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City College Norwich Higher Education

Student Handbook 2024/25



**CITY
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Principal's Welcome

Whether you have studied with us before, or this is your first course with our College, I'd like to welcome you to the Higher Education community at City College Norwich. Higher level qualifications, whether Degrees, Foundation Degrees or Higher Nationals/HTQs are a keyway to transform lives and unlock opportunity and I am delighted that you have chosen to start that change with us.



HE is demanding as well as rewarding and adjusting to its demands – particularly if you are fitting this alongside other commitments in your life such as work and family – can seem daunting. Our expert teaching and support staff are experienced and skilled in helping you make this transition successfully and supporting you throughout your course (don't just take my word for it, our National Student Survey results 2024 confirm that). We pride ourselves on the friendly, approachable and accessible support we can offer you as an HE student, do make full use of it.

You are joining an academic and professional community of like-minded people and I hope you will take full advantage of the exciting opportunities this will provide for your academic, professional and personal development.

Students are at the heart of our HE community. We encourage you to be an active participant in shaping your learning, to get involved and to tell us about your experiences so that we can continue to respond to your priorities and views. Immerse yourself in all that you can and take up the many opportunities to get involved – from the variety of social events available and the fantastic facilities, to contributing to the development of Higher Education through our HE Student Forum, and the Students' Union. We will also soon be recruiting new student Governors to sit on the College Corporation Board and Business or Curriculum and Standards Committees, please keep an eye on your College emails for more information.

Whether you are based at Norfolk House, Ipswich Road, or our Easton campus, you will find everything you need to succeed right here. Our expert, friendly, supportive and professional staff, backed up by great links with employers and our university partner (UEA), teaching and study spaces exclusively for HE students, as well as industry standard training facilities, are all geared towards supporting you to achieve.

Whilst you can look forward to enhanced career opportunities, and greater earnings potential, as a result of your Higher Education studies, we recognise that these are particularly testing times for everyone. If you are experiencing financial difficulties or worries because of the current cost of living pressures, do reach out and let us know. Our HE Student Support Officers are here for you and will be able to guide you in accessing all the support you are entitled to; financial, wellbeing or academic.

Your time with us will be full of challenging, stimulating and rewarding learning experiences. You will have to work hard, but it will also offer you great opportunities – make the very best of them.

I wish you every success.

Jerry White

Assistant Principal of Higher Education and Adults Introduction

Welcome to your course at City College Norwich. Whether you are joining us on a Bachelors or Foundation Degree, Higher or Degree Apprenticeship, HNC/D or Higher Technical Qualification and whichever of our campuses you attend I hope that your experience with us is everything that you need it to be.



As we move into the new academic year, we remain committed to providing you with an experience that meets your needs and expectations. We know that you want to enjoy your learning experience, be taught well, be supported to achieve your best and to see that experience benefit you in the future.

And we saw in our most recent National Student Survey that

- Teaching on my Course was rated 93.7% positively by CCN students, against a national average of 85.43%
- Learning Opportunities was rated at 88.23% against a national average of 82.39%
- Academic Support was rated at 91.73% against a national average of 85.55% and
- Listening to Student Voice was rated 83.33% against a national average of 74%.

So we're hopefully continuing to deliver the experience that you want and need. But we remain keen to make sure that we improve that further.

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

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

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

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

Ed Rose

Assistant Principal Higher Education and Adults

Edward.rose@ccn.ac.uk

Important HE Dates – Teaching dates

Semester Dates	
Semester One Teaching Commences	9 th September 2024
Half Term	28/10/2024 - 01/11/2024
Christmas Break	23/12/2024 - 03/01/2025
Semester One Teaching Ends	10/01/2025
Assessment Week	13/01/2025-17/01/2025
Inter-Semester Break	20/01/2025 - 31/01/2025
Semester Two Teaching Commences	3 rd February 2025
Half Term	17/02/2025 - 21/02/2025
Easter Break	07/04/2025 - 21/04/2025
Half Term	26/05/2025- 30/05/2025
Semester Two Teaching Ends	13/06/2025
Assessment Week	16/06/2025-20/06/2025

Term Dates <i>(Only applicable to students taught on the following programmes: Social Worker Degree Apprenticeship (K0001-2125) and Operations/Departmental Managers (CMI- K0090 and H0510)</i>	
Term One Teaching Commences	W/C: 09/09/2024
Half Term	W/C: 28/10/2024
Term One Teaching Ends	W/C: 18/11/2024
Christmas Break	W/C: 23/12/2024 and 30/12/2024
Term Two Teaching Commences	W/C: 06/01/2025
Half Term	W/C: 17/02/2025
Term Two Teaching Ends	W/C: 17/03/2025
Easter Break	W/C: 07/04/2025 and 14/04/2025
Term Three Teaching Commences	W/C: 21/04/2025
Half Term	W/C: 26/05/2025
Term Three Teaching Ends	W/C: 30/06/2025

Please note that the above dates may differ for certain programmes. Please speak with your Course Leader for clarity if applicable.
It is in your best interests not to book holiday within term/semester dates, including assessment weeks.

Important HE Dates – Board dates

This is when your grades/ modules will be ratified. The Pre-Board EC Panels are when all special considerations will be reviewed.

BIM Boards Dates	
BIM Assessment Board (Semester 1 Results)	27/02/2025
BIM Assessment Board (Semester 2 Results)	17/07/2025
BIM Referral Board	28/08/2025
Other Key Dates	
Extraordinary Referral Board (Provisional Progressions)	23/10/2024
Social Work Assessment Board and EPA Board (Semester 1 and Term 1 Results)	29/01/2025
Higher National and Higher Technical Boards Dates	
Higher Nationals Assessment Board (Semester 1 Results)	26/02/2025
Higher Nationals Assessment Board (Semester 2 Results)	16/07/2025
Pre-Board EC Panel Dates (N.B. Paperwork must be submitted in advanced of these dates)	
Pre-Board Extenuating Circumstances Panel	22/10/2024
Pre-Board Extenuating Circumstances Panel	28/01/2025
Pre-Board Extenuating Circumstances Panel	25/02/2025
Pre-Board Extenuating Circumstances Panel	15/07/2025
Pre-Board Extenuating Circumstances Panel	27/08/2025

Communication between you and us

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

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

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

Lecturing staff will not respond to emails out of hours and we will make sure that you are aware of when proportional staff are available. Staff are requested to details their working hours and use Out of Office when then are not available (for example on leave).

Details of how you can link your email to your phone and how to access all other IT systems can be found [here](#) including

- Office 365 access
- Multi-factor authentication
- Eduroam (wi-fi access)

Personal Tutor Support

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

As a minimum you can expect 3 formal opportunities to meet with your Personal Tutor across the academic year, with at least one per term.



Your Personal Tutor is someone to whom you can turn with any problem, academic or not. They will offer advice and guidance to support your academic, personal and professional development. This will include helping you to reflect on and benefit from the feedback you receive on your work.

On the personal side, you can discuss with your Tutor, in confidence, any matter - from health problems to relationship break-ups, whether it affects your ability to study or not. Your Tutor will be able to offer initial support on a range of issues and will also be able to direct you to the professional services offered by the College.

Formal tutorials are recorded on your e-ILP (electronic individual learning plan) with targets agreed between you and your tutor. This may also be updated by you or your tutor throughout your studies to ensure that there is a record of your conversations.

Individual Tutors will let you know how you can contact them and the system for booking meetings. If you need to see your Tutor urgently, don't be afraid to ask. Leave a note, or send an e-mail, and you will be contacted as soon as possible.

If you are a student on a Higher or Degree Apprenticeship programme and your employment circumstances change then your Apprenticeship Workplace Supervisor will discuss the options available to you, depending on your apprenticeship status. You can take a break in learning through agreement with your employer which may be due to medical treatment or parental or personal reasons. If you wish to take a break in your learning you must speak to your employer at the earliest opportunity. You must also discuss this with your Apprenticeship Workplace Supervisor at the same time.

Equity, Diversity and Inclusion at City College Norwich

City College Norwich aims to be:

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

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

The commitment is fundamental to the College's Strategic Framework which covers all college activities and is endorsed by the Governing Body. The College values the diversity of its students, staff and the communities it is part of, and all members of the College community are expected to ensure that their actions embody this commitment.

The College's commitment to Equal Opportunities is summarised in the College's Equality and Diversity Statement, which details the steps taken by the College to ensure that equality and diversity are embedded within the fabric of the organisation at all levels.

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

If you have a complaint about harassment or discrimination, please raise your complaint appropriately. All complaints will be treated as confidential, and details will only be shared with the people who need to know in order to implement this complaints procedure. You may speak to a member of the academic staff or a counsellor in the Advice Shop.

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



City College Norwich, an Associate College of the University of East Anglia (UEA)

City College Norwich is proud to be an Associate College of the University of East Anglia (UEA). UEA is ranked in the World Top 100 for research citations (Times Higher Education World University Rankings 2023) and is based on the Norwich Research Park, one of Europe's largest collaborative research sites and a world-leading centre for environment, health and plant science research. UEA is in the UK Top 20 for research quality and 13th in the UK for quality of research outputs which is making real-world impact, with 91% of UEA research being rated 'world-leading' or 'internationally excellent' by the Research Excellence Framework (REF2021).

UEA is a UK Top 30 University (The Times/Sunday Times 2024) and ranked 21st in The Complete University Guide 2025.

The University has validated all the degrees offered at City College Norwich, and doing so has made a bold and clear statement of its faith in our academic standards and quality assurance processes. Therefore, you will embark upon a carefully designed and rigorously monitored programme of study and on successful completion will be rewarded with a UEA degree.

Our relationship with UEA goes beyond the validation process. We are constantly working with the University to enhance and develop our higher education offering.

After your enrolment all UEA validated students will be issued with a UEA campus card which will give you access to the University library 24 hours per day, seven days per week.

This campus card can give you access to: the UEA Library and IT facilities, associate membership of uea(su), sports club membership through uea+sport and Sportspark.

Library and IT facilities

The UEA Library contains more than 800,000 books and journals, as well as extensive collections of specialist materials.

CCN students are entitled to a UEA campus card. With a valid campus card students can access the following:

- UEA Library building, open 24/7
- Library borrowing and reservation of on loan books
- IT username and password for access to the internet via UEA PCs in UEA Library
- Access to 'walk-in' electronic resources
- IT account related support from UEA IT Service Desk

CCN students are not able to loan: Reference Only Material, High Demand Collection, CLRC collection or CSED collection.

The following services are not available to CCN students: interlibrary loans, study room booking system, printing, photocopying, or scanning.

UEA Students' Union: uea(su)

CCN students have access to their own students' union: <https://ccn.unioncloud.org/>

CCN students are not automatically members of the uea(su), however with a valid UEA campus card can access:

- uea(su) bars
- The two live music and nightclub venues: The LCR, located on campus and The Waterfront, located in the city centre.

CCN students cannot access direct support from the uea(su), however they can access most sections of the uea(su) website for helpful advice on housing, finance, and employment issues.

uea(su) associate membership

CCN students are able to apply to be a uea(su) associate member free of charge. As an associate member, you gain access to join uea(su) clubs and societies. More details, including how to apply, can be found here: <https://www.ueasu.org/opportunities/memberships/#associate>

UEA currently have over 150 societies, all ran by students alongside their studies and provide you with a wide array of opportunities to learn new skills and meet new people.

The wide range of societies on offer can be found here:
<https://www.ueasu.org/opportunities/societies/>

Associate memberships expire on the 31st July each year so students will need to apply for these annually.

Student sports club membership (uea+sport)

UEA have over 50 sports clubs, run by uea+sport. Details of these can be found here: <https://ueasport.co.uk/clubs/> Subject to a club's discretion, students over the age of 18 years who are uea(su) associate members can become an 'associate member' of UEA sport clubs.

To join a sports club, students will be required to purchase the uea+sport membership. This costs £55 per year and contributes to the cost of club activities, e.g., coaching, kit, transport, affiliations, insurance. Please note that each club also charges a membership fee in addition to uea+sport membership. Club fees vary and are set by each individual club.

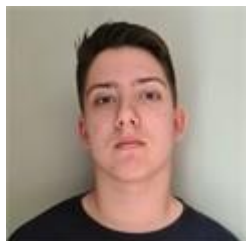
Sportspark

Sportspark is one of the UK's largest community sports venues based at UEA. Sportspark facilities include: an Olympic size swimming pool, gymnastics centre, gym and fitness studios, sports halls, a climbing wall, squash courts, outdoor athletics track, Astro turf pitches and outdoor courts.

CCN students can join the Sportspark by purchasing a membership.

More information about Sportspark can be found here: <https://www.sportspark.co.uk/>

Welcome to City College Norwich!



My name is Freddie Simpson and I'm your Students' Union president for the academic year 2024/25. My goal for this year is to help continually create a college environment where everybody feels safe and included and feels that they can enjoy their time here as a student. I hope to drive positive change and be a part of shaping the college environment for the greater good, to do this I'm looking forward to working with those of you who get involved in the union to make sure your voices are heard.

The Students' Union at CCN is there to support you as a student whether you have any concerns or just need to have a chat. The Students' Union encourage all students to take advantage of the opportunities created by being part of our union like events, clubs and societies (which we can help you set up) so you can meet many new like-minded people and have an enriching time at college beyond studying. The Students' Union is always there for you and can help you access a range of advice and guidance, so if you need support of any sort, the Students' Union is here to help you, because we believe that everyone has a right to their voices being heard. You can tell us any concerns, worries or any suggestions of how we as a college can do better.

You can contact us by emailing StudentUnion@ccn.ac.uk or you can email the current president Freddie Simpson at Freddie.Simpson@ccn.ac.uk or phone the Students' Union on 01603 773077.

As HE students there are ways for you to get involved with the Students' Union alongside the other executive officer and student representative positions (all of which have more information on the SharePoint page). There is an opportunity for two HE officers in the Students' Union (one for the Norwich campus and one for Norfolk house). These are positions where you work directly with the Students' Union and put your ideas for HE forward.

As a student of CCN, you are eligible to get lots of discounts either from the National Union of Students or Free apps. For more information on each, please visit the websites below:

www.TOTUM.co.uk

www.unidays.co.uk

www.studentbeans.co.uk

We also have discounts specifically for our students in many businesses such as Clued-up Escape Rooms and H&Js. All of our discounts are listed under the "discounts" tab on the One College app.

Free Citizen Card

A CitizenCard is an official UK ID / proof of age card recognised as such by the Home Office and almost all UK retailers and public transport providers including UK airlines. The adult 18+ ID card displays POLICE, SECURITY INDUSTRY and TRADING STANDARDS logos and all CitizenCards bear the PASS hologram.

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

HE Student Representation

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

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

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

- The Head of Higher Education or the Assistant Principal for HE and Adults
- The Higher Education Curriculum Lead for that course
- The Course delivery team
- Employers involved in the programme
- UEA representatives

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

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

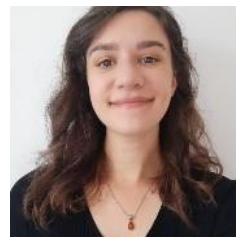
HE Course Committees	
First Course Committee Meetings	Week Commencing 18 th November 2024
Second Course Committee Meetings	Week Commencing 3 rd March 2025
Third Course Committee Meetings	Week Commencing 19 th May 2025
HE Student Learning and Engagement Committee	
First Meeting	Wednesday 25 th November 2024
Second Meeting	Tuesday 11 th March 2025
Third Meeting	Thursday 5 th June 2025

Section 2 – Student Support

HE Student Support Officers Introduction

HE Student Support Officer

As your HE Student Support Officer, I am here to provide an additional support to help you to get the most out of your studies at City College. I will be happy to answer any queries or concerns you may have regarding your assessments, your experience at the College, or external factors that are impacting your studies such as financial concerns or issues at home.



I can offer 1:1 tutorial support for academic skills, and to discuss the various ways in which the College can support you. There are a number of support services and procedures within City College, and I am here to support you through these processes, and signpost you to the relevant support.

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

If you want to arrange a meeting with me or seek advice more generally, you can contact me in the following ways: -

Via email: Hannah.Brown@ccn.ac.uk , or by telephone 01603 773950

I normally work at Norfolk House, so you can knock on the staffroom door (NH3-01) there and ask for me. I will also be spending time at the other campuses, so I'm happy to arrange to see you at your location if you are based at Main campus, Easton, or IAAN.

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

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

Hannah

HE Student Support Officer (Employability and Progression)

Hello!

I am here to provide careers education throughout your course, and to help you take your next steps after graduation.

I can help with:

- *Careers guidance*
- *Job searches*
- *Job applications*
- *CVs and cover letters*
- *Identifying your Transferable and Professional Skills*
- *Interview techniques and practice*
- *Applying to courses of further study (including Master's degrees)*
- *Enhancing your employability*
- *Finding work experience*
- *Finding volunteering opportunities*

If you would like support with any of these then you can speak to me.

I work across all campuses from Tuesday to Thursday and alternate Mondays and Fridays.

Helen

Helen Temple

01603 773696 helen.temple@ccn.ac.uk



Regulations and Procedures

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

[UEA Partner Bachelors and Integrated Masters \(BIM\) Regulations](#)

For students studying a Pearson BTEC/HTQ and related apprenticeship qualification:

Mechanical Engineering: [BTEC Higher Nationals in Mechanical Engineering for England: Specification \(pearson.com\)](#)

Electrical Engineering: [BTEC HN Electrical and Electronic Engineering for England specification \(pearson.com\)](#)

Construction (All pathways): [BTEC Higher Nationals in Construction Management for England: Specification \(pearson.com\)](#)

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

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

Extenuating Circumstances

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

These are: -

Self-Certification Request (SCR): Twice per academic year, students can extend their deadline by 7 days. This does not apply to 'live' assessments such as exams and presentations. Self-certification extensions can be requested using the Extenuating Circumstances (Self-Certification) button on your e-ILP.

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

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

Reasonable Adjustments

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

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

Some examples of RA's include, but are not limited to:

- Additional time in exams
- Additional time for coursework
- Rest breaks in exams and/or presentations
- Use of a computer in exams
- A reader, scribe and/or prompt for exams

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

Requesting Reasonable Adjustments

It is the responsibility of the student to request all adjustments that they require and provide evidence of their need.

Any students who have previously studied with CCN and received support in assessment, will need to request this support again as they move into Higher Education.

We will look for the following types of evidence:

For Students with a DSA Assessment:

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

Students with Medical Conditions:

If you have a medical condition and can provide evidence such as:

a letter/report from CAMHS, a HCPC registered psychologist, a medical professional a psychiatrist, a Speech and Language Therapist (SaLT); or

a letter/report from the Local Authority Specialist Service, Local Authority Sensory Impairment Service or Occupational Health Service

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

Students with a Learning Difference or Difficulty:

Any student with a diagnostic report or other medical evidence can use this as evidence for their Reasonable Adjustments Request.

For those without existing evidence of their need, the college can accommodate a SpLD assessment, which will identify the student's normal ways of working, and recommend appropriate Reasonable Adjustments. SpLD assessments are offered if both the student and tutor can confirm difficulties with learning and assessments not associated with poor study skills.

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

Step 1: Complete the student SpLD Referral form. This can be found on Student Services - Support - Exam Access Arrangements .

Step 2: Once this is completed, please let your tutor know so they can complete the Staff Referral Form.

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

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

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

Step 6: It is then the HE student's responsibility to complete the Reasonable Adjustments claim form to request the recommended adjustments be put in place. The Reasonable Adjustments claim form will be found on Blackboard. Please contact Hannah Brown (Hannah.Brown@ccn.ac.uk) with any queries

Interruption to Study

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

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

Further Support

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

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

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

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

Finding a Qualified SpLD Specialist

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

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

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

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

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

Library support

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

The library offers a variety of support, both on campus and online. This guide will take you through the main areas of the library and how to access support. If you have any questions about these services, or want to find out further information, please take a look at the library [website](#), found under 'Useful Links for Students' on your Blackboard Homepage, or by clicking on 'The Library' at the top panel of the CCN Homepage. You can contact the library directly through the details below. The phone line and email address are manned during [opening hours](#).

Contacts:

General enquiries email: libhelp@ccn.ac.uk

General enquiries phone number: 01603 773114.

Reservations

Use the library's reservations service to request items from any college library, to be collected from your chosen library at a time you choose. Instructions with screenshots are available on the library website [here](#).

1. Use the online Library Catalogue to search for an item – this can be via title or key words.
2. Click on an item to open the record and click 'Make a reserve/booking', ensuring that the 'first copy available' button is clicked.
3. Your request will be sent to library staff, who will locate and issue your item. You will receive an email to your CCN email address when it is ready to collect. If you would like to collect your item from a different site to your usual place of study, please email us at libhelp@ccn.ac.uk.
4. You can view your reservations by clicking the 'Reserves' tab at the top of the Library Catalogue page.
5. Please bring your student ID card with you to the library desk and let a member of staff know you have a reservation. A member of the library team will give your item to you, and you will find a reservation slip inside the book detailing the return date of the loan.

Reservation FAQ's:

How many resources can I collect at once?

- You can borrow up to 20 resources at a time.
- Library staff are NOT responsible for transporting to your home/car, so make sure you are able to get the resources home.

How quickly can I collect the resources I have requested?

- This depends on where the resource is originally located. If you want to collect a book from Norfolk House, and the book you have requested is already at Norfolk House, then it is

possible to collect within 24 hours. If you are requesting books to be transported from another campus, it may take longer. Library staff will send an email to your student email address when your item(s) are ready to collect.

What do I need at collection?

- Please remember to wear your student ID badge whenever you visit the library as you will need to show this to library staff who will then hand you your item.

How do I renew my items?

- You can check your loan due dates and renew them online at any time. Library staff are also available to renew your books for you during our opening hours, either in person, or via email/telephone. If another library user has placed a reservation on an item you are borrowing, you will be unable to further extend the loan, and we ask that you please return it on or before the due date to avoid accruing any fines.

Browsing the shelves

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

The [opening times](#) of each library are available on the library website. These pages will also show further information and updates on any procedures involving the library, or changes to the opening times or staff availability.

eBooks:

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

To browse, go to the [Library website](#) and select [eBook Central](#) or [VLeBooks](#) on the top row of tiles.

Online Journal Databases:

Journal databases allow you to search thousands of online journals at the same time. [Taylor & Francis](#), [SAGE](#) and [ScienceDirect](#) are the largest databases you can access. Links to these databases can be found on the top row of tiles on the library website.

You can find more journal databases, online journals and websites related to your subject on the library website under [‘Subject Resources’](#).

Instructional Videos

The Library Team have produced a range of instructional videos, which cover:

- Referencing and plagiarism
- Secondary referencing
- Online Research skills
- How to identify academic resources
- How to use Ouriginal

- How to write a literature review
- How to proofread your work
- How to use our eBook platforms
- How to use Taylor & Francis
- Guidance on study skills

All these videos have been uploaded to YouTube and can be viewed on the [‘Videos’](#) page on the library website.

Support from the Team

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

Proofreading:

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

To get your work proofread, email your work to the HE Student Support Officer (Hannah Brown) at Hannah.Brown@ccn.ac.uk. Your work will then be anonymised and passed onto the library team. Your feedback will be returned to you by Hannah Brown via email.

Things to remember:

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

Referencing:

Send your assignment to libhelp@ccn.ac.uk and Library staff will check your references and in-text citations. They will check the first 3 instances of each referencing format, e.g., books, journal articles, websites, and leave comments for you to action.

The library can also offer guidance on referencing:

- Go to the library website and select [‘Referencing’](#). Here, you will find a guidance video on referencing, a referencing checklist and a leaflet with examples of how to format your full references and in-text citations using Harvard referencing.
- Cite Them Right is the only guide to the specific style of Harvard referencing used at CCN. **No** other books, websites, apps, plug-ins or extensions use the same style! You can access Cite them Right via the ‘Referencing’ page on the library website.

Financial Support

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

HE Hardship Fund:

The HE Hardship Fund is available to HE students across all campuses. The fund is open to applications from the 1st of October –until the end of the financial year at the end of July 2025, or until the funding has been spent.

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

The fund can support with:

- Living costs not already met from other sources.
- An unexpected/emergency financial crisis
- Preventing students leaving their course due to financial worries

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

The application form to this fund will be available on the CCN & Easton websites, HE Student Support Blackboard page, and via Blackboard announcements during the year- If you have any queries about the fund, please contact the HE Student Support Officer at Hannah.Brown@ccn.ac.uk.

Student Financial advice:

Information about HE student finances is available from the CCN Financial Advisors. If you are experiencing a financial concern, you can contact the financial advisors at: General enquiries email:

- Financialadvice@ccn.ac.uk
- General enquiries number: 01603 773322
- By appointment at the Advice Shop (Ipswich Rd campus)

Reliable sources:

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

- Citizens advice for debt and money management: <https://www.citizensadvice.org.uk/debt-and-money/>
- National Debtline for debt advice: <https://www.nationaldebtline.org/>

- Money Helper (formally the Money Advice Service) for free and impartial financial advice set up by the government: <https://www.moneyhelper.org.uk/en?source=mas#>

Council Tax Redemption:

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

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

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

Safeguarding and Wellbeing Support

Safeguarding:

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

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

Sexual Misconduct and Harassment:

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

Wellbeing:

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

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

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

<https://studentccnac.sharepoint.com/sites/CCN-StudentServices/SitePages/Wellbeing.aspx>

Counselling:

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

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

Additional Mental Health Advice:

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

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

External Support Services

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

Speaking to your GP:

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

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

Client Hardship Service

The Client Hardship Service (CHS) helps people who are unable to meet their immediate needs or need practical support to set up home.

For more information or to check your eligibility, visit their website: [Client Hardship Service \(CHS\) - What the Client Hardship Service is - Norfolk County Council](#)

Kooth:

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

For more information, or to sign up, visit their website: [Home - Kooth](#).

24 Hour Crisis Support:

If you are in a crisis, in need of more urgent support, or feel at all unsafe, then there are free listening services available to help. These 24-hour listening services are available day and night to support you in a time of need. Confidential advice from trained volunteers is provided, and you can talk about anything that is troubling you.

- Call 116123 to talk to [Samaritans](#), or email jo@samaritans.org for a reply within 24 hours
- Text "SHOUT" to 85258 to contact the [Shout Crisis Text Line](#), or text "YM" if you're under 19

Norfolk Wellbeing Service:

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

Student Space:

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

Useful Websites:

- The NHS have published a website dedicated to mental Health and self-care for young people. Find it here: [Self-care tips videos for young people - Every Mind Matters - NHS \(www.nhs.uk\)](https://www.nhs.uk/every-mind-matters/mental-wellbeing-tips/youth-mental-health)
- Mental Health UK's top 5 tips for mental wellbeing [Wellbeing-Guide-MHUK DIGI.pdf](#)
- MIND's 'Improve your Mental Wellbeing': Mental Wellbeing

<https://www.wellbeingnands.co.uk/norfolk/>

<https://www.nhs.uk/every-mind-matters/mental-wellbeing-tips/youth-mental-health>

Additional Links and Information

Support with academic writing

Academic phrase bank:

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

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

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

'How to improve your academic writing':

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

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

You can find the PDF booklet here: [Layout 1 \(york.ac.uk\)](http://york.ac.uk/layout1)

Assignment planning tips:

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

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

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

Referencing:

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

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

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

Organisation / time management:

Keeping yourself organised is vital in ensuring all deadlines are met with minimal stress. It can be hard introducing learning and coursework into your existing routine, so it is best to get an organisation system in place early on. Everyone will have a different way of staying organised, but if you are finding it difficult, here are some example methods:

- **Using an online calendar:**
 - Try using your Outlook calendar, or a calendar on your phone/other device to plan your week. Include your lectures, rest breaks, study time, and other responsibilities (childcare, work, leisure etc.)
 - Put in your deadlines, work schedules, lectures, and other set dates/times. Then, filter in any plans, and set aside some time throughout your week to get college work done.
 - You can also use this to set reminders, which is especially useful if you have your calendar on your phone.
- **Have a daily/weekly to-do list.**
 - Use notes on your phone, add it to your calendar, get a notepad, or use the 'tasks' section on Outlook to make a to-do list.
 - Include anything you need to get done that day.

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

Additional tips for organisation:

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

The Personal Development Page

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

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

Software/online resources

Text-to-Speech:

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

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

You can find Immersive Reader under the 'Review' tab, or search for it in the search bar (Alt + Q).

- Google Chrome Reader add on:
 - 1) Open Google Chrome as your internet browser
 - 2) Go to the Google Chrome Web Store
(<https://chrome.google.com/webstore/category/extensions>)
 - 3) Search using key words 'Read Aloud' and select the 'Read Aloud: A Text to Speech Voice Reader'
 - 4) Click Add to Chrome, Add Extension
 - Here is a brief You Tube video on adding and using the function and adding the reader: [Read Aloud Chrome Extension - YouTube](#)

Speech-to-Text:

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

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