

Student Services FAQs

What services can I access?

We are offering the following services via email and telephone:

- appointments for careers, wellbeing and counselling
- apprenticeship appointments
- support for wellbeing and counselling
- advice about UCAS, personal statements and Higher Education
- advice about student finance
- course advice and guidance
- bursary payment queries
- financial advice and guidance
- international advice and guidance
- travel advice and guidance
- safeguarding
- library support.

How can I contact you?

Please note: all current students are required to contact us via their college email address which is available through Blackboard. Private email accounts must not be used.

- For CCN student enquiries call 01603 773311 or email information@ccn.ac.uk
- For Easton student enquiries call 01603 731200 or email eastoninfo@easton.ac.uk
- For Paston student enquiries call 01603 402334 or email pastoninfo@paston.ac.uk
- For financial advice for all campuses call 01603 773311 or email financialadvice@ccn.ac.uk or bursaryadmin@ccn.ac.uk
- For Wellbeing/Counselling for all campuses call 01603 773311 or email wellbeing@ccn.ac.uk
- For apprenticeship advice for all campuses call 01603 773311 or email apprenticeshipadvice@ccn.ac.uk
- For neaco support for all campuses call 01603 773311 or email takeyourplace@ccn.ac.uk
- For travel advice for all campuses please call 01603 773311 or email citytravel@ccn.ac.uk
- For CCN and Paston Library email tis@ccn.ac.uk
- For Easton Library email easton.library@eastonotley.ac.uk

Your enquiry will be forwarded to the most appropriate member of staff and they will contact you.

Is there anywhere else I can access information?

Yes, our Student Services pages on Blackboard are full of information to help you. Click on the link [here](#)

I have not received any information about whether I am progressing onto the next level of my course. What do I do?

All staff have access to their emails from home and will be able to answer any concerns you have about your progression.

Please contact the college through the information@ccn.ac.uk email with the following details: Name, Student number, Course name, Staff name you wish to contact and your query.

Can I still apply for courses?

Yes you can still make applications through the various College websites ie www.ccn.ac.uk www.easton.ac.uk and www.paston.ac.uk. Once you have found a course you wish to apply for, create an account or log in and then add the course(s) to your shortlist.

When will I hear about my application?

Your application will be processed on our system, but we are not holding any interviews at this time. You will receive an email to say we have received your application and then we will contact you again when we know how we will proceed given the current situation.

What if I need help filling in my application form?

We can fill it in for you and submit it on your behalf. Once we are in contact with you, we can find out the relevant information and complete the form either electronically or on paper.

You may be contacted by our admissions team to confirm that you intended to make the application.

My summer exams have been cancelled. What predicted grades shall I use for my application?

Please still enter the predicted grades you received from your school or college. If you are unsure about what these are, you should be able to contact your school to ask them.

How can I access books from the library?

The full catalogue of books is available to view online through your Blackboard pages.

Email tis@ccn.ac.uk or easton.library@eastonotley.ac.uk with your requests by 2pm and they will be left at the reception desk for you to collect.

I have books on loan. How do I return these?

You can make returns at the Ipswich Road main reception or the Jubilee building at the Easton campus.

Will I have to pay fines for any late returns?

If you are in self isolation, fines will be waived.

What if I need an interpreter to help with my query?

We will try our best to support you. Some of our advisers speak other languages and we have access to internet translation services. If you still require support, we will look into accessing our interpretation service via a skype conference call.

I normally receive a cash payment each week from the finance team. How will I access this?

Where we have bank details for students, we have arranged to pay any monies into your bank account. For students who are vulnerable or the children of key workers, and are on the college campus, cash payments will be available. Please contact financialadvice@ccn.ac.uk for more information.

Will my bursary still be paid if I am not at college?

Bursaries will continue to be paid to students who have attendance over 75%. We have reduced the attendance level temporarily to allow for students who have had to self-isolate. Bursaries will be paid on or around the normal payment date of 24 April.

What if I spend all my bursary before we have to return to college?

Your bursary payment is the one you were due for the summer half term (CCN & Paston). Easton students should receive their summer term bursary week beginning 23 March. You will need to budget to ensure you have enough money left to cover your needs once college reopens eg for school trips, bus passes and equipment.

Can I still use my bus pass if the schools and colleges are closed?

Bus passes are still valid until their expiry date. However, government advice is to practice social distancing (not going out if you don't have to), to only make essential journeys and to avoid using public transport wherever possible.

I had bought a travel ticket which I cannot use now. Can I get a refund?

You need to contact your travel pass provider for any options they can offer.

I applied for an apprenticeship. How will I know if I have an interview?

The apprenticeship applications which are processed by City College Norwich will still be processed as normal, unless an employer has instructed us otherwise.

Some employers may postpone interviews due to the current situation, so you may not hear about any interviews immediately. Where possible, we will work with employers to let you know that you have been shortlisted for a vacancy and can expect to hear about an interview in the future.

Should I continue to apply for apprenticeships?

It is always best to keep applying for vacancies until you have secured an apprenticeship.

Vacancies will continue to be advertised unless an employer instructs us otherwise, so keep looking on the CCN and Easton websites. It is also always advisable to have a backup option, such as a BTEC course or A Levels, as when you apply for apprenticeships you are applying for a job, so it isn't something that is guaranteed.

I have more apprenticeship related questions. Where can I ask these?

Email apprenticeshipadvice@ccn.ac.uk. We will be more than happy to answer any questions that you have and support you with applications.