



NEWCASTLE  
COLLEGE  
UNIVERSITY  
CENTRE



# YOUR GUIDE TO STUDENT SUPPORT



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# YOUR STUDENT SUPPORT

**At Newcastle College University Centre, we aim to provide every student with an outstanding experience. Our Central Support Service (CSS) offers a range of services that help students reach their full potential. In this guide, we will go through the various types of support available to you and how you can access this.**

For us to be able to fully support you and your needs while you study with us, it is particularly important that you tell us if:

- Have ever had, an Education, Health and Care Plan (EHCP)
- You are, or have ever been, in local authority care
- You have had Exam Access Arrangements at a previous school or college
- You have a physical disability which would prevent you accessing college without support
- You are a Young Adult Carer (up to age 25) and help to care for someone, unpaid, who has an illness, disability, or addiction.



# DISABILITY SUPPORT

We offer disability specific advice, guidance and signposting. This includes:

- Advice on accessing Disabled Students' Allowances (DSA)
- Alternative assessment plans
- Exam access arrangements
- Screening and diagnostic testing for dyslexia.

We are committed to providing an inclusive environment and offer on-going support while you are studying at Newcastle College University Centre.



## Access support

We offer a dedicated access hub and physiotherapy room and seven hoist facilities across Rye Hill Campus. We also support with personal care needs and develop individual access plans.

## Dyslexia and assistive technology

We offer dyslexia screening, exam access arrangements and specialist support. We can also provide assistive technologies and alternative formats where required.

## SEND Support

Our SEND Advisors will work with you to develop Inclusion Plans which are then shared with your lecturers so they can support you in class. We also have support workers who can provide in-class support if you need it.

## Life Skills Hub

At our Life Skills Hub, we provide life skills sessions and a quiet space for students, especially those who need support with mental health or autism, which can be accessed between classes.





# WELLBEING SUPPORT

**A range of support is available for students to encourage mental wellness as well as more intensive support for those who need it.**

You could get access to:

- Regular one-to-one support
- Close liaison with external specialist teams
- Mental Health First Aid for students experiencing mental health distress
- Counselling sessions with a fully accredited counsellor.

**Request support by clicking the QR code**

Simply click the QR code and it will take you to a self-referral page. You just need to fill out the details and the support team will get in touch.

**CLICK ME**



to request support



# PASTORAL SUPPORT

**The Pastoral Support Team is here to make you feel welcome, inspired and supported as you learn. All students across Newcastle College University Centre have access to drop-in, group or one-to-one support.**

## Care experienced students

We offer direct support to looked-after children and care leavers, working closely with social workers and co-ordinating Personal Education Plans.

## Care Leaver Covenant

NCG and the Care Leaver Covenant have partnered together to support our care experienced students with progression opportunities. The Covenant is a promise made by private, public or voluntary organisations to provide support for care leavers aged 16-25 to help them to live independently.

## Expectant mothers

We offer support such as a well-being risk assessment, open communication with your tutors or lecturers and any other general pastoral support.



## Learning Mentors

Our Learning Mentors are based across campus and work with you on a wide range of issues including health, wellbeing and personal safety, academic support, employability and life skills.

## Literacy and numeracy support

Our Literacy and Numeracy Mentors provide one-to-one and small group support as well as providing daily drop-in sessions, if you are also studying L2 English or Maths.

## Young adult carers

If you help to look after someone who has an illness, disability, mental health illness or addiction then we can provide additional support.

# IMPORTANT CONTACTS

There are many ways you can ask for help at Newcastle College University Centre. You can:

## Visit the Support Hub

Drop by the Support Hub located in the main campus Library to speak directly with one of our helpful team members. They will be more than happy to assist you with any questions or concerns you may have.

## Request support by clicking the QR code

Simply click the QR code on the right and it will take you to a self-referral page. You just need to fill out the details and the support team will get in touch.

**CLICK ME**

to request support



## Involve your tutor or lecturer

If you prefer, you can ask your lecturer to request support on your behalf. Don't hesitate to reach out to them for help.

## Get in contact via telephone or email

Please get in touch to find out more about how we can help you on **0191 200 4189** or by emailing **css@ncl-coll.ac.uk**

# LIBRARIES AND LEARNING SPACES

**Our Library team can support with accessing IT at college, research skills, finding the correct resources you need and a wide range of other things.**

## Main Library

The main Library is situated in the heart of the Rye Hill campus and has over 70,000 resources to help you study. Students have access to the library catalogue where they can search, access and print all resources and e-resources Newcastle College has on offer.

Our Support Hub is also based in the main Library, and you can call in to speak to one of the team during normal college hours.

## Parsons TEN and HE HUB Ground Floor

In our HE resource centres, you'll find a range of PCs, including high-spec machines tailored for high-end computing tasks. We also offer convenient printing and scanning services. For collaborative projects, these areas feature large screen displays, allowing you to share your laptop screen with your group members.

In addition, our HE resource centres are thoughtfully designed to cater to your downtime needs as well. These areas are equipped with facilities to provide a perfect setting to unwind and recharge after intense study or group work. So, whether you need to focus on academic tasks or simply want to take a break, our centres offer the perfect balance of productivity and leisure.



# ACADEMIC SUPPORT

**At Newcastle College University Centre, we have a team of Academic Coaches who are available to support students with a large range of academic and study support.**

## Academic writing

Do you need support with how to write in an academic style? Our coaches can support you with a generic academic report format and what should be in each section and with academic prose.

## Dissertation masterclasses

The learning enhancement team produce and release a set of masterclasses throughout the year focused on aspects of your dissertation or project at the relevant points.

## Drop in on TEN

A coach will be on our HE resources centre on (floor) TEN in Parsons building that you can drop in and ask a question while working in our dedicated HE student area.

## Proof reading

Our coaches can support with proof reading to support with spelling, grammar, referencing and sense checking (please note they are unable to support with subject content).

## Referencing and research skills

Workshops and one-to-ones to support your referencing and research skills. The team will walk you through the best places to find good and relevant articles as well as how to reference them in the colleges chosen style of Harvard referencing.

## Request support by clicking the QR code

Simply click the QR code on the right and it will take you to a self-referral page. You just need to fill out the details and the support team will get in touch.

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# CAREERS AND EMPLOYABILITY SUPPORT

**The HE Careers and Employability Team support HE learners to increase their confidence and knowledge around their own individual employability and career management skills.**

The team provides general information and guidance to students about linking their higher education to future employment. Coaches help students by explaining how their educational pathways can lead on to graduate-level jobs as well as, where they can go to research these for additional information and support. They can also support students in developing a career plan.

## Career management advice

Find the right career for you and how to progress in your chosen field. Advertise and source job vacancies.

## Employability skills

Workshops on developing your employability skills from communication to IT.



## Progressing to further study

Support in writing post graduate applications and applying to Masters or PHD courses.

## Work ready and study ready guarantee

For every student on the programme at Level 4 and Level 5 that course will receive funding to purchase resources or activities that would directly benefit your study or employability skills.

Support applying for jobs Support with CVs and cover letter writing and interview skills including face to face and remote.

## Request support by clicking the QR code

Simply click the QR code below and it will take you to a self-referral page. You just need to fill out the details and the support team will get in touch.

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# FINANCIAL SUPPORT

**We know that studying a higher education course can be challenging at times and to support your study, Newcastle College University Centre has a range of funds that may be available to you.**

## Engagement Bursary

The Engagement Bursary is available to our Level 4 and Level 5 students and is to support their ability to engage with the course, you can apply to get up to £55 a month.

## Hardship Fund

The University Centre maintains a Hardship Fund for those students who have unpredicted difficulty and are struggling to meet their own financial means. If this may be affecting you, please speak to a member of our Student Services Team.

## HE Bursary

If you are in receipt of the full student Maintenance Grant you may be entitled to a £1000 bursary and can apply every academic year.

## Scholarships

Every year we offer a range of full fee and half fee scholarships to support widening participation of under-represented areas in Higher Education. To view our latest scholarships please head to our website at [www.ncl-coll.ac.uk/support/university-centre-support/fees-finance-and-funding](http://www.ncl-coll.ac.uk/support/university-centre-support/fees-finance-and-funding).

# IMPORTANT CONTACTS

## Academic Support

[justasc@ncl-coll.ac.uk](mailto:justasc@ncl-coll.ac.uk)

## Careers and Employability Support

[HEEmployability@ncl-coll.ac.uk](mailto:HEEmployability@ncl-coll.ac.uk)

## HE Bursaries

[HEBursaries@ncl-coll.ac.uk](mailto:HEBursaries@ncl-coll.ac.uk)

## HE Learning Resource/IT Support

[zoe.hiscutt@ncl-coll.ac.uk](mailto:zoe.hiscutt@ncl-coll.ac.uk)

## TellUsNow

[tellusnow@ncl-coll.ac.uk](mailto:tellusnow@ncl-coll.ac.uk)



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Scotswood Road  
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