



**Northern  
College**



# STUDENT HANDBOOK

[www.northern.ac.uk](http://www.northern.ac.uk)



“

**My residential stay at Northern  
College, served to positively and  
overwhelmingly change my life  
- Former Student**

”

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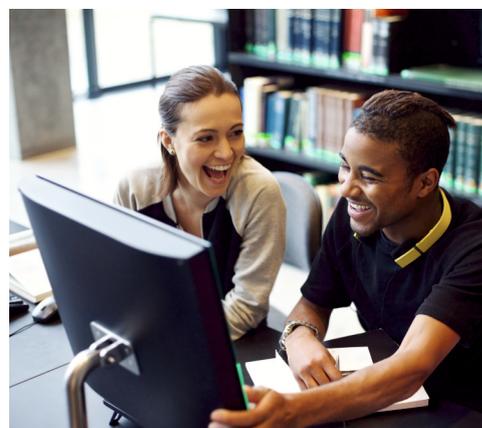
Northern  
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## Keep up to date with all of the activities and events going on at College:

- Join our Student Union
- Follow us on social media
  - Facebook: **/northerncollege**
  - Twitter: **@NorthernCollege**
  - Instagram: **/NorthernCollegeforAdults**
- We also have notice boards across the College. The main one for student activities can be found outside the dining room and the Student Support Services notice board is near the Cutler entrance stairs.



### Contact Student Support Services

Tel: **01226 776000 (extension 6075 or 6112)**

Email: **studentservice@northern.ac.uk**

We are located adjacent to Reception, near the entrance of the building. Make an appointment to come and see us.

# WELCOME AND INTRODUCTION



## Welcome from the Principal

We are delighted that you have chosen to study at Northern College and have designed this handbook to give you all the information you need to make the most of your time with us.

The handbook is full of information on everything from Information, Advice & Guidance, how to get involved with the Student Union, our residential accommodation, Additional Learning Support to name just a few - giving you everything you need to make the best of the services and facilities on offer here at Northern.

We are committed to continually improving the standard of service we offer you, and will always do our best to ensure that you have a fabulous experience with us and take every opportunity to achieve and progress.

If you have any questions, or if you need any assistance, feel free to ask a member of staff - they will always be happy to help you.

I wish you every success in your studies at Northern College.

**Yultan Mellor**

**Principal and Chief Executive**

**Northern College**

# WHO'S WHO?

## Board of Governors

The College is governed by a Board of Governors who are collectively responsible for:

- determining the long term strategy of the College
- looking after the public assets and funds it holds
- ensuring the effective and efficient use of its resources for the benefit of students
- overseeing that the work of the Executive Leadership Team (ELT) leads to a successful College
- ensuring the effective performance of its legal and regulatory duties.

The Board of Governors has Chair and Vice Chair positions, as well as a number of Governors bringing different and important specialisms to oversee the work of the College and drive its success.

If you would like to know more about our Board of Governors and the work they do, you can access further information at <https://www.northern.ac.uk/about-us/College-governance/> or you can contact Sarah Johnson, our Clerk to the Governors at [sjohnson@northern.ac.uk](mailto:sjohnson@northern.ac.uk).

## Executive Leadership Team

The College has an Executive Leadership Team (ELT) that oversees all of the different aspects of the College's work.

A summary of the roles and responsibilities of ELT members is as follows:

### Yultan Mellor

#### Principal and Chief Executive

Overall responsibility for delivery of the College Business Plan, Strategic Planning, National and Regional Policy, ELT Governance Lead, External Relationships.



### Emma Beal

#### Assistant Principal - Curriculum, Quality & Market Development

Curriculum Planning, Teaching, Learning & Assessment, Quality Improvement, Marketing & Communications.



### Sue Saunders

#### Assistant Principal - Finance & Business Services

Finance and Funding, Student Data, Business Systems and Planning, Risk Management & Business Continuity.



**Diane Lawson**  
**Assistant Principal - Student Experience**

Student Support Services, Council & Voice, Safeguarding and Learning Resources, Estates, Commercial and Events.



**Elin Longley**  
**Head of Human Resources**

Staff Pay and Conditions, Staff Continuous Professional Development and Appraisal, Staff Voice.



## Data protection

In order for you to study at the College, we will need to collect and process some personal data about you. We will use the data to manage and process your application and deliver your education. We'll always tell you why we need the data we are asking for and what we are going to do with it.

We are committed to ensuring that all the personal data we use is collected and processed legitimately, fairly and in line with data protection laws. All your data will be processed in accordance with the General Data Protection Regulation (EU) 2016/679 (GDPR) and the Data Protection Act 2018.

More details about how we will process and store your data, and who we will share it with where appropriate, can be found in our privacy notices at [www.northern.ac.uk/dataprotection](http://www.northern.ac.uk/dataprotection). There is also information about your rights in relation to your personal data and who to contact if you have any questions or concerns.

## Complaints and compliments

If you want to raise a concern, we will make every effort to help you. The first step usually involves you talking to someone who may be able to help you sort out your complaint. All complaints are taken seriously, investigated, and the outcome of the investigation is reported back to you.

We also welcome positive feedback which helps us to celebrate the great work of individuals and teams. If you would like to provide feedback about a staff member or an experience at the College that you believe deserves extra recognition, please let us know.

A copy of the Complaints and Compliments Procedure and advice on how to use it, is available from Reception and Student Support Services.

# SHARED RESPONSIBILITY FOR SUCCESS

## What you can expect from us

- We will be flexible, responsive and supportive of your requests
- We will help you to choose the right courses for you, at the right time
- We will provide a safe and pleasant environment
- We will celebrate your achievements and listen to your views
- We will always celebrate differences and diversity

## What we provide

- Northern College values each student as an individual and as a commitment to this responsibility will provide;
- Information on courses, fees, services and support
- Support on how to apply and any entry requirements
- Information and advice on progression on to other courses, both here and at other learning establishments
- Set targets for you which are challenging but achievable; whilst checking that you have understood
- Take time to understand and assess any additional learning support you may need
- Access to a range of enabling technology; if required
- Access to a fully equipped Library and Learning Support Centre
- Access to self-service cafeteria and residential accommodation if appropriate
- Recreational facilities and enrichment activities
- A caring a supportive environment
- Responsive staff
- Protection of your personal information in line with Data Protection Act and GDPR requirements
- Help you fulfil your potential as a student
- Ensure we work with you to support your learning and personal development
- Make sure you have a safe, clean and welcoming environment in which to study



## What we expect from you

- You will take responsibility for your own learning and behaviour
- You will take pride in your work and act upon the advice given
- You will respect the College buildings, environment and its good name
- You will give honest and constructive feedback
- You will treat everyone with respect and be considerate of all College users

## What you have to do

- To help you succeed on your course at Northern College and prepare you for your next steps into further or higher education or employment. It is expected that you will:
  - Follow all College policies and procedures
  - Attend all classes and tutorials
  - Arrive in good time for the start of all sessions
  - Bring all necessary equipment to class
  - Use IT and electronic devices responsibly and respectfully
  - Switch off mobile phones when in class
  - Follow assessment guidelines and avoid plagiarism and cheating
  - Behave in a way that shows respect for others and their right to learn
  - Respect other people's views and opinions
  - Avoid the use of swearing and bad language
  - Report any issues relating to safety, safeguarding
  - Ask for help when you need it and take the support offered
  - Complete all work to the best of your ability and within the timescale agreed
  - Play an active part in promoting Equality, Diversity and Inclusion by:
    - Refuse to take part in behaviour which degrades or makes others feel uncomfortable
    - Report inappropriate behaviour



# YOUR STUDENT JOURNEY

## Additional support

Northern College provides additional learning support to students with learning difficulties and disabilities. This process requires an assessment with our friendly student support team. We require medical evidence of your learning difficulty or disability for you to access support. The support offered can take many forms including classroom support, specialist equipment and software, mobility aids, and academic support. We aim to provide individually tailored support to help our students overcome barriers, build resilience and meet targets in order to become more independent learners. As a result of Covid19 we also support online courses and carry out assessments digitally or by phone.



## Childcare

We are committed to supporting students with childcare requirements to access learning. The College can offer financial support to help with the costs of childcare whilst studying. To see whether you are eligible for support please see [www.northern.ac.uk](http://www.northern.ac.uk) or contact Student Support Services on 01226 776000 ext. 6075.

Please note if you are a student under 20 years of age, on the first day of your academic course you should apply to Care to Learn at [www.gov.uk/care-to-learn](http://www.gov.uk/care-to-learn)

Applications can be submitted prior to enrolment to the course. Payments will be made once the application has been approved and College enrolment is completed. Applications should be made in conjunction with Student Financial Support applications.

## Information, advice and guidance

Northern College offers all students the opportunity for careers information and guidance from our Student Support Services team. The College holds a Matrix Quality Award which recognises that we offer good quality and impartial information, advice and guidance (IAG). Students can either book an appointment with a member of the Student Support Services team or with the National Careers Service. The team also offer support with UCAS applications including personal statements, support with writing a CV and financial support. The team is located in Reception and can be contacted on 01226 776000 ext. 6112/6075.

## Careers and employability

We can help you to identify the right course for you, develop your career ideas and make decisions about your next steps. You can arrange to see a Careers Advisor by making an appointment with Student Support Services on **01226 776000 ext. 6075**.

We can help you access opportunities for skill development, work experience and employment through volunteering opportunities and links with employers. We run a number of events such as Volunteer Fairs, presentations from higher education providers and job search preparation. Careers resources are available in the Library and in Student Support Services.

## Bullying and harassment

We are proud of our reputation as a caring College and as such have a zero tolerance to bullying and harassment. This means that we are committed to supporting students who feel that they may be the victim of bullying or harassing behaviours. Bullying can take many forms and can be verbal, physical or online. It is important that students report it immediately to their personal tutor or Learning Support Worker so actions can be taken. Students who are found to be bullying and harassing others will be disciplined in line with the disciplinary process.

## Conduct and disciplinary

We are an adult only learning environment and expect the highest of standards of conduct, behaviour and respect from our students. This enables everyone to have a great learning experience in a supportive environment. Therefore, the College expects all students to behave in a manner which allows them to learn and others around them to learn. We also expect that all our students will behave in a respectful manner towards each other, the College staff, visitors and our beautiful campus, engage in learning and comply with all the course requirements.

**The College takes student conduct very seriously and any student who is not complying with the code of conduct may be subject to a disciplinary.**

## Paying for your course and financial support

Dependent on your circumstances, you may be eligible to apply for financial support if you are enrolling onto a course with Northern College.

In order to apply for financial support, you need to contact Student Support Services for an application form and assessment of your individual circumstances. The Student Support Services team can also offer you guidance on the range of financial support you may be eligible for, if you wish. They can also provide you with a copy of our Financial Support Procedures (which can also be found online on the College web site).

You can find the applicable course costs on the College's online prospectus at [www.northern.ac.uk](http://www.northern.ac.uk)

To make a payment for your course, contact our Finance team by email at **FinanceMailGroup@northern.ac.uk**

## Cashless College

We operate a cashless environment at Northern, this enables us to maximise hygiene and minimise risk to health in light of the recent Coronavirus pandemic and in general on a day-to-day basis. It speeds up service and shortens queueing times for our students. Cash will not be accepted for any purchase made or fees/charges paid within the College, aside from exceptional circumstances which will be assessed on an individual basis. You can make payments using all major contactless debit and credit cards, with chip and pin. The current contactless limit is £45 (increasing to £100 from 15 October 2021).

## Course applications

You can apply online via the College website, in person or over the phone by calling **01226 776000**. The College will acknowledge receipt of your application and let you know the next steps.

When you apply, you will be able to tell us if you feel you may require additional learning support. We will then contact you to assess your individual support needs if you are offered a place on the course. You may also be eligible for course fee remission (free fees) or other financial support. We will inform you about the range of support available and how to access these funds if you are eligible.

Our curriculum team will also review your application to assess your suitability for your chosen course(s). Depending on the type of course you have applied for, you may need to attend an interview with and undertake an English and Maths initial assessment.

If you meet the entry requirements for a course and you are offered a place you will be required to enrol before you can attend your course.

## Enrolments

You need to enrol on every course you undertake at the College this can be done easily by completing the digital form or if you would like some support with completing the enrolment process you can book a free session with a member of the enrolment team.

On the first day of your course, you will need to bring proof of identity, a method of payment or proof of benefit if you are entitled to course fee remission (free fees).

Once you have enrolled, you will be given a lanyard with your student identity card, which you must wear at all times while you are on College premises.

Student Support Services can be contacted on **01226 776000 ext. 6112/6075**.

# LIFE ON CAMPUS

## Drugs and alcohol

The College has zero tolerance to drugs in campus. Any student found to be in possession of drugs on College premises may be subject to a disciplinary and/or may lose their place on a course. Any behaviour which is linked to the consumption of drugs may also be subject to disciplinary. The College does not encourage the consumption of alcohol on campus.

Support for students with drug or alcohol related issues can be found with Student Support Services who can be contacted on 01226 776000

## Equal opportunities

The College is committed to promoting and accepting differences between individuals; ensuring individuals are treated fairly, respectfully and given equal opportunity to learn and succeed.

The College takes into account difference and places great value in the individual and their right to education and training. Northern College promotes this by: setting clear expectation for behaviour, challenging misplaced attitudes, treating all our students in a fair and transparent manner and supporting agendas which positively promote difference.

## Food

The catering service opens for breakfast, lunch and an evening meal together with morning and afternoon refreshment breaks. The Dining Room is located in the Main House. The College make a particular effort to cater for all special medical/religious dietary requirements so please inform the Catering Manager if you have one.

You must use your student ID at the till in the Dining Room when you collect your meals.

## Smoking on campus

NORTHERN COLLEGE HAS A NO SMOKING POLICY. It is against the law to smoke in College buildings. Smoking and the use of e-cigarettes is not allowed anywhere in the College, with the exception of external designated areas. Anyone found smoking or using e-cigs in College buildings will be subject to disciplinary action. There is an external smoking shelter at the side of the Wollstonecraft Building, the smoking area beneath the fire escape next to the Arched Barn training room, Wentworth Court ground floor by the side of the steps leading to/from the courtyard; this is also the designated area for the use of E-Cigarettes.





## Travelling to College

If you travel to College by car and intend to use the College car park you must register your vehicle with the Estates department by completing the registration form and agreeing to the car parking policy. Applications to be made to the Estate Premises Manager via email using, [estates@northern.ac.uk](mailto:estates@northern.ac.uk); the permissions to use the car park will then be added to your ID badge.

If travelling via public transport, there is a bus stop/shelter at the end of the main drive and this is where you catch the bus for both directions. For information regarding bus timetables please visit: [www.travelsouthyorkshire.com](http://www.travelsouthyorkshire.com). A copy of the bus timetable is also available on Reception.

From the Bus Station you can usually connect with National Express and/or National Rail. Alternatively, if you require a taxi here are a couple of local numbers:

**A1 Ace Taxis - 01226 288888, Dodworth Direct 01226 200100, Blueline 01226 244444**

## Illness at College and Covid

We are committed to your Health and Safety. As part of that commitment, we have taken measures to protect you whilst staying on campus:

### Covid-19

- We have developed a detailed risk assessment and put appropriate measures in place to help prevent the spread of the current coronavirus pandemic (COVID-19) around the campus. We will ask all students and visitors to read this guidance and risk assessment. You will also need to say that you understand it and that you will comply with all the measures within it. We constantly review government guidelines and this document will be updated if any significant changes occur. If and when this happens, we will ask you to read and sign an updated version to say you will comply with any revised measures and understand them.

### Illness at College

- If you become ill at College, please let your tutor know immediately. If your tutor is not available, then please inform the nearest member of staff.
- Please note if you think the illness is COVID-19 related, inform a member of staff immediately. If you are residential you must then stay in your room. If you are non-residential, you must leave site immediately.

## First aid

- We have trained first aiders on site who are available to aid in any treatment that cannot easily be self-administered.
- First aiders are available 24 hours a day and can be contacted via Reception or the caretaking/security staff out of hours. Please contact Reception on: 01226 776000, or 0 using the internal phone system. After 5pm contact the caretaker/night security on: 01226 776303, or 6303 using the internal phone system.

## Safeguarding

It is important to us that all our students feel safe and are safe. The College takes its safeguarding responsibility seriously and is committed to keeping all its students safe and well. In order to safeguard all our students, we:

- ask all guests to sign in
- have site security 24 hours, seven days a week
- ask students to let us know when they arrive and leave campus
- have security locks on all our buildings
- work with local community Police teams
- support students to raise any concerns they may have
- train our staff in safeguarding and Prevent
- ask all our students, staff and visitors to wear lanyards
- ask for respectful behaviour and not tolerate bullying or misuse of drugs and alcohol
- have Safeguarding Officers
- ensure we have a duty manager on call 24/7.

If you have any concerns, please contact Student Support Services on: 01226 776000 ext. 6112 or after 5pm Site Security in the Security Office or email [safeguarding@northern.ac.uk](mailto:safeguarding@northern.ac.uk)

## Prevent

The Prevent duty part of safeguarding is about keeping safe from extremism and radicalisation and supporting individuals from being drawn into terrorism. This is underpinned by the key British values which are: democracy, rule of law, individual liberty, mutual respect and tolerance of those of different faith and beliefs.

It is important that all our students understand how these British values are relevant to their lives. You will have opportunity within class to discuss, debate and learn about British values.

If you notice anything in College or at home which worries you in relation to radicalisation or extremist behaviours, please contact the Safeguarding Officer in Student Support Services on ext.6112 or email [safeguarding@northern.ac.uk](mailto:safeguarding@northern.ac.uk)

## Mental health

Northern College is committed to supporting its students to feel well both mentally and physically. Sometimes it can be difficult to stay focused on your College work and remain positive so the College has a range of activities to support mental health and wellbeing. It is important that you tell us if you are experiencing difficulties so we can help you get the very best student experience at Northern College.

At the College we offer free access into the National Trust gardens, National Trust activities, a supportive Chaplaincy service and a range of additional learning support services.

To find out more contact Student Support Services or use the NHS website <https://www.nhs.uk/conditions/stress-anxiety-depression/mental-health-helplines/> to find contact details for a wide range of mental health charities, organisations and support groups.

## Chaplaincy

We have a multifaith room, with far reaching beautiful views, at the College which can be used for prayer or quiet contemplation for those with no faith. The College also has a number of chaplains who can support students in pastoral care, prayer or as a listening ear. The room and Chaplain Service can be used by all students regardless of faith background. The multifaith room is located on the fifth floor in room 10.

## ID cards

All students will be issued with an ID card and lanyard. The ID card will allow access into the Main House and can be used to pre-load money for payment of College meals. All students, staff and visitors are expected to wear their lanyard and ID at all times whilst on campus to ensure the safety of everyone at our College. Lost cards may incur a renewal charge – please contact Reception for further details.



## Accommodation

We want our residential students to have a comfortable and safe experience whilst staying with us at Northern College and it is important to look at the following accommodation and Health and Safety information.

### Cash Machine

The nearest Cash Machine is located in Gilroyd or Dodworth.

### Local hospitals and pharmacy

Nearest Hospital - Barnsley Hospital NHS Foundation Trust, Gawber Road, Barnsley, S75 2EP  
Telephone 01226 730000

Nearest Pharmacy - Assura Pharmacy, High Street, Unit 1 Apollo Court, Dodworth, Barnsley, S75 3RF, Telephone 01226 203921

### Electrical equipment

Students and visitors should be aware that if damage occurs to College premises/equipment, through a faulty electrical appliance which they have brought with them, the College may claim compensation. Please be sure that your personal electrical equipment is in good working order. Portable appliance inspections will be available. Please contact the Health and Safety Officer.

### Noise restriction 11pm

There is a campus curfew of 11pm. This means that after 11pm you are not permitted to drink alcohol or cause noise and disruption. If you break this curfew you may be asked to leave campus immediately and you may face disciplinary proceedings which could result with you being permanently excluded.

### Repairs and maintenance problems

In order to ensure that minor repairs, maintenance and cleaning are carried out the following procedures have been agreed:

- If you have an accommodation problem (e.g. faulty lights, faulty door handles, faulty toilets, leaking radiator pipes) which requires action, you should first enter the problem in the Repairs and Maintenance Book on Reception. The entry must be signed. When Reception is closed the 'Maintenance Book' will be placed on the security desk alongside the Fire Book.
- The College Maintenance Team will attend to the difficulty as quickly as possible. Facilities carrying out routine repairs and maintenance must be given access to all rooms (including study bedrooms).
- Reasonable notice will be given where possible. Staff will only enter rooms without notice to undertake repairs, in the event of an emergency or for health and safety reasons.
- No pets are allowed on the College premises (excludes guide dogs).

## Security

Everyone has a part to play in maintaining a secure and relaxed living environment. All members of the College, both staff and students, are encouraged to keep their eyes and ears open and to take positive and immediate steps to report suspicious incidents and people.

Anything suspicious, however trivial, should be reported to the staff on Reception without delay. After Reception closes, you can contact the Facilities and Maintenance staff on 6303 on any internal telephone. Facilities and Maintenance patrol the College from late in the evening until early in the morning, and can be contacted on 6303.

There are a number of basic precautions that you should take:

- Always lock the door and windows whenever you leave your study bedroom. If you live at ground floor level draw the curtains whenever you are away from the room for any length of time. Do not be careless with your room key.
- Make sure that the accommodation lobby doors are locked after 11pm.
- Do not leave money or valuables on tables etc., where they can be seen by any would-be thief.
- Do not allow strangers to enter your room on whatever pretext without first checking their identification. All College staff and students should display identity badges.
- Always be on the alert for intruders and if any incident or person causes you to be suspicious, report it without delay.

If any of your personal possessions are stolen or any other incident requires investigation, you should report details at once to Reception or contact the Facilities and Maintenance staff. You may wish to report the matter to the police, but it will help subsequent investigations if the Reception staff are informed as soon as the police are told.

Rooms that have 'panic alarms' or pull cords fitted must only be activated in the event of an emergency. Please use ONLY if you are unable to contact the duty caretaker on the internal phone. Dial 6303 and wait to be connected to the caretaker's mobile. If you're using a mobile telephone or external land line you will need to dial 01226 776303.



## Using Wentworth Castle grounds

While you are a student at Northern College, the National Trust would like to invite you to enjoy the beautiful gardens next door.

One of the country's greatest 18th century landscapes, Wentworth Castle Gardens is the only Grade I listed park and garden in South Yorkshire. Whether you want to sit and enjoy the colours in the Azalea garden in early summer, stroll through the stumpery and fernery or lose yourself in the Union Jack garden, a visit to the gardens can be a great way to relax and unwind.

As a student, you can access the gardens when the visitors aren't here, giving you a unique chance to enjoy them at their most peaceful.



### Get involved

There are various ways to get involved at Wentworth Castle Gardens. The National Trust have activities for individuals and families all through the year, especially during school holidays. In 2020/21 the National Trust will be looking for volunteers to redesign part of the Union Jack garden - a great opportunity to make a lasting impact on the gardens!

The National Trust are also always looking to recruit volunteers and have a range of roles that you might be interested in, from welcoming visitors, to researching the archives, to helping in the cafe. They would love to hear your thoughts about and ideas for the site! For more information, see the National Trust website, or the Wentworth Castle Garden noticeboard in College or contact Ruth (details below).

### Access

Students at Northern College are welcome to explore Wentworth Castle Gardens between 8am and dusk.

Simply wear your College student ID badge and lanyard to access the parkland and gardens for free. Some parts of the garden are accessible to personal mobility vehicles. Please email the National Trust at [wentworthcastlegardens@nationaltrust.org.uk](mailto:wentworthcastlegardens@nationaltrust.org.uk) for the access map or pop into the National Trust visitor reception building during opening hours.

Please feel free to bring your assistance dog into the gardens as well as the buildings.

### Safety

Sometimes the National Trust close the grounds due to high winds and bad weather conditions. Please follow guidance signs when closures are in place.

The National Trust rangers and gardening teams may be using machinery around the grounds during your visit. Please follow guidance signs if work is underway.

Find out more:

Visit - [www.nationaltrust.org.uk/projects/the-latest-from-wentworth-castle-gardens](http://www.nationaltrust.org.uk/projects/the-latest-from-wentworth-castle-gardens)

Like us on - [Facebook.com/NTWentworthCastleGardens](https://www.facebook.com/NTWentworthCastleGardens)

# ICT AND LEARNING RESOURCES

## Library and e-resources

The Library plays a central role in the experience of Northern College students. It is located in the Long Gallery of the Main House, and combines a traditional library ambience with access to an IT infrastructure. The library has a number of computer workstations which are available on a first come, first served basis and an additional 80 study spaces where individual or group work can take place. The entire study area is Wi-Fi enabled giving students the flexibility to work in the location of their choice. The library houses a wide range of books, digital resources (e-books) journals and DVDs which complement and enhance the College's curriculum. Experienced library staff are on hand to provide help and advice and to assist with many aspects of academic study. For more information, please contact the Library on its direct line 01226 776023.

## Assessment of work

If you feel that a grade or mark you have been awarded for your work does not reflect its quality, or if you want to ask for more information about your grade, you should first see the tutor who assessed your work. The tutor will explain their decision. If you are not satisfied with this, you can appeal against your grade. The Assessment Appeals Procedure is available from tutors, Reception and Student Support Services. You must be careful not to plagiarise (copy without referencing the source) other people's work by presenting it as if it is your own. Plagiarism is an offence that is subject to the student conduct procedures. Your teacher will explain what plagiarism is and how you can avoid plagiarism in your work.

## Attendance

Whilst at College, it is important to attend classes regularly and on time. In our experience, students who attend all their classes are more likely to pass their course.

You are expected to:

- attend 100% of lessons and be in class at the start of each session. You should aim to arrive 10 minutes before the start of the class
- email the absence address before 9am on the first day of absence: [absence@northern.ac.uk](mailto:absence@northern.ac.uk).
- provide a medical certificate if your sickness absence is longer than one week
- engage with staff contacting you to offer support and guidance.

Absence for external appointments will only be authorised where they are agreed in advance with Personal Tutors / Tutors and you should attempt to reschedule external appointments outside of College classes.

If you do not comply with expectations of attendance this may impact on any financial support funds or trigger action through the Student Learning and Behaviour process. If you would like further information, please ask your tutor for a copy of the Student Attendance policy.

## Exams

Your tutor will explain to you which qualifications you will be taking as part of your course. They will tell you if you need to do anything to register with the awarding body and enter you for any exams that you will take. Some students are entitled to special arrangements in their exams - for example, extra time if you have dyslexia. If you think you may be entitled to special arrangements for your exam, speak to your tutor or contact Additional Learning Support. It is very important that you do this early on in your course as different awarding bodies have varying deadlines for applying for exam access arrangements.

## Virtual learning environment and online resources

### Advantage

Student Advantage is one of the key pieces of software that you will use whilst studying at Northern College.

The application enables students to view course details, timetables, attendance, meeting notes and their own Individual Learning Plan (ILP) which helps students by allowing them to easily access their individual progress against personalised goals.

### Teams for Education (T4E)

The College uses T4E as its virtual learning environment. T4E provides you with space to collaborate as well as storing all of your class materials and information. For help and support using T4E and other online resources at College, please speak to your tutor or email [onlinelearningsupport@northern.ac.uk](mailto:onlinelearningsupport@northern.ac.uk)

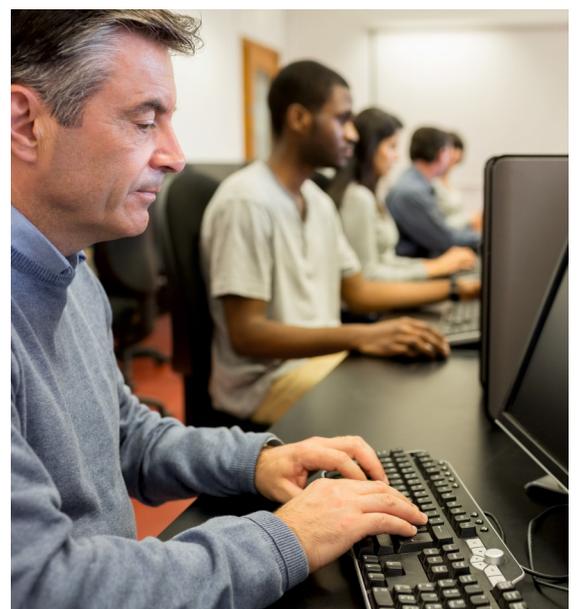
## ICT Support

The ICT department is located in the Owen building, in the centre of campus.

ICT support is available from:

- Your Tutor
- Library, Learning and Support Centre
- Emailing [support@northern.ac.uk](mailto:support@northern.ac.uk).
- Dial extension **6666** from any internal telephone
- In-person at the ICT department in the Owen building between 9.30am - 5.00pm (Monday to Friday)

All ICT users are obliged to abide by the Northern College ICT User Policy and the Northern College Social Media Policy, which will be given to you at the start of your course.



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My residential stay at Northern served to positively and overwhelmingly change my life... The gains of my education are the jewel in the crown of my life.

”



## Contact Student Support Services

**Tel:** 01226 776000

**Email:** [studentservice@northern.ac.uk](mailto:studentservice@northern.ac.uk)

**Web:** [www.northern.ac.uk](http://www.northern.ac.uk)

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