

# HE STUDENT HANDBOOK

## 2019/2020



## 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.**

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.

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 black ink that reads "Corrienne Peasgood".

**Corrienne Peasgood**  
Principal

## 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](#)



## Director of Higher Education's Introduction

Whichever programme you are about to embark upon this is undoubtedly 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 largest 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. Indeed our links to employment are key to our success with the College being in the top 10% of HE providers nationally for progression into employment or further study (Teaching Excellence and Student Outcomes Framework 2019 - <https://www.officeforstudents.org.uk/for-students/the-tef/> ).

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. 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 Module survey.

Additionally for this year, members of the School leadership team will be visiting each class termly 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 - Director of Higher Education [edward.rose@ccn.ac.uk](mailto:edward.rose@ccn.ac.uk)

**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.**

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## 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 both 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.

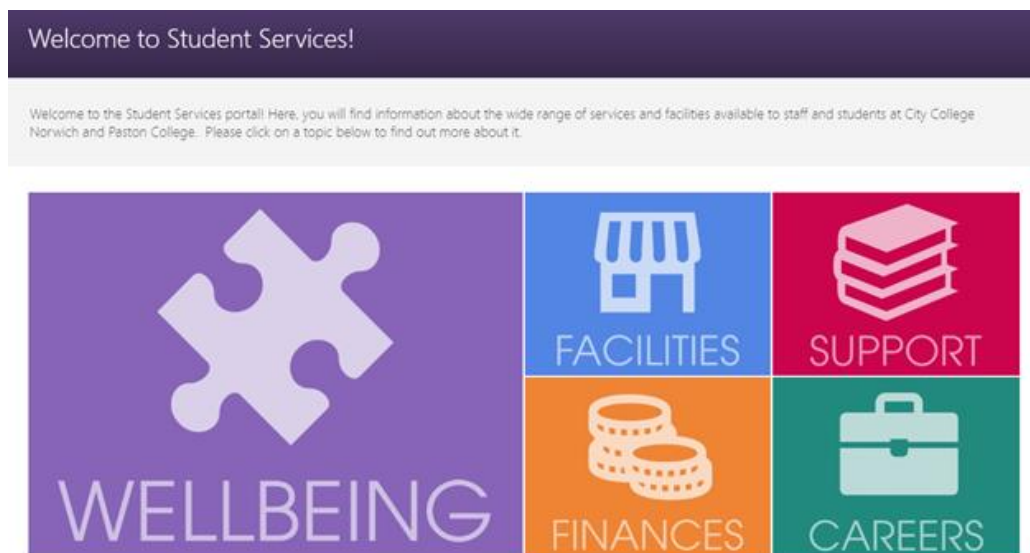
For Higher Education students, these Ways of Working are no less applicable and form a strong foundation for working at HE level.

## 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. Such requests are referred to as Intercalations. Your tutor can also support you in applying for extensions, mitigating 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 and this could be because 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.



## Important HE Committees and Boards Calendar 2019/20

### Teaching Calendar

Semester One Teaching Commences	16 <sup>th</sup> September 2019
HE Graduation Ceremony	10 <sup>th</sup> October 2019
Half Term /Reading Week	21 <sup>st</sup> October 2019
Last day of Teaching before Christmas	29 <sup>th</sup> November 2019
Semester Two Teaching Commences	6 <sup>th</sup> January 2020
Half Term/Reading Week	17 <sup>th</sup> February 2020
Last day of Teaching before Easter Break	20 <sup>th</sup> March 2020
Semester Three Teaching Commences	20 <sup>th</sup> April 2020
Half Term /Reading Week	25 <sup>th</sup> May 2020
Semester Three Teaching Ends	3 <sup>rd</sup> July 2020

**We recommend that it is in your best interests not to book holiday within term dates**

### Boards and Panels – Term 1

Mitigating Circumstances Panel	7 <sup>th</sup> January 2020
Module Assessment Boards	14 <sup>th</sup> January 2020
Awards Board	16 <sup>th</sup> January 2020

### Boards and Panels – Term 2

Mitigating Circumstances Panel	21 <sup>st</sup> April 2020
Module Assessment Boards	28 <sup>th</sup> April 2020
Awards Board	30 <sup>th</sup> April 2020

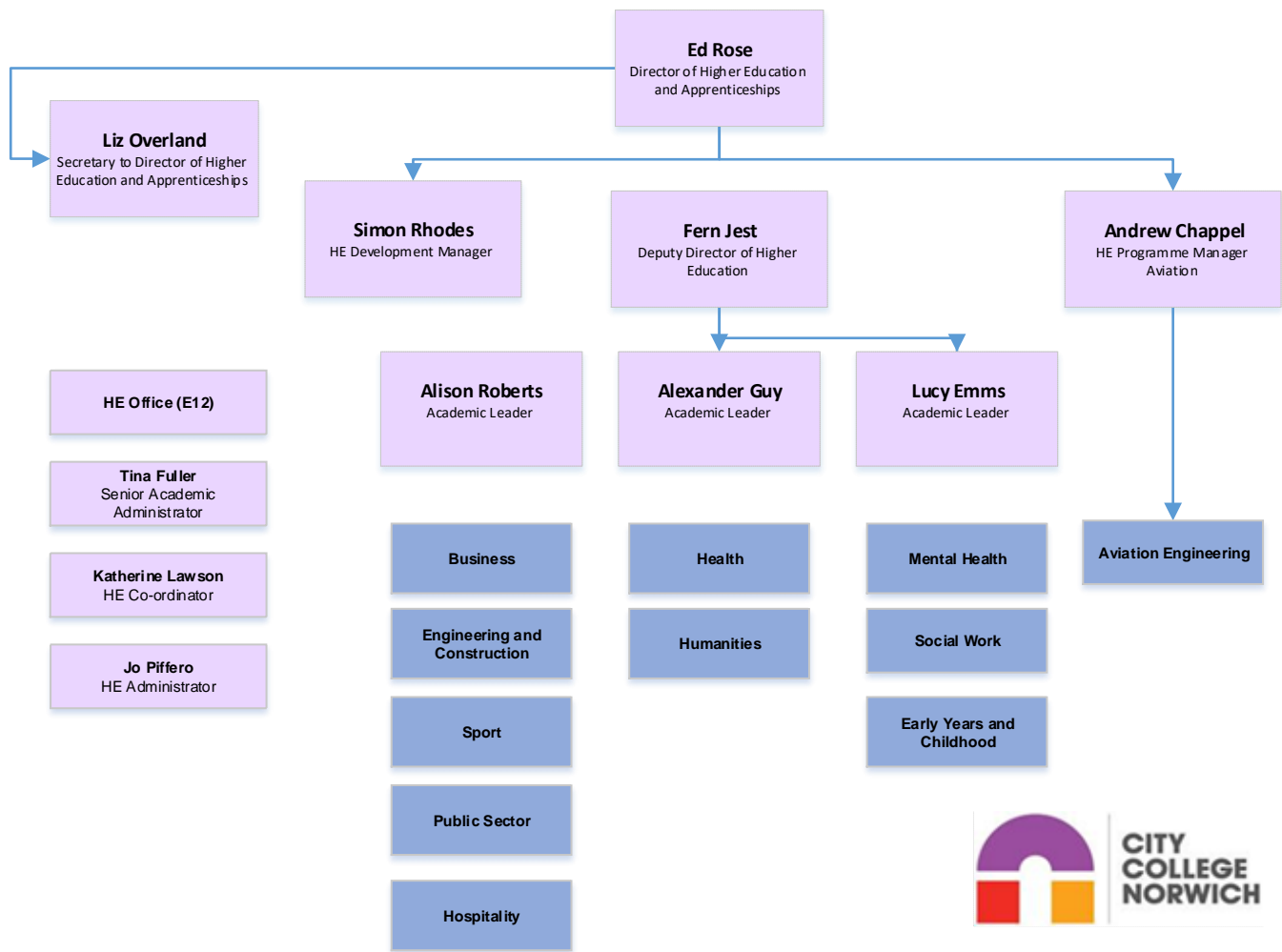
### Boards and Panels – Term 3

Mitigating Circumstances Panel	14 <sup>th</sup> July 2020
Module Assessment Boards	21 <sup>st</sup> July 2020
Awards Board	23 <sup>rd</sup> July 2020

### HE Student Forums

Term One HE Forum	5 <sup>th</sup> November 2019
Term Two HE Forum	1 <sup>st</sup> April 2020
Term Three HE Forum	9 <sup>th</sup> June 2020
Semester Three Teaching Ends	3 <sup>rd</sup> July 2020

# HE Leadership and HE Office Staff





## 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 Rankings 2018) 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 15 university (Times and Sunday Times Good University Guide 2018) and was awarded Gold in the Teaching Excellence Framework 2017- 2020).

The University has validated all of the Degrees and Diplomas offered at City College Norwich except for those awarded by BTEC, and in 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.

You can apply for a UEA campus card that will give you access to the University library facilities 24 hours per day, seven days per week. Details of the application process are to be found [here](#).

### **You have 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 each year. Coin operated photocopyers are available within the library. The webpages include a catalogue search and helpsheets: <https://portal.uea.ac.uk/library>. Specific library web [pages](#) for CCN students are available to signpost to information or resources.

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 twenty four hours a day, seven days a week
- Library borrowing & reservation of on loan books - using campus card
- '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 or 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 by 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.

<https://portal.uea.ac.uk/student-support-service/learning-enhancement/study-resources>

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

You have access to our own Student Union, as noted above and linked to below:

CCN - <http://ccnsu.unioncloud.org/>

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

CCN students can use the uea|su bars and two gig/nightclub venues. The LCR is the gig/club venue on campus and the Waterfront is in the city centre. They must have a valid UEA Campus Card and be prepared to produce it when asked to by a member of staff.

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

The Students Union website is <https://www.uea.su/>

### **uea|su Associate Membership**

As a CCN student you are not automatically a member of the uea|su. However you are able to apply to be a uea|su Associate Member:

- There is an annual fee of £50 for this membership
- Associate members are eligible to join a club or society
- Gives access to uea|su services such as the Advice Service; use the SU housing function and purchase of an NUS Extra card
- Does not entitle students to take part in UEA elections of student officers or elections of clubs and societies committees.

### **Sportspark**

The UEA Sportspark has an Olympic size pool, fitness facilities, sports halls, a climbing wall and 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:

- Students must have a valid campus card
- There is an annual charge (currently £10 in 2018/19).
- Entitles holders to the student rates as well as the annual student membership categories available 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 [www.sportspark.co.uk](http://www.sportspark.co.uk) for full details of the facilities available and current pricing for the educational membership.

### ***Student clubs and societies***

UEA's student sport 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 (see above to be eligible to apply to join a club or society).

Note that specific clubs or societies have respective joining fees in addition to the associate member fee.

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

Subject to a club's discretion, students over the age of 18 years who are uea|su associate members can become an 'associate member' of UEA sport clubs:

- Standard membership:
  - £50 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 the club / uea+sport would have had to pay for a driver.
  - £50 SAM payment or club fee may be waived

### ***Representing UEA sport clubs***

- Any student holding a UEA campus card will be deemed eligible to compete for UEA in the British Universities and Colleges Sport (BUCS) when completing the minimum of 225 hours of study at their FE institution, as required within the BUCS regulations.
- 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:

- 'ueactive' – a scheme to engage with students that are currently inactive, have not played sport for 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

### **Some useful websites: Union Shops and Bars:**

<https://www.uea.su/eat-drink-shop/>

### **Union Entertainments:**

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

Ticket bookings (gigs, etc.):

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

The Waterfront: <https://thewaterfront.ticketabc.com/venues/thewaterfront/>

The LCR is the gig/club venue on campus and popular club nights are Tuesday and

Saturday (see the websites for full listings).

The Waterfront is in the city centre, near the Riverside area, and is smaller and tends to be more “alternative”. The Meltdown club night on Saturdays is very popular.

You must produce your UEA Campus Card when asked to by a member of staff.

The Advice section:

The Union also operates an Advice Centre on campus. As you are not a member of the Union you are not able to visit in person, but you can access most sections of their website for helpful advice. It is a good source of information on housing, finance and employment issues, with some easy to follow printable leaflets.

<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're 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!

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.

These include the opportunity to purchase a NUS TOTUM card (please visit [www.NUS.org.uk](http://www.NUS.org.uk) or drop into our office for the full range of discounts available).

You can get involved in running campaigns on issues you are particularly passionate about and please do share you 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 of City College Norwich are heard; we are your Students' Union!

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



As a student of CCN, you are eligible to purchase an NUS Extra Card (now called Totum) from the National Union of Students. NUS Extra 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 couldn't fit them all on this page!

To see all the discounts and offers available please visit the NUS/Totum website:  
[www.nusextra.co.uk](http://www.nusextra.co.uk)

The price is currently £12 for 12 months, there is an option to purchase a 2 or 3 year card, which can save you further money as you can get a 3-year card for only £32.

You can get one printed on weekdays at the Students' Union Office which is situated in the Norwich Building of the Ipswich Road Campus (room A40a). Don't forget to do your hair - we'll need to take a picture!

Alternatively, you can buy your card online. It will take 7 working days to arrive and NUS 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 NUS Extra, please feel free to give us a call on 01603 773077.

*PS, make sure you stay up to date on all of the best NUS Extra 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.*

### **Extra Online option**

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

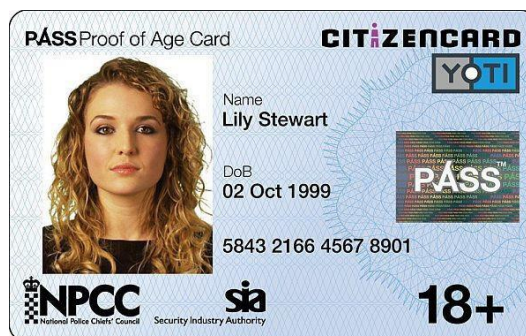
Upgrading your NUS extra card to an International Student Identification Card when you buy your card will give you access to over 40,000 discounts in over 120 countries from Brazil to the USA, Spain to Switzerland!

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](http://www.isiccard.com). Please visit the NUS Extra help/advice section of [nus.org.uk](http://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). 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 and the Norfolk Regulatory Framework that governs Higher Education at CCN. The following section outlines some of the key procedures which you may need to be aware of as you work your way through your course. Your Personal Tutor, the Academic Leaders 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, Academic Leader, the HE Office or the Deputy Director 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 Norfolk Regulatory Framework (NRF) – 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')

There are also physical noticeboards throughout:

- Large notice boards are located in Norfolk House – so look out for notices from:
- The School of Higher Education
- The Information Store
- The Students' Union
- Student Services (Finance / Careers / Counselling, etc.)

Please get used to reading the notice boards regularly.

## Our Regulations

All Foundation and Bachelor degree programmes at City College Norwich are validated by our Partners at UEA and regulated through our own HE regulatory framework. That framework – the Norfolk Regulatory Framework (or NRF) – is available to you to read through at any time. It covers all aspects of our programmes including their composition, structure and the processes which govern them. Whilst we won't be testing you on it, it's worth being aware of where it is and what it does.

You can access the NRF [here](#).

Some key policies and procedures which are drawn from the NRF are outlined in the sections below.

### Intercalation

Illness or injury, the responsibilities in your home or work life or other unpredicted but significant changes in your circumstances may make it impossible to carry on with your programme for an extended (but not permanent) period. The Intercalation Procedure, 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, intercalation will be for a minimum of one term and, initially, a maximum of one year. Your Tutors will keep in touch during the period of intercalation with a view to managing your return to study.

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

The Intercalation 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, the Deputy Director of Higher Education or the Director of HE as early as possible.

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.

## **Extensions, Mitigating Circumstances and Special Allowances**

It's 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. Extensions and Mitigating Circumstances provide mechanisms for helping with this.

**Extensions** are agreed with Lecturers and Academic Leaders and are designed to provide a brief, planned additional period of up to two weeks to complete work. The process is meant to allow for those short-term incidents which can crop up and throw you off course in the last week or so before hand-in.

Extensions of longer than two weeks are available by permission of the Director of Higher Education on application.

It is important that, as with all processes in HE, you do not assume that extensions will be provided and ensure that you communicate with your lecturer and Academic Leader as soon as possible when one might be required.

**Mitigating 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. As with Extensions, it is your responsibility as a student to make sure that you discuss this with academic staff and complete the required documentation before the deadline.

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



**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 Mitigating 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.

## **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 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.

### 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 <https://ccn.ac.uk/support-and-advice/finance/>

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. 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 (Urkund) 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 Module Assessment Board. Once presented to and agreed by the Module Assessment 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:

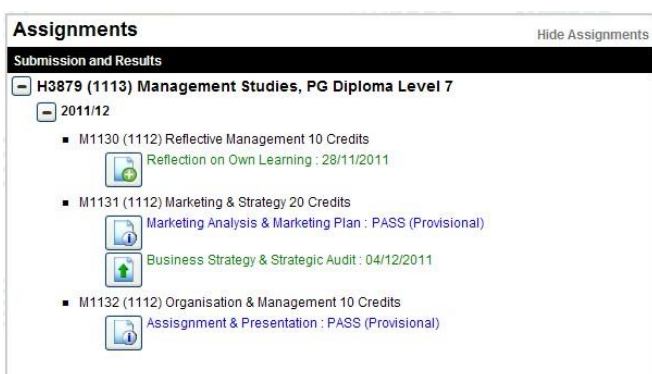
<https://ilp.ccn.ac.uk>. This is the direct web link and is a much more quicker and more reliable access route to your eILP and submission portal.

## Process

To access the online submission system follow these steps:

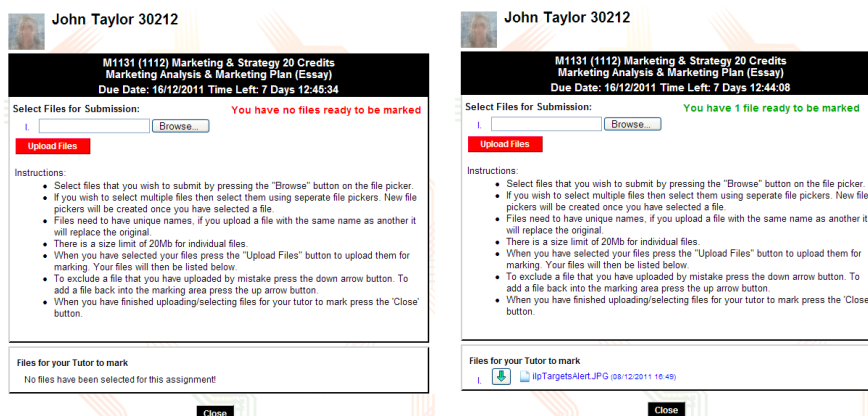
Sign into your eILP using the web address <https://ilp.ccn.ac.uk>. Other than password access, it should make no difference whether you access from on or offsite (e.g. from a computer in the College; or at home or work).

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.

## Urkund

- Once you press the ‘Upload Files’ button the files you have selected will be uploaded to Urkund, 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 Urkund screen is shown below

The screenshot shows the Urkund web interface. On the left, a sidebar displays document details: 'Document: upload.txt (D54936759)', 'Submitted: 2019-08-21 11:39 (+01:00)', 'Submitted by: [redacted]', 'Receiver: [redacted]', and 'Message: module 111 1819 this is my test module'. A progress bar indicates '0%' completion. The main area shows a list of sources with columns for 'Rank' and 'Path/Filename'. Below the sources, there are buttons for 'Warnings', 'Reset', 'Export', and 'Share'. At the bottom, a dark blue bar contains the Urkund logo, a 'NEW URKUND' toggle, and a 'PROFILE' dropdown.

this is a text file to submit for plagiarism checking this is a text file to submit for plagiarism checking this is a text file to submit for plagiarism checking this is a text file to submit for plagiarism checking this is a text file to submit for

5 PAGES OUT OF 7 TOTAL CONTAIN FINDINGS



The screenshot shows a detailed Urkund report. It is divided into three main sections: 'FINDINGS', 'SIMILARITY', and 'SUBMISSION DETAILS'.  
**FINDINGS:** Shows '23 MATCHING TEXT' with a 'High similarity of content' and '0 WARNINGS' with 'Unusual use of characters'. A button 'VIEW THE ENTIRE DOCUMENT' is present.  
**SIMILARITY:** A bar chart comparing the document's similarity to the 'receivers' average (12%) and 'This document' (8%).  
**SUBMISSION DETAILS:** Includes 'SUBMITTER', 'FILE' (upload.txt), 'SUBMITTED ON (ECT): 2019-08-22T03:00:00', 'SUBMISSION ID: D54936759', 'WORDS: 5105', and 'MESSAGE: File uploaded against assignment: Report'.

## 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.

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