City College Norwich

Higher Education Student Handbook

2022/23

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Principal's Welcome

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. I started my career teaching in Higher Education and therefore I have a first-hand experience of how programmes can stretch you to develop your knowledge and skills, to achieve in ways you may never have thought possible.

Adjusting to the demands of Higher Education study – particularly if you are fitting this alongside other commitments in your life such as work and family – can seem daunting at first. Our teaching and support 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.

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. 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 will also soon be recruiting new student Governors to sit on the College Corporation Board and Business or Curriculum and Standards Committees, please keep an eye on your College emails for more information.

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.

Whilst you can look forward to enhanced career opportunities, and greater earnings potential, as a result of your Higher Education studies, we recognise that these are particularly testing times for everyone. If you are experiencing financial difficulties or worries because of the current cost of living pressures, do reach out and let us know.
Our Student Services team are here for all students, wherever you are based. We have Student Finance Advisors in our Advice Shop, who can help make sure you are accessing all the financial support you are entitled to. If you find are struggling to cope in our other ways, our Wellbeing Team are here to provide you with advice and support on everything related to your physical and mental health and wellbeing.

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.

I wish you every success.

Jerry White

Assistant Principal of Higher Education and Adults Introduction

Welcome to your course at City College Norwich. Whichever course you are studying and whichever of our campuses you attend I hope that your experience with us is everything that you need it to be.

As we move into the 2022/23 academic year there an increasing focus on the value, and indeed the value for money, of higher education. Students are aware of where they are going next – whether into work or further study – and how their degree or other HE programme will enable them to get there. We want to make sure that your course provides that for you, through the academic skills you learn, the attributes you develop or the experiences that you have during your time with us.

You'll have significant opportunities to learn, develop and gain experience both within and alongside your chosen course to make sure that you're well equipped for the next steps, whatever they may be. So make sure that you take the opportunities when they arise, whether through trips, interacting with guest speakers, working in teams, representing your course or simply through making sure that you explore all the avenues available to you.

There's a wealth of information in this Handbook and most of it will be important to you at some point during your course – but probably not immediately. Your course team will highlight things that are important as they arise and there's always your tutorial support (including the Tutorial Supervisor) to help. For now though, at the very outset of the year, it's important to remember the following

- **Keep in contact with what's going on**. Use your college email, read the updates from the school and your course team and talk to your personal tutor. Make sure that you are on top of the 'admin' that comes with being a student.
- **Take control of your learning**. Higher education is not a passive experience, how you choose to engage with it will help define your time with us.
- **Feedback to us**. If things aren't working for you or your course then let us know. Student voice is a more powerful force for change that you imagine (but not if we don't know).

Best of luck, enjoy your time and don't be afraid to come and chat!

Ed Rose
Assistant Principal Higher Education and Adults
Edward.rose@ccn.ac.uk

Important HE Dates – Teaching dates

Semester Dates	
Semester One Teaching Commences	Monday 12th September 2022
Half Term	Week Commencing Monday 24th October 2022
Christmas Break	Week Commencing Monday 19th December 2022 until Tuesday 3rd January 2023
Semester One Teaching Ends	Friday 13th January 2023
Assessment Week	Week Commencing 16th January 2023
Inter-Semester Break	Week Commencing 23rd January 2023 until Friday 3rd February 2023
Semester Two Teaching Commences	Monday 6th February 2023
Half Term	Week Commencing 13th February 2023
Easter Break	Week Commencing 3rd April 2023 until Friday 14th April 2023
Half Term	Week Commencing 29th May 2023
Semester Two Teaching Ends	Friday 16th June 2023
Assessment Week	Week Commencing 19th June 2023

Term Dates *(Only applicable to students taught on the following programmes: Health Studies (K4381-20231), Mental Health Practice (K0014-2023), Social Worker Degree Apprenticeship (K0001-1924/2024/2125)*	
Term One Teaching Commences	Monday 12th September 2022
Half Term	Week Commencing Monday 24th October 2022
Term One Teaching Ends	Friday 25th November 2022
Christmas Break	Week Commencing Monday 19th December 2022 until Tuesday 3rd January 2023
Term Two Teaching Commences	Wednesday 4th January 2023
Half Term	Week Commencing 13th February 2023
Term Two Teaching Ends	Friday 17th March 2023
Easter Break	Week Commencing 3rd April 2023 until Friday 14th April 2023
Term Three Teaching Commences	Monday 17th April 2023
Half Term	Week Commencing 29th May 2023
Term Three Teaching Ends	Friday 30th June 2023

Please note that the above dates may differ for certain programmes. Please speak with your Course Leader for clarity if applicable.

It is in your best interests not to book holiday within term/semester dates

Important HE Dates – Board dates

BIM Boards Dates	
BIM Assessment Board (Semester 1 Results)	Wednesday 1st March 2023
BIM Assessment Board (Semester 2 Results)	Tuesday 18th July 2023
BIM Referral Board	Friday 1st September 2023
Extraordinary Referral Board (NRF Provisional Progressions)	Thursday 20th October 2022
NRF Assessment Board (Term 1 Results)	Wednesday 11th January 2023
NRF Awards Board	Thursday 12th January 2023
NRF Assessment Board (Semester 1 Results)	Thursday 2nd March 2023
NRF Assessment Board (Term 2 Results)	Wednesday 26th April 2023
NRF Awards Board	Thursday 27th April 2023
NRF Assessment Board (Semester 2 Results and Term 3 Results)	Wednesday 19th July 2023
NRF Awards Board	Thursday 20th July 2023
NRF Referral Board	Thursday 31st August 2023
Higher Nationals Assessment Board (Semester 1 Results)	Tuesday 28th February 2023
Higher Nationals Assessment Board (Semester 2 Results)	Monday 17th July 2023
Pre-Board Extenuating Circumstances Panel	Wednesday 19th October 2022
Pre-Board Extenuating Circumstances Panel	Tuesday 10th January 2023
Pre-Board Extenuating Circumstances Panel	Thursday 23rd February 2023
Pre-Board Extenuating Circumstances Panel	Tuesday 25th April 2023
Pre-Board Extenuating Circumstances Panel	Thursday 13th July 2023
Pre-Board Extenuating Circumstances Panel	Wednesday 30th August 2023

Communication between you and us

Most communications from us to you will be via Blackboard (the College's virtual learning environment) or email. All Blackboard announcements will be emailed to you as well so **checking your email is really important.**

If any messages are confusing then talk to your course team or tutor first. Sometimes students will interpret messaging differently so it's best to seek clarity from staff.

We want to make sure that we're contactable and staff will always respond to emails from your College email account. We don't respond to messages sent from personal email accounts or texts however so please use College email.

Lecturing staff will not respond to emails out of hours and we will make sure that you are aware of when proportional staff are available.

Details of how you can link your email to your phone and how to access all other IT systems can be found here including
- Office 365 access
- Multi-factor authentication
- Eduroam (wi-fi access)

Personal Tutor Support

As an HE student you'll have a personal tutor to provide you with academic support throughout your course. They'll support for you to achieve your academic and personal goals as well as preparing you for the next steps in your journey.

As a minimum you can expect 3 formal opportunities to meet with your Personal Tutor across the academic year.

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 are 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 your conversations.

Individual Tutors will let you know how you can contact them and the system for booking meetings. 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.

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.

Equity, Diversity and Inclusion at City College Norwich

City College Norwich aims to be:

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

To this end the College is committed to equality of regard and of opportunity for all, irrespective of age, disability, race, gender reassignment, marital/partnership status, pregnancy and maternity, religion or belief, sex or sexual orientation.

The commitment is fundamental to the College's Strategic Framework which covers 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, which details the steps taken by the College to ensure that equality and diversity are embedded within the fabric of the organisation at all levels.

The College will take active steps to prevent discrimination against anyone, staff or student, Discrimination or harassment will be dealt with firmly in accordance with disciplinary procedures.

If you have a complaint about harassment or discrimination please raise your complaint appropriately. 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.

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

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). UEA is ranked in the World Top 200 (Times Higher Education World University Rankings 2022) 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 in UK top 20 for research quality which is making real-world impact, with 91% of UEA research being rated 'world-leading' or 'internationally excellent' by the Research Excellence Framework (REF2021).

UEA is a UK Top 30 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 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 enhance and develop our higher education offering. .

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. CCN students can register to login to the UEA Portal here: https://my.uea.ac.uk/web/guest/welcome Once registered you can access Library information and support from the Library webpage.

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 a large number of electronic resources on campus (you   will need to complete the IT visitor login form)
- Library Catalogue

You do **not** have access to:

- Off-campus access to UEA's e-resources
- Athens account
- Inter-library loans
- Book study rooms in advance

- Borrowing from some specific collections (Curriculum and Learning
- Resources Collection (CLRC), High Demand and DVD collection).

 All eligible students and staff will be entitled to the following IT services at UEA:

- IT username and password for access to internet and UEA portal on UEA campus. This enables students to use UEA PCs in UEA campus library 24/7.
- Support from IT Service Desk (on UEA campus).

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. In order to access these online resources students will need to register for a UEA guest account. This is a quick and straightforward process that involves having to enter an email address and set a password. Instructions on how to do this are available at: https://my.uea.ac.uk/departments/marketing/website-and-portal-support/myuea-guest-registration.

These resources cover a variety of topics including mathematics, statistics, academic writing and study skills and are available at the below link once guest account access has been set up.: 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)](#)

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 2021/2022)
- 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:
- £55 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 £55 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, Bars and Entertainments: https://www.uea.su/yourservices/

Ticket Bookings (gigs, etc.) www.ueaticketbookings.co.uk

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

CCN Students' Union

Welcome to City College Norwich!

Hi there, my name is Lewis Pepperell, and I am the new Students' Union President for 2022/23 and I have come from studying Level 3 BTEC Business Extended Diploma, studying this has allowed me to gain a good business knowledge that I hope to utilise during my time as SU President. I look forward to meeting many of you during my time in office and hope that I can solve some of the problems that you currently face.

The Students' Union at CCN is there to support you as student. Through the thick and thin of your course giving you a place to come to if you have any concerns or just need to have a chat, as the Students' Union we encourage students of all ages to take as many opportunities as possible so you can meet many new like-minded people and who knows could build lifelong friendships. We believe that everyone has a right to their voices being heard and the Students' Union is the place to come for that if you have any concerns or worries or even any suggestions of how we as a college can do better you can contact us by emailing StudentUnion@ccn.ac.uk or you can email the current president Lewis Pepperell on Lewis.Pepperell@ccn.ac.uk or phone the Students' Union on 01603 773077.

As HE students there are ways for you to get involved with the Students' Union, there is the opportunity for two HE officers in the Students' Union one for the Norwich campus and one for Norfolk house, these are positions where you work directly with the Students' Union and put your ideas for, HE forwards. If you want to start up a student group or society the Students' Union is there to help with getting it sorted for you and your peers. As a student you are automatically a member of the Students' Union, we are the people that get you the discounts through companies that we work with as listed below.

The Students' Union is always there for you and can help you to access a range of advice and guidance, so if you need support of any sort the Students' Union is here to help you.

As a student of CCN, you are eligible to get lots of lovely discounts either from the National Union of Students or Free Apps. For more information on each, please visit the websites below:
www.TOTUM.co.uk
www.unidays.co.uk
www.studentbeans.co.uk

Free 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.

A Standard application normally costs £15 online, however as a student of CCN you get to apply for one for FREE! For more details visit: https://www.citizencard.com/

HE Student Representation

Your voice as a student is important to us as a College. There are a number of ways that you can let us know what's working or not working for you as a student.

All courses have a Student Representative for each year. This student represents your views at *Course Committees*.

Course Committees take place 3 times a year and are attended by

- The Head of Higher Education or the Assistant Principal for HE and Adults
- The Higher Education Delivery Manager (Programme Manager for Aviation) for that course
- The Course delivery team.
- Employers involved in the programme
- UEA representatives

Your experience shapes these meetings and your Course Rep will feed this back to the meeting. From this feedback there will be specific actions to improve your experience. Course teams track this feedback through *You Said, We Did* areas of your Blackboard course page.

The **HE Student Learning and Engagement Committee** is open to all students including Course Reps. It is also attended by
- Students' Union President
- Academic staff
- Higher Education Managers and the Head of Higher Education
- UEA Partnerships Office.

The forum looks more widely at issues impacting all students including
- Policies and procedures
- Assessment and feedback
- Feedback from student surveys

Training for student representation is provided by HE Leadership supported by the Students' Union.

HE Course Committees	
First Course Committee Meetings	Week Commencing 21st November 2022
Second Course Committee Meetings	Week Commencing 6th March 2023
Third Course Committee Meetings	Week Commencing 22nd May 2023
Ethics Panels	
Ethics Panel	Friday 4th November 2022
Ethics Panel	Friday 9th December 2022
Ethics Panel	Friday 20th January 2023
Ethics Panel	Friday 24th February 2023
Ethics Panel	Friday 24th March 2023

Section 2 – Student Support

Tutorial Supervisor Introduction

Welcome to City College Norwich.

As your HE Tutorial Supervisor, I am here to provide an additional support to help you to get the most out of your studies at City College.

I will be happy to answer any queries or concerns you may have regarding your assessments, your experience at the College, or external factors that are 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 and procedures within City College, and I am here to support you through these processes, and signpost you to the relevant support.

This handbook is intended to provide you with a summary of the main ways in which the college will support you to achieve your academic goals. I'm here to help you navigate through these processes and support services, so please do get in touch with me.

If you want to arrange a meeting with me or seek advice more generally, you can contact me in the following ways: -
Via email: Hannah.Brown@ccn.ac.uk , or by telephone 01603 773950
I normally work at Norfolk House, so you can knock on the staffroom door (NH3-01) there and ask for me. I will also be spending time at the other campuses, so I'm happy to arrange to see you at your location if you are based at Main campus, Easton, or IAAN.

Don't forget that you also have your academic tutor who will meet with you regularly to check on your academic progress and check on your general wellbeing. You can also speak with them about being referred to me.

As one small ask from me, you will receive a couple of short Student Support Surveys (normally in your first few weeks of Semester 1 and then again in Semester 2). Please do take the time to fill these in as it really helps me to identify our students' support needs and to improve the services we offer.

Hannah

Regulations and Procedures

All regulations and procedures are available on the HE Blackboard page. However, in this section, we are highlighting the commonly used procedures that can directly support students with their studies.

For all first and second year students and final year Easton students

UEA Partner Bachelors and Integrated Masters (BIM) Regulations

For final year Norwich students

Norfolk Regulatory Framework (NRF)

All Policies and Procedures which surround these regulations apply to all students

NB It is advised that all students should refer to the official procedures in the first instance (as the following is intended just to make you aware of them) and discuss any queries with their course team.

Extenuating Circumstances

We understand that there may be periods during your course where other things may impact on your studies. To help you to manage, there are a couple of ways in which you can request additional time to complete your assessments.

These are: -
Self-Certification Request (SCR): Twice per academic year, students can extend their deadline by 3 working days. This does not apply to 'live' assessments such as exams and presentations. Self-certification extensions can be requested using the Extenuating Circumstances (Self-Certification) form. The form and procedure can be found on the HE Blackboard page.

Extenuating Circumstances Request (ECR): Students who experience unforeseeable circumstances that have affected, or will affect their performance in assessment, can use Extenuating Circumstances to request an extension to their affected deadlines.

Students will be required to evidence their circumstance. A list of example circumstances, and further guidance on this is available in the Extenuating Circumstances procedure. This is available on the HE Blackboard page.

Reasonable Adjustments
Whilst Extenuating Circumstances are used for unforeseen issues, if you experience more long-term issues that are impacting on your studies you may request a reasonable adjustment.

Reasonable Adjustments (RA's) are supports in exams, presentations and coursework to help alleviate the impact of a disability, learning difference, health, or mental health condition on your performance in assessments.

Some examples of RA's include, but are not limited to:
- Additional time in exams
- Additional time for coursework
- Rest breaks in exams and/or presentations
- Use of a computer in exams
- A reader, scribe and/or prompt for exams

All Exam Access Arrangements are at the discretion of the Examination Awarding Body and are subject to course structure and criteria.

Requesting Reasonable Adjustments

It is the responsibility of the student to request all adjustments that they require and provide evidence of their need. Any students who have previously studied with CCN and received support in assessment, will need to request this support again.

We will look for the following types of Evidence:

For Students with a DSA Assessment:
Any student who has had an assessment by the DSA (Disabled Student Allowance) and has been awarded support for their need, can use their entitlement letter as evidence for RA's. Please note, receiving DSA support does not automatically grant a student RA's. All RA's must be requested by the student via the Reasonable Adjustments request form.

Students with Medical Conditions:
If you have a medical condition and can provide evidence such as:
a letter/report from CAMHS, a HCPC registered psychologist, a medical professional a psychiatrist, a Speech and Language Therapist (SaLT); or
a letter/report from the Local Authority Specialist Service, Local Authority Sensory Impairment Service or Occupational Health Service

then this can be used as evidence. Students with this evidence can complete the Reasonable Adjustments Request Form and submit this to the HE Office.

Students with a Learning Difference or Difficulty:
Any student with a diagnostic report can use this as evidence for Reasonable Adjustments and complete the Reasonable Adjustments Request form.

For those without existing evidence of their need, the college can accommodate a SpLD appointment for Exam Access Arrangements (EAA) if both the student and tutor can provide evidence of difficulties with learning and assessments not associated with poor study skills.

You can request a SpLD appointment for assessment of need by following these steps:

Step 1: Go to Blackboard – Higher Education – Regulations and Procedures – HE Referral Form.

Step 2: Once you have completed part 1 of the HE Referral Form, your tutor will be prompted to complete part 2.

Step 3: Once your tutor has completed part 2 of the HE Referral Form, this will automatically be sent to the SpLD team to review.

Step 4: The SpLD team will contact you via telephone or email to discuss your needs and if necessary, book an appointment for a SpLD assessment. Make sure you give us your telephone number on the HE Referral Form.

Step 5: If a need is identified, the SpLD tutor will complete a report of recommendations and send this to the HE student.

Step 6: It is then the HE student's responsibility to complete the Reasonable Adjustments claim form to request the recommended adjustments be put in place. The Reasonable Adjustments claim form will be found on Blackboard.

Interruption to Study

In light of unpredicted and significant changes in your circumstances, that make it impossible to carry on with your course for an extended (but not permanent) period or time, a pause in study may be appropriate. A pause to study allows for students to stop their studies where they are, or at the end of a semester, and return once circumstances allow.

It is always advised that students discuss this option with their course leader for information on how this would work for your specific course and circumstance. Please see the HE Blackboard page for the Interruption to Study procedure, titled 'PI Notice to Students Interrupting their Studies'.

Further Support
If you require further support, you should look at requesting support from DSA (disabled student allowance).

Disabled Student Allowance is an additional bursary to your Student Finance, awarded with the purpose of supporting students with disabilities, learning differences, and mental health conditions with their Higher Education Study. DSA support is only available to students who receive tuition and maintenance loans through Student Finance England, and so is not applicable to apprentices and students funding their own tuition.

DSA is necessary if the student requires support outside the remit of the course. For example: one-to-one specialist teaching (dyslexia) and/or equipment for study in excess of laptop use.

Applications should go direct to Student Finance England with evidence of need e.g., specialist medical evidence or specialist diagnostic report of a specific learning difficulty (SpLD). If a student does not have an evidenced diagnosis of their need, they will need to obtain this, or a specialist SpLD diagnosis to apply for DSA.

Finding a Qualified SpLD Specialist
The only people qualified to complete a specialist diagnostic report for a specific learning difficulty (SpLD) are a fully qualified and registered HCPC Educational Psychologist or a Level 7 Qualified Specialist Assessor with a current Assessment Practicing Certificate (APC).

A register of Educational Psychologists can be found on the HCPC (Health & Care Professionals Council) website: https://www.hcpc-uk.org

A register of APC Specialist Assessors can be found on the SASC (SpLD Assessment Standards Committee) website: https://sasc.org.uk/Assessors. This shows which professional association they have their qualifications with i.e. BDA, Dyslexia Action or Patoss. Please check a specialist teacher is APC registered with SASC before undertaking any paid for diagnostic assessment suitable for DSA. Alternatively, you can contact Patoss, Dyslexia Action or BDA directly to find an APC Specialist Assessor in your local area.

The cost of obtaining a Specialist Diagnostic SpLD Report can be upward of £400.00.

The college currently does not complete specialist diagnostic SpLD reports for dyslexia or other specific learning difficulties.

Library support

City College Norwich have HE library facilities at Norfolk House, Ipswich Road and the Easton campus. In each of these libraries you will have access to an array of resources and IT equipment to support your studies.

The library offers a variety of support, both on campus, and online. This guide will take you through the main areas of the library, and how to access support. If you have any questions about these services, or want to find out further information, please take a look at the library Blackboard page, found under '*Useful Links for Students*' on your Blackboard Homepage, or the library website, by clicking on '*The Library*' at the top panel of the CCN Homepage. Or you can contact the library directly through the contacts below.

Contacts:
General enquiries email: Tis@ccn.ac.uk.
General enquiries phone number: 01603 773114.

How to use the Library Blackboard Page:

Click and Collect:
Use the library's Click and Collect service to request items from any college library, to be collected from your chosen library at a time you choose.

1. To request an item for collection, you will first need to search the library catalogue. The library catalogue is an online database of books and other physical resources available at each campus library. From the Library Blackboard Homepage, go to '*Search Catalogue'* under '*Quick Links'* in the left-hand panel. From the library website, go to '*Library Catalogue*' on the left-hand side of the homepage.
2. Once in the catalogue, you can filter your search by key words, subject, author and format.
3. Once you have found a resource you want to borrow, click the drop-down arrow next to the site name (image below), and make a note of the **title**, **author**, **site**, and **shelf mark**. You will need these to complete the Click and collect Form.

⊘ CCN Ipswich Road – Two available in Book Zone 150 and Book Zone 150/HIL			
Barcode	Shelfmark	Loan type	Status
A232105	Book Zone 150/HIL	3 Weeks	Available
A232108	Book Zone 150	3 Weeks	Available

4. Open the Click and Collect Form by going to the Library Blackboard Homepage and selecting '*CLICK and COLLECT'* from the left-hand side panel. Or, from the library website, scroll down to '*Click and Collect Form*' on the bottom row of tiles on the homepage.
5. Complete the form including the book/journal details taken from the online catalogue and

submit.

Browsing the shelves:
All students can borrow any resources you find by speaking to the library staff at the front desk of any campus library.

The opening times of each library are available on the Library Blackboard Homepage and library website. These pages will also show further information and updates on any procedures involving the library, or changes to the opening times or staff availability.

Borrowing FAQ's:
How many resources can I collect at once?
- You can borrow up to 20 resources at a time and can use the Click and Collect service for this.
  - REMEMBER, you are responsible for transporting the books from the collection point at any campus. Library staff are NOT responsible for transporting to your home/car, so make sure you are able to get the resources home.

How quickly can I collect the resources after completing the form?
- This depends on where the resource is originally located. If you are wanting to collect a book from Norfolk House, and the book you have requested is already at Norfolk House, then it is possible to collect within 24 hours. If you are requesting books to be transported from another campus, it may take longer. Contact the library team for more information if your item has not arrived within 3 working days.

What do I need at collection?
- When the resources are ready for collection, they are labelled you're your initials and your student ID number. You will therefore need to provide your STUDENT ID CARD at collection.

E-Books:
E-books are a great alternative to borrowing hard copies from the library or purchasing your own books. They are free to use/download at a library computer, or your own device at home.

The E-books available cover a wide range of subjects and can be browsed using the libraries online system. To browse, go to the Library Blackboard Homepage, and select '*E-books – E-book Central*' from the left-hand panel under '*Quick Links*'. Or, go to the library website, and select '*E-book Central*' on the top row of tiles.

Online Journal Databases:
Journal databases allow you to search thousands of online journals at the same time. Taylor & Francis' and ScienceDirect are the two largest databases you can access. Links to both these databases can be found via the library Blackboard page on the left-hand panel under '*Quick Links*', or via the library website on the top row of tiles.
You can find more journal databases and online journals related to your subject via the library Blackboard page on the left-hand panel under '*Subject Resources', or via the library website on the homepage.*

For further guidance on how to use this resource, go to the library Blackboard homepage, or contact the library team.

Booking a PC:

Students are recommended to book a PC if they wish to work at any library during busy periods of the academic year. If you need to use a library PC, or have a deadline coming up, it may be best to book your place.

To book a PC, go to the Library Blackboard Homepage, and select '*Book MyPC*' in the left-hand panel under '*Quick Links*'. Or, go to the library website and select '*Book MyPC*' on the homepage.

Once you are logged in, you can search for a PC by selecting the site/campus and the date you require. If you have any problems using this system, or have a query, please check the '*Help and Support*' section, available via both the Library Blackboard page and library website for guidance, or contact the library team.

eStream:

eStream is CCN's video on demand platform, similar to YouTube. Go to estream.ccn.ac.uk or click the link on the college Homepage. Click '*Categories*' and scroll down to find the link to '*The Information Store*'. This link will take you to a series of videos and instructional guides. Included are:

- Referencing and Plagiarism
- How to use URKUND
- Understanding your Learning Objectives
- Online research
- How to identify academic resources online
- How to proofread your own work

There are also guides on using the library systems:

- PC booking
- Click and Collect
- Taylor and Francis
- E-Book Central

Support from the Team

The library team staff can support you as a student in various ways. They can offer guidance via their email or general enquiries line, you can ask them a question in person at the library, or you can schedule a 1:1 for more targeted support. If you are unsure of the best way to seek further support from the library, give them a call or email via the contacts provided.

Proof-reading:

The library team are able to proof-read up to 500 words of any written assignment. They can check for errors in spelling, grammar, punctuation, in-text citations, and structure.

To get your work proof-read, email your work to the HE Tutorial Supervisor (Hannah Brown) at Hannah.Brown@ccn.ac.uk. Your work will then be anonymised and passed onto the library team. Your feedback will be returned to you by Hannah Brown via email.

Things to remember:
- Only 500 words of each assignment can be proof-read. If you are sending through your whole assignment, please highlight the 500 words you wish to be checked. If you do not do this, the first 500 words will be checked by default.
- Each assignment can only be checked once. Please do not send through the same assignment multiple times for proof-reading, as it will not be checked further.
- Proof-reading can take a few days, and the length of wait time will vary throughout the year depending on demand. Please allow at least 3 working days to get feedback and allow another day to make any changes.
- Proof-reading continues over holidays, but it will take longer to be completed due to staff annual leave. Where possible, request proof-reading outside of college holidays.

Referencing:
The library team can check reference lists following the same procedure as proof-reading (above).

The library can also offer guidance on referencing:
- Go to either the Library Blackboard Homepage or the library website, and select *'Referencing''*. Here, you will find a guidance video on referencing, and a leaflet with examples of how to format your full references, and in-text citations using Harvard referencing.
- Use Cite Them Right. Cite Them Right is the only guide to the specific style of Harvard referencing used at CCN. **No** other books, websites, apps, plug-ins or extensions use the same style! You can access Cite them Right via the '*Referencing*' tab on the library Blackboard page or the library website.
- Ask the library team for help. You can contact the library team directly using the contacts provided. Discuss with them your concerns, and they will suggest the most appropriate help. If necessary, they can then schedule a 1:1 with you for more targeted help with referencing.

Financial Support

A variety of financial support and advice is available to HE CCN students. For further information on finances specific to Higher Education students, visit the HE finance page on our website: Student Finance at City College Norwich (ccn.ac.uk).

HE Hardship Fund:
The HE Hardship Fund is available to HE students across all campuses. The fund is open to applications from the 1st of October 2022 until the end of the financial year at the end of July 2023, or until the funding has been spent.

The HE Hardship fund is a limited bursary fund used to help relieve Higher Education students at CCN, Easton, and IAAN of financial hardship or circumstance that may be impacting on their education. As funding is limited, it is not guaranteed that all applications will be successful.

The fund can support with:
- Living costs not already met from other sources
- An unexpected/emergency financial crisis
- Preventing students leaving their course due to financial worries

The hardship fund is not here to support with tuition fees, and all other Government statutory support must be explored before application.

The application form to this fund will be available on the CCN & Easton websites, and Blackboard announcements from the 1st of October 2022. If you have any queries about the fund, please contact the financial advisors at financialadvice@ccn.ac.uk, or the Tutorial Supervisor at Hannah.Brown@ccn.ac.uk.

Student Financial advice:
Information about HE student finances is available from the CCN Financial Advisors. If you are experiencing a financial concern, you can contact the financial advisors at: General enquiries email:
- Financialadvice@ccn.ac.uk
- General enquiries number: 01603 773322
- By appointment at the Advice Shop (Ipswich Rd campus)

Reliable sources:
The below links are commonly signposted to students by the Financial Advisers. These are reliable and trustworthy sources of information. If you are unsure on accessing advice from these sources, or want further information, please contact the Financial Advisors on the contacts provided.

- Citizens advice for debt and money management: https://www.citizensadvice.org.uk/debt-and-money/
- National Debtline for debt advice: https://www.nationaldebtline.org/
- Money Helper (formally the Money Advice Service) for free and impartial financial advice set up by the government: https://www.moneyhelper.org.uk/en?source=mas#

Council Tax Redemption:

As a full-time student, you may be entitled to reductions to your council tax.

If your property is occupied by only full-time students, then your property is exempt from council tax. If your property isn't exempt, some people, including full-time students, are 'disregarded'. This means the council tax is calculated as if you don't live there. This might mean that for whoever does have to pay the council tax can get a discount.

To apply for a reduction or exemption from your council tax, you will need evidence of your enrolment from college. To request a letter evidencing your enrolment at City College Norwich for the purposes of tax exemption, go to the CCN homepage – Useful Links - 'Letter Request Form'. Or, follow this link: https://homepage.ccn.ac.uk/student.

Safeguarding and Wellbeing Support

Safeguarding:
The Safeguarding team are here to help make sure students stay safe and well. If you are worried about yourself or a friend, the Safeguarding team will be happy to help. You can ask a member of staff to ask the Safeguarding team to get in touch with you if it is an urgent matter, or you can contact them directly at:

- Norwich:
    - The Advice Shop (Ipswich Rd campus) and ask for Marie.
    - Call/text on 07795487645
    - Email safeguarding@ccn.ac.uk
- Easton:
    - The Student Centre (Easton campus) and ask for Sam.
    - Call/text on 07772785346
    - Email safeguarding@ccn.ac.uk

Sexual Misconduct and Harassment:
Recent events in schools and higher education have highlighted the issues that students can experience around sexual misconduct and harassment. As a college we are committed to providing a learning environment which is free from harassment and violence of any kind. If you have any concerns, about sexual harassment, sexual violence or sexual misconduct, please speak to a member of staff and a referral to our safeguarding team will be made. To report a concern, please call 07795 487645 for Norwich, or 07772 785346 for Easton, or email safeguarding@ccn.ac.uk.

Wellbeing:
Across the nation, mental health concerns are particularly prevalent within the Higher Education student population. At CCN, our Wellbeing team are available to support HE students with their mental health and wellbeing. They are a team of friendly advisors, able to offer Wellbeing support in person, by phone or by email. The team can support you and give you guidance on a range of issues including depression, anxiety and stress.

If you have any queries about the Wellbeing team or the support they offer, you can contact them at wellbeing@ccn.ac.uk, or take a look at their information page on Student Services (accessible from the College Home Page).

Any student can refer themselves for support from the Wellbeing team or can ask a member of staff to refer them. To refer yourself to the Wellbeing team, go to: Student Services, click on 'Wellbeing' and select 'Quick self-referral form'. You can also follow this link: https://studentccnac.sharepoint.com/sites/CCN-StudentServices/SitePages/Wellbeing.aspx

Counselling:

As part of the Wellbeing provision, we are also able to offer counselling sessions to students where necessary. There are generally 6 sessions of counselling offered, but in some cases, these can be increased, depending on the issue or problem. This is a free service for students. Counselling may be offered face to face or via phone.

The counsellors aim to enable learners to deal more effectively with their problems, concerns, difficulties or dilemmas by providing a confidential, caring and private environment in which learners feel accepted, confident and relaxed enough to be able to talk freely about any matters that concern them.

Additional Mental Health Advice:

Through Student Services and Blackboard, you can find additional signposting to mental health support, as well as advice and guidance on how to look after your mental health.

Go to '*Student Services'*, '*Wellbeing*', and '*Mental Health'* to access this main page of advice. You can also reach this page through the Blackboard Homepage, by selecting '*Organisations*' on the left-hand panel, then '*Personal Development'*, and scroll down to select '*Mental Health'*.

External Support Services

Although CCN has a lot of support in place for mental health and wellbeing, there are times where seeking further support outside of college might be beneficial. The following areas for support have been recommended by the Safeguarding and Wellbeing teams at CCN and are trustworthy and reliable sources of information and support. If you need to discuss these options further, please contact the Wellbeing team for advice.

Speaking to your GP:

If you need to seek additional support for your mental health, it is a good idea to set up an appointment to speak with your GP.

If you are unsure of how to talk about how you're feeling, or need some help in articulating what you want to say, then have a look at 'Doc Ready': Doc Ready. This website helps you organise your thoughts and provides advice on how to discuss your mental health with your GP.

Norfolk Assistance Scheme:

The Norfolk Assistance Scheme (NAS) helps people who are unable to meet their immediate needs or need practical support to set up home. NAS can support you with food, paying your bills and money for everyday essentials. It can also help you with household items like white goods or beds.

For more information or to check your eligibility, visit their website: Norfolk Assistance Scheme - Norfolk County Council.

Kooth:
Kooth offers free online text-based counselling with no waiting list as well as magazines filled with articles, advice, strategies and tips from young people and experts, discussion boards and other tools. It comes highly recommended by students who have used it or continue to use it. For more information, or to sign up, visit their website: Home - Kooth.

24 Hour Crisis Support:
If you are in a crisis, in need of more urgent support, or feel at all unsafe, then there are free listening services available to help. These 24-hour listening services are available day and night to support you in a time of need. Confidential advice from trained volunteers is provided, and you can talk about anything that is troubling you.
- Call 116123 to talk to Samaritans, or email jo@samaritans.org for a reply within 24 hours
- Text "SHOUT" to 85258 to contact the Shout Crisis Text Line, or text "YM" if you're under 19

Norfolk Wellbeing Service:
Norfolk Wellbeing provides mental health and wellbeing support in various ways to people who live across Norfolk and Waveney and parts of Suffolk. Talking therapies, online workshops and advice is all available. Find out more information or make a self-referral here: Helping you live your life - The Wellbeing Service Norfolk and Waveney (wellbeingnands.co.uk)

Student Space:
Student Space is a website tailored to supporting Higher Education students in light of the pandemic. Here, you can read information regarding the typical concerns of students currently, view or watch help guides and advice regarding some more prevalent areas of concern, and seek direct support via message or phone.

Useful Websites:
- The NHS have published a website dedicated to mental Health and self-care for young people. Find it here: Self-care tips videos for young people - Every Mind Matters - NHS (www.nhs.uk)
- Mental Health UK's top 5 tips for mental wellbeing Wellbeing-Guide-MHUK_DIGI.pdf
- MIND's 'Improve your Mental Wellbeing': Mental Wellbeing 2020

Additional Links and Information

Support with academic writing

Academic phrase bank:
An academic phrase-bank can be a very helpful resource to use in your academic writing, especially if you are experiencing difficulty in adapting to the Higher Education writing style.

The academic phrase-bank provides basic overviews and examples of academic writing. It explains the 'rules' of how to structure your work, as well as examples of phrasing and sentence starters that you can use in your own work.

You can find the PDF of the phrase-bank through the Library Blackboard page. Click on 'Academic Phrasebank' under 'Quick Links'.

'**How to improve your academic writing'**:
This resource provides an overview of how to produce an academic essay. It looks at basic structure, how to avoid common mistakes, and general tips for using the correct writing style.

This resource needs to consider any necessary adaptation. If your tutor has explained what structure they require in a piece of work, then you need to follow that instruction. This resource is to support your writing, not to directly structure it.

You can find the PDF booklet here: Layout 1 (york.ac.uk)

Assignment planning tips:
Planning your assignments is very important. It will avoid you missing crucial points in your writing, can help you meet the learning objectives, and can often help focus you on the work. Everyone plans in different ways, so stick with whatever works for you. However, if you are unsure, here are some examples:

- **Mind maps**:
  - Sort all of the information you know you need to include into groups. These groups are likely to form your main points and can highlight any areas where you are needing more information or research.
  - OR, make a header on your mind map for each learning objective. Write everything you already know to include for each header and evaluate from there if you require any further research/information.
- **List plan:**
  - Do the same as above, but in the form of a list. You can write down everything you know about the assignment topic, and sort those into logical points for your assignment.
  - OR, categorise your information by learning objective, to ensure you have covered all points needed.

- **Research led planning**: Almost every assignment will require further research, and references. One options for planning, therefore, is to compete this search for resources, and then categorise your references into logical points. As with the above points, you can use this to evaluate if you have enough points/research to cover the learning objectives BEFORE you write your first draft.
    - Use the library, Google Scholar, Taylor and Francis and any other relevant search engine, and make a list of references. By each reference, make some bullet points to sum up the reference, or points that you could use in your essay. TIP: It is also a good idea to include a web link to the book/journal/article at this stage, to ensure you can find the resource again.
    - Group the references into similar points and use this to structure your assignment.
    - Build upon the notes made for each reference to flesh out a detailed plan/first draft.

Referencing:

All referencing at CCN is done in the Harvard referencing style. The in-text citations and full reference lists/bibliographies in your assignments must adhere to the Harvard referencing formatting.

You can seek support with referencing using the Library Blackboard page or contacting the library team directly if you need (see contacts in section 4: Library Support).

Please also refer back to the guide on Harvard referencing, which explains and gives examples of how to use in-text citations in various contexts, and how to format full references. This guide can be found on the Library Blackboard page.

Organisation / time management:

Keeping yourself organised is vital in ensuring all deadlines are met with minimal stress. It can be hard introducing learning and coursework into your existing routine, so it is best to get an organisation system in place early on. Everyone will have a different way of staying organised, but if you are finding it difficult, here are some example methods:
- **Using an online calendar:**
    - Try using your Outlook calendar, or a calendar on your phone/other device to plan your week. Include your lectures, rest breaks, study time, and other responsibilities (childcare, work, leisure etc.)
    - Put in your deadlines, work schedules, lectures, and other set dates/times. Then, filter in any plans, and set aside some time throughout your week to get college work done.
    - You can also use this to set reminders, which is especially useful if you have your calendar on your phone.
- **Have a daily/weekly to-do list.**
    - Use notes on your phone, add it to your calendar, get a notepad, or use the 'tasks' section on Outlook to make a to-do list.
    - Include anything you need to get done that day.

- o Make sure your list is achievable, and do not worry if you can't get it all done. This is simply a way to keep you on track and make sure you don't forget anything.
- **Have a good routine.**
  - o Try to plan when to get to bed and wake up to keep you well rested.
  - o Plan mealtimes, when to do housework/the food shop etc.
  - o Try to keep to a routine, at least on days you are planning to do college work. This will help to keep your daily/weekly plans and to-do lists on track.
- **Plan your assignments.**
  - o Section your assignments up into smaller stages and estimate how long each part will take you. Leave some extra time in case you go over and include rest breaks and extra time for getting into the flow of working. Base this on your normal way of working, if you take an hour to start working properly, then allow an hour to do so in your plan.

Additional tips for organisation:

- Use a timer for tasks and use this to plan how much time to allow for it in future. For example, if you think practicing your 20-minute presentation will take 30 minutes, but in practice you find it takes an hour, then you can make sure you allow at least an hour in future.
- Build in regular breaks and distractions into your routine and daily/weekly plans. For example, get into the habit of taking a walk after 2 hours of work, or a snack at 3pm to make sure you are taking breaks.
- Talk to others about the work. Get a study buddy to keep you on track (can do this over zoom/skype etc.).
- Go back over your lecture notes, check Blackboard and speak to your tutors. If there is something about the content of your assignment that you are finding hard to understand, make sure to do the work getting to grips with this plenty of time before your deadline.

The Personal Development Page

This page, accessible through Blackboard, contains a lot of additional materials to support with your learning and experience as a student at CCN. Scroll down for information on physical, mental and sexual health, careers guidance, and interview skills.

To access this page, go to the Blackboard Homepage, select '*Organisations*' on the left-hand panel, then '*Personal Development'*, and scroll down to view all resources.

Software/online resources

Text-to-Speech:
- Office 365 Immersive Reader: The Office 365 Immersive Reader is available in the online versions of Word, Outlook, and OneNote. It has many features to support learners with learning difficulties such as dyslexia, or speakers with English as an additional language. Features include:
  - o Parts of speech - highlight words of a certain type, for example nouns and verbs.

- o Syllabification - break words down into syllables.
- o Focus mode - focus on one line or paragraph at a time.
- o Translation - translate individual words or the whole document. A picture dictionary is also available for some words.
- o Read aloud - have the computer read a word or the whole text aloud.

   You can find Immersive Reader under the 'Review' tab, or search for it in the search bar (Alt + Q).
- Google Chrome Reader add on:
   - o 1) Open Google Chrome as your internet browser
   - o 2) Go to the Google Chrome Web Store (https://chrome.google.com/webstore/category/extensions)
   - o 3) Search using key words 'Read Aloud' and select the 'Read Aloud: A Text to Speech Voice Reader'
   - o 4) Click Add to Chrome, Add Extension
   - o Here is a brief You Tube video on adding and using the function and adding the reader: Read Aloud Chrome Extension - YouTube

Speech-to-Text:
- Google Drive:
   - o You will need to use Google Chrome as your internet browser
   - o You will also need to set up a Google account and open Google Drive.
   - o Open a document you want to work on in Google Drive
   - o Click on Tools and select Voice Typing
   - o Click on the Microphone icon and it will type what you dictate
- Voice notes: Use voice notes or any recording device when trying to plan work or understand a topic. You can then listen to this back or transcribe it if you wish to use this method for writing tasks.
- Microsoft Dictate: This is free a speech to text function add-in to MS Word and Outlook. PLEASE NOTE this is not 100% accurate by any means, so allow plenty of time for proof-reading/editing: https://www.microsoft.com/en-us/garage/profiles/dictate/
- Otter. Otter is a free (up to 600 minutes per month) software that transcribes recordings. You could use this help with writing tasks if you find speaking easier. PLEASE NOTE this is not 100% accurate by any means, so allow plenty of time for proof-reading/editing: https://otter.ai/login
- Chrome colour overlay extension: This function can support online reading for people who require coloured paper or a coloured overlay. This is commonly useful for students with dyslexia or symptoms of visual stress. Find this free extension here: Color Overlay - Chrome Web Store (google.com).

Please take a look at the Student Services IT page for further information on available assistive technologies: Technology to Help with Reading and Writing (sharepoint.com)