



STUDENT **Handbook**

2022-23



CONTENTS

04	Welcome from the Principal	50	Academic Information
05	Our Values	51	Examinations
06	Your Safety	54	Changes to Academic Decisions
12	College Campus	56	General Information
13	Campus Map	57	General Information
14	Enquiries	61	Governance
15	Students' Union	62	Equality and Diversity
16	Enrichment	63	College Term Dates
18	Catering Facilities	64	How to Find Us
20	Bistro1819 Restaurant		
22	Sport and Recreation		
24	Halo Hair and Beauty Salon		
25	Podiatry Clinic		
26	The Library		
28	Digital Learning Hub		
30	VLE		
33	Support Services		
34	ASC (Advice Support Careers)		
38	Student Support and Engagement		
39	Personal Development		
40	International Office		
41	Finance		
42	Fees Policy		
44	Bursary & Travel Summary		
47	Additional Funding		
48	Maths & English		

WELCOME FROM THE PRINCIPAL

When you look around our campus, I'm sure you will agree that we have some of the best teaching and learning facilities in the region. It is a fantastic place for work, study and to get to know other people.

Of course, coming to college isn't just about buildings. Our aim is to ensure you make the most of your time here and that at the end of your course you leave with the qualifications you need to get a good job or go on to higher level study. Hundreds of students do that every year and we will do everything we can to ensure that you do the same.



You have to play your part too. This means attending classes regularly and punctually. It also means doing the work required for your course to the right standard and submitting it on time. Your lecturers are here to help you to do that. They will help if you have any problems with your course and can direct you to our team of specialist advisers if you need a little extra help.

As well as following your chosen course, you can also take part in a wide range of activities outside the classroom, many of which are organised by the Students' Union. The Students' Union is your voice in the college, helping us to make sure that from the Board of Governors down, students' views are heard and taken into account. Playing an active part in the Students' Union and supporting its activities is one way to get more out of your time here. It can also help you to make new friends and try new things.

Whatever your course and no matter how long you spend with us, I am sure you will enjoy your time here at New College Durham.

Have a great year!

Andrew Broadbent,
Principal & Chief Executive

OUR VALUES

A ACCOUNTABILITY

S SAFEGUARDING

P PARTNERSHIPS

I INCLUSION

R RESPECT

E EXCELLENCE



YOUR SAFETY

We are committed to providing you with a safe and secure environment at New College Durham.

Safeguarding and Prevent

Safeguarding our students, staff and visitors is an important issue to us.

Safeguarding means:

- Promotion of your health and development
- Ensuring your safety and care
- Ensuring you are offered the best life chances
- Protection from abuse and neglect
- Prevention of bullying and harassment

The term safeguarding embraces both children and adults at risk, protection and preventative approaches to keep our students, staff and visitors safe. Safeguarding encompasses students' health and safety, welfare and well-being.

New College Durham is committed to safeguarding and promoting the welfare of children, young people, and adults at risk. We all have a role to play in safeguarding. If you are ever worried about someone, or would like help yourself, please alert a member of staff and they will deal with the situation following College guidelines and procedures.

Any student who wishes to discuss any concern or query relating to safeguarding should report these concerns to either a tutor or one of the College's Designated Safeguarding Leads (DSL), each of whom has the responsibility to act as a source of support and has expertise within the College to support you to address these concerns.

Prevent

Another aspect of safeguarding is the PREVENT Duty, which requires the further education sector to have 'due regard to the need to prevent people from being drawn into terrorism', supporting terrorism or being drawn into non-violent extremism.

The Government has defined extremism as "vocal or active opposition to fundamental British Values" which include:

- Individual liberty
- Rule of law
- Democracy
- Mutual respect and tolerance of different faiths and beliefs

There is no place for extremist views of any kind at New College Durham.

It is imperative that our students see our college as a safe place to learn, where they can discuss and explore controversial issues safely and in an unbiased way and where our staff encourage and facilitate this.

As a college we recognise that extremism and exposure to extremist materials and influences can lead to poor outcomes for our students. We also recognise that if we fail to challenge extremist views, we are failing to protect our students.

As part of New College Durham's commitment to safeguarding, we have developed an online safeguarding portal. The portal will allow staff, students and partner organisations to view key information and documents relating to Safeguarding and Prevent.

The New College Durham Safeguarding Portal can be accessed by clicking [here](#).

Bullying and Harassment

Bullying or harassment is behaviour that hurts another individual.

There is no legal definition of bullying. However, it is usually defined as behaviour that is:

- Repeated
- Intended to hurt someone either physically or emotionally
- Often aimed at certain groups, for example because of race, religion, gender or sexual orientation.

It takes many forms and can include:

- Physical assault
- Teasing
- Making threats
- Name calling
- Cyberbullying- bullying via any device, app or online
(for example email, social networks or instant messages)

What is harassment?

Harassment is unwanted conduct which violates a person’s dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment. Harassment may arise from a series of events or an isolated incident against one or more individuals and is defined largely by the impact of the behaviour on the recipient not its intention.

Harassment may be:

- Physical- contact, assault or gestures, intimidation, aggressive behaviour
- Verbal- unwelcome jokes, remarks, suggestions and propositions, malicious gossip, nicknames
- Non-verbal- offensive literature or pictures, graffiti and computer imagery, isolation or exclusion from social activities
- Bullying- offensive, abusive, intimidating or insulting behaviour

Please report any concern about bullying or harassment to either a tutor or one of the College’s Designated Safeguarding Leads (DSL), each of whom has the responsibility to act as a source of support and has expertise within the College to support you to address these concerns.

If you don’t feel that you can do this, please contact the Advice Support Careers team via asc@newdur.ac.uk or on 0191 375 4400.

For further guidance check the College’s safeguarding portal by clicking [here](#).

Sexual violence and sexual harassment (including online)

The College is committed to ensuring a working and learning environment free from sexual harassment, sexual misconduct and sexual violence so all members of the College community can enjoy the right to study, live, work and be respected for the contribution they make.

Sexual violence and sexual harassment are specific forms of abuse that have been identified as a concern in the lives of young people. In some areas, the frequency of these sexual behaviours means that some young people consider them normal. In a lot of cases these actions can occur between peers.

Sexual violence refers to sexual offences under the Sexual Offences Act 2003. Sexual harassment means unwanted conduct of a sexual nature and may be:

- Sexual jokes or taunting
- Sexist name calling
- Sexualised language
- Physical behaviour such as deliberately brushing against someone
- Online sexual harassment
- Consensual sharing and non-consensual sharing of nude images and videos- taking and sharing of nude photographs of under 18s is a criminal offence
- Sharing unwanted explicit sexual material
- Being pressurised to send nude pictures (nudes)
- Upskirting- a criminal offence
- Sexualised online bullying
- Unwanted sexual comments and messages, including on social media
- Sexual exploitation, coercion and threats
- Sexual violence both within and outside of College

New College Durham does not tolerate these actions and works within internal procedures, including the student disciplinary procedure, and with external agencies to take action and offer support.

The College adopts a whole-college approach to develop a culture where all kinds of sexual violence, sexual harassment and online sexual abuse are recognised and addressed.

We all have a role to play in this and will achieve this by:

- Staff and students role model respectful and appropriate behaviour
- Students are clear about what is acceptable and unacceptable behaviour
- Students are confident to ask for help and support when it is needed

If you are a victim of sexual violence or harassment, which is either ongoing or historical in nature, we would encourage you to make a disclosure to any College staff or specifically one of the College’s Designated Safeguarding Leads (DSL), who will provide a safe place for you to be heard, offering free support and advice to any student who has been impacted by sexual harassment or violence.

For further guidance check the College’s safeguarding portal by clicking [here](#).

Keeping safe – College Contacts

If you are in the College you can report these concerns to either your tutor or one of the College’s Designated Safeguarding Leads (DSLs), each of whom has the responsibility to act as a source of support, and has expertise within the College to support you to address these concerns.

There may be issues you wish to report to external agencies (e.g. police) so to aid you in deciding who to report concerns to you may wish to click on [the link](#) – this link has the added advantage of providing access to a range of external helplines, which supplements the support available by the College.

Please note that Safeguarding and/or Prevent concerns do not need to relate to College work/activities.

If you are away from the main site or on work placement you can still report any concerns simply click on ‘[Report a Safeguarding Concern](#)’ and complete the form. You can then submit this form to the College for consideration by a DSL.

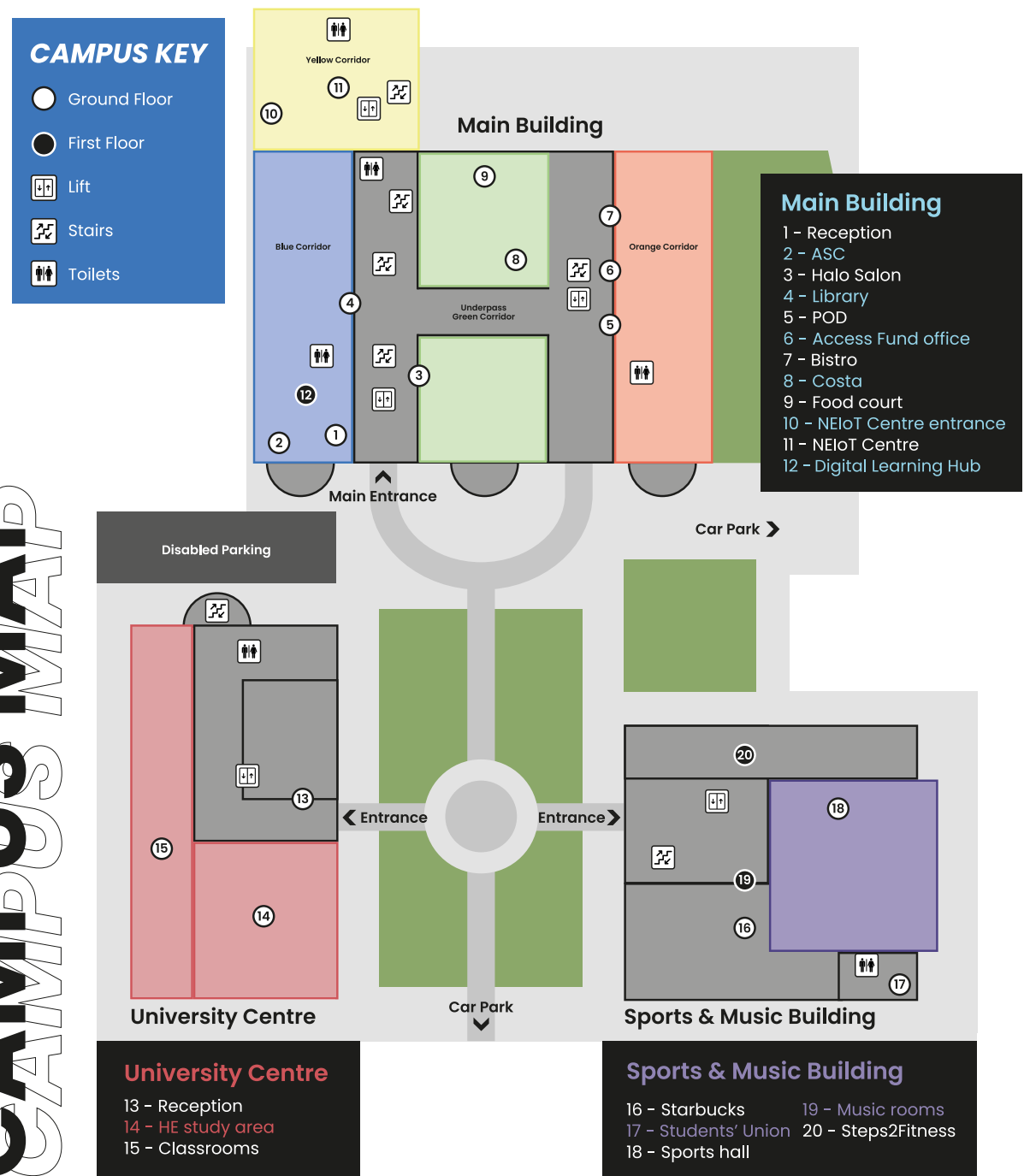
How you report such a concern is entirely up to you, you can contact a DSL, talk to your tutor/ a member of staff or use the link – **what is important is that you report any concerns so we can support you.**



COLLEGE CAMPUS



NEW COLLEGE DURHAM CAMPUS MAP



The Library

The Library has over 40,000 books, 100 print journals and loads of e-resources.

Digital Learning Hub

The Digital Learning Hub has more than 250 computers, all with MS Office 365 software, with a selection available on a drop in basis.

ASC

Advice, Support, Careers offers confidential and impartial services for all college learners.

Get Active

Use the latest fitness equipment in the Steps2Fitness Centre, access our multipurpose sports hall and dance studio, or join our Football Development Centre.

Industry Equipment

Our dedicated motor vehicle, engineering and construction workshops are fitted with industry standard equipment. We also provide professional standard facilities for art, design and media, IT, hospitality and catering, travel and tourism.

Cashless Payments

The Upay app is the perfect way to pay for your college meals. You can pay for items, view your balance and top up at home. The app also lets you access our weekly menus and get notifications of deals, offers and discounts direct to your phone.

ENQUIRIES

MAIN RECEPTION

Enquiries can be made at Main Reception. Please do not hesitate to ask if you need help.

Opening Times

Term Time	Monday-Wednesday	8.30 am - 7.00 pm
	Thursday	8.30 am - 5.00 pm
	Friday	8.30 am - 4.30 pm
Holiday Time	Monday-Thursday	8.30 am - 5.00 pm
	Friday	8.30 am - 4.30 pm

USEFUL TELEPHONE NUMBERS

Main Switchboard	0191 375 4000	The Library	0191 375 4370
Information & Main Reception	0191 375 4040	The Digital Learning Hub	0191 375 4411
Admissions Office	0191 375 4210	Apprenticeship Office	0191 375 4932
ASC (Advice Support Careers)	0191 375 4400	Examinations Office	0191 375 4030
Students' Union	0191 375 4546	Finance Office	0191 375 4068
Learner Development Co-ordinator	0191 375 4546	Access Fund (Travel, Bursaries)	0191 375 4218
Student Support	0191 375 4380	Security	0191 375 4059

STUDENTS' UNION (SU)



Part of **.INCD**

The Students' Union is a membership organisation that represents all students who are enrolled on a programme of study at New College Durham. The Students' Union provides a range of services and all students are automatically a member of the Students' Union and you are entitled to access any of the services or opportunities that they provide. If you do not wish to be a member of the Students' Union you are required to complete an opt out form available from the SU office.

The Students' Union office is on the ground floor of the Sports and Music Building (SP10); you will find it at the far end of Starbucks. The office is the first room on the right. The Students' Union President and the Learner Development Co-ordinator are both based in the Students' Union office.

The Students' Union Team are responsible for managing the Union's activities and the Students' Union President represents the student body on college committees, including the Corporation of the College (body responsible for the strategic management of the College) and supports your School Student Forums (Student Representation mechanism) on cross college issues and meet four times a year.

The Students' Union President and the Student Assembly are elected annually. All members of the Union are entitled to vote for their preferred candidates. The successful Presidential candidate takes up the post at the beginning of July and the Officer Roles start in September/October. The President post is full-time and carries a salary paid by the college. Nominations are open for the Students' Union President position in spring, each year. Any student, who is over 18, and not declared bankrupt, is eligible to stand. The Students' Union President is Megan Poole. Megan completed a BTEC, a degree in music and a PGCE here at New College Durham.

The Students' Union President also works closely with the Learner Development Co-ordinator (LDC). In addition to the LDC and the Students' Union President

there are a group of volunteer officers who have responsibility for representing the diverse range of learners in college.

These officers make up the Students' Union Assembly, the governing body of the Union. The volunteer officers are appointed at the beginning of the academic year, and you are welcome to nominate yourself for these posts.

The Students' Union is part-funded by the College but it also raises money through the events and activities it organises. This income is used to support student activities and charities. The Students' Union has a long history of fundraising for charitable causes. We also offer help to students wishing to set up clubs and societies. The Students' Union is run by students for students, so it needs your support. Check out the facebook page and website, get involved, and help to ensure the Students' Union continues to be dynamic and responsive in this academic year. Whether you are a new student joining us at college for the first time, or you are continuing your studies from last year, the Students' Union wishes you an enjoyable and successful year.

Totum Discount Card

New College Durham Students' Union is also a member of the National Union of Students and as an enrolled student you can apply for the Totum student discount card. This enables you to obtain student discounts on a range of goods and services in over 200 places. The card costs £15.00 and is available from www.totum.com.

Citizen Card

Students at New College are also able to apply for a Citizen Card which is a legal form of identification free of charge (the card normally costs £15). The card can be used for applying for a DBS, Driver's License or Passport. There is an under 18 years old card and an over 18 year old card that students can apply for. For further details, please contact the Students' Union.

ENRICHMENT

The enrichment programme at New College Durham allows students to learn new skills away from their academic learning, pursue new interests, express themselves and is designed to support them both physically and mentally. Enrichment activities are an important way of making friends, trying new things, working on your resilience, and ultimately helping you get to where you want to after college. We have split all activities into different dimensions of development and wellness offering a holistic approach to our student's development, health, and wellbeing.

You will be expected to complete a minimum number of hours of enrichment activity per term, and you will be expected to record these on your Pro-monitor record, and this will be checked by your Personal Development Coach on a termly basis.

You should sign up for at least 1 enrichment activity. You will then be contacted by the activity leader with the details of the session and if there are any specific requirements for the programme/activity you wish to take part in e.g., outdoor clothing and footwear.

We have split the offer into seven key development areas, and the offer is available in the enrichment booklet, these are:

1. **Thrive** – progression, careers and employability.
2. **Express yourself** – creative
3. **Give** – community cohesion and volunteering
4. **Connect** – Making friends
5. **Take Notice** – Cultural and wellbeing
6. **Keep Learning** – Life Skills
7. **Be Active** – Sport and Fitness

If you have any general questions about enrichment or you want to set up a club or a society then you should speak to a member of staff in the Students' Union Office (SP10) or email student.union@newdur.ac.uk



CATERING FACILITIES

There is a wide range of catering facilities to choose from across the college campus.

Aramark

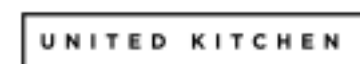
We aim to provide the highest quality service at value for money prices and offer the widest range of products to meet our customers' needs. You will be able to find a range of food and drink outlets across the campus serving freshly prepared meals and snacks every day along with a retail outlet for speed and convenience and two of the most popular high street coffee shops, Costa and Starbucks. There are many sustainably sourced products within our outlets, such as Fair Trade, and when in season we try to use as much UK grown seasonal produce as possible. Recycling is also key in our efforts to reducing waste to landfill. You will find clearly labelled bins around the campus, so please make sure you dispose of your waste responsibly taking care to put the right items in the right bins to prevent contamination.



The United Kitchen (Main Building, East Mall, Ground Floor)

Open Monday to Friday, 8.30am to 3.00pm.

Serving the widest range of food available on campus, The United Kitchen offers a full range of breakfasts and lunches. From 8.30am you can pick up hot cooked breakfasts, simple toast selections, porridge, cereal, fruit and a lot more. The lunchtime selection starts at 11.30am where you can eat as heartily or as healthily as you wish with a huge selection to choose from including freshly made soups, our live food theatre, a range of hot snacks and made to order deli sandwiches and salads.



Quick Eats (East Mall, Ground Floor)

Open Monday to Thursday, 8.00am to 4.00pm, closing at 3.00pm on a Friday.

A quick grab and go retail shop that offers a wide of range of those things that you like to have close at hand.



Costa (Main Building, East Mall, Ground Floor)

Open Monday to Wednesday, 8.00am to 7.30pm, Thursday 8.00am to 5.00pm
Friday 8.00am to 3.00pm.

Like a high street outlet but with lower prices, this Costa Coffee bar sells a premium range of food and drink, including speciality Costa freshly ground bean to cup coffees and hot chocolates, a range of tea infusions, premium sandwiches and salads, paninis, pizzas and wraps, freshly baked scones, muffins, biscuits and cakes and a selection of soft drinks.



Starbucks (Sports and Music Building)

Open Monday to Friday, 8.00am to 3.00pm

Our very own branch of the high street coffee shop. You'll find Starbucks range of freshly ground bean to cup coffees, tea infusions and Frappuccinos all at lower prices. With hot snacks such as pizzas and paninis plus freshly baked muffins, scones and cakes, there's something for everyone.



Vending Machines

For refreshments 24/7, there are vending machines located across the campus selling hot and cold drinks, confectionery and snacks. You'll find them in the University Centre, the Sports and Music Building and throughout the Main Building on the access bridges and stair landings.

BISTRO 1819



Bistro 1819 serves up a selection of menus from around the world to keep your taste buds tingling.

Our students offer a friendly yet professional welcome, while our up and coming chefs cook up a storm in the kitchen using the finest and freshest ingredients from local suppliers.

With the menu changing daily you will never tire of catching up with new and old friends in our relaxing 60 seat restaurant with fully licensed bar.

We are open for morning coffee, full English breakfasts and fine dining which is available on the first Wednesday of the month. If you are looking for something that little bit special, we offer fine dine evenings with themed menus and even live entertainment.

The general public, all staff and students are all welcome, so please don't hesitate in popping in, we look forward to serving you.

Bistro 1819 opening times:

Monday	CLOSED
Tuesday	10.00am - 1.00pm
Wednesday	10.00am - 1.00pm & 6.00pm-8.30pm Fine dining evenings*
Thursday	10.00am - 1.00pm
Friday	10.00am - 12.00noon Morning Coffee

To make a reservation,
please contact the restaurant on:

Tel: 0191 375 4095

Email: Bistro1819@newdur.ac.uk

*Once per month, on the first Wednesday.



SPORT & RECREATION

New College Durham is committed to developing sporting opportunities for the whole college community. Whatever your age or ability, have a look at the activities available around the College, then come along, have fun, develop your sporting skills and improve your fitness!

You'll find sports and activity classes for all all age groups and abilities. Also, if you're interested in coaching or sports club administration, we can provide local links to an extensive Coach Education Programme for existing and budding new coaches, and workshops for those involved in running sports clubs and organisations.

You'll never know your potential until you try, so come along, get involved, and be part of it!

The College offers you a range of sporting activities throughout the year.

Sports facilities available to you in the sports complex:

- A full size sports hall
- Two first class football pitches
- An extensive air conditioned fitness suite (Steps2Fitness)
- An air conditioned exercise studio
- A Starbucks cafe bar
- Full changing facilities

We maintain extensive links with sporting organisations throughout County Durham, which

can also offer you additional exciting sporting provision such as swimming and golf.

Get Fit

Our Steps2Fitness sports complex incorporates a state-of-the-art fitness suite, exercise studio and sports hall.

For a small fee, you can join in with one of our lunchtime fitness classes. With activities such as spinning, HITT, yoga or circuits to choose from, there's something for all fitness levels.

Football Development Centre

Our Football Development Centre (FDC) is the perfect place to perfect you footballing skills. The FDC runs in partnership with NewcastleUnited Foundation, Newcastle United Women and Consett AFC and offers first class training from UEFA licenced coaches.

Competitive Sports

New College Durham is renowned in the region for sporting excellence. In the past we have successfully ran teams in:

- Men's football
- Mixed volleyball
- Ladies' football
- Basketball
- Badminton
- Hockey



HALO HAIR & BEAUTY



Halo, our commercial hair and beauty salon, is located within the college for staff, students and the general public to use. Our stylists use the latest techniques and equipment to perform cuts, blow dries, perms, colours and highlights.

While you are there why not try one of the many beauty treatments - from manicure and pedicure to eyelash tints, aromatherapy to anti-cellulite packages and massages to makeovers. For the ultimate in indulgence try the Dermalogica facial or a Pamper Day.

For opening times or to find out more visit:

www.newcollegedurham.ac.uk/the-college/our-campus/college-services/the-collegeourcampuscollege-serviceshalo-hair-and-beauty/

For appointments call: 0191 375 4295

Salon manager: 0191 375 4920

Email: salon@newdur.ac.uk



PODIATRY CLINIC

New College Durham podiatry students operate two clinical sites under the supervision of fully qualified and HCPC registered podiatrists. These clinics are located at Framwellgate Moor and Bishop Auckland.

They offer a wide range of lower limb and foot treatments such as:

- Routine nail and callus care
- Diabetic lower limb assessment and annual review
- Nail surgery
- Adult and child biomechanics
- Connective tissue disease
- Sport and gait assessment

Discounted rates are offered to New College Durham students. For opening times, to book an appointment or to find out more information contact:

Framwellgate Moor Clinic

Tel: 0191 384 4226

Bishop Auckland Clinic

Tel: 01388 605 161



THE LIBRARY

The Library is located on the ground floor of the West Mall in the Main Building. It has an extensive collection of online and print resources, which you can use in college or at home.

Books and eBooks

There are over 40 000 print books and more than 1000 e-Books covering all subjects.

Magazines and journals

We subscribe to 70 print magazines or journals and many more e-Journals and e-Resources.

Online resources

You can also access our specialist online resources and collections of articles and reports.

Leisure reading

Need a break from your college work? Then check out our leisure reading books. You'll find them just inside the Library entrance.

Opening Times & Contact Details

Help and information are never far away as the Library is open at the following times.

Term-time opening hours

Monday - Wednesday	8.00am - 8.00pm
Thursday	8.00am - 5.00pm
Friday	8.00am - 4.30pm
Saturday	10.00am - 1.00pm

Holiday opening hours

Monday - Thursday	8.30am - 5.00pm
Friday	8.30am - 4.30pm

Library

Tel: 0191 375 4370
Email: library@newdur.ac.uk

The Study Store

Tel: 0191 375 4959
Email: study.store@newdur.ac.uk

Borrowing

You can borrow up to ten books at once and we lend most of our books for four weeks.

When you borrow items from the Library we stamp a return date inside and ask you to return the items on or before that date. If you need to keep your books longer, no problem. You can renew your loans by speaking to staff at the library counter, by phoning us, by using your own account on Heritage (the library catalogue) or through our free MyCirqa app.

You can reserve items that are already out on loan. When they are returned to the library we will hold them for you and let you know that they are ready to collect. The library also provides an efficient Inter-Library Loans service for items that are not held in our library collection. You can make requests using our online form and then we do the rest.

Please remember:

- You are responsible for any items loaned to you. Like most libraries, we charge fines for any items that are returned late
- Each book has a unique number on its barcode to identify it. Please make sure you keep and return the actual books you borrowed from the library, in order to avoid confusion and overdue charges

[Interested in joining? Come in and speak to staff at the Library counter.](#)

The Study Store

From pink pig pads to file dividers, the Study Store has everything you need for your course. If we haven't got what you want, just speak to a member of the team and we will see if we can get it for you.

All our stock is competitively priced. For example, A4 refill pads for £1.00, Bic ballpoint pens for 30p, ring-binders £1.00 and file dividers from 25p.

We also sell a wide range of books.

DIGITAL LEARNING HUB

Digital Learning Hub

The Digital Learning Hub is our large computing suite on the first floor of the blue corridor in the Main Building. You can get to it easily by using the lift or stairs that are near Main Reception. It houses over 250 computers all with Microsoft Office 365 software and internet access. At the start of your course £18.00 worth of free print credits will be added to your account. You can use this for printing and photocopying. It is the equivalent of 900 A4 black and white prints. If you use up this allocation, you can buy additional print credits at either the Library or the Finance Office.

Logging on

When you want to log-on to college computers, use your enrolment number as your username. In the Digital Learning Centre you will see posters explaining what you need to enter for your password. If you have any problems logging on, staff in the Digital Learning Centre can help you. When you log on for the first time you should reset your password immediately, to make your account secure. Remember to log off when you have finished using our computers and photocopiers and do not share your username and password with anyone, even your friends.

Saving your work securely

Each student will have a OneDrive data storage account created for them. OneDrive is a Microsoft product that allows you to access your files from anywhere that you have internet access. This is more convenient than using memory sticks or email attachments to store your files.

IT for HE

Higher education students not only have access to Digital Learning Centre IT facilities in the Main Building, but also have their own dedicated drop-in computer room on the first floor of the University Centre with access to computer and printing facilities. In addition, we have a Cyber Cafe on the ground floor of the University Centre.

Opening Times and Contact Details

Help and information are never far away as the Digital Learning Hub is open at the following times.

Term-time opening hours

Monday - Wednesday	8.00am - 7.00pm
Thursday	8.00am - 5.00pm
Friday	8.00am - 4.30pm

The Digital Learning Hub is closed outside of term time.

Tel: 0191 375 4411

STUDENT RESPONSIBILITIES IN THE LIBRARY AND DIGITAL LEARNING HUB

All students are reminded that they:

Should not use computing facilities inappropriately.

Please do not look at inappropriate material. It could offend others and you could have your IT account blocked. Depending on the nature of the content you could also face disciplinary action.

Should not bring food into the Library or Digital Learning Hub. Food should be consumed in the food court in the East Mall.

Are responsible for any items they borrow from the Library. This covers loss or damage to library items and returning them to the library on or before the return date.

If you do not return or renew them on or before the return date, overdue charges will start to accrue.

We will try to send out reminder messages about late loans, but we are not obliged to do so. It is your responsibility to return or renew loans before they become overdue.

We no longer charge fines for overdue books, however if you books are very late we will ask you to pay replacement costs as it will be assumed the books have been lost.

Each book in the Library collection has a unique number which is on its barcode. When you borrow books from the library you must return the copies that were loaned to you.

Please take care not to mix your books up with those of your friends when you work or study together as this can lead to considerable problems later.

All students are asked to:

Work quietly and have consideration for others.

Please do not disturb other students.

Set your mobile phones to silent.

You can use your phone for texting or for making and receiving calls, but please avoid disturbing others when using your phone.

Please note: Phones are not to be used in the Quiet Study Room/ Employability Hub even for texting as this could disturb other students.

When listening to music, please use headphones or ear-buds and keep the volume to a reasonable level.

Please avoid disturbing other students when you are listening to music.

Please take care with drinks to avoid spillages. If you do spill your drink, please inform staff immediately. **Food is not allowed in the Library.**

Drinks are NOT allowed in the Digital Learning Hub.

HOW TO USE OUR IT SYSTEMS

Virtual Learning Environment (VLE)

Microsoft Teams is our Virtual Learning Environment (VLE). It is a system that is designed to aid and enhance your learning experience. You and your tutors can upload course resources, assignments and information onto Teams and you can access them at a time convenient to you using your phone, laptop or tablet. You can use Teams to communicate and collaborate with other students on your course and contribute to discussions and assignments at any time, from anywhere.

How do I access Teams?

To access Teams when you are at college you can use the link provided on the college website via the ‘My NewCollegeDurham’ page, via the icon on your desktop or by [visiting here](#).

Your tutor will show you how Teams works and what you will be expected to use it for. During your time at New College Durham you will have a Microsoft 365 account. From here you can access Teams, your college OneDrive and college email.

The Microsoft Teams App is also free to download on all app stores should you wish to access it via an app on any of your personal devices. (Simply look up Microsoft Teams).

Login

To login to Teams your username will be your student enrolment number and your password will be the same as your network password. These will be supplied by your tutor in the college induction.

If you are having problems accessing Teams or cannot access your course you should first check that your username and password are correct.

If you are still having problems accessing the system you should contact your lecturer. The Library will provide you with first line support for any issues you may have if your tutor is unable to solve them for you.

New College Durham and Office 365

Microsoft Office 365 is a free subscription service that gives you access to Microsoft applications like Word, PowerPoint, Teams and One Drive from any web browser. Office 365 allows you to save your work automatically and back it up in the cloud. You can share work with your fellow students and teachers, work on documents at the same time from different places and access your college work from your phone, tablet, or home computer.

How do I access Office 365?

To access Office 365 at home or in college, you should sign in to Office.com using your college email and password. You can also access Office 365 through the college website via the ‘My New College Durham’ page. Once signed in you can choose to work online within the internet browser or install key applications (e.g., Word, PowerPoint, and Teams) onto your machine.

How do I use Office 365?

Once you are logged in, you will see your most commonly used apps down the left-hand side of the screen as well as your most recently opened documents. Simply click on the app you want to start using and away you go.

If you are having problems accessing your Office 365 account, you should check that your username and password are correct.

If you are still having problems accessing the system refer to the help guides on the student intranet.

SUPPORT SERVICES



ASC ADVICE, SUPPORT, CAREERS

New College Durham is committed to providing a high quality, confidential and impartial information, advice and guidance service. ASC offers information, advice and guidance on careers plus financial support and personal counselling.

Our Learner Development Co-ordinator, based in the Students' Union, can also help with social and health related issues.

You can contact the ASC team before you start college and throughout your course you are entitled to a careers education programme and opportunities to discuss future options, career plans, funding opportunities, welfare issues or any personal concerns.

ASC information and resources are available to view and download via the College intranet.

Careers & funding advice

Our friendly team of qualified and experienced staff offer impartial information, advice and guidance on the following:

- Choosing a course
- Career plans
- Future study options
- Employment applications
- Financial support

Counselling

Sharing your worries can help you feel less isolated. Counselling may enable you to make changes in your life or help you to come to terms with things that you can't change.

You can talk to the College Counsellor in a confidential setting. They will not judge you, the main part of what a counsellor does is to listen carefully. They may also discuss other agencies with you or suggest services that could be appropriate for your needs.

Mental Health Support

- Advice & support for students on mental health issues.
- Support with course related issues and developing appropriate coping strategies.
- Considering reasonable adjustments.
- And/or referring to appropriate local agencies.

Get in touch with our ASC (Advice Support Careers) team

Near main reception, Main Building, New College Durham

Term Time

Monday - Wednesday	8:30am - 6:00pm
Thursday	8:30am - 5:00pm
Friday	8:30am - 4:15pm

Holiday Time

Monday - Thursday	8:30am - 5:00pm
Friday	8:30am - 4:15pm

Telephone: 0191 375 4400

Email: asc@newdur.ac.uk

Live Chat: newcollegedurham.ac.uk

Learner Development Co-ordinator (LDC) services

You can rely on our professional staff to provide you with the best quality advice. We won't take sides and we won't judge you. We will take time to explain all your options and give you the information that will assist you to make the best decision for you.

Support

- Academic issues
- The C-card scheme is available every weekday in the Students' Union
- Healthy choices
- Pregnancy testing and STI screening are available by appointment from the Students' Union

The LDC is based in the SU Office (SP.10) in the Sports and Music Building (behind Starbucks)

Telephone: 0191 375 4546

Email: sarah.elliott@newdur.ac.uk **Email:** student.union@newdur.ac.uk



EMERGENCY SUPPORT

USEFUL CONTACTS

TEWV mental health helpline 24 hours 7 days a week - **08000 516171**
<https://www.tewv.nhs.uk/services/crisis-and-intensive-home-treatment-team/>

Childline – **08001111** - www.childline.org.uk

HOPELineUK - **08000684141** - www.papyrus-uk.org

National Domestic Violence Freephone Helpline - **08082000247**

NHS Freephone line for medical advice - **111**

Samaritans Durham - **01913842727** or National Freephone - **116123**

Social Care Direct - **03000267979**

USEFUL WEBSITES

Anxiety & Depression www.cwmt.org.uk or www.studentdepression.org

Anxiety UK <https://www.anxietyuk.org.uk/>

CALM <https://www.thecalmzone.net/>

Mind www.mind.org.uk

If u care share foundation **01913875661** www.ifucareshare.co.uk

www.kooth.com free, safe and anonymous online support for young people (11 to 18yrs)

www.recoverycollegeonline.co.uk

www.qwell.io free, safe and anonymous mental wellbeing support for adults (18+) across the UK

Student Minds www.studentminds.org.uk

Young Minds www.youngminds.org.uk

Through your GP, you can access help in a crisis from your local Accident & Emergency Department (24 hours)

LEARNING SUPPORT AND ENGAGEMENT



The Learning Support Team at college are committed to ensuring that all students have the opportunity to fully participate in college life and achieve and progress in education and learning.

We support all students including those with special educational needs and disabilities including:

- Specific learning difficulties
- Autism spectrum conditions
- Mobility and physical difficulties
- Sensory loss
- Medical conditions
- Mental health and wellbeing

We provide a range of support services which can include:

- Initial assessment, advice and guidance
- In class support and support drop ins
- Regular contact and reviews with our dedicated team of Access Advisers
- Support with examination access arrangements
- Assistive technology loans and appointments
- Access to a Personal Learning Coach

If you would like more information about available support or would like to discuss your needs further, contact the Student Support Office (OR 0.22) on 0191 375 4380 or e-mail ALS@newdur.ac.uk

PERSONAL DEVELOPMENT

Personal development is about providing the support you need to enable you to be successful and to make the most of your time with us.

Personal Development Support

All full-time students have personal development coaches with whom they will meet on a regular basis. Your personal development coach will hold group personal development sessions, covering career and educational progression, and personal and study skills development. He/she will also meet with you individually at least once a term to complete your Individual Learning Plan (ILP) and ensure you are progressing well.

For part-time students your course lecturer will often also be your personal tutor and will support you in your studies. Where necessary he/she will be able to direct you to other college support services.

We expect you to:

- Attend all classes
- Complete all work on time
- Complete your course and achieve to the best of your ability
- Set targets and review your progress
- Improve your study and personal skills
- Deal with any difficulties.
- Be punctual
- Inform the college if you are unable to attend
- Treat the facilities and environment respectfully
- Show respect to others.

Your personal development coach will help you to:

- Settle into college
- Organise your time
- Plan for progression

Personal Learning Coaches (PLCs)

The Personal Learning Coaches (PLC) team can help you make the most of your time and the opportunities available in college. Through one-to-one sessions the PLC team provide support on a range of study related issues such as time management, organisation and motivation as well as being a listening service for any personal issues.

Through reflective questioning and target setting, learners are encouraged to take responsibility for their learning and make positive progress by developing the necessary skills and confidence to enter the workplace or further study. The team of PLCs work across all curriculum areas in the college and work with students of all ages and all levels.

All PLCs are highly skilled in listening to the learners they work with and supporting their needs. They are also able to access a range of resources, as well as sign posting to internal and external agencies who can offer additional help.

For more information contact the team on plcsupport@newdur.ac.uk

INTERNATIONAL OFFICE

The role of the International team is to offer support and guidance to international students studying on any programme at New College Durham. Our aim is to help you make the most of your time here in Durham. Students from numerous countries will be studying with us – so you are not alone.

We offer advice and assistance on non-curriculum issues and provide help and support on UK Visa & Immigration matters. The International team is based in the University Centre and we are happy to discuss any issues with you personally.

We organise a range of cultural trips and events to enhance your learning experience, and to help build relationships between international students and local communities.

The international team can also give information to all students about international opportunities to take part in during your studies.

You can make an appointment to see one of the international team using the contact details below or alternatively you can visit the Main Reception or the University Centre Reception where you can ask to speak with one of the team. We are always happy to see you and assist with any queries you may have.

Clare Coltman - International Business Development Manager

Email: clare.howarth@newdur.ac.uk

Telephone: 00 44 191 375 4151

Sarah Routledge - Homestay & Accommodation Officer

Email: sarah.routledge@newdur.ac.uk

Telephone: 00 44 191 375 4036



FINANCE

The Finance Office is located in the West Mall on the ground floor of the Main Building. Please ask at Main Reception for directions.

The Finance Office provides information and help concerning fees. If you have any queries please contact them as soon as possible on 0191 375 4310/4068 or email income@newdur.ac.uk. In addition, all payments and queries regarding fees should be directed to the Finance Office.

Finance Office Opening Hours

Autumn Term, September - December

Monday - Wednesday	8.30 am - 7.00 pm
Thursday	8.30 am - 5.00 pm
Friday	8.30 am - 4.30 pm

Non Term Time, Spring and Summer Term (January - June)

Monday - Thursday	8.30 am - 5.00 pm
Friday	8.30 am - 4.30 pm

FEES POLICY

Course Fees

Courses are free for learners aged 16-18. If you are a 19-23 year old studying a first full level 2 or 3 programme your course fee could be free if you satisfy the eligibility criteria. Please contact the college at asc@newdur.ac.uk for further information or speak to the enrolment team during main enrolment.

Learners aged 19 and above studying a first full level 3 your course fee could be free if you satisfy the eligibility criteria. Please contact the college at asc@newdur.ac.uk for further information or speak to the enrolment team during main enrolment.

For all additional full Level 3, 4 or 5 courses - fees are payable however learners may be eligible to apply for an Advanced Learner Loan – visit www.gov.uk/advanced-learner-loan or call 0300 100 0619

For courses below Level 3, if you are in receipt of benefits or on a low income, your course fees could be free. Please contact the college at asc@newdur.ac.uk for further information or speak to the enrolment team during main enrolment.

If you are a non UK national or have not been a UK resident for the last three years, fees may be payable. Please contact asc@newdur.ac.uk.

Any student being supported by an employer or sponsor must provide a letter of authorisation upon enrolment.

In cases of hardship a recommendation can be made to the Chief Financial Officer who will make the final decision.

Where the College cancels a course a full refund will be made. Other refunds will be by application only.

Whilst we make every effort to ensure that all information relating to courses and fees is correct on the website it is always advisable to call our ASC team to check the current situation with regards to fees and funding.

Further Education (FE) payment terms

Where fees are payable, any student who does not comply with the payment policy will not be enrolled and will therefore not be guaranteed a place on the course.

Aged 19+

- Fees of up to £200 are to be paid upon enrolment.
- Fees of £201 and above, a 20% deposit is required on enrolment and the balance to be paid in three equal monthly instalments from the start of the course by Instalment plan. (Up to six months may be available on fees over £550. For courses of less than 3 months shorter terms will apply.)*

Full Cost Courses

- All fees under £500 must be paid upon enrolment in full or a sponsor/employment letter must be provided. (Instalments may apply for fees above £500)
- No fee remission is available for full cost courses.
- No refunds apply unless the College cancels the course.

Any non payment/default of fees will result in access to College facilities being restricted.

* Any rejected instalment collections are subject to a £15 administration fee.

Apprenticeships

- Please contact the Apprenticeship Office for further details and fee information. Drop in or email apprenticeships@newdur.ac.uk

International Students

- Please contact our International Office for further details and fee information or see <https://www.newcollegedurham.ac.uk/the-college/fees-and-funding/international-student-payment-information/>

WITHDRAWAL & REFUND POLICY FOR FURTHER EDUCATION (FE)

The date of withdrawal will be the last date of engagement when the student ceased to participate in learning activities. It is the student's responsibility to formally notify the College of their withdrawal at the point at which they leave the course.

Students who completely withdraw from the College are not expected to return to their course and shall receive a refund in line with the mechanism set out in the refund calculation below:

All students who withdraw prior to the end of the third week will receive a full refund of the tuition fees less any registration and awarding body fees paid to a third party.

- Any refund will be made back to the original source of payment.
- Students who withdraw after the third week will not be eligible for a refund.
- The fees remain payable for your tuition fees even if you have not paid or secured funding prior to withdrawal as per the mechanism set
- In cases of hardship a recommendation can be made to the Chief Financial Officer who will make the final decision.
- Apprenticeship refunds, please refer to your individual contract or contact the college at apprenticeships@newdur.ac.uk

Full Cost Courses/International Students

- No refunds apply unless the College cancels the course.
- Any refund will be made back to the original source of payment.
- Where the College cancels a course a full refund will be made.
- The fees remain payable for your tuition fees even if you have not paid or secured funding prior to withdrawal

BURSARY & TRAVEL SUMMARY

The full range of support available to students is detailed in the Further Education Access Fund Policy 2022/23 available on the College website www.newcollegedurham.ac.uk

Hardship Bursary

All 16-18 full-time students with a household income below £32,000 may be eligible for financial support for the academic year. If you qualify under the scheme you will receive two payments over the academic year. The value of the payment will be determined by the funding allocation provided to the College. To be eligible you need to be attending college regularly, be up-to-date with your course work and show good behaviour and respect for others.

Applications forms will be available from the beginning of August and can be obtained online or from the Access Fund Office. Application forms must be returned prior to the published deadline to be considered for funding assistance.

Vulnerable Bursary

Under national guidance students will be considered eligible to receive a bursary up to the value of £1,200. In calculating the bursary, consideration will be taken of benefits already received by the student including

travel and support for uniform and/or equipment, these costs will be deducted from the bursary payment. This bursary is available if you fall into one of the defined vulnerable groups:

- In care
- Care leavers
- Receiving Income Support or Universal Credit because they are financially supporting themselves or financially supporting themselves and someone who is dependent on them and living with them such as a child or partner
- Receiving Disability Living Allowance or Personal Independence Payments in their own right as well as Employment and Support Allowance or Universal Credit in their own right

Applications forms will be available from the beginning of August and can be obtained online or from the Access Fund office. Application forms must be returned prior to the published deadline to be considered for funding assistance.

Travel

Students aged 16 or over but under 19 on 31 August 2022 who are enrolled on a full-time course (as defined by New College Durham) and live at least three miles from campus will qualify for travel support in association with Arriva or Go North East. Based on meeting the eligible criteria above students can apply for a bus pass which will support travel to and from College.

To apply, complete the form available on our website.

Free Meals

The College will provide free meals (value limited) to students aged 16-18 enrolled on a full-time course, who meet the eligibility criteria outlined in the policy. This will generally apply to students previously in receipt of free school meals.

You will not need to identify yourself as someone who is entitled to free meals, simply by using your fingerprint at the till your food will be automatically paid for.

To receive support for the free meals scheme the student, or their parent/guardian, must submit an application to the Access Fund Office with the appropriate evidence.

Childcare (16-19)

Students aged 16-19 may be eligible to apply for the Government's Care to Learn scheme. You may also be eligible if you are a parent (mother or father) and you are caring for your own child(ren) and you use an Ofsted-registered childcare provider.

For further information go to www.direct.gov.uk/caretolearn or contact ASC (Advice, Support, Careers) on 0191 375 4400 or email asc@newdur.ac.uk

BURSARY & TRAVEL SUMMARY

19 Plus Scheme

Bursary

If you are an adult aged 19 or over when you start your full-time course and your household income is below £32,000, you may be eligible for financial support for the academic year. If you qualify under the scheme you will receive two payments over the academic year. The value of the payment will be determined by the funding allocation provided to the College. The value of the payment will be determined by the funding allocation provided to the College.

Applications forms can be obtained online or from the Access Fund office and must be returned prior to the published deadline to be considered for funding assistance.

Childcare (20 plus)

Students who can demonstrate hardship (household income below £32,000) may be eligible for support with childcare costs up to £100 per child per week for a maximum of two children. All students aged 20 or over must apply direct to the College for assistance with childcare. Application forms are available for the Access fund office or online via our website.

Contact details

Access Fund Office

Location: Orange 0.28 (adjacent to the Refectory)

Telephone: 0191 375 4218

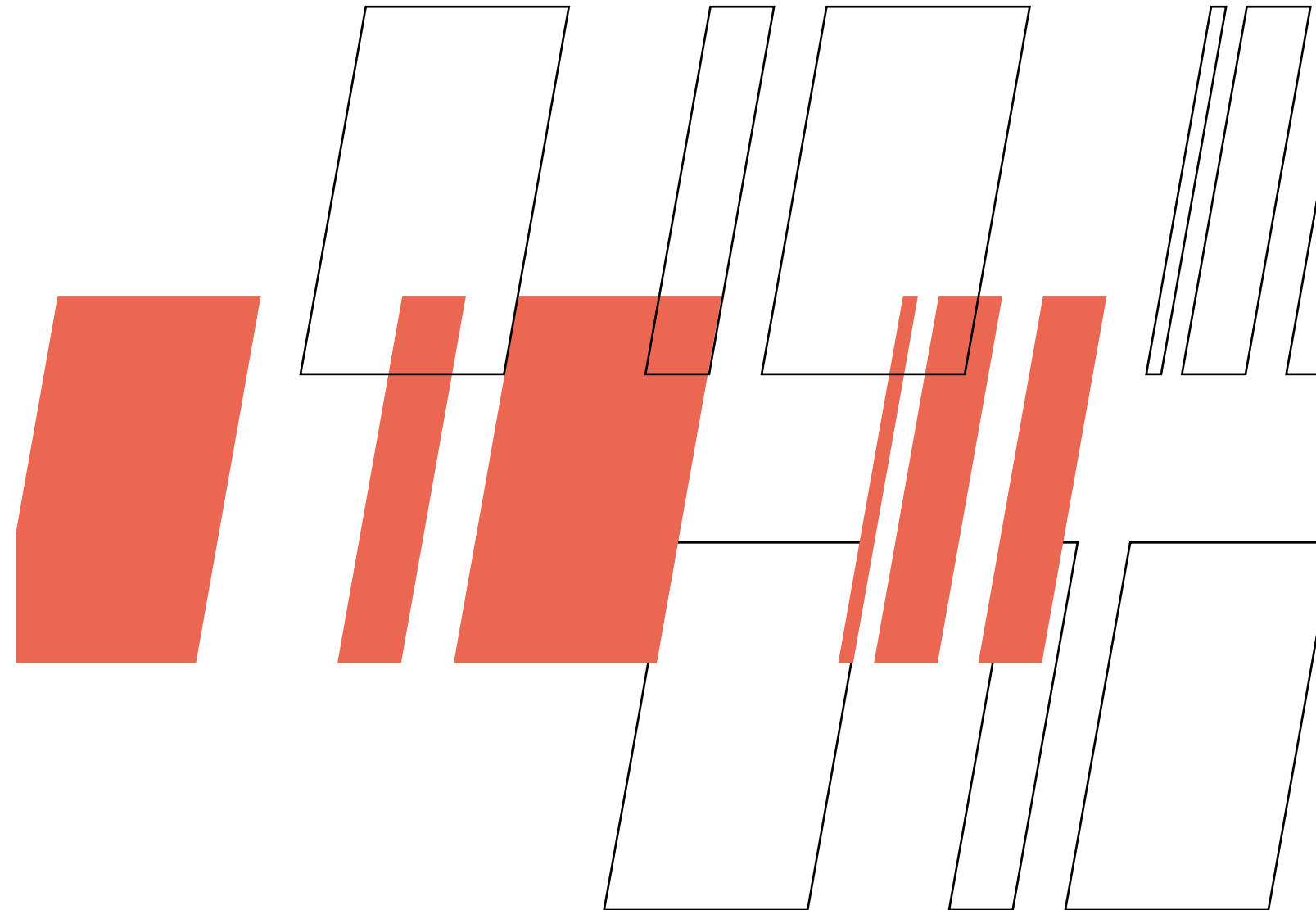
Email: access.fund@newdur.ac.uk

Go North East

Telephone: 0191 4205050

Arriva

Telephone: 0191 5204231



MATHS & ENGLISH

Maths and English have shaped the world we live in. Every industry, every employer, every course or study programme needs individuals who have a good understanding of maths and English. These core skills are central to everything we do, whether it is calculating measurements for a built extension or balancing ratios while mixing colours in hairdressing, strong numeric skills are essential. The same is true of English, whether it is writing a quotation to repair a car, recording patient notes in nursing or reading to children at school, effective English skills are always required. Since every field of employment needs maths and English, it is important that you use your time at college to develop your skills, and if needed gain your qualifications in these subjects. Refining and improving your skills in these areas will increase your employability and unlock additional opportunities.

Although maths and English are understandably very important, unfortunately not every student succeeds in school, and for some students continuing to study maths and English will become a core part of your curriculum. Please don't worry if this applies to you, New College Durham will support you in this second chance to succeed. Depending on your performance at school, our expert staff will ensure you follow one of these two pathways.

If you achieved a Grade 3 (or D) in GCSE:

- You will be assigned to a GCSE English and/or maths class as part of your timetable and main programme of study
- You will receive three hours of GCSE English and/or maths per week
- You will have a designated classroom and a dedicated, experienced and specialised teacher
- Students who completed their GCSE with New College Durham in the summer and were close to achieving their target grade will be given the opportunity to sit in November.
- New students or those who did not achieve close to their target grade in June can still enter to sit the exams in November, but may be required to pay the exam entrance fee.
- If you do not sit the exams in November, or are unsuccessful, you will be entered in June.

If you achieve a Grade 2 (or E) or lower in GCSE:

At New College Durham, we understand that not every student is ready for the challenges of GCSE. However, we also recognise that the ability to use maths and English well are vital to enhance educational and employability opportunities. Our Functional Skills programme allows students to develop their literacy and numeracy skills in a practical way, at an appropriate level. Functional Skills operates across five levels, increasing in difficulty and our expert staff will ensure you are assessed and allocated to the most appropriate level.

- You will be assigned a Functional Skills English and/or maths class as part of your timetable and programme of study
- You will receive 1.5 hours of Functional Skills English and/or maths per week
- You will have a designated classroom and a dedicated, experienced and specialised teacher
- On successful completion of practice assessments, you will be given opportunity to sit exams from as early as December with opportunities to progress through the levels across the year

Adults: (19+)

- If you are over 19 and studying a full time FE programme at college you can opt into English and/or maths, joining one of our full-time classes in either FS or GCSE
- If you are over 19 and studying an HE programme, Access to HE course or are interested in part time study then you can apply to join our Adult Maths and English (AME) programme which is available as an evening class or during the day

Whatever level or study programme you undertake, the Maths and English look forward to welcoming you and supporting you to grow your numeracy and communication skills.

ACADEMIC INFORMATION



EXAMS

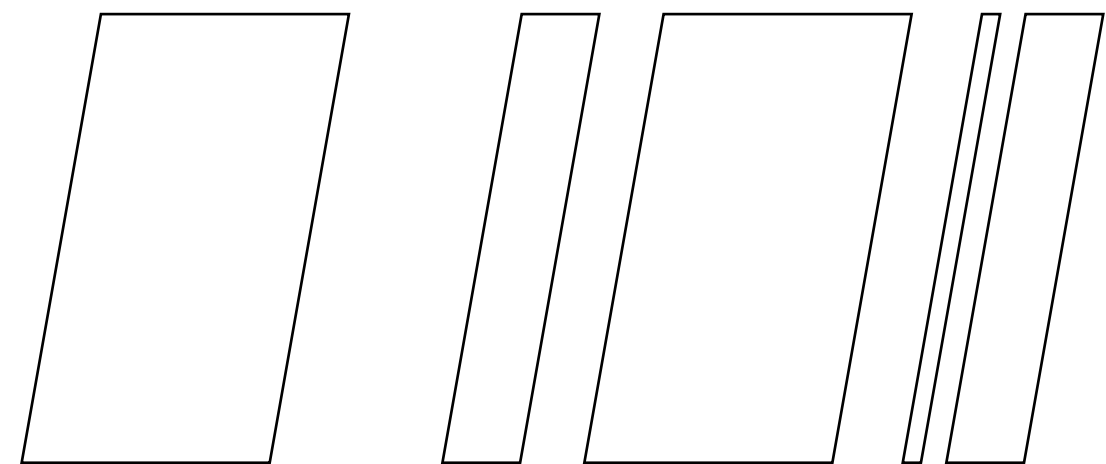
The College needs to ensure you are aware of rules applying to exams.

These rules are set by the awarding organisations and are set out in full on the JCQ website:

<https://www.jcq.org.uk/exams-office/information-for-candidates-documents/>

The information provided covers

- Written exams
- On-screen tests
- Coursework
- Non-examination assessments
- Use of social media / malpractice
- How the awarding organisations will use your personal data



The rules apply to written and on-screen tests and if you don't follow them you may be disqualified from the exam, lose marks or even be asked to leave the College. The main rules to be aware of are:

- If you have not had your photograph taken when you enrolled you must produce photographic ID when taking an exam. If you do not have a photo ID you will not be allowed to sit the exam
- Arrive at least 15 minutes before your exam start time. If you are late come to the Exams Office
- Don't cheat, talk to other candidates or be disruptive during the exam
- Don't take personal devices into the exam room (phone, watch, USB storage)
- Use black ink unless the exam paper states otherwise
- If you leave the exam room unaccompanied by an invigilator before the exam has finished, you will not be allowed to return
- You may use a calculator unless you are told otherwise
- You may **not** use a dictionary or computer spell checker unless you are told otherwise
- Always listen to the invigilator and follow their instructions. Don't start the exam or leave the room until told to do so by the invigilator
- Tell the invigilator at once if
 - you think you have not been given the right question paper or all of the materials listed on the front of the paper
 - you think the paper is incomplete or badly printed
 - you feel unwell
 - you have a problem using a computer in an on-screen test
 - you need more paper
- Hand in your additional answer sheets and rough

work on the proper exam stationery. Cross rough work through and hand it in with your answers
Make sure you add your candidate details to any sheets you hand in

- Ensure that the software closes at the end of an on-screen test
- If you are required to print off work outside the time allowed for the on-screen test, ensure that you collect your own work

In addition to breaking the exam rules the following is considered cheating (or 'malpractice') and may mean you lose marks.

- Copying or allowing work to be copied – e.g. posting written work on social networking sites prior to an examination/assessment
- Collusion: allowing others to help produce your work or helping others with theirs
- Asking others about what questions your exam will include (even if no one tells you)
- Having or sharing details about exam questions before the exam - whether you think these are real or fake
- Not telling exam boards or your school/college about exam information being shared

HELP WITH EXAMS

If you think you qualify for extra time or assistance during exams you should raise this with your tutor. You can also ask for help from our Learning Support Team at ALS@newdur.ac.uk

RESULTS

When your certificate is received it will be posted to the address that you have given us when you enrolled. We may also use the email address you have given us to communicate with you about your results so please ensure we have the correct address on file by sending any change of address to cishelpdesk@newdur.ac.uk

Please note that examination results will not be given over the telephone.

For information on exams please contact exams@newdur.ac.uk

CHANGES TO ACADEMIC DECISIONS

Any issues you experience with grades/results in your formal assessments should be discussed first of all with your subject tutor or course leader. In most cases it should be possible to resolve your issue in this way.

You need to be aware that the marking of your assessments is carried out using clearly set out criteria which your tutor will have followed. This means that the assessments are marked objectively. It is college policy that a sample of marked work is considered by another member of the college's academic staff. This is referred to as second marking or internal moderation. It ensures that appropriate objective standards are being maintained. You should also remember that teaching staff are using their professional academic judgement when they assess student work.

If you wish to formally appeal a grade you have been awarded you should contact the Exams Office in the first instance.



GENERAL INFORMATION



GENERAL INFORMATION

Important Rules to Remember

Please do not forget:

- No offensive weapons
- No aggressive behaviour towards staff or other students
- Mobile phones must be switched off in teaching and learning areas
- Smoking (including e-cigarettes) is only allowed in designated areas on the College campus
- Put all litter in bins provided
- No animals, except guide dogs
- No computer hacking or misuse
- No alcohol or illegal drugs
- Follow all health and safety requirements

Lost Property

Should you lose or find any property, please contact the Security Office or a member of Security Staff via Information & Main Reception.

The college cannot accept responsibility for the safety of students' personal possessions. If you wish, you can take out your own personal insurance. Details are available from the Students' Union.

Procedures for Comments, Suggestions and Complaints

If you want to make a complaint whilst studying at college, a form can be obtained from Information and Main Reception. Once completed, the form is to be returned to Diane Watson, Administration Manager. You will receive an acknowledgement receipt and details of the person who will be responding to your complaint within five working days.

A formal response will be sent to your home address within 10 working days.

Sustainability

We have been actively making sustainability an established part of college life for many years. As a student of New College Durham we expect you to contribute to our significant efforts to reduce our carbon footprint.

Ways to reduce your carbon footprint:

- Always turn off your computer/printer when not in use
- Switch off the lights when you leave the room
- Don't leave taps running
- Always use the recycling bins provided
- Where possible use public transport, walk or cycle to college

For more information please visit the Sustainability section of the college website.

Health and Safety

The college are committed to ensuring that all learners are safe within the college and when on college activities. Detailed information on health and safety and what to do in any kind of emergency is contained in the Health and Safety Handbook and the Health, Safety and Welfare Policy Manual on the Intranet.

Please read these documents so you know what to do

Exit routes to be used if you have to leave college buildings in an emergency are shown by green and white running man signs all around the college. Make sure you know how to get out of buildings, and where to go to in an emergency.

If you see a fire, contact a member of staff or ring 0191 375 4433 immediately, make sure you and others evacuate the area and proceed to the assembly point.

All students should be aware of the risks arising from their actions to themselves and to others and should take active steps to reduce that risk.

If you see anything dangerous to yourself or others please report it at once on 0191 375 4433 or to a member of security or college staff.

We expect everyone to help make the College a positive and safe place to learn. Any form of bullying or harassment will not be tolerated.

If you have any concerns or worries about anything you see with regard to bullying or personal safety, please talk to your tutor, another member of staff, ASC or a student representative about it so that the college can respond to your concerns.

Student Parking

Students should park their vehicles in the marked bays. The college roads have a 15mph speed limit and this should be observed at all times. Vehicles parking in disabled bays must display the appropriate badge. Students must not park their vehicles in unauthorised areas, bus bays or on double yellow lines. Cyclists and motorcyclists should use the specific parking areas provided and should not use car parking bays.

No Smoking or vaping on Campus

A smoking and vaping zone can be found on the main walkway into the campus. Anyone wishing to smoke or vape must do so only in that area. Smoking is absolutely prohibited on any other part of the campus. The use of electronic cigarettes is also restricted to a designated area near the Sports Building. The college strongly encourages all students to stop smoking and advice on smoking cessation can be obtained from the Students' Union on 0191 375 4546.

Respecting our Local Community

As a student of New College Durham you are also part of a wider community which includes people who live locally, shops and services which you will pass through and use during your time at the college. As a student you are also an ambassador of the college and you are expected at all times to:

- Show courtesy and respect to our neighbours by not littering, using foul language, using threatening behaviour or creating excessive noise
- Ensure that we are good neighbours by acting responsibly

Use of Computer Facilities

If you have enrolled with us you have already agreed to comply with the following rules. If you don't follow them we will take away your computer access and you may be subjected to disciplinary action.

Acceptable Use Policy

User Login and Password

- You will be given a network login and password to use to access College systems
- Do not attempt to gain unauthorised access to College IT systems
- Do not write down your password or share it with anyone;
- When you get your first password or if you need to ask for ICT Services to change it, you must logon at the first available opportunity, and the system will prompt you to change your password.

The College network and computer equipment must not be used for any of the following:

- Deliberately attempting to gain access to restricted areas within the college or other locations
- Accessing, sending, posting or downloading any Internet material which is counter either to legislation, College policies (eg equal opportunities, bullying and harassment) or to commonly accepted standards, or is likely to be offensive or indecent to reason able people. This includes websites promoting extreme Islamic or right wing ideologies as well as material concerning the purchase of firearms
- Creating, posting or sending material which is designed or likely to cause annoyance, inconvenience or needless anxiety
- Downloading, copying or sending copyrighted material without the permission of the right holder

- sending spam emails
- Corrupting or destroying other users data
- Violating the privacy or disrupting the work of others
- Using the network in a way that denies service to other users, for example, deliberate or reckless overloading of the network or computers
- Deliberately introducing viruses onto the College network
- Placing on the Internet any material, which incites, encourages or enables others to gain unauthorised access to the College's computer system

In addition, you must not:

- Install hardware on an individual PC
- Attach devices to an individual PC or VDI for any of the purposes above
- Subscribe to Internet services via the college network
- Load, install or modify software
- Encrypt data (the college will remove any encrypted data from the systems)

Any misuse of computer equipment or breaches of this policy should be reported to your tutor or Course Leader. If the misuse breaches the law or is reportable under relevant legislation (e.g. PREVENT Duty) the College may choose to inform the police or other relevant authority.

If you try to connect to the college network using a device that doesn't meet our security standards you will be denied access. If you need any advice on what our minimum security standards are please contact ICT Services in G116 or ring 0191 375 4416



Data Protection

As a student of New College Durham you have the right to make requests in relation to the data we hold about you. You can:

- Request access to your data
- Request that your data be updated if it is incorrect
- Request that your data be erased if you feel that we don't need to hold it
- Request that we stop using your data for some purposes if you feel that we don't need to

We will always tell you the reasons why we need your data in our privacy notice. You can view a copy at www.newcollegedurham.ac.uk/privacy

If you want copies of attendance information or reports you can access these via your tutor or by contacting cishelpdesk@newdur.ac.uk

To make a request, or if you have an enquiry about Data Protection, then contact our Data Protection Officer at records@newdur.ac.uk.

As a college of Further and Higher Education, New College Durham is governed by regulations issued by the Secretary of State for Education. These regulations take the form of an Instrument and Articles of Government that set out the basic structures for the management of the college and the responsibilities of the Governing Body, Principal and Clerk to the Corporation. A copy of this document and many others relating to the governing of the college are available on the college website and in the Library.

The Corporation Secretary and independent Clerk to the Corporation, advises and assists in the running of the Governing Body and its committees and is happy to give information about the governance of New College Durham. They can be contacted through the main switchboard on 0191 375 4000.

New College Durham has a Students' Union to support students during their time at college. The President of the Union, elected by all students, is a member of the Governing Body and therefore able to represent student interests at the highest level. The Student Union President for 2021/22 is Megan Poole.

There are two Student Governors on the board. In order to widen representation from the student community, the Governing Body invited both Higher and Further Education Student Forum representatives to nominate one of their members to be the second Student Governor.

The Governing Body operates through several committees including the Higher Education Quality Curriculum and Students and the Further Education Quality Curriculum and Students Committees. These committees look at student issues in college and allow opportunities for students to give their views to Governors at first hand. The Student Union President regularly gives reports on matters he/she considers of importance to these committees.

Further information on any matter of college governance can be obtained from the Head of Governance and Corporation Secretary.

EQUALITY & DIVERSITY

Our commitment to promoting equality & diversity.

New College Durham hold Leaders in Diversity. This is a quality mark that recognises our commitment and dedication to embedding and promoting equality, diversity and inclusion throughout all our practices. We strongly believe that everyone is entitled to:

- Be treated fairly and with respect
- Be regarded as of equal value
- Work and learn in an environment that is free from harassment, discrimination and victimisation

The college actively celebrates diversity and promotes equality of opportunity for everyone, whatever their sex, race, religion or belief, age, marital/civil partnership status, intellectual or physical capability, political beliefs, sexual orientation, social or cultural background and gender identity.

All students and staff are responsible for ensuring that they:

- Do not discriminate against or harass others
- Actively discourage any discriminatory behaviour
- Report any incidents of harassment or discrimination - all such incidents are considered to be serious misconduct and will be dealt with promptly

As a student you will have a part to play in helping us to maintain a college culture which welcomes, values and builds on equality, diversity and inclusion.

Your Personal Details

It's natural and sensible to feel protective of your personal information. However, New College Durham actively celebrates diversity and difference and wishes to collect a range of personal data to ensure people of all backgrounds are represented and to ensure the services and support we provide are targeted at the right people.

It will be treated in the strictest confidence and your assistance in providing this information will help us make any necessary changes to make things better where we can.

Fundamental British Values

The government set out their definition of British values in the 2011 Prevent Strategy. These new regulations will sit alongside the requirements of the Equalities Act, which also applies to all types of education establishments.

All colleges will be expected to focus on, and be able to show, how their work with learners is effective in embedding Fundamental British Values.

Promoting Fundamental British Values at New College Durham

We agree with the Department for Education's four-part definition of British values:

- Democracy
- The rule of law
- Individual liberty
- Mutual respect tolerance of those of different faiths and beliefs

At New College Durham all our learners will encounter these principles throughout your time with us.

The Quiet Room

The new Quiet Room has now been completed and is available for use in the college. The room is based in the Sports and Music Building. Students are required to register to use the room so that the college can monitor its usage. If you require use of the room for reflection or prayer, you will need to come and complete a registration form and sign a code of conduct for use with the Students' Union.

TERM DATES

A-Level welcome days start	Friday 26 August 2022
Full time further education welcome days start	Wednesday 31 August 2022
All full time further education courses start	Monday 12 September 2022
All part time further education courses start	Monday 12 September 2022
All apprenticeships courses start	Monday 12 September 2022

Student half-term	Friday 21 October – Monday 31 October 2022
End of term	Tuesday 20 December 2022
Spring term starts	Wednesday 4 January 2023
Half-term (FE* only)	Friday 17 February – Monday 27 February 2023
End of term	Friday 31 March 2023
Summer term starts	Monday 17 April 2023
Half-term	Friday 26 May – Monday 5 June 2023
End of term	Friday 30 June 2023

*FE – Further Education

KEY CONTACTS



Advice Support Careers

T: 0191 375 4400
E: asc@newdur.ac.uk

International Office

T: 0044 0191 375 4151
E: international@newdur.ac.uk



Learning Support

T: 0191 375 4380
E: ALS@newdur.ac.uk

Admissions

T: 0191 375 4210
E: admissions@newdur.ac.uk

Students' Union

T: 0191 375 4546
E: studentunion@newdur.ac.uk

Main Reception

T: 0191 375 4000
E: help@newdur.ac.uk

HOW TO FIND US

From A1(M) Northbound

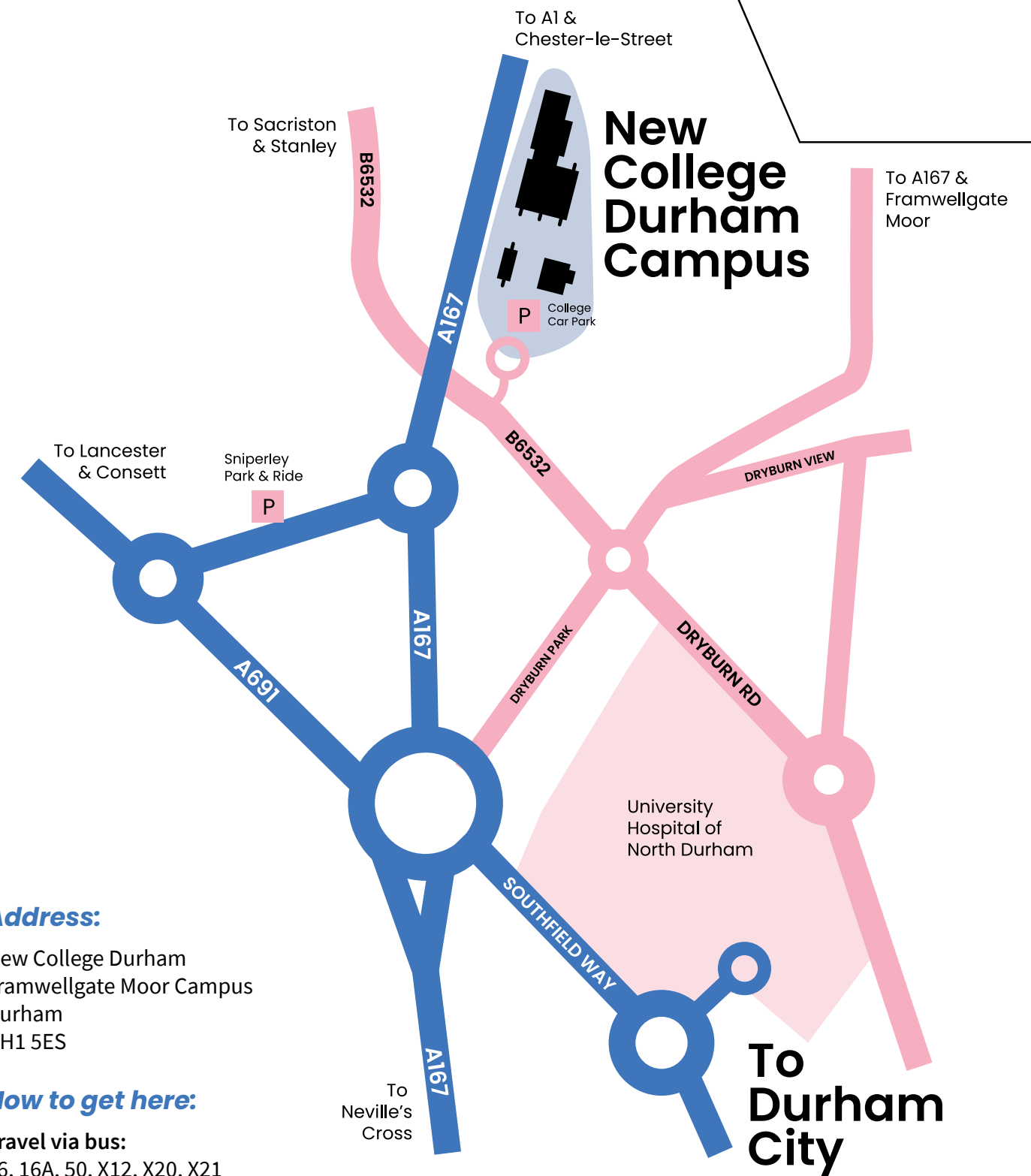
- Leave the A1 at Junction 62 (signed Durham, A690 and Consett)
- At the roundabout at the top of the slip road, join the A690 (Carville Link Road) towards Durham
- At the roundabout junction with the A181, take the third exit and proceed downhill to next roundabout and go straight ahead across the bridge
- At the traffic lights turn right onto the A691
- Continue under the railway bridge and at the next roundabout, join the B6532
- At the next roundabout turn left
- Continue straight over the next roundabout
- The college campus is the first turning on the right (see over page)

From A1(M) Southbound

- Leave the A1(M) at Junction 63 (signed Chester-le-Street and A167)
- At the roundabout at the bottom of the slip road, join the A167 towards Durham
- Remain on the A167 over 4 roundabouts (passing 'The Riverside' cricket ground on the left)
- At the fifth roundabout, take the second exit onto Front Street and continue to the roundabout junction with the B6532
- Turn right at the roundabout onto the B6532 and the college campus is located on the right (see over page)

By Train

Rail services from Newcastle, Darlington, York, London and Edinburgh.



Address:

New College Durham
Framwellgate Moor Campus
Durham
DH1 5ES

How to get here:

Travel via bus:

16, 16A, 50, X12, X20, X21

Travel via car:

Use on site parking, entrance via B6532, enter DH1 5ES in sat nav.

Nearest train station:

Durham (DHM) - Distance 1.6 miles.



New College Durham
Framwellgate Moor Campus
Durham, DH1 5ES

0191 375 4000 help@newdur.ac.uk

