

# Learner Handbook

## 2025-26



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



Achieve your ambitions

**Newcastle City Learning**

**Newcastle**  
City Council 

# Welcome to Newcastle City Learning

Whether you are coming to our classes to gain a qualification, to enjoy learning a new language, or take part in an arts and crafts course, learning with us brings so many other benefits to your health, wellbeing and job prospects.

When you choose to study with Newcastle City Learning, we want to help you make the most of your learning experience with us, and tell you about the support that is available for our adults, young people and apprentices.

We have included lots of useful information here about our venues and our service, and there is more on our website too. If you have any questions or problems please speak to staff at your centre and we will do our best to help.



**Gillian Forrester**  
Head of Newcastle City Learning

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# Centre information

## Newcastle City Learning at Westgate College and the Skills Centre

Westgate College, West Road, Fenham,  
Newcastle upon Tyne, NE4 9LU.

Phone: 0191 277 3520

Room Hire available – ask for details



## Newcastle City Learning at Heaton Centre

The Heaton Centre, Trew hitt Road, Heaton,  
Newcastle upon Tyne, NE6 5DY.

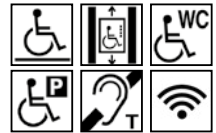
Phone: 0191 278 2818



## Newcastle City Learning at Gosforth Library

Gosforth Library and Learning Centre,  
Regent Farm Road, Newcastle upon Tyne, NE3 3HD.

Phone: Please use our Westgate College or  
Heaton Centre numbers



## Enrolment arrangements

Please enrol online at [www.newcastlecitylearning.ac.uk](http://www.newcastlecitylearning.ac.uk).


If you cannot enrol online you can call at Westgate College on  
**0191 277 3520** or Heaton Centre on **0191 278 2818**.

**Office opening times** Monday – Thursday 8.30am – 4.30pm,  
Friday 8.30am – 4pm


Email enquiries to: [NCLGatewayEnquiries@newcastle.gov.uk](mailto:NCLGatewayEnquiries@newcastle.gov.uk)


Our centres are closed on weekends and bank holidays however  
online enrolment is always available.

## Facilities key:


 Blue Badge  
Holder Parking

 Accessible Toilets

 Hearing Loop

 Accessible Crèche

 Lift

 Accessible Café/  
Refreshments

 Wheelchair  
Access

 Minicom

 Wi-Fi

These symbols show which accessibility features each venue has to offer.

# Term dates 2025/26

1 September 2025 –  
Autumn term begins

27 October 2025 – Half term

22 December 2025 –  
Christmas break

5 January 2026 –  
Spring term begins

16 February 2026 – Half term

3 April 2026 – Easter break

20 April 2026 –  
Summer term begins

25 May 2026 – Half term

17 July 2026 –  
Summer term ends

Our Learning Services staff 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.

# Induction and 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 hope you find this informative.

There are always lots of things going on in the city and the service and to keep you informed we show useful information on the TV screens around our buildings at Westgate College, the Skills Centre and the Heaton Centre.

# Newcastle City Learning's Mission, Values and Priorities

We are always focussed on you and your learning journey.

## **Mission:**

Providing opportunities in Newcastle for all to learn, improve and grow.

## **Our vision**

Enabling Newcastle city residents to grow and thrive by providing high-quality, relevant development opportunities, making a difference to the employment chances and lives of all our learners.

## **Our priorities**

- 1** To continue to offer high-quality educational experiences and learner experiences, to allow the residents of the city of Newcastle, both young and old, to improve their knowledge, skills and confidence to realise better life chances moving forward.
- 2** To continue to provide a relevant curriculum to meet the needs of adults, young people and local employers from within the city of Newcastle and beyond.
- 3** To seek to continue to improve and offer good and outstanding educational experiences for all our learners.

# Newcastle City Council – values and behaviours

## **We are proud, fair, ambitious - We are Newcastle**

**Proud** - We take pride in and celebrate each other's achievements

- We have a positive, optimistic, can-do attitude
- We do our very best to meet and exceed the expectations of our colleagues, customers, partners and residents
- We help and support others to make a positive difference
- We make sure that we celebrate and praise each other's good work

**Fair** - We are honest and treat people equal to their needs

- We respect and value every person as an individual
- We listen to other opinions and points of view and embrace difference
- We are decent, fair and compassionate
- We act with integrity in everything we do
- We are accountable for our actions and our performance

**Ambitious** - We are passionate, determined, enthusiastic and want to succeed

- We believe in making the most of opportunities to help us succeed
- We achieve more when we work together
- We are enthusiastic about change
- We encourage others to be their best
- We have the courage to change things for the better and make a difference
- We are passionate about making Newcastle a great city

# Equalities

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
- being married or in a civil partnership
- being pregnant or on maternity leave
- race including colour, nationality, ethnic or national origin
- 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, a confidential way for you to raise concerns directly to staff in the college. A log in will be created for you when you enrol.

There are more details under the Support section of our website [www.newcastlecitylearning.ac.uk](http://www.newcastlecitylearning.ac.uk)

# Assistance Dogs

Assistance dogs are permitted in our buildings.

These are highly trained dogs that are trained to carry out tasks and alerts to mitigate a person's disabilities or life threatening health conditions.

We are unable to allow emotional support dogs in our centres.

If you have an assistance dog, please advise us at the time of your enrolment.



# 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 Managers who are responsible for all safeguarding matters within Newcastle City Learning. Ask any member of staff for details or email

**colleen.pittman@newcastle.gov.uk,**  
**hardus.duplessis@newcastle.gov.uk** or  
**samantha.riley@newcastle.gov.uk**

## 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 £7.50 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

# 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 (Google Classroom).

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 and Internet Security

Newcastle City Learning uses a proactive software monitoring tool called Visigo. This is a managed service for all activity on the PCs that our learners use. If the activity hits certain criteria, it is captured, logged and then an alert is sent to managers. This software is part of our safeguarding procedures and helps to protect our more vulnerable learners.

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 come across 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.

# 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 travel costs, childcare, books and equipment. This applies to accredited courses only, and not full-cost provision.

## **To qualify you must:**

- claim an income based benefit and/or
- have a household income of less than £30,000 if you have no dependants, or less than £35,000 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. Discretionary bursary support, enhanced bursary support, and free meals funding are available for eligible learners. Please ask your Coordinator for more details and advice on the application process.

The Care to Learn scheme can help with childcare costs while you study. Ask for details.

# 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:**

**Social Media** – search for Newcastle City Learning, and share your photos of what you have been doing in your class or give us your views.



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**Learner Voice** – We will ask for your views on the climate and behaviours in your class to get feedback about what is going well or not in the classroom, and provide your tutor with easy to understand information about how to work more effectively with you in your class. We will also give you the opportunity to add comments if you wish. At the end of your course we will also ask you to complete our exit survey to help us to understand the impact your course has had for you. This will help us to improve what we do and plan better for the future.

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

**Google Classroom** – Tutors will communicate with learners via our new online digital platform. It will also enable learners to participate in group and paired work discussions, foster collaborative learning, and access resources.

**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.

# Facilities for learners

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

- Westgate College has a café run by FoodWorks
- There are also vending machines for hot drinks at our main sites
- We have a multi-faith prayer room and washing facilities at Westgate College
- We operate a strict no smoking/vaping/alcohol/drugs policy across all our centres
- Totum cards (the new name for the NUS extra card) are now available to Newcastle City Learning's learners.  
You can apply online at  
<https://www.totum.com/campaigns/nus-extra-is-totum>  
(criteria applies)

# e-systems

We have a number of on-line systems to support your learning.

**Google Classroom** – Newcastle City Learning use Google Classroom as our digital online learning platform. Learners and tutors are able to share their learning anywhere, anytime and on any device. It is a streamlined, easy-to-use tool that helps tutors and learners participate in online lessons, manage coursework, distribute assignments, grade and send feedback, and see everything in one place. You are given an account when you enrol and will receive training in how to use it effectively.

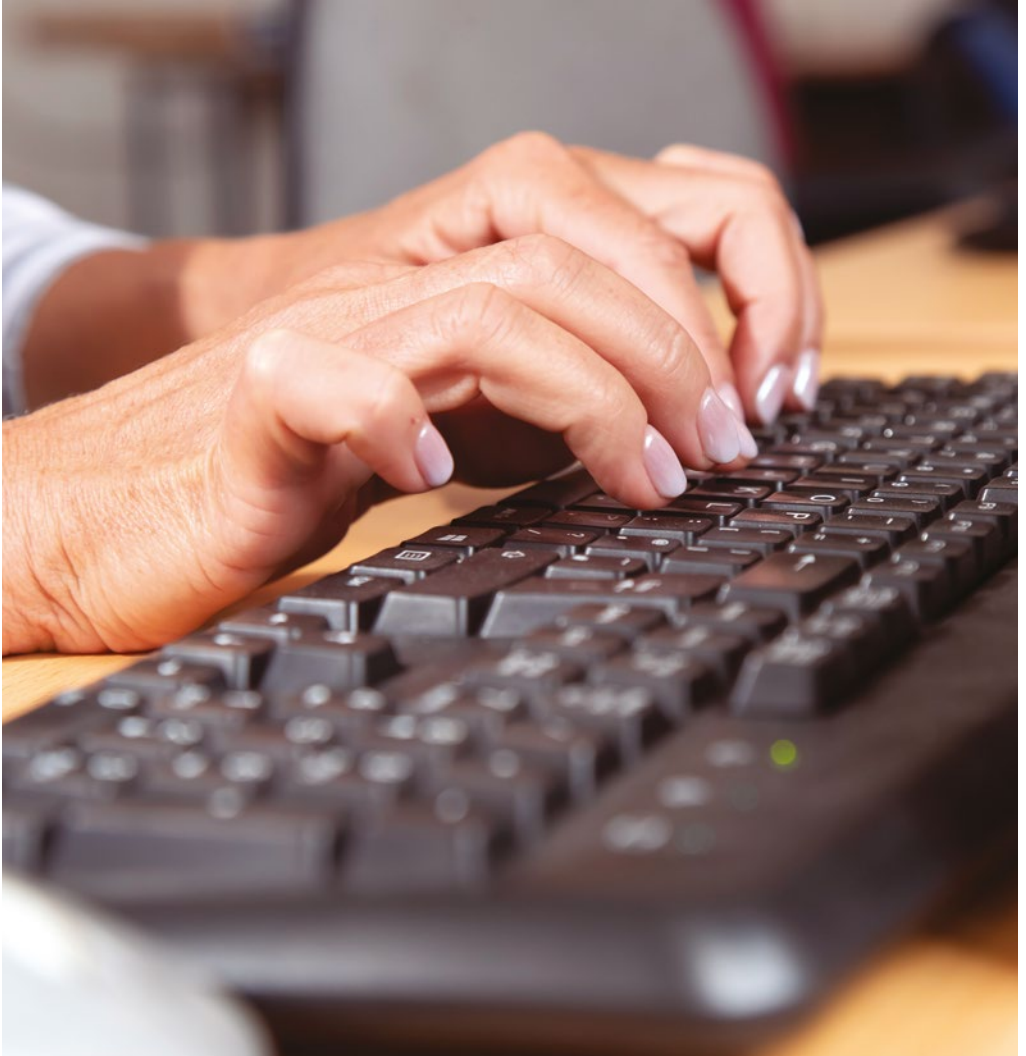
**Tootoot** – this is a confidential way for you to raise concerns directly to staff in the College in a safe and anonymous way. You will be given a log in and a user name during the first week of your course.

**Quals Direct** is an e-portfolio that some learners will be using this academic year. 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 Qualls Direct.

# Wi-Fi

We are pleased to be able to provide free wi-fi for our learners at all of our main sites.

Your tutor will advise you of the network available to you at each centre at your induction, and will provide you with a username and initial password where applicable.



# Parking

## **Westgate College and the Skills Centre**

- Parking is free in the front car park for up to 3 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
- You **do** need to purchase a ticket if you will be staying in the front car park for longer than 3 hours\*
- Pay by phone is available to purchase tickets

\* This length of time may be subject to change. Please check the notices in the car park

## **Heaton Centre**

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

## **Gosforth Library**

- There is a pay and display car park at the rear of the library. There is no on-street parking as the streets surrounding the library are permit only

## **For any other venues**

- Please pay attention to the local parking signage for the facilities and any restrictions for the surrounding areas and park considerately.

# Attendance

Attendance is really important to your success and progress and to help you get the most from your course. You will be expected to attend all of your classes or sessions and your place on the course may be at risk if you do not meet minimum standards of attendance that will be discussed with you. 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.

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.



# 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.

# 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 and evacuation procedures**

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.

On other occasions it may be necessary to either evacuate the building or to remain in the building in the event of an incident. We have plans in place so if this happens please follow the instructions from our staff, and be assured that your safety is our priority.

# 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 Learner Services Team where the course was delivered, and you will be contacted to collect and sign for your certificate.



# 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
- you can also recycle small electrical goods and household batteries at some of our sites
- turn computers and monitors off
- remember to turn all electrical equipment off when not in use and/ or at the end of the day
- 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 or online sessions, 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 **[NCLGatewayEnquiries@newcastle.gov.uk](mailto:NCLGatewayEnquiries@newcastle.gov.uk)**

# 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](mailto:lizzie.mott@newcastle.gov.uk)

# AI and Assessments

AI stands for artificial intelligence and using it is like having a computer that thinks.

AI tools like ChatGPT or Snapchat My AI can write text and make art by learning from data from the internet but they can also make things up and be biased.

AI misuse is when you take something made using AI and say it's your own work.

Remember, misusing AI is cheating. Know the rules, talk to your tutors and reference clearly.

Our centres have posters up about the use of AI. Please read them carefully, and ask if you have any questions.

# 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 North East Combined Authority (NECA) and/or the Department for Education (DfE).

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](mailto:dataprotection@newcastle.gov.uk)**



# Refunds

Fees are non-refundable, except in the following circumstances:

- When Newcastle City Learning has cancelled the course, in which case all fees paid will be refunded.
- When a fee has been paid in advance of the course start date and Newcastle City Learning has been informed in writing by the learner of their withdrawal before their start date.
- When a learner withdraws from a course due to medical or work-related reasons, a partial refund will be issued upon receipt of satisfactory evidence.
- Where there is a complaint made through the formal complaints procedure about the quality of the course which is upheld (this may be a full or partial refund).
- Where there are exceptional, mitigating circumstances.

# 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 the Head of Newcastle City Learning, Gillian Forrester, on **0191 277 3504** or **[gillian.forrester@newcastle.gov.uk](mailto:gillian.forrester@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 in accordance with Newcastle City Council's Complaints Procedure.

# National Careers Service

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.

## 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

Telephone 0800 100 900

<https://nationalcareers.service.gov.uk>

# Careers Information, Advice and Guidance

For adult learners and apprentices:



Your one-stop-shop for employment support.

Call **0191 277 4125** or visit the website at [www.workandthrivenewcastle.org.uk](http://www.workandthrivenewcastle.org.uk)

For young people:



**Newcastle  
Careers  
Team**

The Careers and Guidance Team offers impartial and confidential careers information, advice and support to young people up to the age of 19 without an Education health and Care Plan (EHC Plan) and up to 25 for those with an EHC Plan, if you live in Newcastle or attend a newcastle school.

If you would like to book an appointment to chat to one of the team, please call **0191 277 1944** or email [careersteam@newcastle.gov.uk](mailto:careersteam@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.



# 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.

## How well are we doing?

In our latest Ofsted report (October 2021) we were judged as good across all Provision Types and Key Judgements, as well as overall effectiveness.

You can read the 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/about-us](http://www.newcastlecitylearning.ac.uk/about-us)

We also hold the following Quality Standard

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

# Governance

Newcastle City Learning has an active Advisory Board which provides challenge and rigour as well as advice. The Advisory Board is made up of elected members, community representatives, staff and learners of the establishment. The Chair is Melissa Middleton.

The Advisory Board 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 bodies, the North East Combined Authority and the Department for Education.

## **The Advisory Board 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](http://www.newcastlecitylearning.ac.uk)

If you would like to know more about becoming a learner representative please contact [denise.robson@newcastle.gov.uk](mailto:denise.robson@newcastle.gov.uk)



**Melissa Middleton**  
**Chair of NCL Advisory Board**

# Who are the key people?

## Newcastle City Learning Management Team (NCLMT)



**Gillian Forrester** – Head of Newcastle City Learning  
gillian.forrester@newcastle.gov.uk  
0191 277 3504



**Hardus du Plessis** – Senior Lead – Adults  
hardus.duplessis@newcastle.gov.uk 0191 277 3561



**Lizzie Mott** – Senior Lead – Finance, Marketing  
and Premises  
lizzie.mott@newcastle.gov.uk 0191 277 3578



**Colleen Pittman** – Senior Lead – Employer Led Provision  
and Programmes for Young People  
colleen.pittman@newcastle.gov.uk 0191 277 3503



**Samantha Riley** – Senior Lead – High Needs and LLDD  
samantha.riley@newcastle.gov.uk 0191 277 3574



**Michelle Ashley** – Senior Lead – Learner Services  
michelle.ashley@newcastle.gov.uk 0191 277 3608

## Staff you may wish to contact



**Anna Brown** – Curriculum Manager  
(English and Maths)  
anna.brown@newcastle.gov.uk 0191 278 2825



**Garry Nicholson** – Curriculum Manager  
(Creative Arts and Vocational Learning)  
garry.nicholson@newcastle.gov.uk 0191 277 3595



**Lucy Cawley** – Curriculum Manager (ESOL)  
lucy.cawley@newcastle.gov.uk 0191 277 3561



**Barbara Archer** – Curriculum Manager  
(Apprenticeships and Employment-Led Provision)  
barbara.archer@newcastle.gov.uk 0191 277 3506  
Mobile 07483 962 740



**Andrea Satterthwaite** – Apprenticeship Business  
Development Officer  
andrea.satterthwaite@newcastle.gov.uk 0191 277 3506  
Mobile 07977 589 530

**Other members of staff can be contacted by enquiring at our  
centre receptions**

Please note due to changing working patterns and locations email  
may be the fastest point of direct contact.



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