

Parents' and Carers' Guide 2026-27



Contents

Your guide to...

Our expectations	3
Typical study programmes	7
English and maths	9
Inclusion Services	11
The Students' Union	14
Library Services	15
Travel, finance and bursaries	17
Personal development	19
Student accommodation	21
Careers advice and guidance	23
Wellbeing and safeguarding	25
How to contact us	29



Your guide to...

Our expectations

Moving towards independence, self-reliance, asking for help.

Being on time

The change from school to college is sometimes hard to handle, for example not having to be in at 9am every day but getting used to varied start times.

Your young person's timetable

Please make sure that you get a copy of your young person's timetable and help them with their time management – to leave home each morning in time to make their first lesson. Timetables are regularly updated, so please check online with your young person.

Behaviour

We want to support your young person to uphold our core values which is that everyone who learns at college has the right to do so in an atmosphere of respect, tolerance, kindness and inclusivity. We have policies in place to support students to behave in a way that is compatible with being a student in our college.



Self-study

We will expect your young person to study outside of their lessons and to complete homework or tasks in their own time. Please encourage your young person to make use of our resources such as the library and open-access computers that are free to use. We would also encourage your young person to make use of the study spaces and resources in their local library. Your young person can come in and speak to our college library staff about how to sign up for a local library card.

Absence texts

If your young person is under 19 at the start of their course, we will contact you if we have concerns about their attendance. We will contact you by text message.

Please be aware that your young person needs to maintain their consent and it can be their decision about who receives text messages for absence. This might be a conversation to have at home, about who is going to receive absence alerts in your family for your young person.

To report an absence:

Complete the absence form which students will find on their homepage, under 'Useful links.' If this is not possible, email absence@ccn.ac.uk

Student Charter

Your young person will be expected to learn and work together with others in accordance with our Student Charter.

The key principles are:

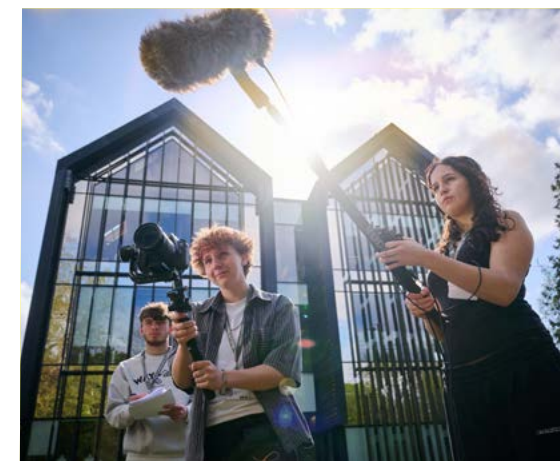
- We all belong to one college community
- We will take ownership of our learning
- We will care for our campuses and environment
- We all have a voice as part of our inclusive college community.

Wearing student ID badge

All students (and members of staff) are required to wear their ID badge. This is so important in helping to keep our college sites secure and for supporting everyone to feel safe and show that they belong to our community.

Next of kin contact details

Please ensure that we have an up-to-date mobile number and email address for you, so that we can contact you if we need to discuss your young person's progress. We need to hold next of kin permissions to be able to speak to you about your young person.



Your guide to...

Our expectations

September guarantee

Your young person needs to be in education or training for two years, until they are 18. It is important that they have a Year 2 plan in mind for their progression and if they withdraw from college while they are under 18 the college has a duty to report this to relevant agencies.

Our college Progression Commitment ensures that progressing students will get priority in course place allocations. We are committed to supporting all our students to progress positively in their studies and therefore guarantee progression for students between levels and from our entry level programmes into our wider curriculum offer based on the progression reference.

To support positive progression, we have internal progression requirements which are different to those who are joining us as new students. For progression between courses, this requires a progression reference which will be completed by the referring course leader following a meeting with the student where they will review their suitability. Any progression requests not approved are then passed to our progression panel for further review. For students requiring additional learning support, there must be an appropriate funding agreement in place from the local authority.

Our Progression Commitment also sets out the responsibility of progressing students in understanding that their actions and performance during their time at college will be taken into account during all conversations about their progression.

Ways of Working

Our Ways of Working underpin college life, and aim to help students to develop the professional behaviours and attitudes they will need in work and later life.

WAYS OF WORKING

Kind and Curious

Open and Informative

Respectful and Fair

Collaborative and Inclusive

Consistent and Responsible



Term dates

Autumn Term

Term starts: **Wednesday 2nd September 2026**

Half Term: **Monday 26th October 2026**
- Friday 30th October 2026

Term ends: **Friday 18th December 2026**

Spring Term

Term starts: **Monday 4th January 2027**

Half Term: **Monday 15th February 2027**
- Friday 19th February 2027

Term ends: **Thursday 25th March 2027**

Summer Term

Term starts: **Monday 12th April 2027**

Half Term: **Monday 31st May 2027**
- Friday 4th June 2027

Term ends: **Friday 9th July 2027**

Your guide to...

Typical study programmes

We have included some examples of our study programme timetables to give you an idea of what your young person's programme includes and how their time is allocated throughout the week. Please note, these are just examples and all timetables are based on individual course choices and can vary between campuses.

Typical A Level study programme

A Level programmes are made up of three A Level subjects spread across the week along with A Level form group and academic tutorial. In addition to this, free periods are factored in to allow for independent and supported study time between subjects. A Levels are offered at both our Norwich and Paston campuses.

	9am	10am	11am	12pm	1pm	2pm	3pm	4pm	5pm
Monday		Study session			Course Business		Course Business		
Tuesday	Course Politics		Course Politics		Tutorial session	Independent learning and enrichment			
Wednesday	Form group	Course Sociology		Course Sociology	Independent learning and enrichment				
Thursday	Course Business		Course Business		Course Politics		Course Politics		
Friday	Independent learning and enrichment				Course Sociology		Course Sociology		
		Break times							

Typical career-focussed full-time study programme including English and maths

A typical career-focussed course study programme will be based across three days a week. This will include the main qualification, English and maths (if required), personal development (PD) academic tutorial and work experience. Career-focussed courses are offered at Norwich, Paston and Easton.

	9am	10am	11am	12pm	1pm	2pm	3pm	4pm	5pm
Monday	Independent learning and enrichment								
Tuesday	Course Portfolio		Course Practical		Course Tutorial		Independent learning and enrichment		
Wednesday	Maths GCSE		Maths GCSE			Course Practical		Course Practical session	
Thursday	Work experience								
Friday	English GCSE		English GCSE			Course Theory session		Course Tutorial	

Break times

Typical T Level study programme

A typical T Level study programme will be delivered across four days a week. This will include the main qualification, personal development (PD), academic tutorial and a non-timetabled day/s to complete an industry placement. T Level study programmes are offered at Norwich, Paston and Easton.

	9am	10am	11am	12pm	1pm	2pm	3pm	4pm	
Monday		Tutorial session			Course Module A		Course Module A		
Tuesday	Course Module B		Course Module B		Tutorial session		Personal development and study session		
Wednesday	Work placement								
Thursday	Tutorial session	Course Module C		Course Module C			Course Module C		Personal development and study session
Friday	Work placement								

Break times

Your guide to...

English and maths

English and maths are the most fundamental skills for everyday work and life a young person can have. To help our students achieve success now and, in the future, we ensure they continue to make progress in these subjects. Whatever grade a student achieves in their GCSEs, their programme of study will include opportunities for them to develop and renew their English and maths skills.

If your young person has not achieved a GCSE grade 4 in either English or maths:

They will work towards achieving a good pass in both English and maths as part of their programme of study. They may study GCSE level so they can retake the qualification, or they may take a Functional Skills 'stepping stone' course instead of a GCSE qualification if this is more suitable for them.

If your young person has achieved a GCSE grade 4 in one subject but not the other:

They will be enrolled on a qualification as part of their programme of study, to work towards a grade 4 in the subject they have yet to achieve in. This will either be a GCSE or Functional Skills 'stepping stone' course. If they achieve a grade 4 in GCSE English or maths, we will discuss with them if they wish to retake the qualification to achieve a grade 5 or better as this may be important for some career and university progression.

If your young person has achieved a GCSE grade 4 or better in English and/or maths:

If they have a grade 4 result in English and/or maths, we will discuss with them if they wish to retake the qualification to achieve a grade 5 or better as this may be important for some career and university progression. If they have a grade 5 or above, they will continue to develop English and maths skills as appropriate within their programme of study to ensure they fulfil their potential.

Attendance

Good attendance is critical to your young person's success on their course. The data in the table confirms that students need to attend well to achieve their full potential. If your young person is struggling to attend, they must contact their teacher to talk through how we can support them.

Attendance %	Impact
100 – 90%	You are on the right track and have a good chance of doing well on your course.
89 – 80%	Your attendance is poor and this may start to have an impact on your success on your course.
Less than 80%	There is something seriously wrong and you are unlikely to achieve on your course.



Your guide to...

Inclusion Services

The Inclusion Services team ensure effective and appropriate support is given to students who require assistance. You can email our Special Educational Needs Team and share your Education Health and Care Plan (EHCP) via sen@ccn.ac.uk or call them on 01603 773311.

You can inform us of any support needs you may have during exams once you have enrolled.

Please see below for an overview of the local arrangements for the EHCP Consultation process

Initial Consultation:

The Local Authority sends us consultations. Applications are paused until we decide if we can support the young person's Special Educational Needs (SEN).

Decision:

We inform the Local Authority whether we accept or decline the consultation. If accepted, the application proceeds through the usual college application and interview process.

Meeting Needs:

- During the consultation, we assess if the college can provide the necessary support for the young person's needs, regardless of the courses they applied for.
- We do not recommend or approve specific courses. The young person must apply, follow the standard application process, and meet the course requirements.
- Once Accepted at Consultation the application is released to follow the usual College applications and interview processes. Applications remain in date order.

Local First Inclusion statement:

- CCN is a varied Post 16 setting therefore we cannot universally offer small group sizes in cross college provision.
- 1:1 support is generally not provided to encourage independence.
- 1:1 teaching is not universally available at CCN.
- Laptops are not considered standard Post 16 equipment and will only be provided if there is a need for specialist software to meet the young person's needs on their College course.
- CCN does not universally offer specific individual intervention programmes/therapies /small group social skills classes.
- CCN does not offer online or remote learning.
- Daily/weekly Specific Learning Difference sessions are not available at CCN however we can support students in class and via off course support to develop their skills.
- Staff at CCN are not trained in CBT, however, we can refer students to our Wellbeing support.
- Most rooms are fully accessible without stairs; however, a few are not and, some facilities are not able to be reallocated to a ground floor. This will need to be considered when applying for a specific course.
- We will, with best endeavours:
 - support students with confidence building, social and communication skills, emotional regulation etc.
 - support students as appropriate to the needs of the individual and the course they are studying.
- Our expectation is that a young person:
 - applies to the college to help us gauge the area of interest (sector/ course and level (help with understanding ability))
 - enrolling at CCN has an updated Annual Review completed by the Local Authority or previous provider.

When an EHCP Consultation is Accepted, the following 'standard' conditions apply. These can be found on the college website.

We are passionate about supporting students with learning disabilities and/or difficulties. The Inclusion Services team is responsible for ensuring that effective and appropriate support provision is allocated to students requiring assistance with accessing their academic or vocational studies.

How do I get support?

Inclusion Services aims to support your young person to reach their full potential and achieve their goals. We strive to support our students to become an independent learner and adapt to the support they need as their learning progresses.

Support on application

When your young person discloses a disability or difficulty upon application, they can request support. If you would like to discuss what level and type of support would be good for your young person, please contact SEN@ccn.ac.uk for a referral form.

Types of support

- In class support can be one-to-one, where a member of Inclusion Services is with your young person on an individual basis
- Shared support where we support your young person and others in the class
- Discreet support where your young person might not want everyone to know and our support staff can help them without it being obvious
- Off course support to help with your young person's work, supporting them at lunch time or taking them to a taxi etc.

General information for parents/carers

Please see the information on our college website:
www.ccn.ac.uk/support-and-advice/special-educational-needs-local-offer

Or click the links below:

[Special Educational Needs and Local Offer](#)

[Parent-Carer-College-Training-General-Provider-Guide.pdf](#)



Your guide to...

Inclusion Services



If your young person has an EHCP

We will already be aware of your young person's needs before they come to college. Please let us know if your young person requires support /declines support.

If their difficulty is dyslexia, dyscalculia or Mears Irlen

They can make an appointment with our Exam Access Arrangements (EAA) team once their course has started. They can do this at any reception or at the Advice Shop on the main site. The EAA team can assess your young person for exam access arrangements, which might give them extra time in exams or have a reader or scribe present in their exam.

Support through their tutor

If your young person did not tell us that they might need support upon application to the college, their tutor can contact us on their behalf and arrange a meeting to discuss your young person's support needs.

Apprenticeship support

Your young person can talk to their assessor about support needs and we can assess them in the workplace or at college to help them with exam concessions.

Contact us

If you require more information on SEND please email us on sen@ccn.ac.uk or call 01603 773311

Your guide to...

the Students' Union

The Students' Union (SU) are here to support students throughout their time at college and are dedicated to making sure student voice is listened to and the college experience is both rewarding and fulfilling. All students at our campuses automatically become a member after they enrol. College ID cards and email addresses can be used to access student benefits and discounts.

The team

The SU are a team consisting of two members of staff: the Students' Union President and the Students' Union Liaison Officer, as well as 13 voluntary student Executive Officers. The President is an elected sabbatical position, serving for a maximum of two years, taking up a full-time staff position to represent students. The Liaison Officer is a full-time staff member who supports the work of the SU and provides continuity in the delivery of the union. Executive Officers are current students who are elected to voluntary part-time roles, focusing on specific areas to ensure everyone feels included and represented. The team covers: Apprenticeships, BAME, Disabilities, Events and Fundraising, Environment, Further Education, Higher Education, International, LGBTQ+, Men's Welfare and Women's Welfare. Each course also has student representatives who bring forward the thoughts and opinions of their fellow students.

Getting involved

If students do not want to take up a formal elected or voluntary role in the SU, they can also join one of the numerous clubs, societies and activities the SU offers. The SU work towards creating enrichment opportunities and encouraging the development of students' confidence and leadership skills. They work with local businesses to bring students exclusive discounts and opportunities, on top of the ones provided through services like Unidays, StudentBeans, Totum and other discount platforms. The SU also help students with matters concerning their experience as a student – including help settling into college life, supporting ideas for enrichment opportunities, answering concerns and queries about college life and signposting to our Student Services. The team is dedicated to addressing student concerns and improving the campus experience.

Find us

The SU supports all campuses and aims to be present at each regularly. They're based in the Library and Wellbeing Hub at City College Norwich, the Student Centre at Easton, the Study Centre at Paston, and NH0-04 at Norfolk House. While they can't be everywhere daily, they always respond promptly to emails and feedback.

Your guide to...

Library Services

Each campus comes with its own library to provide your young person with the appropriate resources and facilities to support their learning. They are equipped with a range of books, journals and revision guides available physically, in addition to an extensive catalogue of digital resources available via eBook platforms and academic databases. The library also offers practical services such as computers for independent study, copier and printers, and laminating and binding facilities. Students are able to charge their phones in one of the secure lockers at no cost during the day.

The team

Friendly and knowledgeable library staff are always on hand to help, whether you need support with IT issues, printing, using library resources, borrowing materials, or developing your research skills. Additional information regarding opening hours and more can be found on the library website through the student homepage.



Ipswich Road

Our Ipswich Road campus library offers a diverse range of resources to cover the spectrum of courses available on the campus, supporting all levels of learning. There is a dedicated section for our EMSOL students to develop their literacy, and a quiet study space is available for focused independent working. This site also stores an inventory of virtual reality headsets that tutors may use to support in-class learning.

Norfolk House

Our Norfolk House library comes equipped with a wealth of resources needed to support our higher education students with their studies, from the extensive collection of books to the computers available for completing assignments. Dissertation and journal archives are available for browsing and to inform research, as well as bookable equipment storage lockers for day-to-day use.

Easton College

Easton College library offers an extensive range of books supporting the subjects uniquely taught at this site, with strengths in agriculture, floristry, animal care, public services and sport. Of particular note is the wide array of journals on offer, giving students access to the latest publications of up-to-date research and developments in their respective fields of study.

Paston Sixth Form College

Paston College library has a selection of books available on-site, in addition to computer workspaces. Students here have access to the same academic support provided at other campuses, with the wider collection available for borrowing via internal transit.

IAAN

The International Aviation Academy Norwich (IAAN) is a training centre located next to Norwich Airport that is designed to train the next generation of aviation professionals. It houses an independent collection of aviation engineering texts and resources to support students' technical learning. Despite its specialised subject matter, students at IAAN have access to all the additional study support resources available at the other campuses.

Study Skill Support

Students, by their own request or via tutor referral, can receive additional one-to-one support from our Library Student Support Assistants in the form of a session in person or over Microsoft Teams. This can cover a range of study-related topics including:

- Revision and exam techniques
- Note taking and organisation
- Digital literacy with a focus on Microsoft Office
- Time management and workload planning
- Library utilisation and accessibility.

Learning and Support Officers

Students will often see our Library Learning and Support Officers in their classes, delivering sessions on a range of topics, including credible research techniques, plagiarism awareness, and critical thinking.

These staff members also run one-to-ones, with an emphasis on referencing and research skills. They also have formal proofreading training, and are able to review a 500-word sample per assignment and offer feedback, alongside referencing advice.

Email: libhelp@ccn.ac.uk

Call: 01603 773114



Your guide to...

Travel, finance and bursaries

Financial support and bursaries

The college bursaries can provide financial support to help students overcome the specific financial barriers to accessing college so they can remain in education. These bursaries have set eligibility requirements and income thresholds which are updated each academic year. Your young person or you need to apply to us to receive a bursary.

Support is awarded on a need only basis and cannot be awarded towards the cost of living, students on apprenticeships or waged training or for anything which is deemed extra-curricular such as counselling. Support can be awarded towards the following:

- Course costs such as books, equipment or uniform
- Travel costs to get to college or work experience/placements
- Food allowance for meals while at college
- Educational trips which are directly related to the learning aims of the course
- University visits and interviews

This list is not exhaustive, but any offer of support must be backed up by evidence of financial need.

Student bursary payments are impacted by low attendance so it is vital that students tell us if they are struggling to attend for any reason so we can consider if their bursary payment is at risk.

The college also has access to the Free College Meals bursary which can be awarded to eligible students and will provide students with £2.61 per college day (on their ID card) for food and drink from the college cafes. Students who are also eligible for the 16-19 bursary will receive a meal credit top up of £2.39, giving them £5 per timetabled day for food and drink.

More information on the bursaries can be found [here](#).



The team

Our Student Travel Officer works with Norfolk County Council and local transport services to ensure all our students can access a local transport route for college. The college has arranged discounts for many transport providers which can provide flexibility when travelling across sites or for work experience and placements.

Students who are eligible for the bursary, and live over one mile walking distance from college, can have their college travel funded and are awarded the cheapest form of travel available. Bus passes can then be purchased directly from the transport company or council, or in some instances, a bus pass voucher will be awarded via the bursary team.

Student car parking is available on all sites, but is limited and is on a first come, first served basis. Free parking permits must be obtained and displayed in vehicles.

During their studies, access to any free parking may change on all sites, as part of the continued development of the site. We encourage students and our staff who use a vehicle to come to the Ipswich Road site to make use of local Park and Ride services.

For students with an EHCP (Educational Health Care Plan), please contact your EHCP adviser to discuss transport to college.

More information on travel to college can be found here for [Norwich](#) campus, [Easton](#) campus and [Paston](#) campus.

More information on the Norfolk County Council transport scheme can be found [here](#).

Your guide to...

Personal development

We are committed to nurturing well-rounded individuals who are prepared not only for academic success but also for life beyond college. Our personal development framework is a key part of this mission, and we want to share with you how it supports your young person's growth.

Each student will take part in:

- One hour per week of group tutorial: focused on key themes of personal growth, citizenship, and future readiness
- Regular one-to-one sessions with a tutor: tailored support to help students reflect, set goals, and overcome challenges
- Projects and challenges, such as the Future Maker's Award.



The Personal Development Framework

Responsible, Respectful and Active Citizens

Students learn about their role in society, the importance of respecting others, and how to engage positively in their communities. This includes understanding democracy, the rule of law, and how to make a difference locally and globally.

Physical, Mental and Sexual Health

Through open, age-appropriate discussions and resources, students gain knowledge and strategies to maintain their physical and emotional wellbeing. Topics include healthy lifestyles, managing stress, consent, and safe relationships.

Develop Character, Confidence and Resilience

We help students build a strong sense of self, encouraging them to persevere through setbacks, take pride in their achievements, and develop leadership and teamwork skills.



Next Stage Ready

Whether students are heading to university, apprenticeships, or employment, we ensure they are equipped with the skills, knowledge, and confidence to take their next steps. This includes CV writing, interview preparation, and financial literacy.

Working Together

We believe that personal development is most effective when supported by both college and home. We encourage you to talk with your young person about what they're learning and how they're growing. If you have any questions or would like to know more, please don't hesitate to contact us. Together, we can help your young person thrive - now and in the future.

Your guide to...

Student accommodation

Life in residence at Easton College

The main purpose of our student accommodation is to remove any barriers for those wishing to study on our specialist courses at Easton College.

We pride ourselves on the openness, friendliness and key values we instil in residence. We understand how important it is to feel safe and comfortable and we make your young person our priority. Moving from home is a big deal at any age, the foundations of our networks and friendly team will ensure your young person settles in quickly and comfortably. Just a few minutes walk from the classroom, field or farm they will be best placed to live and learn to the best of their potential while staying with us.

We also offer a range of accommodation options. Students can choose to stay with us for three, four or five consecutive nights on a long-term commitments.

Applications for halls of residence is a separate application found through the college website and students who have received an offer of study for their course are not guaranteed a place in halls of residence.

A £200 room damage deposit is paid on completion of application, after which the application is considered fully by our Residential Admissions Panel. Please be aware that payment of the deposit does not automatically guarantee a place in student accommodation.



Finance

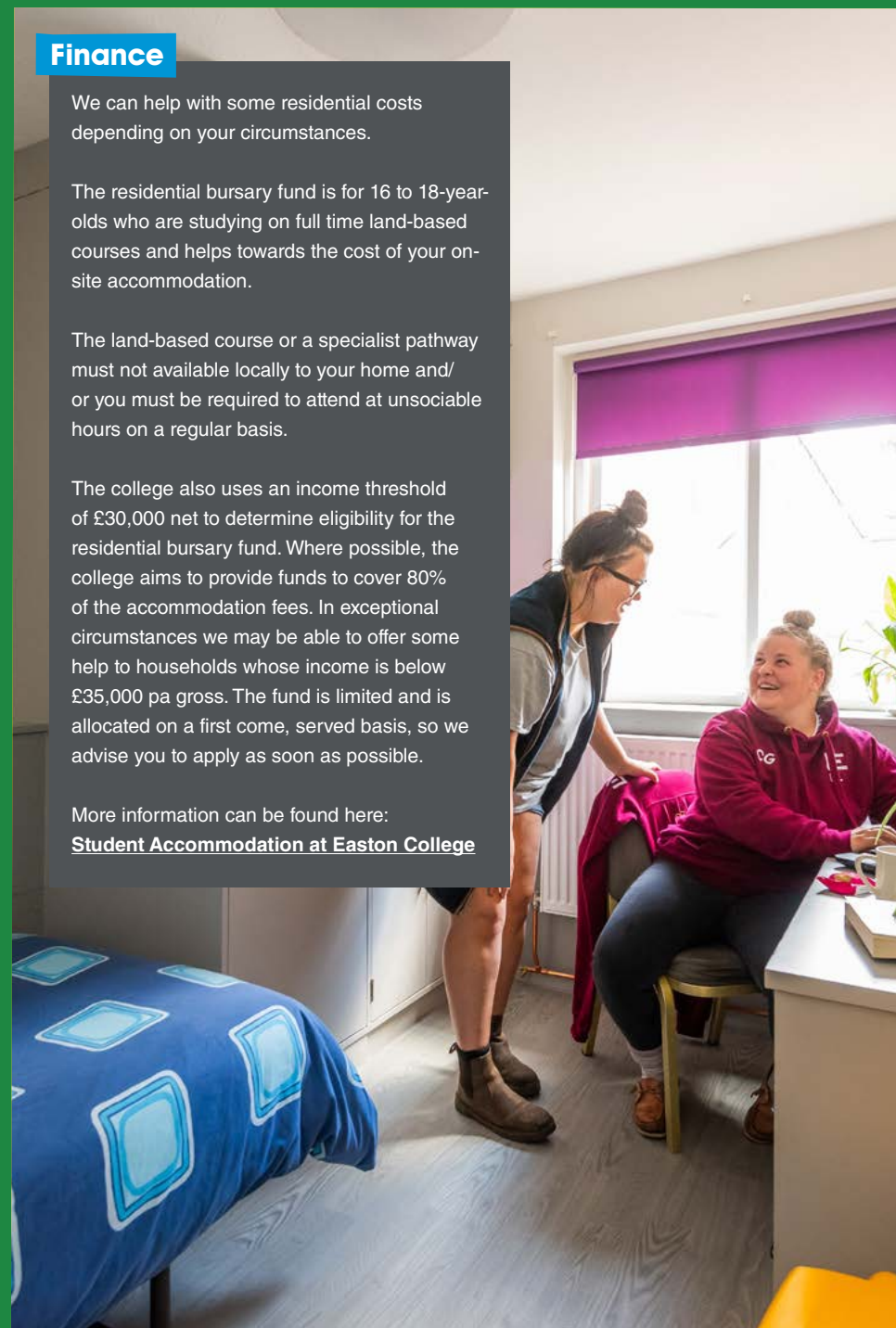
We can help with some residential costs depending on your circumstances.

The residential bursary fund is for 16 to 18-year-olds who are studying on full time land-based courses and helps towards the cost of your on-site accommodation.

The land-based course or a specialist pathway must not be available locally to your home and/or you must be required to attend at unsociable hours on a regular basis.

The college also uses an income threshold of £30,000 net to determine eligibility for the residential bursary fund. Where possible, the college aims to provide funds to cover 80% of the accommodation fees. In exceptional circumstances we may be able to offer some help to households whose income is below £35,000 pa gross. The fund is limited and is allocated on a first come, served basis, so we advise you to apply as soon as possible.

More information can be found here:
[Student Accommodation at Easton College](#)



Your guide to...

Careers

advice

and guidance



Young people need advice and guidance to inspire and motivate them to fulfil their potential. All students have access to impartial careers information and guidance so that they have the tools to make informed decisions about their future as well as being able to fully engage with their current learning.

Your young person will be able to access a range of careers-related activities via their course and through our Student Services department at the college. These include:

- Face-to-face careers guidance appointments
- Job/labour market information: helping your young person to understand the job market, what are growth areas and what job sectors have large employers in the region
- Inspiring speakers from local and national employers and alumni: contact with employers helps to broaden horizons and challenge stereotypical thinking or pre-conceived ideas about different careers. Talks can instil confidence and provide role models which students can relate to, thereby helping to change their perceptions of what they can achieve

- Careers, Higher Education and employer fairs: giving your young person direct access to employers to find out what they can offer and then different job roles and career paths available
- Help with CV writing, application forms and interview preparation and job seeking strategies
- Providing advice on apprenticeships, entrepreneurialism, courses, university and other progression options
- Support in applying to Higher Education including personal statements and UCAS applications.

Your young person's education options at 16:

No matter what your young person's next step is, they will need education or training. Talk to them about their goals and learning preferences.

T Levels

Level 3 technical qualifications known as T Levels combine classroom theory, practical learning and a substantial industry placement of approximately 350 hours with an employer to make sure students have real experience of the workplace. The two-year T Level courses have been developed in collaboration with employers and businesses so that the content will meet the needs of industry and prepare students for work. They provide the knowledge and experience needed to open the door to highly skilled employment, higher apprenticeships or university, and are equivalent to three A Levels.

A Levels

If your young person enjoys learning in the classroom and academic study, then A Levels are a popular route for students who wish to progress to higher education. A well-known qualification which focuses on academic subjects and traditional study skills. We offer an A Level programme at both our Norwich and Paston campuses, which usually involves three subjects alongside an extended project qualification and personal development tutorials. Our Sixth Form Centre offers a wide range of A Levels.

Vocational qualifications

We offer your young person the opportunity to study in a work-related curriculum area. Vocational qualifications are designed to allow students to learn in a way that suits them and give them the skills and experiences that employers are looking for. Examples of vocational courses are engineering, health and social care, professional cookery, plumbing and performing arts. They are a good option if your young person enjoys learning by applying and practising their skills in a realistic work environment. Your young person can progress on to higher education from these courses.

Apprenticeships

An apprenticeship offers young people the chance to work and learn on the job, while earning a salary. They are a good way for learners to develop their skills, increase their practical ability and improve their employability and opportunities to progress in their chosen area of work. Many local businesses employ apprentices and our college can help your child to find an apprenticeship. Once a young person has secured the job with an employer, they usually attend college one day per week. More information is available on the government website www.gov.uk/apply-apprenticeship

Experience of work

Experience of work will enable your young person to gain the skills needed to bridge the gap between college and the world of work. It will help to inform them about career choices, develop relevant occupational skills and instil the attitudes and behaviours expected at work. The experiences of work that we offer are wide and varied and differ by each course and level.

Your guide to...

Wellbeing and safeguarding

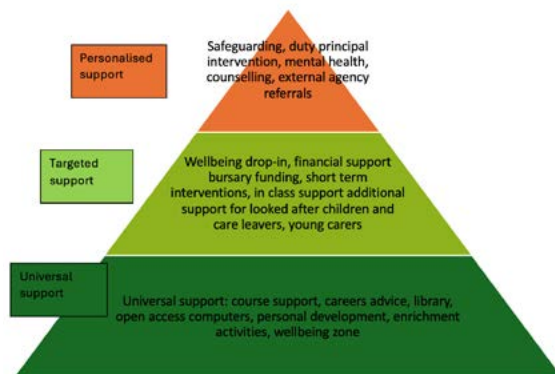
Wellbeing

We recognise the importance of mental health and wellbeing in relation to enjoying and achieving at college.

We aim to equip students with the skills to support and maintain their own health and wellbeing. Where further support is required, we can seek to provide this through a variety of internal interventions and external referrals.

Most students will engage with our 'universal' support services which will be provided by their course team as well as through our cross-college services such as Library and Information, Advice and Guidance who can offer study skills sessions, careers advice and course support.

Some students may require targeted support for specific or ongoing concerns. This may include accessing funding for a bus pass or college materials, ongoing support for care experienced students, or accessing support to improve their overall wellbeing.



Some students may require personalised support including interventions within college around maintaining safety and good health and professional intervention outside of college. As a college we do not offer an ongoing therapeutic service, we can offer short-term counselling, and our wellbeing and safeguarding teams can support students to make onward referrals where appropriate.

Our Wellbeing team work across Norwich, Easton and Paston sites. They work with students, supporting them to maintain and improve their physical and mental wellbeing by providing free help and guidance for any concerns that students may have during their time with us. We have Wellbeing Zones across our three main sites which can be used as a quiet, reflective space. Wellbeing Advisers work within this space during the day and provide support, triage and signposting. The Wellbeing Service run drop-in appointments during term time between 11.30am and 12.30pm, and work with students by booked appointments outside of this time.

Our college recognises our moral and statutory responsibility to safeguard and promote the welfare of children and vulnerable adults.

Safeguarding

We endeavour to provide a safe and welcoming environment where young people are respected and valued. We will be alert to the signs of abuse and neglect and will follow our procedures to ensure that young people receive effective support, protection and justice.

If you would like to speak to a member of the Safeguarding Team, please contact our Safeguarding Officers in the first instance:

Email: safeguarding@ccn.ac.uk

Call:
07795487645 (Norwich and Paston)
07717484142 (Norwich and Paston)
07772785346 (Easton)

Safeguarding Officers:

Marie Pacey
Sam Warner
Katie Williams.

Young Carers and Young Adult Carers

A young carer is someone under 18 who regularly helps care for a family member with an illness, disability, mental health condition, or addiction. A young adult carer is aged 16 to 25 and provides unpaid support to a family member or friend in similar circumstances.

Young carers may help with:

- Personal care, such as washing, dressing, or medication
- Household tasks, including shopping, cleaning, and laundry, managing finances and bills
- Providing companionship or supervision.

Young Carers' Group

A Young Carers' Group meets fortnightly at the CCN campus from 12pm to 1pm in B1. Groups at Easton and Paston are also being explored. For more information, please contact the Students' Union. The group is facilitated by Rebecca Kinsley, with support from the Student Union.

Support available

The Education Support Work Team offers advice, advocacy, signposting, and support for young carers and young adult carers, using a student-led approach tailored to individual needs. Information and resources are available in the Wellbeing Hubs across all sites, and Wellbeing Teams can help with referrals to specialist services.

Education Support Work team

Our Education Support Work team (ESW) work with care experienced learners and learners who have additional caring responsibilities. The team can help students to focus on their attendance, attainment and progression in collaboration with other services including social care and local authorities. The team will attend PEP meetings and Education Review Meetings to discuss educational progress throughout the year.

Email: esw@ccn.ac.uk

Your guide to...

Wellbeing and safeguarding

Anti-bullying and harassment

If you are worried about bullying, please encourage your young person to tell their teacher in the first instance. If you wish to contact the college, please speak to your young person's teacher or course leader first.

As a parent or carer, we recognise that your young person's safety is one of your main concerns, especially when they are moving to a new institution like the college from a school environment that you probably know very well.

We want to reassure you that we take bullying very seriously at our college and believe that your young person has a right to work, study and socialise in an atmosphere of respect and free from bullying or harassment.

Most students tell us that they feel safe at college and that they have not experienced bullying – be it verbal, physical or online. This is great but we want to make that number even higher this year and we take a zero-tolerance approach to bullies.

All staff have a duty to establish and maintain a learning environment that is

free from bullying. This means that if we are told that your young person is being bullied, we will always act. Students should tell a member of staff or their course leader if they are worried about bullying.



Support for parents/carers

Early help for children and families

If you have difficulties in your family, or if you are worried about your young person, there are people who can support you.

Early help is about giving information, advice and guidance to families. We want to help as soon as difficulties start. This is to prevent family worries growing into bigger issues.

We can help any family with a child or young person up to 18-years-old (25 for young people with special educational needs and/or disabilities). We also can help with the worries adults may have, such as finances or mental health, which may impact on the children.

<https://www.norfolk.gov.uk/article/40407/Early-help-for-children-and-families>

<https://www.norfolk.gov.uk/familyhubs>



Children and young people's health services

Just One Norfolk is a resource for parents/carers and can support with advice and information during your parenthood journey.

<https://www.justonenorfolk.nhs.uk>

Worried about your young person?

Contacting Norfolk's Child Advice and Duty Service (CADS)

Anyone can make a referral about your own or someone else's young person if you are worried about them. The telephone number for members of the public is **0344 800 8020**.



Your guide to...

How to contact us

Open Events, applications, enrolment, your young person's data:

For general enquires about the college:

Email: information@ccn.ac.uk

City College Norwich: 01603 773311

Easton College: 01603 731200

Paston Sixth Form College: 01692 402334

For enrolment and applications queries:

admissions@ccn.ac.uk

Contact details:

To add your parent/carer contact details

for your young person:

admissionsteam@ccn.ac.uk

To report an absence:

Complete the absence form which students will find on their homepage, under 'Useful links.'

If this is not possible, email

absence@ccn.ac.uk

To request a personalised tour of the college for your young person:

information@ccn.ac.uk

Campus maps

Click here to view our campus maps:

[City College Norwich campus map](#)

[Easton College campus map](#)

[Paston College campus map](#)

On course:

Most enquiries about your young person's teaching and learning can be answered by your young person's teacher and you can email them with their first name, a full stop then second name followed by ccn.ac.uk. Example: firstname.secondname@ccn.ac.uk

Additional learning support/EHCPs:

sen@ccn.ac.uk

To speak to a member of the Safeguarding Team:

safeguarding@ccn.ac.uk

For general wellbeing enquiries for your young person:

wellbeing@ccn.ac.uk

If you need help to contact a member of staff please let us know by contacting information@ccn.ac.uk and we will put you in touch.

Stay in touch:

If you would like to stay in touch with us and receive future updates, please follow us:



City College Norwich, Easton College, Paston College



@citycollegenorwich, @easton_college, @pastoncollege



City College Norwich, Easton College, Paston College

