clubs Membership (uea+sport)**

Subject to a club's discretion, CCN students over the age of 18 years, who are uea|su Associate Members, can become an 'associate member' of UEA sports clubs. Please see below for details:

- Standard Membership:
  - £45 annual Sports Association Membership (SAM) is mandatory to enable membership of one or more of the clubs
  - The respective club fee is paid to each club that is joined (prices vary by club)
- Standard 'Plus' Membership:
  - Where a prospective associate member will bring with them a skill/benefit that positively affects the club or uea+sport function, e.g. qualified coach that will take club sessions, help manage the team; drivers for mini-buses where normally the uea+sport would have had to pay for a driver, the £45 SAM payment or club fee may be waived.

### **Representing UEA Sports Clubs**

- Any CCN student holding a UEA campus card will be deemed eligible to compete for UEA in the British Universities and Colleges Sports (BUCS) when completing the minimum 225 hours of study at their FE institution, as required within the BUCS regulations.
- Please note, students can only participate in BUCS on behalf of UEA **or** their college, not both.
- Non-BUCS competitions will also be open for associate members to participate as long as they possess a current UEA campus card.
- Associate members will not be eligible for club committee positions.
- Ziggurat and inter-varsity competitions are unfortunately unavailable for associate members to participate in.

The following sports programmes are also available for associate members to access:

- 'ueaactive' – a scheme to engage with students that are currently inactive, have not played sport in some time, or cannot join a club e.g. taster sessions and zero commitment drop-in sessions.
- Ad hoc sports UEA sports competitions and Intra-mural leagues

#### *Useful Websites*

Union Shops and Bars: <https://uea.su/eat-drink-shop/>

Union Entertainment: <https://www.uea.su/tickets/>

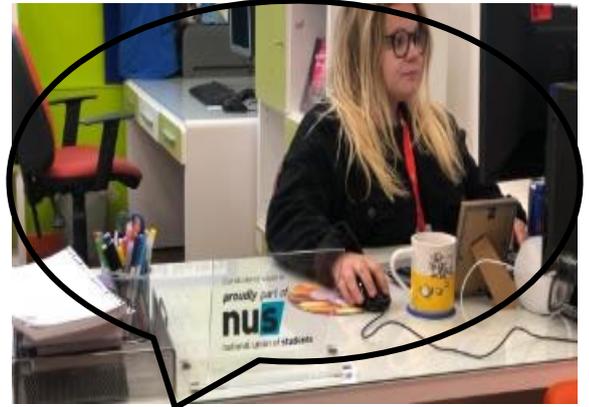
Ticket Bookings (gigs, etc.) [www.ueaticketbookings.co.uk](http://www.ueaticketbookings.co.uk)

The Advice Section: <https://www.uea.su/advice-housing>

## CCN Students' Union Welcome to City College Norwich!



At the CCN Student Union we want you to feel welcome, we can do this by making everyone feel involved. Everyone is different, including you, make sure you take opportunities you are given to meet new people, experience life from a new point of view. We are the Students' Union, and we want you to feel united. We all have the right to have our voices heard! Currently our President is Emily Staley and if you have any feedback, wishes or concerns please feel free to drop her an email – [Emily.staley@ccn.ac.uk](mailto:Emily.staley@ccn.ac.uk).



Whatever you want to do here, make it significant. You could choose to start a student group or be the person you believe will make a positive difference, whatever your contribution, have more fun than you could imagine and by doing these things, you could leave your legacy for the students of tomorrow! The very best way to do this is through making sure that the people who represent you are preserving and promoting the things that are important to you. Whatever differences we may have with one another, all students are united by one common goal: to achieve the best education possible.

Remember that there are thousands of other students standing shoulder to shoulder with you. Membership of the Students' Union entitles you to a huge range of benefits. You can get involved in running campaigns on issues you are particularly passionate about and please do share your views and achievements with us.

The Students' Union can help you access the advice you need and keep you up to date with general College Life information. Basically, whether you are feeling happy, sad, overwhelmed, excited, or confused, the Students' Union is here to support you and ensure you enjoy your time at City College Norwich.

Our role is to ensure that all students at City College Norwich are heard; we are your Students' Union!

### ***NUS Extra/Totum***



As a student of CCN, you are eligible to purchase a TOTUM Card from the National Union of Students. The TOTUM Card is a student discount card which provides discounts on some of the biggest and most popular brands in the UK. No other student card can give you access to discounts which save you pounds, whether you are shopping in person or online from the high street, including clothing stores, travel companies, restaurants, as well as access to half price unlimited music, student rates on your TV and much more across the UK. There are so many we could not fit them all on this page!

To see all the discounts and offers available please visit the Totum Card website:

[www.TOTUM.co.uk](http://www.TOTUM.co.uk)

The price is currently £14.99 for 12 months, £24.99 for 24 months and they have a special deal at the moment which is for 36 months it costs the same as 24 months, £24.99. However, if you do not want or cannot pay for the card you can get 1-year free card which includes 300+ Discounts, Giveaways, Access to the TOTUM App and digital campus access. This, however, still gives you discounts but not as much as the paid cards.

To get your TOTUM Card today please visit [www.totum.co.uk](http://www.totum.co.uk). It will take 7 working days to arrive and Totum will send it to your home address (they do charge an extra £1 for delivery) or alternatively you can have the card delivered to the College free of charge, the Students' Union Office will let you know via your student email account when it has arrived for you to collect.

If you have any questions about discount opportunities, please feel free to give us a call on 01603 773077 or drop us an email via [studentunion@ccn.ac.uk](mailto:studentunion@ccn.ac.uk)

*PS, make sure you stay up to date on all of the best TOTUM deals by downloading the app for Apple and Android smartphones. It will tell you what deals are on near you as well as which are the most popular.*

## **UNIDAYS and Student Beans**

UniDays is a FREE app you can access via any mobile device. You can create a UniDays account either online or via your mobile app – this only takes a few seconds! When creating an account please keep your student email handy as you will need this to get started. UniDays offers discounts for Dominos, Uber Eats, Bella Italia, Levis, MissGuided, Disney Plus and thousands more.

Student Beans is also a FREE app that can be accessed via any mobile device. Same as UniDays, it is super easy to create an account and you must have your student email handy. You can receive online codes and discounts in stores when using Student Beans. They provide discounts for Pandora, Gym Shark, McDonalds, Go Ape, EE, ASOS and many many more!

Both of these FREE apps are a great way to save money but still allows you to buy stationary, books, clothing, food and more. Please see below for the websites for more information.

UniDays – [www.unidays.co.uk](http://www.unidays.co.uk)

Student Beans – [www.studentbeans.co.uk](http://www.studentbeans.co.uk)

### ***Extra Online option***

#### ***Like to travel?***

Upgrading your TOTUM card to an International Student Identification Card when you buy your card will give you access to over 40,000 discounts in over 120 countries from Brazil to the USA, Spain to Switzerland!

For just £2.99 you can transform your NUS extra card into a combined NUS extra / International Student Identity Card. A standalone ISIC card costs £9, giving you a saving of £6! For further information on the ISIC card and associated discounts visit

www.isiccard.com. Please visit the NUS Extra help/advice section of nus.org.uk for any help or email enquiries@nusextra.co.uk

### **Citizen Card**

A CitizenCard is an official UK ID / proof of age card recognised as such by the Home Office and almost all UK retailers and public transport providers including UK airlines. The adult 18+ ID card displays POLICE, SECURITY INDUSTRY and TRADING STANDARDS logos and all CitizenCards bear the PASS hologram.



As well as using them for proof of age, students are able to access the Lealta Discount Scheme, potentially making significant savings in a wide range of stores across the UK. Full details are on the website at [www.citizencard.com](http://www.citizencard.com)

A Standard application normally costs £15 online, however as a student of CCN you get to apply for one for FREE!

Student application forms are available from the Students' Union Office (A40a) and at reception points. Once completed, a passport photo will be required to be glued to the form. The application will be checked against the details held by the College register and then sent on to the Citizencard applications office.

When the cards are printed (usually within three-four weeks of application receipt), they'll be posted back to the College who will inform you via your student email account that it is ready to collect.

# **HE STUDENT HANDBOOK**

## **SECTION 2 - SUPPORT**

Studying at Higher Education level, whether as a degree student, an apprentice or on any of our other awards is a challenging, rewarding and developmental experience.

Although the level of study is different, the key difference is how you engage in this study and the skills that you develop to do so. There is a clear difference in the intensity but over the first few weeks and months you will begin to develop the tools to enable you to manage and thrive in this environment.

You may be concerned about how you will fit in, and whether this is right for you. Concerns are natural and the staff we have here at CCN are used to working with you through those wobbles – whether they occur in the first weeks, or closer to the end of the first year.

Your learning will be more successful if you:

- Take an active role in planning, monitoring, and evaluating your education.
- Discard preconceived notions about what college is or is not and approach your studies with an open mind
- Choose topics and themes that are most relevant to your job/profession or personal life that fit into your academic programme.

Independence is a key facet of Higher Education study. There are rules and regulations, as well as staff to guide you, but the responsibility to manage your way through these lies primarily with you. Take time to understand the culture of Higher Education, the Policies and the Regulations which govern Higher Education at CCN. The following section outlines some of the key information which you may need to be aware of as you work your way through your course. Your Personal Tutor, the HE Tutorial Supervisor, the HE Delivery Manager and the HE Office will all be able to assist you in accessing these.

Before you make any decisions or take any action in any of the circumstances described below please talk to us. Talk to your Course Tutor, Tutorial Supervisor, HE Delivery Manager, the HE Office or the Head of HE. The sooner you let us know there is a problem the better the chance that we will be able to help you find the best solution.

The following sections outline some of the key process which are available to you during your time with CCN – whether to help you to manage your time on programme when things are challenging, or to support you academically.

## **Communicating with you**

There are many reasons why it's important that we can communicate with you throughout your course:

- To advise of events and activities.
- To give notice of course team meetings, deadlines, Governors' meetings, HE Student Forum meetings.
- To let you know and invite consultation on changes to timetable, rules and regulations, processes and procedures.
- Notification of important assessment information
- Course announcements
- Updates on Assignment deadlines

Being able to communicate with you effectively and quickly is important to ensure that you don't miss out on key information and updates. That's why we ask that you check your

college email at least weekly (and preferably more frequently) so that you know what it going on.

Your email will be issued to you when you enrol and will stay with you throughout your time with us. It is an Office 365 Email account which gives you access to other software which will be beneficial to your studies and is compatible with all mobiles devices and tablets, meaning that you can access it at any time.

If you would like help setting this up then let us know and we'll ensure that someone can guide you through the process.

Staff will always respond to emails from your College email account but cannot respond to messages sent from personal email accounts or texts.



#### STUDYING ON AN HE COURSE WITH US?

[Click here to access our policies, find out how to hand in an assignment and how our plagiarism detection software is used.](#)

Blackboard is our Virtual Learning Environment (or VLE) and is fundamentally an Electronic noticeboard and storage facility where we can both communicate with you and provide you with access to notes, presentations, links, quizzes and much more. Your course will have it's own Blackboard site and the team will give you a guided tour of this. They'll also send you updates through it, which appear as emails within your usual College account.

Keep up to date and access key information about Higher Education at City College Norwich by going to 'HE@CCN' through Blackboard. (BLACKBOARD / INFO / HE@CCN).

Here you will find (amongst loads of other stuff):

- Announcements
- The regulations which underpin our programmes and their operation
- Rules and Regulations
- Programme Outline Information (which includes Programme Specifications and the Module Catalogue).
- Agenda & Minutes of the HE Student Forum (in 'Meetings')

## Our Regulations

The 21/22 academic year see the introduction of the **UEA Partner Regulations for Bachelors and Foundation Degree Awards** for all newly enrolled students across both Norwich and Easton campuses.

The **Norfolk Regulatory Framework (NRF)** that was previously used for all Norwich based students remains in use for those students who enrolled under those regulations. This will continue to be the case until all students initially enrolled on the NRF are taught out.

Copies of both sets of regulations are located on Blackboard and it is worth familiarising yourself with the one which applies to you.

Although we have two sets of regulations, the Policies and Procedures which surround them apply to all students. These have been refreshed for the current academic year, so if you are a returning student then there may be some new terminology for you to make yourself familiar with.

All Policies are stored on Blackboard and the most immediately important ones are outlined for you below.

## Extenuating Circumstances and Special Allowances

It is quite possible that at some point during your programme circumstances will arise which prevent you from completing assignments at the time they are expected or to the level that you would normally expect. Extenuating Circumstances provides a mechanism for helping with this.

**Extenuating Circumstances** are provided to ensure that students who experience unforeseeable, unplanned or unexpected exceptional adverse circumstances that may affect, or have affected, their performance in assessment may nevertheless be assessed fairly, without advantage or disadvantage compared with other students.

This may be as straightforward as needing a short amount of additional time to submit work (and you can have two 'self-certification' windows of 3 working days each academic year for non-live assignments).

Alternatively you may need to apply for Extenuation for more serious challenges which mean you can submit work or attend a live assessment but cannot perform to your best. In this instance an Extenuating Circumstances panel will meet to make recommendations to the Awards Board which may increase your mark for an assignment, or a module, to take allowance for that or to allow you an additional uncapped attempt.

Details of how to apply for ECs are available on Blackboard.

**Special Allowances** are provided to enable appropriate arrangements to be put in place to support students with known, diagnosed disadvantages in order that they may be assessed fairly, without advantage or disadvantage compared with other students. So if you have previously been provided with additional time in examinations as a result of a Dyslexia assessment then Special Allowances allow you to continue to access this time. As with Extenuating Circumstances there is a process for making the application and the onus to do so rests on you as the student.

The Special Allowances procedure can be located [here](#), together with all the forms required to make an application.

## **Interruption in Study (formerly Intercalation)**

Whether through illness or injury, a change in the responsibilities in your home or work life or as a result of other unexpected but significant change in your circumstances it may be that you find it impossible to carry on with your programme for an extended (but not permanent) period.

An Interruption to Study, in its simplest terms, enables you to stop where you are (this may be immediately or at the end of the current semester) and resume at a later date when circumstances allow. Generally, this will be for a minimum of one term and, initially, a maximum of one year. Your Tutors will keep in touch during this period with a view to managing your return to study. We will also seek to put you in contact with our HE Tutorial Supervisor, who will meet you both before you leave (where possible) and when you return to make sure that you have everything necessary to return to study.

Successful interruption to study is a positive experience which enables you to control a pause in study, reset and then recommence.

The Interruption to Study procedure is located [here](#).

## **Transfer between programmes**

Sometimes students enrol on a programme which after some time studying they decide is not right for them. Depending on a number of factors transferring from one programme to another can be straightforward or quite complicated.

These factors include:

- Similarity between the programmes involved.
- Timing of transfer – the earlier in the academic year the better – the more similar, the easier it is.
- Mode of study (part-time / full-time)
- The Awarding Body involved (if there is one)

If you are considering transfer it is imperative that you discuss the matter with your Academic Leader or the Head of Higher Education as early as possible. You can find the Student Transfer Policy [here](#).

If you want to transfer to a programme in another institution (University or College) then this is also possible, although complicated. There will be additional charges involved and the credit you get for any modules you may have completed on your first programme will be entirely dependent on the College or University you want to try to transfer to. Higher Education Institutions will have a Recognition of Prior Learning procedure in place which will guide you through this process.

## **Withdrawal**

When you complete the enrolment process you enter into a legally binding agreement with the College – a contract with rights and responsibilities on both sides. These terms, rights and responsibilities are set out in various documents including the enrolment form, the CCN Fees Policy (Course Fees and Eligibility Statement) and Rules, Regulations and Procedures for Students.

If, having enrolled, you change your mind or your circumstances alter to the extent that you decide to withdraw from the programme entirely you must understand the consequences. Upon withdrawal your liability for tuition fees will be recalculated based on your withdrawal date. If you withdraw during Term 1 you will be charged 25% of the fee and if you withdraw in Term 2 you will be charged 50% of the fee. No fee reduction is made for students who withdraw in Term 3. If you have applied for a Student Loan and the loan has been applied to pay your debt to the College you will remain liable to the Student Loan Company.

You must understand that the College will seek to recover from you the full amount of the fee and only in very exceptional circumstances will the Principal, upon whose sole discretion such a decision depends, agree to forego any part of this debt.

## **Ethics**

At some point during your programme, normally as part of your dissertation, you may wish to complete some primary research (that is, research that you conduct yourself directly to collect data – most commonly through interviews, surveys etc as opposed to research which is based on the data collected by others). Whilst Primary research is encouraged and is a valuable skill it also needs careful thought and structure to ensure that it is used correctly and ethically. Our Research Ethics procedure – found [here](#) – ensures that suitably ethical scrutiny is applied, and that research can be carried out appropriately.

## HE Student Representation

Student representation is vitally important at CCN and part of the fabric of HE life. All HE groups elect a Student Representative, who has the responsibility of representing their colleagues at Course Committees and on the HE Forum.

**Course Committees** take place each term and involve the Director of HE, the Deputy Director and the Academic Leader as well as the Course delivery team. If there are employers involved in the programme then they will attend as well.

Despite the volume of staff attending, the most important attendees are the Student Reps. Their feedback and challenge are what make these meetings work, you have the ability as the students taking the course to help shape how well it is being delivered.

The **HE Forum** is comprised of all Student Representatives from across the School as well as the College Students' Union, college academic staff and managers, and the UEA Partnerships Office.

The Forum provides the opportunity for HE students from across the College to meet to identify and discuss issues, proposals and developments that affect the whole HE community in the College. We'll bring along proposals for developing policies and procedures for your input to ensure that the student voice helps to shape these.

The discussions and recommendations are recorded in minutes, which are presented to the Academic Management Board of the College and then to College Governors.

College responses are fed back to the Forum for dissemination to the general HE student population. The minutes are also published on Blackboard to ensure that its proceedings are accessible to all. The Forum sends representatives to the Joint Board of Study (JBoS) at UEA and the College Student Parliament.

For 2021/22 we will be introducing some further committees and working groups that several student course representatives may be asked to join.

Simon Rhodes, HE Development Manager will be happy to have a chat with you about these roles. Please contact him on [simon.rhodes@ccn.ac.uk](mailto:simon.rhodes@ccn.ac.uk)

The **HE Student Learning and Engagement Committee**, will have a twin role of collating, discussing and responding to feedback from a number of sources such the SU-led HE Forum, feedback through the National Student Survey and our own internal student surveys, as well as looking more widely at your academic experience to ensure that we are, where possible, able to shape our programmes in line with the needs of students.

The **HE Quality and Standards Committee** will look at the overall quality and standards of our provision, rather than through the lens of student experience. This is an area of focus for the Office for Students, with the intention that all providers will need to comply with new ongoing conditions of registration, which we are expecting to see in the Autumn term of 2021/22.

Beyond these committees, we will also intend to instigate some smaller **working groups** to look at specific issues such as monitoring our progress against targets within our Access and Participation Plan, and to evaluate specific interventions that we have made in order to impact on underrepresented students in HE.

Training for student representation is provided free of charge by the College Students' Union.

## HE Student Hardship Fund

The HE Hardship Fund is a limited, non-repayable discretionary bursary fund used to provide grants to undergraduate 'home' (eligible for home fees) students to relieve financial pressures, so that they can concentrate on their studies and remain in higher education. The fund can be used to:

- Help towards living costs not already met from other sources
- Assist students in financial hardship
- Provide emergency payments to deal with unexpected financial crises
- Help students considering leaving their courses due to financial problems

Please note that the HE Hardship Fund cannot help with tuition fees and there is no guarantee of an award upon application. Please read about the HE Hardship Fund guidance below before applying.

### Who can apply?

The HE Hardship Fund is available to anyone who is studying on a higher education programme at City College Norwich. The Fund is **not available** for students studying on a higher apprenticeship or International students studying on a Tier 4 student visa.

You will only be considered for help from the Hardship Fund if you have made realistic plans to cover your tuition fees and living costs. You must also have applied for any Government statutory support for which you are eligible.

Priority within the Fund Priority will be given to students from traditionally underrepresented groups in Higher Education, as defined by the Office for Students, who may experience financial barriers that may otherwise negatively impact on their studies. Of these groups, particular emphasis will be placed on: -

- Lone parents
- Disabled students (especially where DSA is unable to meet certain costs)
- Students who are Care Leavers
- Students who are Carers
- Students who are estranged from their parents
- Students from low-income families
- Mature Students
- Students from Polar4 Quintile 1 and Quintile 2 postcodes, with the following checker used to confirm this <https://www.officeforstudents.org.uk/data-and-analysis/young-participation-by-area/search-by-postcode/>

NB please enter your Parent(s)/Guardian(s) postcode in the case of dependent students. Students facing a significant barrier to learning as the result of the imposition of any new local / national Covid-19 lockdowns that may lead to a greater reliance on remote teaching.

### When to apply

Applications can be accepted from 1 October outlining your financial needs.

## **How to apply**

You can pick up an application form from the Reception desk at Norfolk House or the Advice Shop at the College's Ipswich road campus. Alternatively, you can print a copy from our website [here](#).

Please note that the Hardship Fund does not cover tuition fees.

## **How your application will be assessed**

Your application will be assessed by a panel of staff from the Student Services department.

## **Timetable for making a decision**

Provided your application form has been accurately and fully completed, an assessment and decision will be made within **4 weeks (term time)** of submission. If successful, you can expect to receive a payment within 7-10 days of your email notification (see below). Please be aware that in exceptional circumstances, it may take longer to process applications.

## **Welfare Benefits**

Please note that payments from this hardship fund may impact on your entitlement to welfare benefits, so please check with your benefits provider before applying.

## **How you will be notified about the outcome of your application**

We will email you with confirmation of the outcome of your application. Please make sure your correct email address is listed on your application form (first page).

## **Appeals**

In the event of your application being refused by the college, you will have the right of appeal. In the first instance, contact the Finance Advice Team with more information. If this does not resolve the matter a further appeal can be made in writing and addressed to the Assistant Principal Student Services for consideration by the Appeals Committee. You will be sent a response within 10 working days. You should bear in mind that the Hardship Fund Panel's original decision will normally be upheld if no new evidence of your financial hardship is forthcoming. However, you may choose to make an official complaint to the college. A complaints form is available from the Advice Shop reception desk.

**Contact** Finance Advisers are Jane Simpson & Rachel McGrath. For further information call into the Advice Shop (A1) in the Norwich Building, phone 01603 773322 or email [financialadvice@ccn.ac.uk](mailto:financialadvice@ccn.ac.uk)

## **International Students**

Firstly, we are delighted to welcome you to our College, our School of Higher Education and to the programme on which you have chosen to enrol. We value the enrichment and cultural diversity that students from overseas bring to our community.

During the application and enrolment process our International Student Advisor (ISA) will have explained much of what you need to know to ensure that your experience is as enjoyable and rewarding as it can be.

The ISA remains an important source of advice and guidance and can be found, usually by appointment, in the Advice Shop or through the Student Services rep at Norfolk House.

It's worth pointing out a few things:

The language of instruction and assessment is English. Students whose first language is not English have had to demonstrate competence to at least IELTS 6.5 so we make no allowances for your English language capability, written or spoken, in assessment. If you do begin to experience difficulties with English as perhaps you progress through your programme you must (a) let us know and (b) seek help to improve your English skills. We can provide advice on how to access appropriate support – contact the ISA, Student Services, course tutor or your manager for help.

CCN is a secular organisation which respects diversity and actively promotes inclusivity. We have a robust policy on discrimination of any kind and will not tolerate it by any member of our community. If you feel that you are being discriminated against, being bullied or being made to feel uncomfortable or unwelcome by another individual or group then let us know and we will take action to resolve it.

Norwich is a city which welcomes a diverse and cosmopolitan community. As such there are many groups, clubs, societies and associations which cater for the needs and interests of many kinds. Contact the ISA in the Advice Shop for more information.

## **Submission of Assignments and Coursework - Achievement Tracking System (ATS)**

At City College Norwich we use an internally designed system for the submission, marking and quality assurance of your HE work. This system, the Achievement Tracking System (ATS) allows you to upload and plagiarism check the majority of your assignments with the exceptions of portfolios, artefacts and examinations. Staff use the system to mark and internally verify your work and our External Examiners are able to use it to sample work for quality purposes.

ATS preserves our policy of Anonymous Assessment wherever it is possible (for some assignments such as presentations and seminars students are identifiable). None of the first marker, the Internal Verifier or the External Verifier will know the identity of the author of coursework when they access it for marking, so it is important that you refrain from adding any identifying text to your work.

### **Uploading Assignments**

ATS is accessed through Blackboard and you can upload assignments at any time up until your deadline. The integrated plagiarism software (Ouriginal) will automatically check your work for similarity to previous submissions and email you a report which allows you to review that work prior to making your final submission. Clearly if you submit at the very last minute (and you can submit up to midnight on the submission date) then the plagiarism checking will not be able to happen in time!

We take the time of submission as being when you start the process of uploading a file, not when it ends (this allows for slow internet speeds, breaks in transmission etc.)

You can add new or amended files up to the deadline – at that point the last version will be deemed to be your submission. You can manage version control in your submission drop box.

The system will continue to accept work after the deadline and up to end of the third calendar day after that. It will record that work as late unless an authorised extension has been recorded on the system, in which case the system will accept submission until 23:59:59 on the date the extension expires.

Your feedback and provisional mark or grade will be provided online and visible through your e-ILP. As soon as our internal verification process has been completed your feedback and provisional mark/grade will be published in the first instance as a provisional mark (it will be shown with a yellow background).

Provisional marks are ratified by the Exam Board. Once presented to and agreed by the Exam Board, the marks/ grades are confirmed and will be shown with a green background. After this point marks can only be changed through the process of Academic Appeal (see the College Academic Appeal / Academic Complaints Procedure) or if there has been a genuine error.

### **Accessing the Submission Portal**

You can access the Portal to submit your work in several ways, including via Blackboard.

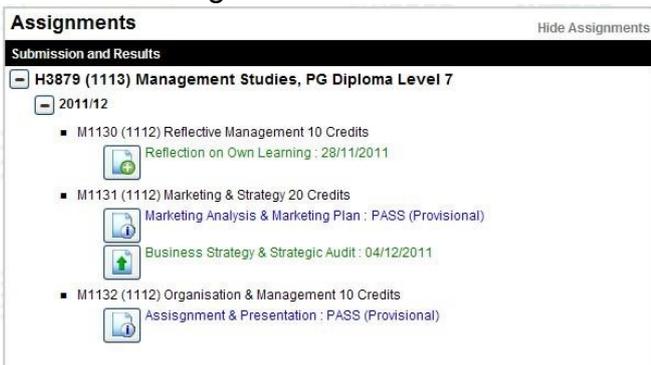
The recommended method is to sign in to a live internet enabled system and go to: <https://ilp.ccn.ac.uk>. This is the direct web link and is a much more quicker and more reliable access route to your eILP and submission portal.

## Process

To access the online submission system follow these steps:

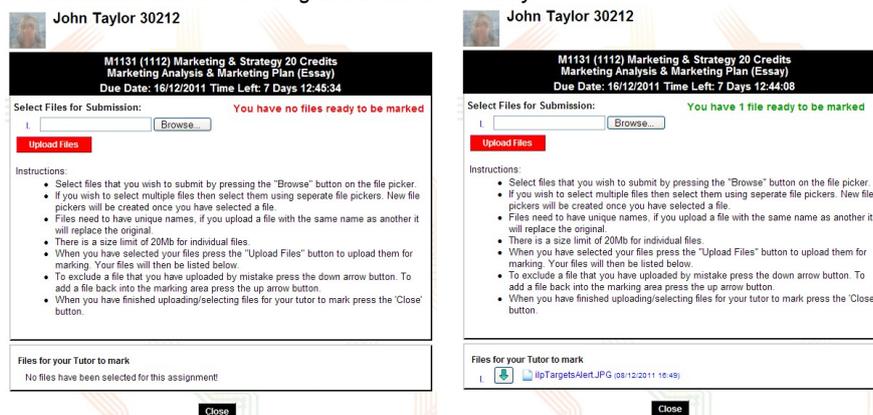
Sign into your eILP using the web address <https://ilp.ccn.ac.uk>. Other than password access, it should make no difference whether you access from on or offsite (e.g. from a computer in the College; or at home or work).

Click on 'About Me'. You will be presented with your current 'Assignments', which should look something like this:



- Click the button next to the assignment you wish to submit. You would now see the following screen (the below example is for John Taylor, a student on a two year Management Studies course):

*Note: You will be given this information with the screen grabs in colour for clarity.*



You will see that there are extensive onscreen instructions to guide you through the process.

## Files and File Size

Be sure to check that the work you submit via eILP is compatible with college systems. College systems predominantly use Windows based operating systems and Microsoft Office software. You are provided with Microsoft Office 365 as part of your enrolment, this can be accessed and downloaded through the student homepage. If you are using equipment that does not run Windows and/or Microsoft Office, e.g. Apple, Android, you must be extra vigilant when submitting work.

Please check the full filename of your piece of work before and after you submit to eILP. The filename should not be more than 248 characters and must not contain any special characters e.g. ! " £ \$ % ^ & \* + = ? : < > \ / ; @ ~ # | - [ ] { }

General	Multimedia
.doc	.mpg
.docx	.mpeg
.wbk	.mp4
.rtf	.m4v
.txt	.mts
.ppt	.mov
.pptx	.wmv
.xls	.avi
.xlsx	.flv
.pdf	.mp3
.pps	.wma
.zip	.wav

The full file name includes the file type at the end of the filename, sometimes referred to as an “extension” e.g. “example.docx”. Often this is hidden in windows but can be seen when checking the properties of the file and can be seen once uploaded via e-ilp. The file must be one of the supported file types listed opposite, please check your files are supported, any unsupported files will not be opened and will be treated as NON-SUBMISSION – FAIL.

Make sure the size of the file is no more than 20 Mb, you will not be able to upload files larger than 20 Mb unless they are multimedia files i.e. video/audio, multimedia files can be up to 100 Mb.

Some filetypes on the supported list may be restricted depending on the assessment criteria, check with your tutor for possible restricted filetypes.

### Ouriginal (formerly Urkund)

- Once you press the ‘Upload Files’ button the files you have selected will be uploaded to *Ouriginal*, the plagiarism software used at CCN.
- Your files will be plagiarism checked within a short period of time – normally within 24 hours but often sooner and a report will be sent to your College email so you can see if there are any issues with plagiarism in your work. A typical *Ouriginal* screen is shown below

