Welcome

We want you to be successful and get the most from your course and develop the knowledge and skills you need for work. We have high expectations of ourselves and of you to ensure that you are able to achieve your individual goals. To enable that to happen we expect you to attend all of your classes on time every time.

This handbook is packed with lots of useful information to help you make the most of your learning experience with us and tell you about the support that is available.

If you have any questions or problems please speak to staff at your centre and we will do our best to help.

We hope you enjoy your studies with us.

Caroline Miller
Service Manager, Adult Learning
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Centre information

**Newcastle City Learning at Gosforth**
Gosforth Library and Learning Centre, Regent Farm Road, Newcastle upon Tyne, NE3 3HD. Phone: 0191 277 1630
Email: newcastlecitylearning@newcastle.gov.uk
Web: www.newcastlecitylearning.ac.uk
**Term time:** Monday to Thursday 8.30am – 8pm
Friday 8.30am – 4pm
**Holidays:** Monday to Friday 8.30am – 4pm.

**Newcastle City Learning at Heaton Centre**
The Heaton Centre, Trewhitt Road, Heaton, Newcastle upon Tyne, NE6 5DY. Phone: 0191 278 2818
Email: newcastlecitylearning@newcastle.gov.uk
Web: www.newcastlecitylearning.ac.uk
**Term time:** Monday and Tuesday 8.30am – 4.30pm
Wednesday and Thursday 8.30am – 8pm
Friday 8.30am – 4pm
**Holidays:** Monday to Friday 8.30am – 4pm.

**Newcastle City Learning at Westgate and the Newcastle Skills Centre**
Westgate College, West Road, Fenham, Newcastle upon Tyne, NE4 9LU. Phone: 0191 277 3520
Email: newcastlecitylearning@newcastle.gov.uk
Web: www.newcastlecitylearning.ac.uk
**Term time:** Monday to Thursday 8.30am – 8pm
Friday 8.30am – 4pm
**Holidays:** Monday to Friday 8.30am – 4pm

All centres closed on Bank Holidays. We also run classes at other centres such as City Library, Gosforth Academy and Laing Art Gallery. Ask at enrolment for the location and facilities of your chosen venue.

**Facilities key:**
- Disabled Parking
- Accessible Crèche
- Wheelchair Access
- Accessible Toilets
- Lift
- Minicom
- Hearing Loop
- Accessible Café/Refreshments
- Wi-fi
Term dates 2018/19

3 September 2018 – Autumn term begins
29 October 2018 – Half term
24 December 2018 – Christmas break
7 January 2019 – Spring term begins
18 February 2019 – Half term
8 April 2019 – Easter break
23 April 2019 – Summer term begins
27 May 2019 – Half term
19 July 2019 – Summer term ends

Induction and 60 second updates

At the start of your course we will undertake an induction to help you to become more familiar both with your course and with the service overall. We are trying a new approach this year using a mixture of your tutor’s input and short videos over 3 weeks. We hope you find this informative and useful.

There are always lots of things going on in the city and the service and to keep you informed we are also starting a weekly 60 second video update which your tutor will show you. We hope that this is really helpful to you.

Our Gateway staff in our centres can advise you of the exact date your courses will begin each term.

Learners are expected to attend all classes during the academic year.

If you need to miss a class during the year, for example due to a specific religious holiday, please notify your tutor as soon as possible.

Please give us as much notice as you can.
Newcastle City Learning’s Mission
Vision and Values

Mission:
To help people learn and achieve in a friendly and supportive environment.

Vision:
To be the first choice for adult learning in the City and to provide high quality, niche opportunities for young people at college or in apprenticeships.

Values:
1. Striving for excellence.
2. Learning, assessment and teaching are our primary focus in all we do.
3. Enabling people to realise their potential.
4. Working cooperatively.

We also contribute to Newcastle City Council’s priorities for Newcastle:

We are ambitious for our city and its residents. We want Newcastle to be a fair, prosperous, outward-facing, innovative and vibrant city. We are guided by fairness, inclusion and social justice.
Our commitment to you – the Newcastle Learners’ Charter

The programme that you have taken part in is supported by Newcastle City Council. These are the standards that you can expect from us and our partners:

• We will make sure that you have the information that you need to make a decision about which programme is right for you.

• We will deal with your enrolment quickly and fairly.

• We will do everything we can to make sure that you enjoy your programme and that you succeed.

• If you wish to change or leave your programme, we will help you with your next step.

• When you finish your programme, we will make sure that you have everything that you need for your next step.

• We will respond to your suggestions or complaints quickly and fairly.

• If you feel that we are not doing what we promised, then let us know.
Newcastle City Learning has high expectations of its staff and learners.

Staff will:

• uphold Newcastle City Council and Service values
• set consistently high expectations of you by establishing a positive environment for learning which generates high levels of engagement and commitment to learning
• ensure you make rapid progress based on your initial starting point
• plan individual learning plans which support you and provide stretch and challenge, differentiation and pace
• ensure your attitudes and behaviours are consistently exemplary
• be well-qualified, highly skilled and with the confidence to be ambitious for you
• understand and be confident with target setting with you and use them to plan learning
• develop proficiency in using iPads and other technologies in the classroom
• consistently embed wider skills including English, maths, ICT and digital skills, British Values, PREVENT and equality and diversity to ensure that you maximise their understanding and application within your working and personal life
• consistently strive to improve outcomes
Your commitment – we expect you to:

• have high aspirations to achieve your individual learning goals and your full potential
• attend all classes promptly and be ready for learning (i.e. equipment/resources)
• respect the opinions and achievements of others
• respect the classroom, resources and work environment
• respond effectively to the high expectations set by tutors
• benefit from individualised learning which develops attitudes, skills and knowledge (A.S.K.)
• take the opportunity to acquire, use, maintain and develop wider skills in English, maths, ICT, digital and employability skills
• build your understanding of equality, diversity, keeping safe, British values and PREVENT and apply them in your working and/or personal life
• respond to verbal and written feedback positively to make sure that there is improvement in learning over time
• provide requested information to tutors on time every time
• ask if you are stuck or you are not making the progress you would like to
• give your best at all times and most of all enjoy learning!
Safeguarding Policy

We are strongly committed to Safeguarding and to practices that protect children, young people and vulnerable adults from abuse, neglect or significant harm. We expect all our staff to share this commitment. We want to provide a safe learning environment.

Staff, learners and volunteers are responsible for:

• Respecting others people’s rights to safety
• Not hurting or abusing others
• Not threatening to hurt or abuse others

We have a trained Designated Safeguarding Manager who is responsible for all safeguarding matters within Newcastle City Learning. Ask any member of staff for details, email julie.hickin@newcastle.gov.uk or phone 0191 277 3502

Prevent Duty

All Further Education providers have a duty to safeguard their learners: Prevent is about safeguarding our learners to keep them safe from being exploited by extremists. The Prevent Duty is not about discouraging our learners from having political and religious views and concerns but rather it is about supporting them to use those concerns or act on them in non-extremist ways. Newcastle City Learning is committed to safeguarding you and protecting you from harm at all times.

• All learners, visitors and staff will be issued with identification (ID) cards and colour coded lanyards which must be worn at all times whilst on site. Your ID card will enable you to access the parts of our buildings and facilities that you require.

• **Blue** – these are our learner lanyards. All learners must be wearing a blue lanyard with their ID card. Please note that your first ID card is free, but if lost you will need to pay £5 for a replacement. Visitor passes will not always be issued should you forget your ID card.
• **Red** – this is our visitors lanyard

• **Pink** – this is our staff lanyard. Please remember our ‘Pink to Protect’ policy. If you have anything you wish to discuss/raise please approach any person wearing a pink lanyard, who will be able to assist

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**Pink to Protect**

We want all of our learners to feel safe in our buildings.

If you are ever worried, or need help, you can approach anyone wearing a pink lanyard. This identifies them as a member of staff, and they will be able to help you.

Remember ‘Pink to Protect’.
e-safety Policy

This policy is to provide you with guidance and make you aware of what Newcastle City Learning considers to be acceptable and unacceptable use of our internet facilities.

Your personal responsibility

By accessing the internet through our teaching networks or using our computer facilities, you agree to adhere to this policy. You also agree to report any misuse to a member of staff. This also applies to the use of our Virtual Learning Environment (Moodle).

These are examples of activities that are not allowed under this policy:

- Visiting internet sites that contain obscene, hateful, offensive, pornographic or illegal material.
- Using chat rooms and discussion forums for circulating jokes or malicious comments about other people on social networking sites, online journals, blogs or wikis, etc.
- Illegal or malicious use, including downloading or sending copyright material.
- Any form of online harassment.

Personal information

You should take care when sending personal information electronically, which may include uploading or sending information to an Internet site. There is no overall controlling authority for the Internet, so security of external communications cannot be guaranteed.

We advise you not to use your credit or debit card to make purchases from the internet, using our IT systems. This is for your own protection. There is no guarantee that information held in the system is secure and we will accept no liability should you suffer any loss.
Monitoring

We monitor use of the internet to make sure that our policies are adhered to. We have the right to monitor all internet access which passes through our facilities and/or equipment. Therefore you should not expect privacy on our computer facilities in anything you browse, download or upload.

We may disclose any information kept on our computer systems to outside parties or to law enforcement authorities.

We reserve the right to delete any files captured by the monitoring procedures, which constitute unacceptable use of the system, and also to withdraw ICT access rights from anyone found to be in breach of this policy.

British Values

As an education provider we have a duty to actively promote British values. These are:

- The value of democracy
- Individual liberty
- The rule of law
- Mutual respect for, and tolerance of, those with different beliefs, and tolerance of those without faith

You will encounter these principles throughout everyday college life. We want to encourage you to actively contribute to your local communities and to wider society by putting these values into practice.
We are proud of our learning centres. We believe that everyone should be treated fairly and with dignity and respect. We will not tolerate any form of discrimination, bullying or harassment.

It is against the law to discriminate against anyone because of:

- age
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation

These are called ‘protected characteristics’.

You are legally protected from discrimination by the Equality Act 2010.

If you feel you have suffered from discrimination or have experienced bullying or harassment you can contact your tutor or a manager for help and support, or you can report it using Tootoot (see page 23).
Hate crime such as racist, homophobic, religious, transphobic or disability incidents should not happen, but they still do. Nobody should suffer because of who they are and nobody should put up with it. You can do something about it.

If you, your family or friends are having problems because of your ‘race’ or skin colour, this is a racist incident.

If you, your family or friends are having problems because of your sexual orientation or transgender identity, this is a homophobic or transphobic incident.

If you, your family or friends have been targeted because you have a disability then this is a disability hate crime.

Some types of these incidents, such as verbal abuse and threats are obvious. Other examples, such as damage to your property, bullying or rude gestures are harder to identify.

If you believe you have experienced a hate incident, even if you have no proof, report it.

What is ARCH?
ARCH is a way to report hate crime.
- You can report a hate incident to ARCH.
- Everyone involved in ARCH will believe you and deal with an incident in the same way.

When making a report to ARCH, you decide what happens to your information. This means that you can decide if you want the information passed to the police or not. You may just want your information to go to organisations who can offer support and not to the police.

How is ARCH different?
- With just one call you can report a hate crime and get help from organisations including: Your Homes Newcastle (YHN), the police, Advocacy Centre North (Hate Crime Advocacy), the Private Rented Project, Streetwise, Mesmac and Outpost.
- If you do not want to give your name and personal details you do not have to.

How do I report to ARCH?
Phone 0800 032 3288
- This is available 24 hours a day and is free.
- There is a translation service to over 100 languages.
- You can report something that has happened to you, to someone else or about something you have seen.

If you would like more information about ARCH, please email arch@newcastle.gov.uk.
Support for our learners

Help with your learning

When you sign up for a class, you are asked to fill in an enrolment form. This gives us all the information we need to contact you and the details we need for our funding body (the cost of your course is subsidised by them). But it is also an opportunity for you to tell us about the support you may need to help you with your course.

You will be asked whether you consider yourself to have a disability, learning difficulty or health problems. The information you give us if you say yes will only be shared with those who need to know, like your tutor. They can then discuss your needs with you, and put things in place, where possible, to make it easier for you to succeed. Disclosing this information to us as soon as possible also gives us the best chance of getting these arrangements in place for the start of your course.

We also ask everyone if they would find learning easier with support such as help with English and maths, careers guidance and course expenses and have specialist tutors who can help. By giving us as much information as you can, we will work with you, in confidence, to give you the best possible chance to do well. If at any time on your course you need assistance please talk to your tutor.

Financial assistance for those aged 19 years and over

We have limited funds available to help you study if you have a low income. ‘Discretionary Learner Support’ (DLS) may be available to help with your course fees, travel costs, childcare, books and equipment. This applies to red and blue banded courses only.

To qualify you must:

- claim an income based benefit and/or
- have a household income of less than £15,000 if you have no dependants, or less than £22,000 if you have one or more dependants.
To claim assistance with your childcare costs your child or children must be under 15 years of age, and being cared for by a registered childminder or nursery. If you get financial assistance but decide to leave before the course ends you may have to repay the money. Check with your centre to see if you can get support as there are other conditions too.

The Advanced Learner Loan Bursary Fund may be available to help learners who take out Advanced Learner Loans with childcare and other costs. Please ask for details.

**Financial support and childcare for those aged 16-18 years**

Different financial support arrangements apply for 16-18 year olds. Please ask your Coordinator for more details and advice on the application process.
Telephone Counselling

About your Learner Assistance Programme

We have teamed up with Health Assured to offer our learners a free, 24 hour confidential service.

Sometimes it can be difficult to balance the pressures of study and work with the needs of home life. Newcastle City Learning recognises help is sometimes needed to deal with the challenges you may face in life, both practical and emotional.

Health Assured’s Learner Assistance Programme is a confidential life management and personal support service available to you and immediate family who live with you.

Please make that call, rather than allowing your concerns to grow - you can speak with the same counsellor more than once.

What can I use this service for?

- Family Issues
- Family Matters
- Drugs and Alcohol
- Gambling
- Financial
- Relationships
- Domestic Abuse
- Insurance Claims
- Consumer Issues
- Debt
- Legal
- Stress
- Childcare
- Work
- Housing

Counselling

Your call will always be answered by a qualified and experienced counsellor who will offer help and support in a professional, friendly and non-judgemental manner.

To use the free 24 hour personal support service call 0800 030 5182

Username: Newcastle City
Password: Learning
On-line Health Portal
@ www.healthassuredeap.co.uk

This service provides instant and unlimited access to emotional support video content, engaging fitness videos and over 200 easy to read and understand medical factsheets. It also includes the personal coaching and health assessment areas, which allows learners to enter their personal details and produce clear reports and advice.
Learner communication

We want to involve our learners and potential learners in shaping the opportunities that are available to you. Newcastle City Learning use a number of ways to communicate:

- **Learner Focus** – our Learner Newsletter can be found on our Virtual Learning Environment (Moodle), and is distributed through registers and at centres.

- **Facebook and Twitter** – search for Newcastle City Learning, and share your photos of what you have been doing in your class or give us your views.
  
  www.facebook.com/nclcitylearning
  
  www.twitter.com/nclcitylearning

- **Comments Boards** – these can be found at our centres at Westgate College and at the Heaton Centre at Trewhitt Road. We will respond to your comments with our You Said, We Did posters outlining the changes we have made in response to your views, or explaining where and why we cannot take action.

- **Learner Voice** – throughout your learning programme you will be given the opportunity to feedback to us any comments, ideas or issues in relation to the teaching, learning and assessment you are experiencing. We value all comments and the information received will be used to improve the quality of our service. If you have any ideas for events, improvements to your learning experience, social activities or you need any advice and guidance, please contact your tutor or our Gateway staff at our centre receptions.

- **Survey Monkey** – we use Survey Monkey to gather your feedback by using online questionnaires and analysing the results.

- **Moodle** – our Virtual Learning Environment is where you can access resources but also engage in discussions with other learners and staff about relevant topics. You can find the link at our website www.newcastlecitylearning.ac.uk and through our portal My Learning Hub (see page 22).
• **Class Cancellations and SMS messaging** – we use SMS messaging as one of the ways to update you, so please give us your mobile number when you enrol.

• **Tootoot** – Learners can log into tootoot on a computer, tablet or mobile and report any worries or concerns you might be having directly to the staff in the college, in a safe and anonymous way. Tootoot is completely confidential and your concerns will be dealt with quickly. You will be given a log on and user name during the first week of your course.

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**Facilities for learners**

**We have a variety of facilities at our sites.**

• Westgate College has the Corner Café; open from 8.30am to 2pm.

• There are also vending machines for hot drinks at our three main sites.

• We have internet cafés at Westgate College and the Heaton Centre for you to use throughout the day. Our Gateway reception staff can help you get online.

• Drop in IT sessions are available for all learners at Westgate College, regardless of which centre you study at. The times and dates are available from our Gateway staff.

• We have a multi-faith prayer room and washing facilities at Westgate College.

• We operate a strict no smoking policy across all our centres.

• NUS cards are now available to Newcastle City Learning’s learners. Simply register with NUS online (www.nus.org.uk) and quote ‘Newcastle City Learning’ as your place of study.

• Our learners can now access a free 24 hour confidential telephone counselling hotline. Please ask any member of staff for details.
My Learning Portal

We now have a number of on-line systems to support your learning and to make it easier for you to find and access them we have developed an on-line portal. There is more information about each of the systems below.

We would really like you to have easy access to the portal as it will be a great way for you to keep up to date with your course, to be able to report any concerns you may have, to view our videos via You Tube, and to enrol on-line.

We hope you will find the portal really easy to use. Whether you use an android device or an apple device you can save the link to your home screen so that it looks and behaves like an app.

• To access the portal go to the web browser on your device or click on the link.  
  https://nccportal.newcastle.gov.uk/mylearninghub.  
  When the page opens you are now able to create your account.

• After you have created your account log out again.

• Return to the login screen.

• On an **Android** device tap on the menu and then tap “Add to home screen”. You will then have an icon that looks like an app which you can use to access the portal at any time.

• On an **Apple** device select the share icon ‼️ and select “Add to Home Screen” from the bottom row of options. You will then have an icon that looks like an app which you can use to access the portal at any time.
**Quals Direct** is our e-portfolio and all learners will be using this from September 2018. Using the e-portfolio will allow you to submit your work directly to the e-portfolio, to track your progress through your learning goals, to communicate with your tutor and other features. It will also save you having to put together a physical file for assessment and moderation. Your assessment, feedback and internal and external moderation can all take place through Quals Direct.

**E-praise** – this is a system that monitors learner achievement and can be really motivating and beneficial to participants.

**Tootoot** – this is a confidential way for you to raise concerns directly to staff in the College in a safe and anonymous way. You will be given a log in and a user name during the first week of your course.

**You Tube channel** – we have developed our own You Tube Channel where we will publish our induction videos and our 60 second updates as well as any other useful materials. You can follow the channel at https://bit.ly/2AJnpRZ

**Moodle** is our Virtual Learning Environment. Many of our tutors will use this to share resources with you and you may be asked to complete work from Moodle if you are absent from any of your sessions. You can create an account by going to nclmoodle.org.uk (do note the address does not contain www).

**Health Assured On-line Health Portal**
@ www.healthassuredeap.co.uk (see page 19).
Wi-fi

You can now access free Wi-fi in all four of our main centres

Gosforth Library and Learning Centre

- ‘GoDigital_Wifi’ will appear on your device in the Wi-fi settings and a password is not needed to connect to this service. The first time you connect to GoDigital Wi-fi you will be asked to accept the Terms and Conditions of the service. You will not need to go through the process again (provided you are using the same device).

Heaton Centre

- ‘GoDigital_Wifi’ will appear on your device in the Wi-fi settings and a password is not needed to connect to this service. The first time you connect to GoDigital Wi-fi you will be asked to accept the Terms and Conditions of the service. You will not need to go through the process again (provided you are using the same device).

Westgate College and the Newcastle Skills Centre

- You will require a learner computer log-in which you can get from your tutor or at the main Reception.
- You will need to log in to your account on a centre computer and change your password.
- You can then find the network in Wi-fi settings on your own device (Westgate_Guest or NSC_Guest depending on which building you are in) and connect using your username and password.
Parking

Westgate College and the Newcastle Skills Centre

- Parking is free in the front car park for up to three hours. You do not need to put a ticket in your car if you will be on site for less than 3 hours as the system works on number plate recognition, when you leave the car park the system will register that you have left.

- There is no restriction on returning to the front car park once you have left. If you leave within the first 3 hours then return you will be able to stay for a further 3 hours for free. You can return as many times as you wish as long as you do not exceed 3 hours at a time.

- You do need to purchase a ticket if you will be staying in the front car park for longer than 3 hours.

Heaton Centre

- Parking at Heaton Centre is free in the car park on site and there is also free on-street parking.

Gosforth Library and Learning Centre

- Parking is 20p per hour for a maximum stay of 3 hours in the car park at the rear of the library. There is no on-street parking as the streets surrounding the library are permit only.
Attendance

Attendance is really important to your success and progress on your course. You have to be in it to win the prize of getting the most from your course. However, your attendance is not only important to your progress but it is also important to the others on your course. When someone misses a class the tutor is likely to have to divert attention from others to enable the person who was absent to catch up.

However, we do recognise that there may be very occasional times when you can’t attend your class. In this situation please let us know as soon as possible. Your tutor will give you advice and work to do so that you don’t fall behind, enabling both you and the others on your course to make progress.

We want to recognise excellent attendance and its associated fantastic progress. So we have some new rewards for attendance.

Each half term in every class there will be an award for the “6 week star”. Only learners who have attended every class will be eligible for selection. Your tutor will then select the learner who they feel has made the greatest contribution to progress. That might be because of the help they give their peers, it might be the work that they do to overcome challenges of some description, or some other reason. The “6 week star” will be awarded a certificate.

In addition, each term there will be a draw for all learners who have 100% attendance in class as long as the course is at least 5 weeks long. There will be 1 prize for every 100 learners – much better chance than the lottery which is 1 in 13,983,816! All learners with 100% will be awarded a certificate.

At the end of the year there will be a prize draw for all learners with 100% attendance over the whole year – again there will be 1 prize for every 100 learners. All learners with 100% will be awarded a certificate.
The prizes for all of the prize draws will be Intu vouchers with a value of up to £50.

We would also like to recognise groups with high attendance. So if your class lasts at least 5 weeks and as a group you have at least 95% attendance in a term then we will offer you a free taster for your whole group. You can choose an activity from a menu of options. Your tutor will let you know if you are eligible.
Developing English and Maths Skills

At Newcastle City Learning, we want our learners to improve their confidence and competence with their written English and maths skills so everyone can function independently in all aspects of their personal and professional life.

SPaG

Spelling, punctuation and grammar (SPaG) all matter for many reasons, particularly in education, training and employment. Most people can actually write fairly well if they try hard and focus. Sometimes though, they do not show their real ability in English when writing. This can hold back progress and affect marks and results.

When you submit written work as part of any course at Newcastle City Learning, you can expect every tutor to provide feedback on your spelling, punctuation and grammar. In order to provide consistency, we have adopted a simple ‘shorthand’ system which identifies SPaG errors and improvements.

Tutors will use the codes below to help you to develop an understanding of yourself and to identify common errors and patterns so you can make any necessary corrections.

Sp spelling error(s)  T incorrect tense
WW wrong word       WO word order
P punctuation error(s) // new paragraph
^ add a word or part of a word  R register
Gr grammatical error(s)  ? unclear meaning
X unnecessary word  NSE non-standard English
Developing Maths Skills

When tutors are planning and designing the courses which we offer at Newcastle City Learning, they will identify any aspects of the curriculum which would enable you to develop and apply your maths skills. You will be given the opportunity to undertake an initial assessment, which will incorporate maths as appropriate. This will enable the tutor to plan and scaffold activities which will support you to develop your understanding and knowledge of mathematics as appropriate for the course you are studying.
Careers and Information, Advice and Guidance

We believe careers guidance is really important and have appointed a Careers Coordinator to head up a team focusing on helping us attain the following benchmarks:

1. A stable careers programme
2. Learning from career and labour market information
3. Addressing the needs of each learner
4. Linking curriculum learning to careers
5. Encounters with employers and employees
6. Experiences of workplaces
7. Encounters with further and higher education
8. Personal guidance

We aim to help you attend careers events and access employability workshops, and participate in CV workshops and mock interviews. You can contact our Careers Coordinator by emailing NCLcareerservice@newcastle.gov.uk, calling 0191 211 6464 or asking for an appointment at our Centre receptions.

You can also get help and advice from the National Careers Service.
How can the National Careers Service help?

A personal National Careers Service adviser can help you to plan your future. They can offer you a variety of services – which ones you choose will depend on what you want to do.

Your National Careers Service adviser can help you:

- develop your CV
- search and apply for jobs
- understand the job market
- search for courses and training schemes
- find funding to support any learning
- identify your key strengths and skills
- explore your career options
- choose training routes that fit your lifestyle
- develop an action plan to help you achieve your goals.

The National Careers Service (formerly Next Step) provides information, advice and guidance to help you make decisions on learning, training and work opportunities.

The service offers confidential, helpful and impartial advice, supported by qualified careers advisers.

Telephone 0800 100 900
www.nationalcareersservice.direct.gov.uk
The Duke of Edinburgh’s Award

Newcastle City Learning are offering the opportunity to gain the Duke of Edinburgh’s (DofE) Bronze Award to all students aged 14 – 25 years enrolled on a course.

“The Duke of Edinburgh’s Award has helped countless young people on their sometimes difficult path to adulthood.”

HRH The Duke of Edinburgh

From volunteering to physical activities, life skills to expeditions, achieving a DofE Award is a passport to a brighter future, valued by employers and universities. Adventurous, caring, sporty, creative... however you might describe yourself, the DofE is for you. Activities for each DofE section take a minimum of one hour a week over a set period of time, so they can be fitted in around academic study, hobbies and social lives. Development and regular progress must be shown and all activities must be completed by the participant’s 25th birthday.
Attaining the Bronze Award entails

• **Volunteering (3 months)** – Volunteering is all about making a difference to other people’s lives. Perhaps you’re interested in animals or conservation? Or you might like to work with older people or raise money for a cause that means a lot to you? From teaching children cyber safety to starting a local recycling campaign, the Volunteering section of your DofE enables you to give your time to help others and change things for the better.

• **Physical (3 months)** – The Physical section is a chance for you to focus on your health and fitness and have fun along the way. As long as you pick something that requires a sustained level of energy and physical activity, the possibilities are endless.

• **Skills (3 months)** – The Skills section is about discovering what you’re really good at. Maybe you want to get better at something you already do, like playing a musical instrument, or learn something for the very first time.

• **Expedition (2 days and 1 night)** – As part of a small team, you’ll plan and complete a practice and final expedition that will truly stretch your horizons. You’ll improve your communication and leadership skills and take a rucksack full of memories home with you.

For informal enquiries please contact Matt Crow on 0191 277 3604 or email matthew.crow@newcastle.gov.uk
Environmental matters

Please help us care for our environment:

• Think twice before you print
  If you need to print, print back to back/double sided
• Recycle – cans, bottles, paper etc
• Turn computers and monitors off
• Remember to turn all electrical equipment off when not in use and/or at the end of the day. i.e photocopiers, water heaters
• Turn lights off when room unoccupied
• Do you really need to put the air conditioning on? Open a window
• Do you need to take the car? Can you car share?
• Use our bike racks when you cycle to college

Quality assurance

At Newcastle City Learning we constantly monitor and evaluate our service - and are committed to continuous improvement. We want to make sure that we are providing an excellent service that offers a wide range of courses, and that centres across Newcastle meet the needs of residents, employees and visitors to the city. You may find people visiting your class, for example moderators or observers. Please be assured, this is to look at the work your tutor is doing to support you, not you, although you may be asked about your experiences and what you have learned.

We listen to our learners and welcome feedback and comments to help us improve our services. If you would like to make any additional comments on your experience of Newcastle City Learning, please contact us on 0191 277 3520 or email newcastlecitylearning@newcastle.gov.uk
Progression

We really hope that your course is useful to you and that you benefit from it. We also hope that you will want to keep learning, either with us or somewhere else. At the end of your course and at intervals afterwards we will contact you to find out what impact your learning has had over time. We will contact you by text, email or phone. As your course almost certainly had some public subsidy we are required to be able to analyse this information. More importantly though this information helps us to understand better what works and what doesn’t and helps us to improve what we offer and how we deliver it. We will make the questions as short and easy to answer as possible.

Our Progression Map is on the following pages. Regardless of where your personal starting point is, we will help and support you as you aspire to achieve your potential.
You will gain basic knowledge and skills and the ability to apply your learning in everyday situations.

**Pre-Entry**
- Ideal for those returning to learning or just starting out
- You will gain basic knowledge and skills and the ability to apply your learning in everyday situations.

**Entry Level**
- You will gain basic knowledge and skills and the ability to apply learning with guidance or supervision. This level may be linked to job roles.

**Intermediate (Level 2)**
- Many job roles.
- This level is appropriate for supervision. This level is appropriate for many job roles. You may perform a variety of tasks with some guidance or understanding of a subject, and the ability to understand a good knowledge and understanding of a subject, and the ability to understand a good knowledge and understanding of a subject.

**Advanced (Level 3)**
- HE Diploma
- You will gain the ability to apply a range of knowledge, skills and understanding at a detailed level. This level is appropriate for university, work independently or in some cases advanced supervising or train others in their field of work.

**Beginners (Pre-Entry and Entry Level)**
- Ideal for those returning to learning or just starting out
- You will gain basic knowledge and skills and the ability to apply your learning in everyday situations.

**Improvers (Level 1)**
- Grade 4 and above or equivalent
- An example of a qualification at this level would be GCSE (grades A*-C) or new GCSE Grade 4 and above or equivalent.

**Intermediate (Level 2)**
- Many job roles.
- This level is appropriate for supervision. This level is appropriate for many job roles. You may perform a variety of tasks with some guidance or understanding of a subject, and the ability to understand a good knowledge and understanding of a subject, and the ability to understand a good knowledge and understanding of a subject.

**Advanced (Level 3)**
- HE Diploma
- You will gain the ability to apply a range of knowledge, skills and understanding at a detailed level. This level is appropriate for university, work independently or in some cases advanced supervising or train others in their field of work.
Aspire to achieve your potential

Your personal starting point

You will develop complex levels of knowledge, enabling you to have original responses to complicated and unpredictable problems and situations.

You will develop specialist levels of knowledge, allowing you to use your own ideas and research in response to complex problems and situations.

You will increase your depth of knowledge and understanding of an area of work or study.

You will undertake specialist learning, involving detailed analysis of a high level of information.

This level is appropriate for people managing or developing others.

An example of a qualification at this level would be a Masters Degree.

An example of a qualification at this level would be a Degree with Honours or Degree Apprenticeship.

An example of a qualification at this level would be a Foundation Degree or the BTEC Level 5 Diploma in Therapeutic Counselling.

An example of a qualification at this level would be a Higher Apprenticeship.

An example of a qualification at this level would be a Degree Apprenticeship.

Level 7

Level 6

Level 5

Level 4

Level 3

Level 2

Level 1
Copyright

We hold a licence with The Copyright Licensing Agency Ltd (CLA) that, subject to terms and conditions, permits the copying and re-use of extracts of text and still images. The licence covers most printed books, journals and magazines published in the UK, plus many digital publications.

Up to the following can be copied under the Licence

- One whole chapter from a book
- One whole article from a magazine or journal issue
- One short story, poem or play from an anthology

or 5% of any of the above, whichever is the greater

Photocopies (or digital copies made by scanning from print or copying from digital publications) can be made by any member of staff, or learners under the direction of staff. Copies can be distributed to learners and members of staff.

If you have any queries, speak to your tutor or contact our CLA Licence Coordinator lizzie.mott@newcastle.gov.uk

Data protection and GDPR

Each centre complies with the Data Protection Act. The information you provide on the Service’s enrolment form will be used by Newcastle City Council to manage the service and your learning programme, and will be passed to the Education and Skills Funding Agency (ESFA). The ESFA is an executive agency of the Department for Education (DfE). For the purposes of the Data Protection Act 2018, the DfE is the data controller for personal data processed by the ESFA. Your personal information is used by the DfE to exercise its functions and to meet its statutory responsibilities. Further information is available on your enrolment form under the Privacy Notice Section. If you have any questions concerning data protection, please contact 0191 211 6500 or email dataprotection@newcastle.gov.uk
Health and Safety

Health and safety

Newcastle City Council and Newcastle City Learning have a commitment to health and safety. Our policy is available if you wish to see a copy. At your induction you will be given information on first aid facilities on site.

Good health and safety practice is everyone’s responsibility. You should be aware of your own safety, and also the safety of others, whilst in our centres. We hope that you will help us achieve high standards of health and safety.

Fire safety

Fire exits are clearly marked and are located throughout our centres. Please familiarise yourselves with their location.

Fire drills are held periodically at centres. At your induction you will be given details of the fire evacuation procedure. If you need additional support to evacuate we will work with you to put a Personal Emergency Evacuation Plan (PEEP) in place. Please speak to your tutor or manager if you have any concerns.

Certificates

Once your course has been completed and moderated by the relevant Awarding Body, certificates will be claimed by and sent to our Exams Team. The certificates will then be released to the Gateway Team where the course was delivered, and you will be contacted to collect and sign for your certificate.
How well are we doing?

The surveys you have completed for us whilst on your courses tells us:

• 99.4% of learners in 2017/18 were satisfied with their tutors’ knowledge of the subject.
• 98.6% of learners thought the tutor made the subject area interesting/enjoyable.
• 99.3% of learners felt that everyone was treated equally and with respect.

(Figures correct as of 25th July 2018)

You can look at our latest Ofsted report on the Ofsted website (Ofsted are the Office for Standards in Education, Children’s Services and Skills) – the link is on our website www.newcastlecitylearning.ac.uk under the About Us tab.

We also hold the following Quality Standards:

**Matrix Standard** - The quality standard for information, advice and guidance services.

**Customer Service Excellence** - The government standard that tests areas that are a priority for customers, such as delivery, timeliness, information, professionalism and staff attitude.

Academic Appeals

You have the right to appeal against an assessment result if you feel that there are circumstances, like illness or bereavement, that have made you perform poorly, or if you feel that your result does not reflect your performance.

Your centre will advise you if you wish to make an academic appeal. You will need to provide evidence which will be reviewed by the Examining Board for the course, who will then make a decision on whether the grade should be altered. There may be a charge for this.
Refunds

If you sign up for a course and it’s cancelled before classes start or during the first 3 weeks of your course starting, you will get a full refund.

We may also give partial refunds if you have to stop attending your course for medical or employment reasons. You will need to provide proof of this.

Please note if you withdraw from your course and are paying by instalments you will still need to pay your remaining instalments, unless your reason for leaving would entitle you to a refund.

If you withdraw from your course and are paying by an Advanced Learner Loan you will need to contact the Student Loans Company immediately to discuss this with them. We cannot do this on your behalf.

Complaints

We aim to provide a high quality service but accept that sometimes things go wrong. We need to know when you are not happy so we can try to put things right. We will treat all complaints seriously and take them as an opportunity to improve our services where we have under-performed.

We will try to deal with your complaint informally so you do not need to do anything else. However if the relevant person dealing with your enquiry cannot put things right, or you are not happy with the result, please contact our Senior Gateway and Funding Manager, Julie Hickin, on 0191 277 3502 or julie.hickin@newcastle.gov.uk.

Your complaint will be acknowledged and an investigating officer will be assigned. We will investigate your complaint, take any necessary action and reply to you in writing within 15 working days.
Newcastle City Learning in Numbers 2017/18

4596 learners*

- 159 Study Programme*
- 2423 Adult Skills*
- 1908 Community Learning*
- 106 apprentice leavers*
- 234 Loans and Full cost*

Retention

- 86% Study Programme*
- 92% Adult Skills*
- 95% Community Learning*
- 95% Full cost*

Pass

- 78% Study Programme*
- 93% Adult Skills*
- 95% Community Learning*
- 84% Apprentice frameworks*
- 95% Loans and full cost*

8853 enrolments*

- 482 Study Programme
- 4034 Adult Skills
- 4089 Community Learning
- 248 Loans and Full cost

National Learner Satisfaction Survey 2017/18

- Adult skills – 94.3% satisfaction rate
- Ethnic minority – 39% of enrolments
- Learning disability/difficulty – 27% of enrolments
- Female – 64% of enrolments
- Male – 36% of enrolments
- New learners – 51% of enrolments

*Internal projections at 7th August 2018 – published data in 2019
Governance

Newcastle City Learning has an active Governing Body which provides challenge and rigour as well as advice. The Governing Body is made up of elected members, community representatives, staff and learners of the establishment. The Governing Body’s Chair is Councillor Nora Casey, and the Learner Governor is Martin Snow.

The Governing Body represents the interests of the local community in particular and public interest in general. It is there to oversee the way the Service is run and to make sure it delivers high quality learning opportunities and makes effective use of the resources it has available. The management of the Service remains the responsibility of the Local Authority, within the broad framework of policies and accountabilities set out and monitored by the funding body, the Education and Skills Funding Agency.

The Governing Body is responsible for:

• determining the educational character and mission of the Service and for oversight of its activities including curriculum planning and delivery;

• approving the quality strategy of the institution;

• ensuring the effective and efficient use of resources

If you wish to know more about our governance arrangements please see our website for further information at www.newcastlecitylearning.ac.uk
Who are the key people?

Newcastle City Learning Management Team (NCLMT)

Caroline Miller – Service Manager, Adult Learning (responsible for Newcastle City Learning)  
caroline.miller@newcastle.gov.uk 0191 277 3504

Hardus du Plessis – Employability and Skills Manager (responsible for ESOL, English and Maths, Family Learning, LDD)  
hardus.duplessis@newcastle.gov.uk 0191 277 3561

Julie Hickin – Senior Gateway and Funding Manager (responsible for Data, Funding, Complaints, Safeguarding and PREVENT)  
 julie.hickin@newcastle.gov.uk 0191 277 3502

Lizzie Mott – Business Development Specialist (responsible for Finance, Marketing, Procurement)  
lizzie.mott@newcastle.gov.uk 0191 277 3578

Colleen Pittman - Employability and Skills Manager (responsible for Adult Learning, Apprenticeships, Study Programme)  
collen.pittman@newcastle.gov.uk 0191 277 3503

Staff you may wish to contact

Anna Brown – Adult Learning and Skills Manager (English, Maths, Family Learning)  
anna.brown@newcastle.gov.uk 0191 278 2825

Lauren Beckett – Adult Learning and Skills Manager (Apprenticeships)  
laueren.beckett@newcastle.gov.uk 0191 277 4454
Other members of staff can be contacted by enquiring at our centre receptions
www.facebook.com/nclcitylearning
www.twitter.com/nclcitylearning