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Class:

Name:

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Welcome to College Life

Professor Terri Scott Principal & Chief Executive

I am pleased that you have taken the next step towards building on your education and developing your future career at Northern Regional College. Here we offer an adult environment where you can take control of your learning. You will have access to a broader range of subjects than ever before, giving you the chance to study what you're passionate about on a learning programme that will work for you.

Whilst we encourage self-management and independent learning, the College surrounds you with a solid support network. We have pastoral, financial and careers advisors to guide you through every aspect of your journey, creating a smooth transition for you coming into college and preparing you for university or employment. We hope you find this guide useful and informative and that you enjoy your time as a student of Northern Regional College.



Stephen McCartney Head of Student Services

If you are a new student I am delighted to welcome you to the Northern Regional College and, if you are returning, to welcome you back. Along with all of my colleagues in the College, I would like to wish you an enjoyable and successful year.

This guide is designed to provide you with key information on the College. It also answers some of the questions that you may have about services and support available, and how to make the most of your time with us. Please do not hesitate to ask a member of staff if you have any other questions. Our aim is to help you to settle in quickly to College life. As you enrol on your College course, you are taking on an exciting and rewarding challenge.

My very best wishes to you for success.

Laura Firth Head of Student Experience and Quality

Thank you for choosing to study at Northern Regional College. We know that studying full-time or part-time can be challenging at times when other things take priority, whether at home or at work, which is why the Student Experience team are there to help you stay focused and encouraged

throughout your time at College. This Student Handbook is a handy guide to inform you of the varied student support services in place to help you during your time at the College. Remember that the Student Experience team will be there in person, via phone or email, if and when you need it.



Reece Cochrane Students' Union President

My first job as Students' Union President is to welcome you all to Northern Regional College! My role is to listen and respond to your ideas and thoughts as well as keeping you updated on key issues that are affecting students in NI and across the UK.

Please feel free to get in touch with me at any point by emailing StudentsUnion@nrc.ac.uk





Part 1 College Life

Surviving the First Couple of Days



Come to College prepared. Bring with you your books, pens, folders and notebooks.



Make sure you study your personal timetable and know where you should be for your first session.



Plan your journey, if you are using public transport make sure you are familiar with the transport timetable.



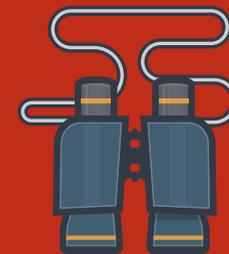
If you need help please ask a member of staff.



Your first few weeks at College are all about helping you to make friends and to settle into life at the College. You will take part in lots of fun activities that will help you to achieve this.



Make sure you know who your Course Lecturer is and how to contact her/him.



The first few weeks can be quite tiring; try to get yourself into a routine and don't forget to set your alarm clock.



Download the new Canvas app and find the Student Hub

Student Charter

The College seeks to provide a caring and effective learning environment and strives for continuous improvement in the quality of its services. This Charter is designed to help you understand what you should expect from the College and what the College expects from you in order to ensure that you have an excellent learning experience and fulfil your potential.

The College's Vision is to be an outstanding provider of training and further and higher education, focused on the needs of the modern economy.

The College's Mission is to provide students with a life-changing, supportive and innovative experience, which will equip them with the skills to compete successfully in the global employment market and meet the needs of local industry and employers.

Our Values

Student-focused	Putting the student first in all we do.
Innovation	Challenging ourselves to be innovative and drive continuous improvement.
Collaboration	Engaging proactively with internal and external partners to achieve joint goals.
Inclusiveness	Promoting equality, diversity, transparency and opportunity.
Sustainability	Focusing on the long-term future of our College.
Development	Committing to ongoing development of our staff.

What You Can Expect from Northern Regional College:

- ▶ Courteous, competent and responsive customer care
- ▶ A healthy and safe working environment
- ▶ Information about the wide range of support that is available
- ▶ A clear statement of all costs related to the course
- ▶ A relevant induction to the College
- ▶ Recognition of relevant previous experience and learning
- ▶ Suitably qualified and experienced lecturers and support staff
- ▶ A wide range of high quality learning experiences, including access to appropriate facilities and equipment
- ▶ Encouragement to take responsibility for your own learning
- ▶ Advice, guidance and support through Course Lecturers and/or Student Services
- ▶ An agreed programme of study based on a course timetable
- ▶ Regular assessment, review, reporting and the opportunity for academic appeals
- ▶ Opportunities for the recording of achievement
- ▶ Equality of opportunity in all dealings with the College
- ▶ Regular and timely feedback on submitted work

Northern Regional College Expects You to Follow the College Code of Conduct:

This Code of Conduct exists to benefit everyone - staff, students, and the local community.

Observing it is both good sense and a condition of College membership. In doing so, everyone will contribute to the care of the College, the community and our environment.

You are required to:

- ▶ Adhere to these rules and regulations of the College.
- ▶ Be polite and courteous at all times and refrain from verbal or physical abuse/threats towards anyone.
- ▶ Respect the facilities and resources as well as the well-being and property of all members of the College community.
- ▶ Keep the College clean, tidy and free from litter and graffiti.
- ▶ Students who deliberately damage College premises or equipment may be subject to disciplinary action, and will be asked to pay for the repair or replacement.

- ▶ Follow instructions for completing assignments and/or exams without cheating, copying or plagiarising work from others.

- ▶ Mobile phones are prohibited in all examinations. Failure to comply will result in disqualification.

- ▶ All students are required to comply with the College's policy of not permitting the display of flags, emblems, posters or other similar material, the circulation of literature or the articulation of songs, the wearing of clothing, slogans or banter which may give offence or cause apprehension among particular groups of staff, students or the public.

- ▶ Support the College Smoking policy which is available on the Student Hub. Smoking is only permitted within designated areas. This policy also covers all current and future vaping cigarettes, e-cigarettes and electronic cigarettes.

- ▶ Ensure that no drugs and/or alcohol are brought or used on College premises. Coming into College under the influence of alcohol or a prohibited substance is not allowed and will lead to disciplinary action.

- ▶ All students should be aware that any illegal activity on College premises or during College activities will be reported to the Police and will be treated as a disciplinary issue that may result in suspension or exclusion.

- ▶ Adhere to the Health & Safety regulations, at all times with due regard for your own and others safety.

- ▶ Students are not permitted to bring dangerous weapons such as personal knives or guns, laser pens or replica guns, onto campus, even for educational or performance purposes. Where knives, scissors or other sharp instruments are required as part of a course, the onus is on the student to ensure that these items are in safe keeping at all times and prove no risk to others.

- ▶ Inform your lecturer of the reason for any absences and provide medical certificates as appropriate.

- ▶ Consume food and drink only in those areas designated for this purpose. Eating and drinking is not permitted in studios, classrooms, workshops, libraries, or corridors.

- ▶ Keep mobile phones and personal music systems switched off within classrooms, libraries, IT areas and workshops unless requested otherwise to do so.

- ▶ Students are expected to adhere to the IT Acceptable User Policy.

- ▶ Inform the College of any changes in personal information, eg. your address, phone number.

- ▶ Notify the College in writing if you decide to leave before the course ends.

- ▶ Complete entry forms for external examinations and assessments when they are due.

The seven P's for students

You should always be ...

One

Present

preparation and punctuality leads to success

Two

Prepared

to show your ID when asked for it

Three

Polite

speak to everyone as you want to be spoken to – calmly and politely

Four

Proud of your College

look after our environment

Five

Positive

about who you are, make sure staff can see that you are enthusiastic and involved

Six

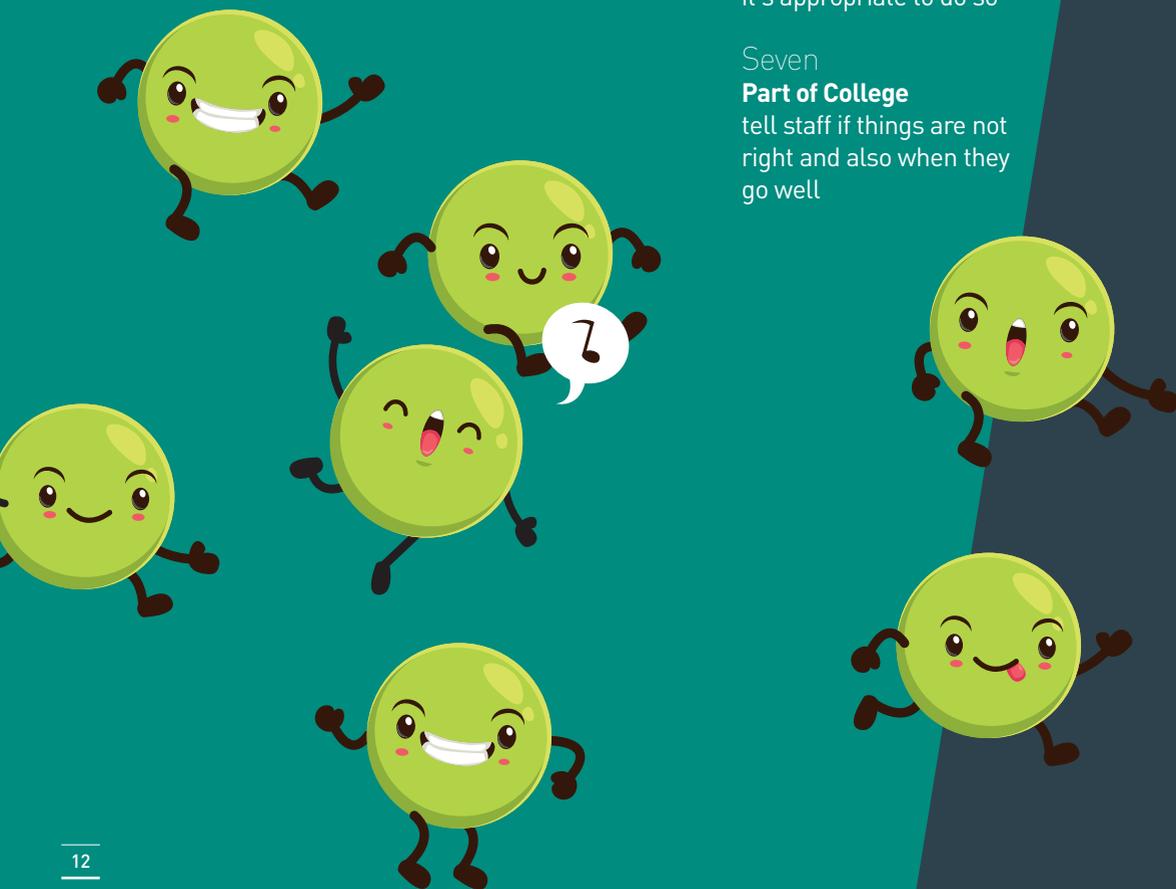
Phone Aware

only use your phone when it's appropriate to do so

Seven

Part of College

tell staff if things are not right and also when they go well



Student Policies

Student Policies are a guide to help you to understand how the College operates and to advise you about what behaviour is suitable as a student of the College. The policies most likely to directly affect you are:

- ▶ Smoking Policy
- ▶ Student Charter
- ▶ Student Disciplinary Procedure
- ▶ Student Dress Code
- ▶ Student Equal Opportunities Policy
- ▶ Student Malpractice Policy – Student Information
- ▶ Student Mobile Phone Policy
- ▶ Student Substance Misuse Policy
- ▶ Use of College Carparks
- ▶ Complaints Policy
- ▶ Social Media Policy
- ▶ Assessment Appeals - Policy and Procedure
- ▶ Bullying and Harassment Policy for Students
- ▶ Careers Education Information Advice and Guidance (CEIAG) Policy
- ▶ Extenuating Circumstances for Students
- ▶ Health and Safety Policy – Student Summary
- ▶ Interactive Acceptable Use Policy
- ▶ Safeguarding Policy (Young People, Adults at Risk and Adults in need of Protection)

TopTip



You can read these policies in full on the Student Hub which you can access via Canvas. If you have difficulty understanding these policies or how they affect you, please seek advice from your Students' Union. Email: studentsunion@nrc.ac.uk

Attendance

Please take note of these important points:

Attendance and punctuality at classes is compulsory.

- ▶ The College has an aspiration for 100% attendance.
- ▶ All absences must be accounted for. If you are in receipt of EMA any absence will affect your payment. To be granted an authorised absence you must provide the relevant evidence to your course lecturer for this to be granted e.g. appointment letter/card.

If you are absent from College you must inform the College by contacting your Course Lecturer by phone, email or by contacting reception on the campus you attend.

If you are absent for four consecutive weeks without formal notification, it will be assumed that you have withdrawn from the College.

TopTip



Remember - to progress and achieve on your course, you must attend. A good attendance record can make all the difference when applying for jobs or going on to university.

TopTip



Changing Your Contact Details

Change of address, telephone numbers, name changes and so on, should be notified to your Course Lecturer and reception. It is very important we have accurate details for you, to make sure that important things like letters and exam certificates reach you.

What happens if.....

You don't feel well enough to come to College?

Contact your Course Lecturer as soon as possible to let them know you won't be in by phone, email or by contacting reception on the campus you attend.

You lose your timetable?

Speak with a member of staff from your course team and they will provide you with another one.

You arrive late?

Go to your class immediately and explain why you are late. Please note if you are in receipt of EMA lateness may affect your payments.

You are lost?

Go to the main Reception or Library and they will be able to help you.

You forget to bring a packed lunch?

Don't worry; we have a student restaurant on each campus site that provides hot and cold food and vending machines.

You don't like the course you are on?

Tell your Course Lecturer immediately and they will talk through with you the other opportunities that are here at the College. We also have Careers Advisors who you can talk to about another course or employment options.

Help us to help you

If you are having any kind of difficulty, let us know at the earliest opportunity. Even if your problem is personal and you are concerned about discussing the details, you should still let us know: - your privacy will be respected. You can speak to your Course Lecturer or email safe@nrc.ac.uk to speak to a Safeguarding Officer. Keep College staff informed about your situation, especially during periods of absence. This will enable staff to review any special arrangements for deadlines that have been made for you and also any education support arrangements.

Mobile Phones and Electronic Devices

The College understands that your mobile phone and/or electronic devices are important to you and we are committed to promoting safe and responsible use of such. Mobile phones and electronic devices must be switched off in all classrooms, workshops or other learning environments. The College expects students to take responsibility for ensuring that they use mobile phones and electronic devices responsibly.

The Student Disciplinary Procedure will be used when the College feels that a student has not observed these disciplines and standards of behaviour.

We appreciate that you want to keep in touch with your friends and family but you are not permitted to have your phone switched on in any classroom, or other learning environment, unless you have been advised otherwise by your lecturer.

- ▶ Lecturers may ask you to switch your mobile phone and/or electronic devices off at the start of class and place it in their view. In other cases, it may be sufficient that you are asked to switch off your mobile phone and/or electronic devices and asked to place them out of sight.
- ▶ If you are expecting an urgent or important call, talk to your lecturer about this.
- ▶ Some lecturers may allow you a "text break" – a few minutes during class time when you can check your phone for missed calls or texts.

- ▶ Sometimes you may need to use your mobile phone and/or electronic devices in class as part of the lesson however this is only with approval from your lecturer.
- ▶ Please remember, that if you are working with your mobile phone and/or electronic devices you are not paying full attention to what is going on around you. Many people see this as a lack of respect.

The College expects students to use their mobile phone and/or electronic devices responsibly. Sending or receiving some types of texts, instant messages or images may constitute a criminal offence. You should not use your mobile phone and/or electronic devices for any of the following:

- ▶ Downloading unsuitable content (images or text)
- ▶ Sending anonymous texts or making threats
- ▶ Name calling or insulting texts

- ▶ Giving out personal information that others may feel embarrassed about
- ▶ Sending frightening or obscene images
- ▶ Taking photographs or video footage



Network Account

Once you have registered for your course you will be allocated a College email address and network account. Further details on how to activate your account will be provided during induction.

College WiFi

All students will have access to free College WiFi on every campus via eduroam and you can use this to connect all your personal devices. Simply choose eduroam from the available wireless networks and enter your College email address and password. You can also log in to eduroam at other academic organisations who facilitate eduroam.

Free Microsoft Office For Home

To install up to five free copies of MS Office at home, you need to have enrolled on the College network and have a valid

College student email address. Log in to Mail. Office365.com with your network account and password -> Click on the "Northern Regional College" logo, -> Click on "Install Office apps".

If you have any IT related problems you can contact the College IT Department by emailing servicedesk@nrc.ac.uk

Canvas

This year the College is introducing a new virtual learning environment (VLE), Canvas, where you'll find course information, online resources, assignments and much more. You can access Canvas on and off-campus at nrc.instructure.com using your College email address and password or download the student app to use it on your mobile device and get notifications and

reminders. Make sure you complete the Get Started with Canvas introduction and ask your lecturer to show you how to find the resources for your course and where to upload your assignments and get feedback.

Learning Hub

Once you're on Canvas, make sure you check out our Learning Hub where you'll find lots of information and resources to help you with all your study and technology needs whilst at Northern Regional College. There are handy video tutorials and guides to all the online systems you'll use as a student including Learning Assistant, LinkedIn Learning, Turnitin and Office 365, as well as advice on how to access the WiFi and stay safe online. There's also helpful advice on how to make the most of your study time and important information on referencing and plagiarism.

LinkedIn Learning

As a student at Northern Regional College you have free, unlimited access to LinkedIn Learning, an on-demand library of over 13,000 high quality courses and videos on a range of topics such as IT and Communication Skills, Creative Design, Social Media, Photography, Video Editing and so much more! You can access LinkedIn Learning from Canvas, your LinkedIn account or the free mobile app. Check out the Learning Hub for video tutorials and guides and ask your lecturer to recommend useful courses to help you get started developing the skills that can boost your career.

ClickView

You'll also find lots of useful videos and learning resources on ClickView to help you with your studies. You can even use ClickView to upload and edit your own videos for assignments

or classroom activities. Access ClickView on and off-campus at clickview.co.uk or download the free mobile app to view or record videos on the go! Find out more on the Learning Hub on Canvas or ask your lecturer for advice.

Student Hub

You can access the Student Hub via Canvas the College's new digital learning platform or by downloading the Canvas App. There's information about Finance, Health & Wellbeing, Education Support and the Students' Union so make sure you take a look. We'll use the Student Hub to keep you updated with all the things you need to know while at the College.

Make sure you follow @NRCCILT on Instagram and Twitter to get the latest updates on Canvas and all our online systems!

TopTip**Student ID Cards**

Every student is entitled to a Northern Regional College Student ID card. This card is needed to access entry to exams where some form of photo identification is required. It is also useful as evidence for collection of Financial Support payments. The initial College Student ID card is free but a charge may be incurred to replace lost or damaged cards. Students will be provided with a lanyard and are expected to wear these with their Student ID card in them at all times. The cards are valid for the duration of the course.

Dress Code

Northern Regional College provides education and training for students from all different cultures and backgrounds. We aspire to maintain a harmonious educational and working environment where all learners, employees and visitors have mutual respect for each other and their cultural difference.

This Code, in the main is not designed to be prescriptive, but rather is based on a set of principles, to guide student's choices and reduce inappropriate dress.

Wherever possible, people should be able to adopt whatever sort of dress they choose and feel free to express themselves in dress, providing that their choices do not breach the principles of the Dress Code policy and/or cause significant offence to other College users.

The College recognises the diversity of cultures, religions and abilities of its learners and staff and will take a sensitive approach when this affects dress and uniform requirements. However, priority will be given to health and safety and security considerations. A full copy of the Dress Code policy can be accessed via the Student Hub.

Tutorials

Your lecturers will be your main point of contact. They can advise students on a variety of issues and provide general information and advice about possible career paths as well as monitoring and encouraging academic progress. Your Lecturers will also be able to refer you to other areas within the College such as Student Finance, Education Support, the counselling service or Careers.

You will also have a minimum of three formal progress reviews per year identifying, aptitude, attendance and assessed work and agreeing actions for the future.

Pastoral Care Issues Covered in Tutorials may include:

- ▶ Alcohol and drugs awareness
- ▶ Bullying
- ▶ Confidence Building and Self-Esteem
- ▶ Deaf Awareness
- ▶ Employability
- ▶ Healthy and Abusive Relationships
- ▶ Internet safety
- ▶ Mental Health Awareness
- ▶ Personal Banking
- ▶ Sexual health
- ▶ Student Finance
- ▶ UCAS

TopTip**Educational Visits, Guest Speakers and Skills Competitions**

To support your course, you may have educational visits e.g. to employers or other organisations; guest speakers e.g. from companies or other students; and Skills Competitions e.g. at local, regional or national level. These activities aim to enhance your learning and develop your knowledge.

Student Disciplinary Procedure

At Northern Regional College, we are committed to providing a learning environment in which you can give your best and participate freely in College activities. We want all students to be able to enjoy the company of other students respecting and being respected by staff. Unfortunately, from time to time, some students'

actions or performance are unacceptable. Both the Disciplinary Procedure and Code of Conduct set out how we will deal with problems and you can access these via the Student Hub. Please note that the type of disciplinary sanction will depend on the nature of the problem. For further information please visit the Student Hub.

Possession/Use of Illegal Substances

At Northern Regional College, we are committed to providing a learning environment in which you can give your best and participate freely in College activities. We want all students to be able to enjoy the company of other students respecting and being respected by staff. Unfortunately, from time

to time, some students' actions or performance are unacceptable. Both the Disciplinary Procedure and Code of Conduct set out how we will deal with problems and you can access these via the Student Hub on Canvas. Please note that the type of disciplinary sanction will depend on the nature of the problem.

Collaboration with the Police

While the College's disciplinary procedures are wholly separate from civil or criminal legal proceedings, the College will assist the police in bringing criminal prosecutions when the gravity of the offence is deemed by the College to warrant such assistance. The College will co-operate with police requests for information, subject to the provisions of the Data Protection Act and General Data Protection Regulations (GDPR).

Please be advised that off-campus behaviour that brings the College into disrepute is also subject to the student disciplinary process.



Part 2 Equality

Equal Opportunities at College

The College welcomes a very diverse community which includes people with physical, mental and emotional disabilities and learning difficulties, those of particular religions, beliefs or philosophical beliefs or sexual orientation, and people from countries across the world with different ethnic and cultural backgrounds, speaking many languages. We also welcome people of all ages and have a special duty of care for children and young people under the age of 18 years and adults who may be deemed to be at risk.

In light of this we have an Equality Statement:

NORTHERN REGIONAL COLLEGE is committed to the promotion of equality of opportunity in all of its activities. We aim to ensure that we provide a supportive, fair, inclusive and welcoming environment for all staff, students and visitors free from any form of discrimination or harassment. ”

We are committed to equality of opportunity for students and staff and the elimination of all forms of discriminatory or oppressive behaviour between individuals or groups. All students and staff are expected to show forethought in ensuring full respect for each other's personal dignity. Bullying, harassment, abuse or discrimination against any individual or group will not be tolerated. All the Equality policies, are available on the Student Hub.

At Northern Regional College we believe that everyone deserves the opportunity to achieve their potential and to be protected from abuse, neglect, bullying or harassment from anyone. We are all responsible for our own behaviour and should not make any other person feel uncomfortable or discriminated against.

Transgender Students

If you are transgender, or are considering changing your gender, please let us know so that we can ensure you get as much support as possible whilst in the College. Although you do not have to disclose this information to us, it is advisable that you do so that we can manage

a variety of areas such as: the enrolment process, student ID, work placements, Access NI checks, time out for appointments or other support which you may require whilst in the College. Only those who need to know that you are transgender will be advised with your consent.

Contact:
Fiona McDowell
Equality Officer

Telephone:
028 2766 0411

Email:
Fiona.McDowell@nrc.ac.uk



Part 3 Safeguarding

Safeguarding

At Northern Regional College we want to ensure that all our students experience an inclusive, enjoyable and safe environment, in which they feel respected and valued. Every day a student at risk may experience some kind of harm, abuse, ill-treatment or neglect. Safeguarding is about helping students to keep themselves safe and to prevent harm from happening in the first place. Safeguarding is also about responding to concerns about alleged and suspected harm and putting in place plans to help and protect those who cannot protect themselves.

The key principles of the Safeguarding Policy are:

- ▶ To seek to provide and promote a safe learning environment for all users;
- ▶ To ensure that all allegations of abuse will be taken seriously and treated in accordance with the College's procedures;
- ▶ To ensure policy and related procedures on Safeguarding reflect current legislation and best practice;
- ▶ To use best practice in its safe recruitment of staff by undertaking the appropriate pre-employment vetting checks, including enhanced disclosure checks through Access NI, and to ensure unsuitable individuals are not employed;
- ▶ To ensure that students who undertake work placement in Regulated Activity are also subject to enhanced disclosure checks through Access NI;

- ▶ To ensure best practice in relation to students who have declared a conviction for the abuse of a child, young person or a vulnerable adult;
- ▶ To support, resource and train those who work with, or come in contact with children, young people and vulnerable adults;
- ▶ To ensure procedures are in place for raising concerns, allegations or suspicions;
- ▶ To deal with all safeguarding matters confidentially and in accordance with the provisions of Data Protection legislation and codes of practice.

The full policy can be accessed via the Student Hub.

TopTip



Who do I speak to if I'm worried about a safeguarding issue?

Every campus has designated safeguarding champions who you can contact at any time with your worries. You can also email safe@nrc.ac.uk

Criminal Disclosure Process

The College has a duty of care to all its users to ensure their safety and wellbeing. In order to meet these responsibilities it is necessary for all students to declare any relevant convictions, cautions and warnings to enable the College to make a judgement on any particular risks.

Having a criminal record will not necessarily bar anyone from a place on a College course but a separate risk assessment or further checks may be required. Students are encouraged to disclose a criminal record at the start of the academic year but if they are concerned they can speak to one of the Designated Safeguarding Officers.



College Safeguarding Team

Designated Safeguarding Officers



Stephen McCartney
Head of Student Services



Fiona McDowell
Equality Officer

Adult Safeguarding Officer



Laura Firth
Head of Student Experience

Deputy Designated Safeguarding Officers

Coleraine / Ballymoney / Magherafelt

Julie Hemphill
Careers

Lauren Millar
Education Support

Lesley-Anne Beacom
Student Engagement

Ballymena

Emma Porritt
Education Support

Una O’Kane
Careers

Sean McAleese
Work-Based Learning Manager

Newtownabbey

Nicola Davidson
Careers

Lisa Burns
Student Finance

Email: safe@nrc.ac.uk

Bullying

Here at the Northern Regional College we consider bullying a serious offence and will not tolerate physical, cyber, emotional, verbal or any other direct or indirect bullying. If students are identified as bullying, the College will use the Student Disciplinary Procedure and Code of Conduct Policy which may result in them being withdrawn or expelled from the College, depending on the severity of the incident.

If you witness any form of bullying, or are subject to bullying, you can speak in the first instance to your Personal Lecturer, or a member of the Safeguarding team.

Remember it is your duty to report any signs of bullying so the College can act appropriately.

What is bullying or harassment?

It can include:

- ▶ Name calling or teasing
- ▶ Punching, pushing or physically attacking another person
- ▶ Taking money, mobiles or any personal possessions
- ▶ Sending nasty texts or e-mails
- ▶ Sending abusive social networking messages/ videos/photos

It is also picking on someone because of their:

- ▶ Religion
- ▶ Gender
- ▶ Sexuality
- ▶ Disability
- ▶ Appearance
- ▶ Ethnicity
- ▶ Race

TopTip



Reporting bullying or harassment

If you witness any form of bullying, or are subject to bullying, you can speak in the first instance to your Lecturer, a member of the Safeguarding team or you can email safe@nrc.ac.uk.

Remember it is your duty to report any signs of bullying so the College can act appropriately.

Be Internet Smart

Safe

Keep safe and do NOT give out your personal information when chatting or posting online. Personal Information is your full name, email address, phone number, home address, photos or even your College name.

Meeting

It can be very dangerous to meet up with someone you have just been chatting to online. Make sure you are accompanied by an adult when meeting for the first time.

Accepting

Accepting emails, IM Messages, or opening files, pictures or texts from people you don't know or trust can lead to problems – they could contain viruses or nasty messages.

Reliable

Not everything on the Internet is reliable and truthful and remember a person you are chatting to online may not be who they say they are.

Trust

Tell an adult you trust if there is anything that makes you feel uncomfortable or that worries you while online. If you feel that you are being bullied or you know of anyone who you think is, make sure you report it straight away. The longer it goes on the worse it can get.



Part 4

Student Services

The Student Services Team are here to support you in succeeding and achieving your full potential by ensuring you have full access to the range of support functions that the College offers. These services are designed to support and help you at all stages of your progression through your course. The support services we provide are:

- ▶ Additional Education Support Services
- ▶ Careers Education, Information, Advice and Guidance
- ▶ Student Finance
- ▶ Students' Union
- ▶ Library
- ▶ Pastoral care services (including Counselling and Wellbeing)



TopTip



Support during your studies

The friendly and approachable staff are here to help and support you. Details about the range of services and contact details can be found in this booklet.

Education Support

The College aims to enable people with a medical condition, learning difficulties and/or disabilities to access, participate and progress within and from learning programmes, through the establishment of appropriate support mechanisms. We are working towards an environment and curriculum which meets the needs of ALL students.

How do I apply for Education Support?

Students who require support from the College with their educational needs, should in the first instance, fill in an Education Support form in this booklet and return it to reception at their campus. The Education Support team will then contact you to discuss your needs and how we can best meet them. If you have difficulty filling in the form, feel free to drop in to the Education Support office and one of the team will be happy to help you.

Who can apply for Education Support?

Students who have a medical condition, learning difficulty and/or disability and are assessed as requiring additional support for their learning and assessments. Once you have registered with our service we will ask you to provide evidence of your disability eg a dyslexia assessment. You can then book an appointment with one of our staff who will prepare an Internal Needs Assessment Report for you. If you are on a Higher Education course our staff will assist you in applying for the Disabled Students Allowance (DSA).



Types of Support

This will depend on your needs. We could help with:

- ▶ Assessment of your additional learning needs
- ▶ Identification of your individual learning programme and for tutorial support
- ▶ Literacy, numeracy, study skills support
- ▶ Equipment and additional aids (eg. Assistive technology, specialised software)
- ▶ Special arrangements to support you with assessments or exam access arrangements (eg. extra time)
- ▶ Education Support Assistant (where appropriate)
- ▶ Sign Language Interpreters

TopTip



Helping You Succeed

The College is committed to helping you succeed with your studies. We strive to ensure everyone at the College maximises their ability and fulfils their potential. In order to meet your needs we would encourage you to disclose any relevant information about your learning needs to the Education Support Co-ordinator or your Course Lecturer.

Care Experienced Students

College life can be challenging whatever your background and especially for learners in care or leaving care. At Northern Regional College, we recognise that all learners are individuals. We can offer tailored support to meet your individual needs.

If you haven't already 'ticked the box' please contact our Education Support staff at your chosen campus to discuss your needs, arrange a visit with your care worker or to chat informally about your study plans. They can help put together your individual support package and help you deal with any problems.

tick the box 

 **AccessAble**

Education Support Contact Details:

Ballymena
028 2563 6253

Coleraine
028 7035 4717

Ballymoney
028 2766 0401

Magherafelt
028 7963 2462

Newtownabbey
028 9085 5000

E-mail:
educationsupport@nrc.ac.uk



Education Support Form

Please complete this form if you have a learning difficulty/disability/medical condition/mobility difficulty

Personal Details

Name of Student:

Campus: Date of Birth:

Course:

Essential Skills Yes No

Course Co-ordinator

Address:

Postcode: Email address:

Telephone (Home): (Mobile):

Have you previously received Education Support in the college or school?

Yes No

Have you previously received any exam support in the college or school?

Yes No

Did you have a Statement of SEN/Transition Plan/Dyslexia Report?

Yes No

Please turn over

To be completed by course co-ordinator

This course is assessed by:

Assignments only **Assignments and external exams** Month of first exam

For office use only

Date received: Academic year: Student ID no:



Please indicate your area(s) of support need:

- Dyslexia/Dyscalculia/Dyspraxia Learning Difficulty (Literacy & Numeracy)
 Vision Mental Health
 Hearing ADHD/ADD
 Physical Disability Autism Spectrum Disorder

Medical/Other (please state)

Are you taking particular medication that we need to know about?

- Yes No

If yes, please specify

Would you require assistance during an emergency evacuation?

- Yes No

Evidence

All students are required to provide **evidence** of their disability/ learning difficulty/ medical condition. This evidence is required by the Department for the Economy to be eligible for support and also by Examination boards and Awards bodies for exam access arrangements.

Evidence required:

Dyslexia/Learning difficulty - Educational Psychologist Report/Dyslexia report (Reports should be current, i.e. within the last 2 years)

Medical/Other - Doctor or specialist report on disability or medical condition.

If you do not have the required evidence, this can be discussed during your needs assessment appointment.

At Northern Regional College we are strongly committed to protecting the privacy of your personal data, in whatever form that information is held. We will ensure your personal data is properly safeguarded and processed in accordance with the General Data Protection Regulations (GDPR) and the Data Protection Act 2018 (collectively referred to as Data Protection Legislation). You can view your rights and obligations on our website www.nrc.ac.uk/page/privacy-policy

I agree relevant information can be made available to college staff as needed.

Signature: **Date:**

Please return this form as soon as possible to:
educationsupport@nrc.ac.uk or the Education Support Co-ordinator on your campus

Jam Card

Northern Regional College is a JAM card friendly organisation, allowing people with communication barriers such as learning disabilities/difficulties to let others know they need 'Just A Minute' of patience when interacting with them.



Students at the College can apply for a JAM card via Student Services on each campus, or download the app to their phone.

Further information can be found at <https://www.nowgroup.org/jamcard>



Careers Education, Information, Advice and Guidance

Careers Education, Information, Advice and Guidance (CEIAG), are an essential part of your learning programme and student experience while attending the College. The Careers Team enable you to make decisions about your learning, training and work opportunities, now and for the future.

The Careers Team is available to assist you in making informed career choices.

They can help you with all aspects of career planning & support to ensure you get the most from your time at College.

They are friendly, helpful and professional. The wide range of services on offer can help with your career and employability choices.

Northern Regional College Careers is committed to providing high quality, impartial advice to help students plan and manage their progression through learning and work.

What Can The Careers Advisor Help Me With?

- ▶ Come for a guidance interview - sound out ideas and get advice
- ▶ Drop in and ask questions
- ▶ Visit the careers area on the Student Hub
- ▶ Get volunteering information and sign up for volunteering awards
- ▶ Get help with application forms, CV's and interview preparation
- ▶ Get specialist UCAS advice and information when applying for Higher Education courses
- ▶ Careers tutorials help develop your career planning and employability skills
- ▶ Class talks will keep you up to date and informed on subjects important to you
- ▶ Throughout the year you can attend employer presentations and university talks
- ▶ Visit JobShop to get career ready and find employment opportunities

Careers Contact Details:

Ballymena
028 2566 2871

Ballymoney / Coleraine /
Magherafelt
028 7035 4717

Newtownabbey
028 9085 5000

Email:

careers@nrc.ac.uk

Facebook:

[@NRCCareers](https://www.facebook.com/NRCCareers)

TopTip



Careers Guidance Interview

A careers guidance interview is an impartial, one-to-one meeting between students and a qualified Careers Advisor. An interview can last for up to one hour and should be booked beforehand. Your Careers Advisor can help you think about options, discuss plans and set goals. Careers guidance interviews are available to all students. Email careers@nrc.ac.uk to ask questions or to book a careers appointment.



THE STUDENT JOB SHOP

Job vacancies,
work placements
and volunteering
opportunities



UCAS Checklist 2020 Entry

Registering Your Application

- ▶ Go to www.ucas.com
- ▶ Click UCAS Undergraduate Apply and Track
- ▶ Start Undergraduate application
- ▶ Register and Apply for 2020 entry. You are not committed at this stage
- ▶ Take a note of your USERNAME and PASSWORD
- ▶ 'Log-in now' and confirm 'school/college'
- ▶ Enter **buzzword: NRC2020** and confirm Northern Regional College
- ▶ You will need to link to one of the tutor/application groups using the drop-down menu
- ▶ Go to log-in and make a note of your PERSONAL ID
- ▶ Verify your e-mail address



Completing Your UCAS Application

You have 5 sections to complete. Once you have completed all the information, tick the 'section completed' box and click 'save'.

1. Personal details:

- ▶ Use an appropriate e-mail address – this will be seen by University Admissions Tutors
- ▶ Use Fee code 02 unless you are applying for courses funded by yourself or DoH/ NHS
- ▶ Disability/special needs – tick if appropriate...you will not be disadvantaged in any way

2. Choice of courses:

- ▶ If you need help deciding which courses to choose, speak to your Careers Advisor

3. Education:

- ▶ Don't forget about your GCSE's/Essential Skills
- ▶ List all the modules that make up your course and include first year grades if applicable

- ▶ You must enter all qualifications you have a result for, including any which were ungraded
- ▶ You must enter any qualifications for which you're waiting results

4. Employment:

- ▶ Only include paid work. Write about unpaid/voluntary work in Personal Statement
- ▶ If you have not had any paid work, then leave this section blank, but mark it as complete

5. Personal Statement:

- ▶ UCAS use similarity detection software to check for plagiarism
- ▶ Speak to your Careers Advisor if you need help with your personal statement.

Deadline for application to be sent to UCAS is 15th January 2020 (6pm).

UCAS

TopTip



Final UCAS step

When all 5 sections are completed and ticked you are able to 'pay and send' to your tutor for a reference. Pay either £18 if you're applying to just one course, or £24 for multiple courses.

If you need support with UCAS please email careers@nrc.ac.uk

Careers Timeline

September	<ul style="list-style-type: none"> ▶ InfoFest – visit the university stands ▶ Ucan with UCAS - HE Information Fair with University talks ▶ Meet the Careers Team during Induction ▶ University open days – see opendays.com ▶ Register with Millennium Volunteers
October	<ul style="list-style-type: none"> ▶ Check out what the Careers Team do ▶ Get involved in volunteering ▶ Complete your UCAS application form ▶ Registration opens for HPAT Test
November	<ul style="list-style-type: none"> ▶ Think about your career pathway ▶ Ask your Careers Advisor to check your Personal Statement ▶ CAO application forms available
December	<ul style="list-style-type: none"> ▶ Find out about the STAR programme to develop your employability skills
January	<ul style="list-style-type: none"> ▶ UCAS deadline – 15th January ▶ HPAT information sessions with the Careers Team ▶ Apply for Further Education or Work Based Learning courses
February	<ul style="list-style-type: none"> ▶ Organise a mock interview for university/employment ▶ Speak to your Careers Advisor if you need help to write a CV
March	<ul style="list-style-type: none"> ▶ Get your volunteering hours accredited and pick up your Millennium Volunteer Award. ▶ UCAS HE Convention
April	<ul style="list-style-type: none"> ▶ Check JobShop for jobs, volunteering and work experience opportunities
May	<ul style="list-style-type: none"> ▶ Think about your next step - book a careers guidance interview
June	<ul style="list-style-type: none"> ▶ Need help completing an application form - ask your Careers Advisor
July	<ul style="list-style-type: none"> ▶ Take the opportunity to attend a summer school to get a taster of university life. Speak to your Careers Advisor for more information. Any questions? Email careers@nrc.ac.uk
August	<ul style="list-style-type: none"> ▶ The Careers Team is available throughout the summer ▶ Check UCAS track for updates on your application

Personal Career Development Award

Get an accredited Personal Career Development Award with Northern Regional College. This qualification will give you a competitive edge when applying for jobs by developing the skills and experience you need to help you succeed.

Available to part-time and full-time students at all levels. It's free and easy to apply for.

The Personal Career Development Award has three focus areas:

- ▶ Learn how to 'sell yourself'
- ▶ Get experience of the world of work
- ▶ Develop your employability skills

Volunteering

Volunteering is a great way for you to gain skills.

Any student (aged up to 25) who is volunteering or who would like to volunteer can have their work recognised through the Millennium Volunteer's scheme. To register, contact your Careers Advisor. You can achieve a certificate after 50, 100 and 200 hours of volunteering.

Achieving the award is simple and fun. Create a CV or UCAS form, get paid or unpaid work experience and showcase your skills through a range of activities inside and outside college. Complete your digital portfolio on Canvas and submit!

Find the award on Canvas, or contact your campus Careers Advisor for further information.

This looks great on your CV, job application and UCAS personal statement.

Millennium Volunteers is endorsed by employers and universities!



TopTip



Student Finance

There are a range of funds you can apply for to help you with course related costs. Funding applications are assessed using guidance issued by the Government and most are based on personal circumstance such as income thresholds. The Student Finance Team can assist you with financial matters and help you to apply for any appropriate grants or awards that are available.

Financial Help

The following is a brief list of support available but is dependent upon your age, the level of study you are undertaking, your and/or your family's circumstances. Other criteria may also apply. Important points to note are that some of the sources below have closing dates and therefore applying late may mean that you are unable to access financial assistance. If you are unsure what financial assistance may be available to you, please contact the Student Finance team.

Contact Details:

Student Finance Team for Ballymena, Coleraine & Ballymoney

Telephone:
028 2563 6230

Student Finance Team for Newtownabbey, Larne & Magherafelt

Telephone:
028 9085 5000
ext. 1239 or 1249

Or Email:

studentfinance@nrc.ac.uk

Source	Details	Age Range
Access to Learning Fund Northern Regional College Student Finance Office Ballymena or Newtownabbey	The College Access to Learning Funds are available to assist students dealing with financial hardship. Assistance from the Access to Learning fund is means tested and students must have explored other sources of funding before applying. Application forms for the Access to Learning Fund are available from reception. If you are currently in receipt of any benefits you should check with the benefits office before applying for financial assistance as this may affect your benefits. Childcare assistance may also be available.	Students must be 18 years or over on 1st July prior to the start of the course and meet the residency regulations.
Care to Learn Scheme Northern Regional College Reception	If you have care of a child then you may be able to get help with childcare and travel costs. Childcare assistance may also be available. This fund is administered through the College. The child carer must be a registered childminder, preschool group, day nursery, out of hour's school club or other registered provider. Costs are subject to a weekly maximum.	For students (male/female) aged between 16 and 20 at the start of the course
Childcare Assistance for Higher Education Students www.nidirect.gov.uk	Full-time students with children may qualify for extra financial help on top of the standard student finance package. Depending on your circumstances, you may be able to get: <ul style="list-style-type: none"> ▶ the Childcare Grant (to help with childcare costs) ▶ the Parents' Learning Allowance (to help towards course costs) 	Students aged 16+ and studying Higher Education courses.
Dinner Tickets (Free School Meals) Education Authority www.eani.org.uk	Other criteria and age restrictions may apply and you should contact your local Education Authority for further information.	Students must be under 18 on 31st July and on a full-time Further Education course
Disabled Students Allowance (DSA) for Higher Education Students www.studentfinancenl.co.uk	DSA is designed to provide the help and assistance you may require for your studies as a direct result of your disability. This can include a long-term health condition, physical disability, mental-health condition or specific learning difficulty such as dyslexia or dyspraxia.	Students must be completing a Higher Education course at Level 4 or above. Students on Higher Level Apprenticeships are not eligible to apply for this allowance.

Source	Details	Age Range
EMA www.nidirect.gov.uk	This award is means-tested on household income and students may receive payment of £30 per week. You could get EMA if: <ul style="list-style-type: none"> ▶ You are aged between 16-19 years old on 1st July prior to the start of your course ▶ You have not already received the maximum allowance for EMA ▶ Your household income is £20,500 or less, if a younger sibling is in the household the threshold is £22,500 ▶ You are doing at least 15 hours of guided learning at the College ▶ You meet the residence and nationality rules set out for EMA ▶ Other eligibility criteria apply to the scheme and this is detailed in the Application Pack which may be obtained from the College. EMA is for students on FE courses only. 	For students aged between 16 and 19 on or between 2nd July and 1st July
Further Education Grant Part-Time Assistance www.eani.org.uk	Means-tested tuition fee costs and a means-tested grant for books and related costs. There is a closing date for applications which is usually the end of September so please contact the Education Authority as early as you can. Late applications will not be considered.	Students must be 19 or over on 1 July
Further Education Grant Full-time Assistance www.eani.org.uk	This is a means-tested award for full-time students and usually has a closing date. FE Bursaries range in value depending on parental income. There is a closing date for applications which is usually the end of September so please contact the Education Authority as soon as you can. Late applications will not be considered.	Students must be 19 or over on 1st July
Higher Education Part-time Grant/ Loan www.studentfinancenl.co.uk	Part-time Higher Education students, who are studying at least 25% of an equivalent full-time course, can apply for financial help. This is a means-tested grant for tuition fees and books and materials. Loans are not based on income and are repayable. For more information, check Student Finance NI.	Students aged 18+
Higher Education Full-time Grant/ Loan www.studentfinancenl.co.uk	Students undertaking HNDs, degrees and foundation degrees etc may apply for help from Student Finance NI for assistance with a tuition fee loan, a maintenance loan and a maintenance grant. Student Finance NI will carry out the financial assessment and decide how much funding is available to you.	Students aged 18+
Travel Pass Northern Regional College Reception or Education Authority www.eani.org.uk	Other criteria and age restrictions may apply and you should contact your local Education Authority for further information. Applications Forms are available from Receptions in the College.	Students must be under 19 on 1st July and on a full-time FE course

NB: All information is correct at the time of publication and is subject to change.

Students' Union

Inspiring and empowering students to take charge of their education

The Students' Union of Northern Regional College represents students across all campuses and is governed by the College's Student Leadership Team. The Students' Union aims to:

- ▶ Represent all full-time and part-time students in both further education and higher education and work based learning students.

- ▶ Support the education of its members.
- ▶ Provide opportunity for the expression of the student voice within the College on all matters of interest to students.
- ▶ Promote the general welfare of the students.
- ▶ Encourage student activities and events.
- ▶ Act as a channel of communication between its members and the College through Campus Class Rep Meetings.

What does the Students' Union do?

- 1. Student Engagement** – allowing you to make the most of your time at College through activities and workshops. Student Enrichment themes include anti-bullying, drugs awareness, alcohol awareness, health and wellbeing, road safety, etc.
- 2. Student Voice** – giving you the opportunity to speak up and be heard! The Students' Union acts as a channel of communication to represent your opinions and views. We want to give you the opportunity to speak up and be heard and offer support where we can.

exclusive offer

car insurance
15% discount

Plus **FREE CAR RESCUE**
with optional Lost Key Insurance for £11

home insurance
10% discount

Plus an **EXTRA 10% DISCOUNT**
for AXA car customers

Get a quote!

-  www.axani.co.uk/NRC
-  **02892 444666**
-  Visit your local AXA Branch



Class Reps

Class Reps are elected at the start of term in September with Class Rep training starting at the end of September/early October. Meetings are held once per term on each campus.

The benefits of becoming a Class Rep include:

- ▶ Make a meaningful contribution
- ▶ High profile with students and staff
- ▶ Develop skills for future employment
- ▶ Demonstrate motivation and responsibility
- ▶ Class Rep Training Certificate's
- ▶ Class Rep of the Year and Student Officer of the Year Award
- ▶ OCN Level 1 STAR Award

TopTip



Class Rep Elections

Class Reps are elected by their course colleagues to represent their collective interests on issues related to their education and welfare.

This is a legitimate role which both the Northern Regional College and Students' Union recognise and seeks to support.

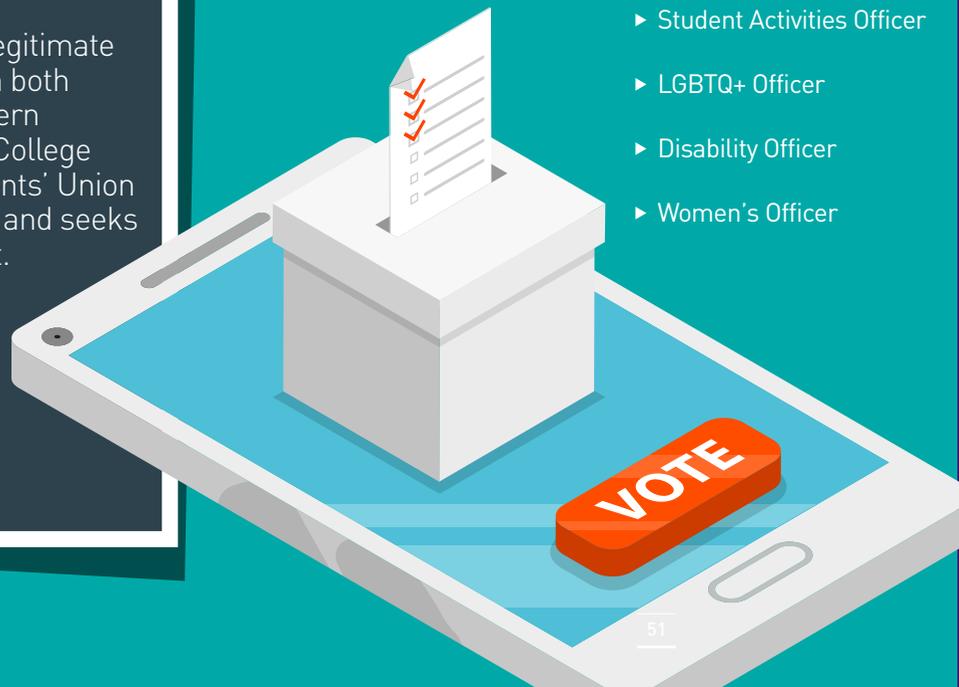
Staff/student consultative meetings

Staff/Student Consultative Meetings are an opportunity for Class Reps to give feedback to Lecturers on the content of modules and teaching methods. It is important for your lecturers to know how the class feels the course is going, that teaching methods are appropriate for the class and also encourages the quick resolution of issues.

Campus Officers

Campus Officers are also elected at the start of term after class rep elections. To become a Campus Officer you must be an elected class rep, the following roles are available on each campus:

- ▶ Campus Students' Union Vice President
- ▶ FE Officer
- ▶ HE Officer
- ▶ WBL Officer
- ▶ Student Activities Officer
- ▶ LGBTQ+ Officer
- ▶ Disability Officer
- ▶ Women's Officer



FAQs

What do Class Reps do?

- ▶ Go to Class Rep meetings
- ▶ Sit on College committees
- ▶ Act as Welcome Student Guides
- ▶ Influence Student Leadership Team
- ▶ Progress to Campus Officer or Students' Union President
- ▶ Organise campaigns
- ▶ Help set up clubs and societies

- ▶ Become a Class Rep
- ▶ Email your suggestions to us
- ▶ Set up a club or society
- ▶ Follow the Students' Union on social media
- ▶ Attend SU events and activities
- ▶ Complete student surveys

If you would like to get involved and/or require further information please feel free to contact the Students' Union on the details below.

How do I join the Students' Union?

Every student is automatically a member of the Students' Union.

How do I get involved and have my voice heard?

There are many ways you can get involved with the Students' Union:

Student Union Contact:
Lesley-Anne Beacom

Telephone:
07884219692

Email:
StudentsUnion@nrc.ac.uk

Facebook:
@nrscu

Snap Chat:
nrscu

Instagram:
@nrscu

GET KITTED UP

Be new term ready for less with TOTUM



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25% off
online



20% off
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EXPERIENCE
DAYS

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Only £11 for 12 months

apprenticeextra.co.uk

Details correct at time of printing (March 2018). Visit apprenticeextra.co.uk for terms and conditions.

Library and Information Services

With a library on each campus we can provide our students and staff with a wide range of resources covering all subject areas. Our enthusiastic experienced and friendly team are available to support you with your studies. We provide silent, individual and group study areas in a bright and welcoming environment. Each library holds a wide range of books, journals, audio-visual equipment and resources appropriate to the courses taught at each campus. All students will have access to our online library catalogue, i-Discover and all of our other electrical resource subscriptions such as e-books, e-journals and other subject related content. You may use the services available in any of our campus libraries and borrow materials using your Student ID Card. Our aim is to widen your horizons and expand your interests. We will support you with your research needs and provide assistance in sourcing

suitable resources. We aim to provide our users with necessary digital information literacy skills to help prepare you for your next journey e.g. for University or work.

Throughout the year the library hosts a range of events such as our annual Reading Challenge. The Libraries Reading Challenge is an exercise to promote and contribute to increased literacy levels. This provides students with a focus on their reading as well as improving confidence and well-being. Certificates are issued to participants upon completion of the challenge and incentives awarded.

We will also support a range of Student Services campaigns as well as digital learning with the Colleges Creative and Innovative Learning Team. Events are arranged throughout the year to showcase new and exciting library resources.

Key Library Services:

► i-Discover (Online catalogue)

This is the Libraries 1-Stop search tool for all your informational needs.

► Inter-Library Loan service

We offer an inter-library loan service so that our users do not have to travel to another campus library. Upon request your local campus library can retrieve resources for staff and students from any of our six libraries.

► Curriculum workshops

These are offered throughout the academic year to support learning experience and enhance digital literacy skills.

► Self service reprographics facilities

► Stationery

All of our six campus libraries sell a range of stationery.

► Binding and Laminating

This service is available upon request. Please note for heavy bound items waiting times for completion may vary.



TopTip



i-Discover

i-Discover is the Libraries' equivalent of 'Google', where access is available to content that is not freely available via the open web!

Use i-Discover to search the libraries Collection both print and online using a single search. Find books, e-books, academic e-journals, magazines, reports, research starters, videos, open access content and much more!

iDiscover

Library Contact Details:

Ballymoney

Telephone:
(028) 2766 0434

Email:
ballymoney.library@nrc.ac.uk

Coleraine

Telephone:
(028) 7034 0111

Email:
coleraine.library@nrc.ac.uk

Farm Lodge

Telephone:
(028) 2566 4232

Email:
farmlodge.library@nrc.ac.uk

Magherafelt

Telephone:
(028) 7939 5230

Email:
magherafelt.library@nrc.ac.uk

Newtownabbey

Telephone:
(028) 9085 5024

Email:
newtownabbey.library@nrc.ac.uk

Trostan Avenue

Telephone:
(028) 2563 6255

Email:
trostanavenue.library@nrc.ac.uk

Twitter:
@nrclibraries

The Clinic Sexual Health Services



TopTip



Visiting the clinic

The Clinic service is now available at the Ballymena (Trostan Avenue) and Newtownabbey Campus. Students and staff can access The Clinic from all other campuses.

We offer a Friendly & Confidential Service. For further information please visit

www.northerntrust.hscni.net

FAQs

Why Would I Come to the Clinic?

- ▶ You are thinking about having sex for the first time.
- ▶ You want to talk to someone about sexual health issues.
- ▶ Your contraceptive has failed eg. condom burst and you need emergency contraception.
- ▶ You need a pregnancy test.
- ▶ You want advice about what contraception is best for you - Pill, condoms etc.
- ▶ You have had unprotected sex.
- ▶ You're concerned about sexually transmitted infections. Remember that some STIs, such as Chlamydia, may have no symptoms.
- ▶ You're starting a new relationship and you want to have a checkup.

What Are the Opening Times?

Newtownabbey
Monday
9.30am - 1.00pm

Ballymena (Trostan Avenue)
Thursday
9.30am - 3.30pm

How Do I Make An Appointment?

Please call:
028 2565 5615
Text:
07950080892
Email:
sexualhealth@northerntrust.hscni.net

Newtownabbey
Report to the Clinic receptionist.

Trostan Avenue
Go straight to the Pastoral Care Centre and report to the Clinic receptionist.

The Clinic receptionist will ask you to fill out a registration form. Remember to give a current mobile number, as we may need to contact you.



Part 5

Exams

In general all courses offered by Northern Regional College are certificated by recognised awarding bodies. Some courses are assessed entirely by end-of-course external examination. These are examinations which are organised and marked by the awarding bodies but the exams generally take place in the College buildings. Other courses are internally assessed on a continuous basis by College staff.

It is important that the assessment system is fair to all students. Therefore it is your responsibility to ensure you have submitted your course work on time and to the appropriate lecturer. If during the course of your studies you need to have an assignment deadline extended due to extenuating circumstances, you will need to fill in an extenuating circumstances form and obtain agreement from your course lecturer.

If your course is an assessment based course, you will usually be assessed on a continuous basis at the end of each section or part of the work of each unit. Lecturers teaching a class of students will normally assess the work of this class.

To ensure equality and common standards are applied, internal assessments are also checked by other lecturers teaching the same or similar subjects. This process is called 'internal moderation'.

Moderation

Moderation of assessments can lead to changes as your lecturer does not have the final decision on the outcome. If your lecturer provides you with 'feedback' on your assessment, she/he is trying to be helpful but you should not assume that this is the final decision.

The awarding body is usually the only organisation who can certify students work, unless the course offered is a Northern Regional College Certified course. Awarding bodies do check that the College is assessing work appropriately and regularly check staff's assessment on students work against national standards.

External Examinations

Most of the professional courses offered by the college are assessed by means of a set of, or one externally assessed examination. College Lecturers are not in a position to tell you whether you have passed or failed until the examination body informs us. In this instance you will be informed by your examination body of your result.



Plagiarism and Malpractice

Plagiarism is the deliberate attempt to seek unfair advantage by passing off work, ideas, words or concepts produced by someone else as your own. The College views plagiarism as a very serious example of academic misconduct, and it may result in the failure of your course. Plagiarism may be unintentional and your previous educational experience may not have provided clear guidelines on how to cite source material. However, as your course progresses, you will be given clear advice on this. Further information can be obtained from course lecturers. Alternatively, please refer to the 'Student Malpractice Policy' on the Student Intranet under 'Policies'.

Extenuating Circumstances

Extenuating circumstances are events or situations beyond your control which may, adversely affect your academic performance; prevent you from submitting a piece of work by the submission date; or prevent you from attending an examination on a predetermined date.

If you think you may have extenuating circumstances, please refer to the 'Extenuating Circumstances for Students' policy on the Student Hub under 'Policies'.

TopTip



Assessment Appeals

If you are unhappy with the grade or result for a piece of assessed work, you may be able to appeal. For further information, please refer to the 'Student Assessment Appeals' policy on the Student Hub under 'Policies'.

FAQs

How do I obtain my exam certificate(s) upon completion of my course?

Exam certificates/results for all Level 2/3 (except UU) course are available for collection from the relevant Reception area.

At Mid-term break – any certificates not collected will be posted to students home address that is recorded on QL. It is therefore important that students inform their lecturers or reception of any changes to contact details.

Some subjects such as Essential Skills can be certificated at various times throughout the academic year. It is our policy to inform the relevant essential skills lecturer when certificates are received and available for collection and our assumption that curriculum relay this to the relevant students.

From 18/19 academic year there will be bulk posting of certificates at the end of October, January and June.

What do I do if I haven't received my examination statement of entry?

Please contact the exams office and inform them immediately.

What if receive my statement of entry and a unit is missing?

Again please contact the exams office and inform them immediately.

What do I have to do to re-sit an exam or unit?

Please call to the exams office to obtain the appropriate examinations entry form. Please ensure the form is fully completed and signed by your lecturer – then return the form to the appropriate campus reception with the correct fee and before the exams entry closing date.

How often can I sit an examination?

This varies from examination to examination – you will need to contact the exams office with specific details for advice.

What if I forget my photographic ID before my exam?

If you forget your photographic ID you will be refused entry to the examination venue. However, if you can contact a staff member who is willing to come to the venue to identify you the invigilator will grant you entry.

How do I obtain a replacement certificate?

If you have misplaced your certificate, you should contact the appropriate awarding body and request a replacement certificate. The College do not keep/store copies of certificates that have been previously issued. Telephone numbers for awarding bodies can be easily obtained from their own websites. Please note a replacement fee may apply and varies from awarding body to awarding body.

Where can I obtain information about closing dates for exam entries?

Information regarding closing dates for examination entries can be obtained from the Student Hub, examination notice boards, examination entry forms and from course lecturers.

Am I eligible for any exam access arrangements such as extra time?

All requests for special consideration must be referred through the Education Support Co-ordinator at each campus. Please email educationsupport@nrc.ac.uk to arrange an appointment.

Deadlines apply for applications for exam access arrangements. These will be advertised throughout all campuses.

I have completed my course of study but I haven't received my full certificate/award. What do I do?

Please contact your course lecturer immediately to resolve.

Is special consideration available for exceptional circumstances on the day of the examination?

Special consideration can be obtained but this would vary depending on the individual circumstances. Please contact the exams office for further details.

Exams Contact Details

Ballymena
Telephone:
028 2563 6266

Newtownabbey
Telephone:
028 9085 5000

Coleraine
Telephone:
028 7035 4717

Email:
exams@nrc.ac.uk

Part 6

Health & Wellbeing

Services In The Community

24 Hour Domestic & Sexual Violence Helpline

Contact:
080 8802 1414
www.womensaidni.org
Opening Times:
24/7 / 365 days a year

Action Mental Health - New Horizons

Contact:
028 9442 8081
www.amh.org.uk
Opening Times:
Mon-Thurs 8.30am-4.30pm
Fri 8.30am-3.15pm

Age NI

Support for carers
Contact:
080 8808 7575
www.ageni.org
Opening Times:
Mon-Sun - 8am-7pm

Alzheimer's Society

Contact:
030 0222 1122
www.alzheimers.org.uk
Opening Times:
Mon-Wed 9am-8pm, Thurs & Fri 9am-5pm,
Sat & Sun 10am-4pm

Autism NI

Contact:
Helpline: 028 9040 1729 (Option 1)
www.autismni.org
Opening Times:
Mon - Fri 9am - 5pm

AWARE

Mental Health Support Group
Contact:
028 9035 7820
Opening Times:
Helpline: 0808 808 8000
www.aware-ni.org
Mon to Fri - 9am - 1pm

Beat

Eating Disorders
Contact:
Helpline: 080 8801 0677
Youth Line: 080 8801 0711
Student Line: 080 8801 0811
www.b-eat.co.uk
Opening Times:
Mon-Fri 12pm-8pm
Sat & Sun 4pm-8pm

Bryson Intercultural Ethnic Minority Support

Contact:
028 9043 8211
www.brysonintercultural.org

Cancer Focus

Contact:
Nurseline - 080 0783 3339
www.cancerfocusni.org
Opening Times:
Mon-Fri 9am - 1pm

CAP

Debt Helpline
Contact:
080 0328 0006
www.capuk.org
Opening Times:
Mon-Fri 8.30am-5pm

Cara-Friend

LGBTQ+ support service
Contact:
080 8800 0390
www.cara-friend.org.uk
Opening Times:
Mon-Fri 1-4pm & Wed 6-9pm

Carers NI

Carers advice network
Contact:
028 9043 9843
www.carersuk.org/
northernireland
Opening Times:
Mon-Thurs 9am - 4pm

CAUSE

Support for those with a loved one with mental illness
Contact:
084 5603 0291
www.cause.org.uk
Opening Times:
Mon, Wed & Fri 10am-4pm
Tues & Thurs - 12pm-8pm

ChildLine

Children's support network
Contact:
0800 1111
www.childline.org.uk
Opening Times:
24/7 - 365 days a year

Citizens Advice

Offer advice on a range of issues
Contact:
030 0123 3233
www.citizensadvice.co.uk
Opening Times:
Mon-Fri 9am-12:30pm & 1-4pm

Connections Service North / Start 360

Drug and alcohol awareness raising
Contact:
028 2568 9306
www.start360.org/how-can-we-help-you/connections-north
Opening Times:
Mon-Fri 9am-4pm

Cruse Bereavement Care

Bereavement support
Contact:
080 8808 1677
hopeagain.org.uk
Opening Times:
Mon-Fri 9.30am-5pm

DAISY North

Support for young people with substance misuse
Contact:
028 2568 9306
www.start360.org/how-can-we-help-you/daisy-north
Opening Times:
Mon-Fri 9am-4pm

Debt Advice Service

Contact:
080 0028 1881
www.citizensadvice.org.uk/
nireland/Debt-and-money
Opening Times:
Mon-Fri - 9am-12:30pm & 1-4pm

Drinkaware

Alcohol awareness service
Contact:
020 7766 9900
www.drinkaware.co.uk

Drinkline

Alcohol helpline
Contact:
03001231110

Eating Disorders Association NI

Contact:
028 9023 5959
www.eatingdisordersni.co.uk
Opening Times:
24 hour

Employers for Childcare

Parent advice line
Contact:
0800 028 3008
www.employersforchildcare.org/
parents/family-benefits-advice-service
Opening Times:
Mon-Fri 8am-5pm

Extern

Adult Substance Misuse service
Contact:
028 2565 4012
0800 085 4808

Family Support NI

Contact:
0845 600 6483
www.familysupportni.gov.uk
fpa

Sexual health

Contact:
0345 122 8687
www.fpa.org.uk/northern-ireland
Opening Times:
Mon-Fri 9-5.00pm

Gamblers Anon

Gambling addiction network
Contact:
02890249185

Housing Rights

Housing advice line
Contact:
028 9024 5640
www.housingadviceni.org
Opening Times:
Mon-Fri 9.30am -4.30 pm

Inspire Students

Counselling Service
Contact:
080 8800 0016
www.inspirewellbeing.org/our-services/inspire-students
Opening Times:
24/7 - 365 days a year

Invisible Traffick

Help and Support for victims of Human Trafficking
Contact:
0808 800 8001
www.invisibletraffick.org
Opening Times:
Tues & Thurs 6pm-10pm
Wed & Friday 10am-2pm

Lifeline

Suicide prevention helpline

Contact:

0808 808 8000

www.lifelinehelpline.info

Opening Times:

24/7 365 days a year

Macmillan Cancer Group

Cancer support group

Contact:

0808 808 0000

www.macmillan.org.uk

Opening Times:

Mon-Fri 9-8pm

Mencap

Learning disabilities network

Contact:

0808 808 1111

www.northernireland.

mencap.org.uk

Opening Times:

Mon-Fri 9-5pm

Mindwise

Mental health

Contact:

028 9024 8006

www.mindwisenv.org

MS Helpline**Contact:**

0808 800 8000

www.msociety.org.uk/

care-and-support/ms-helpline

Opening Times:

Mon-Fri 9-7pm

National Drugs Helpline (FRANK)

24/7 Drugs Helpline

Contact:

0300 123 6600

Text: 82111

NEXUS

Sexual assault helpline

Contact:

02890 326803 or 02871 260566

www.nexusni.org

Opening Times:

Mon-Fri 9-5pm

NI Kinship Care

Carers advice and support

Contact:

0800 022 3129

www.kinshipcareni.com

Opening Times:

Mon-Fri 9-5

NSPCC

Child protection advice

Contact:

0800 1111

www.nspcc.org.uk

Opening Times:

24/7 365 days a year

Parenting NI**Contact:**

0808 8010 722

www.parentingni.org

Opening Times:

Mon-Thurs 9am-8pm & Fri 9-5

Positive Life

HIV-specific charity

Contact:

0800 137 437

www.positivelifeni.com

Opening Times:

Mon-Fri 10am-4pm

PSNI Rape Crime Units Emergency**Contact:**

0845 600 8000 (24hr Emergency

Number) OR 999 or

028 9065 0222 (Police Exchange)

Rural Support

Support and advice for rural communities

Contact:

0800 138 1678

www.ruralsupport.org.uk

Opening Times:

Mon-Fri 9am-9pm (voicemail and support options available at all other times)

Samaritans**Contact:**

Mental health helpline

116 123

www.samaritans.org

Opening Times:

24/7 - 365 days a year

SANDS NI

Support for families following infant death

Contact:

077 4099 3450

www.sandsni.org

Opening Times:

Mon-Fri 9am - 5pm

Simon Community

Homeless support

Contact:

0800 171 2222

www.simoncommunity.org

Opening Times:

24/7 - 365 days a year

Steps to Cope

Online support for young people whose parents abuse alcohol

Contact:

0800 254 5123

www.stepstocope.co.uk

The Rainbow Project

LGBTQ+ support

Contact:

028 9031 9030

www.rainbow-project.org

The Rowan

Providing support and services 24/7 to individuals affected by sexual violence

Contact:

08003894424

www.therowan.net

Opening Times:

24/7 - 365 days a year

The Tax & Benefit Advice Service**Contact:**

0800 988 2377

www.adviceni.net

Opening Times:

Mon-Fri 9am-5pm

Welfare Changes Helpline**Contact:**

0808 802 0020

Opening Times:

Mon-Fri 9am-5pm

Turning Point

Counselling, prevention, awareness and guidance, community support centre.

Contact:

028 9446 5545

www.turning-point.co.uk

Victim Support

Emotional support for victims of crime

028 9024 3133 (Belfast Hub)

028 7137 0086 (Foyle Hub)

Contact:

www.victimsupportni.com

Opening Times:

Mon-Fri 9am-5pm

Voices: Hidden Harm

Support for children, young people and families of parental substance misuse

Contact:

028 2568 9306

voices.north@start360.org

VOYPIC

For care experienced children

Contact:

02825632641

www.voypic.org

Opening Times:

Mon-Fri 9am-5pm

WAVE Trauma Centre

Befriending and counselling for people who are victims of violence or bereaved due to the Troubles

Contact:

02827669900

www.wavetraumacentre.org.uk/

home

Mon-Fri 9am-5pm

Women's Aid

For women and children affected by domestic abuse

Contact:

0808 802 1414 24hr Helpline

www.womensaidni.org

Mon-Fri 9am-5pm

Youth Engagement Service (formerly N-GAGE)

Drop-in social and recreational space for young people

Contact:

Ballymena - 028 2568 9356,

or drop in to 2-6 Wellington St

MenACWY Vaccine

The MenACWY vaccine helps protect against meningococcal disease which can cause meningitis (inflammation of the lining of the brain) and septicaemia (blood poisoning). Both diseases are very serious and, especially if not diagnosed early, they can kill.

You only need to have the MenACWY vaccine once. If you have already received the MenACWY vaccine in school or from your GP at the age of 14 years or over you do not require an additional dose of the vaccine. You can still request it from your GP even if you are not planning to go to university.

Meningococcal disease was rare in the UK but there has been an increase in cases in recent years. It is still important to know the signs and symptoms of meningitis and septicaemia and seek medical help immediately if you, or someone you know, experiences them. Look out for any of these symptoms:

- ▶ Fever, cold hands and feet
- ▶ Vomiting and diarrhoea
- ▶ Drowsiness, difficult to wake up
- ▶ Irritability and/or confusion
- ▶ Dislike of bright lights
- ▶ Severe headache or muscle pains
- ▶ Pale, blotchy skin with or without a rash
- ▶ Convulsions/seizures
- ▶ Stiff neck.

The early symptoms of meningococcal disease are similar to those of flu, so you need to be able to recognise the symptoms very quickly even if you have been vaccinated as the vaccines offered through the routine immunisation programme do not protect against all forms of the disease.

For more information on the MenACWY vaccination programme visit www.pha.site/ACWY



Most of us know when we are mentally and physically well, but sometimes we need a little extra support to keep well.

Take5
for your emotional wellbeing

There are five simple actions to help maintain and improve your emotional wellbeing in everyday life. Try to build these into your daily life. Think of them as your 'five a day' for emotional wellbeing.



Connect

Connect with the people around you, with family, friends, colleagues and neighbours at home, work, school or in your local community. Think of these as the cornerstones in your life and invest time in developing them. Building these connections will support and enrich you everyday.



Be active

Go for a walk or run, step outside, cycle, play a game, garden or dance. Exercising makes you feel good. Most importantly, discover a physical activity that you enjoy, one that suits your level of mobility and fitness.



Take notice

Be curious, catch sight of the beautiful, remark on the unusual, notice the changing seasons. Savour the moment, whether you are on a bus or taxi, eating lunch or talking to friends, be aware of the world around you and what you are feeling. Reflecting on your experiences will help you appreciate what matters to you.



Keep learning

Don't be afraid to try something new, rediscover an old hobby or interest or sign up for that course. Take on a different responsibility, fix a bike, learn to play an instrument or how to cook your favourite food. Set a challenge you will enjoy achieving. Learning new things will make you more confident, as well as being fun to do.



Give

Do something nice for a friend, or a stranger, thank someone, smile, volunteer your time, or consider joining a community group. Look out, as well as in, seeing yourself, and your happiness linked to the wider community can be incredibly rewarding and will create connections with the people around you.

The 5 ways to wellbeing were developed by the New Economics Foundation

www.makinglifebettertogether.com

Eatwell Guide

Check the label on packaged foods

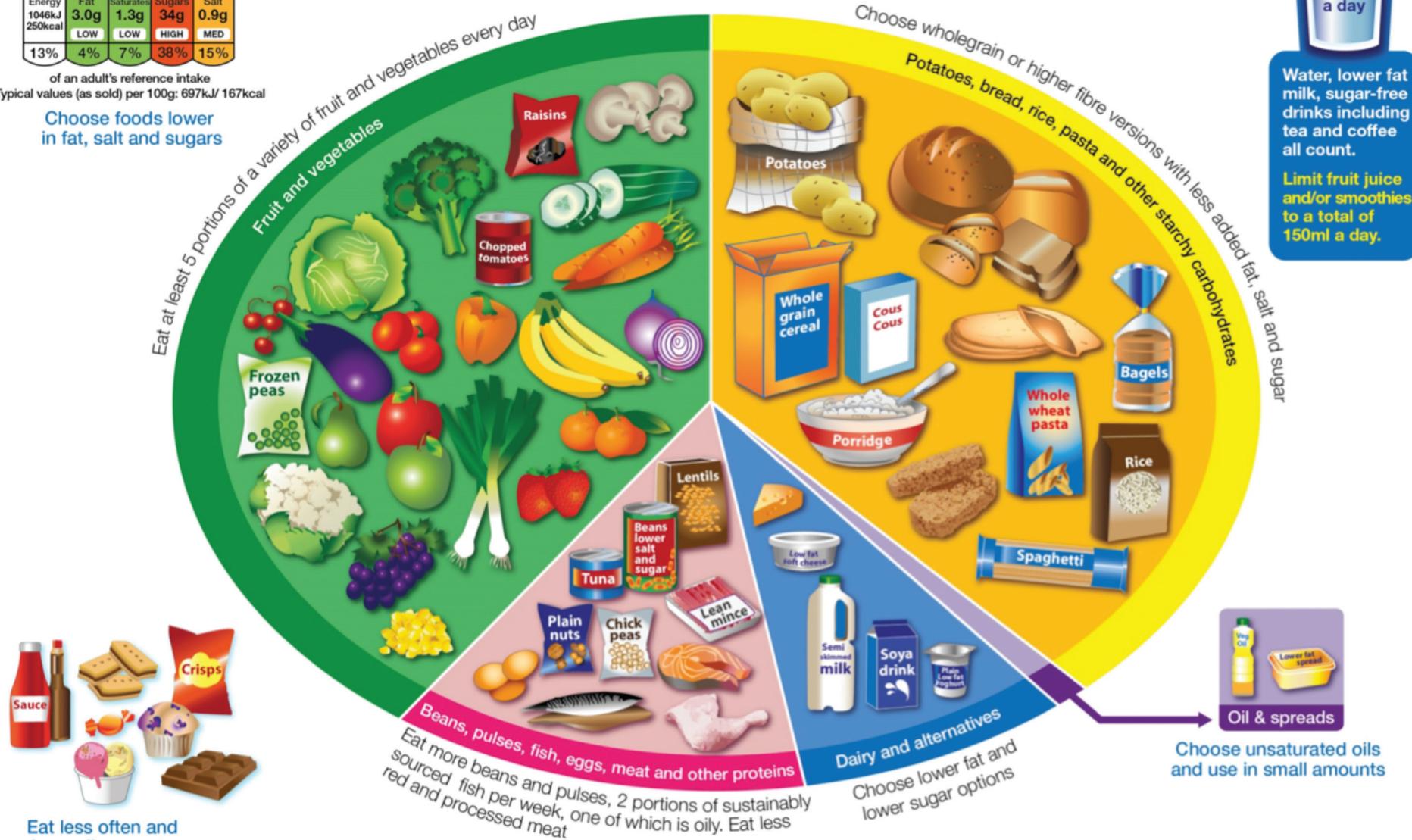
Each serving (150g) contains

Energy 1046kJ 250kcal	Fat 3.0g	Saturates 1.3g	Sugars 34g	Salt 0.9g
13%	LOW	LOW	HIGH	MED
13%	4%	7%	38%	15%

of an adult's reference intake
Typical values (as sold) per 100g: 697kJ/ 167kcal

Choose foods lower in fat, salt and sugars

Use the Eatwell Guide to help you get a balance of healthier and more sustainable food. It shows how much of what you eat overall should come from each food group.



Water, lower fat milk, sugar-free drinks including tea and coffee all count.
Limit fruit juice and/or smoothies to a total of 150ml a day.

Eat less often and in small amounts

Per day 2000kcal 2500kcal = ALL FOOD + ALL DRINKS

Source: Public Health England in association with the Welsh government, Food Standards Scotland and the Food Standards Agency in Northern Ireland

© Crown copyright 2016

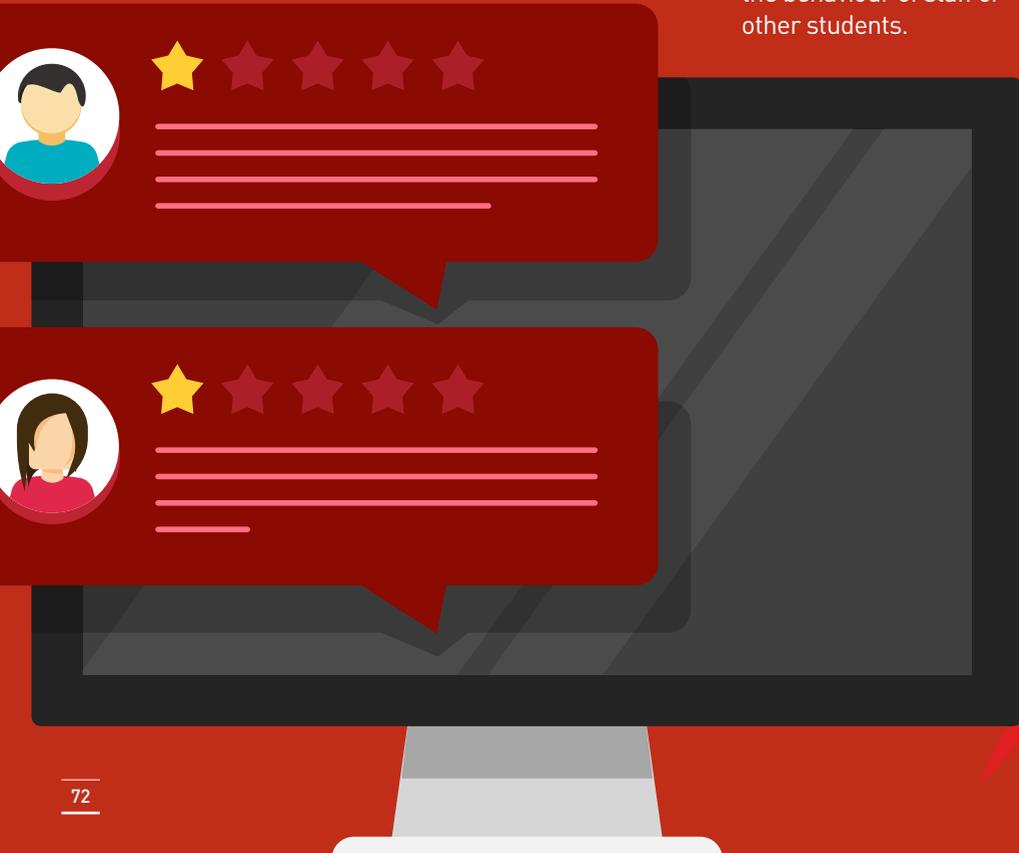
Part 7

Student Feedback

Feel free to question, comment and, if necessary, complain if you think things are not right. Do so pleasantly and politely, but make sure you get an answer. Not all problems have a solution but members of staff can at least explain why things are as they are.

Your first point of contact would normally be your Course Lecturer but if there are other members of staff you want to talk to, feel free to do so.

The formal Complaints Procedure, explains how complaints can be dealt with through all levels of the College management, but it is to be hoped that the great majority of issues can be resolved informally. Complaints could relate to any aspect of your experience at Northern Regional College: facilities, arrangements or the behaviour of staff or other students.



Complaints

Northern Regional College is committed to providing the highest quality of service to all our students. If you are not satisfied with the quality of service provided by the College or College staff, you have the right to complain.

The raising of complaints and the provision of feedback provides the College with an opportunity to improve its services. The College monitors complaints and the outcomes in order to improve the quality of our provision.

Making A Complaint

There may be occasions when you are unhappy about something and feel you need to raise an issue, you can do this in a number of ways:

- ▶ Complete a 'Complaints Form' - forms are downloadable from the Student Hub (under Feedback) or available at reception
- ▶ E-mail the College at quality.improvement@nrc.ac.uk

Complaints should be submitted to the College no later than three months from the date of the issue arising. In exceptional circumstances, the College may exercise discretion with this timescale. For more information, please refer to the 'Complaints Policy' on the Student Hub under 'Feedback'.

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!#!!

TopTip

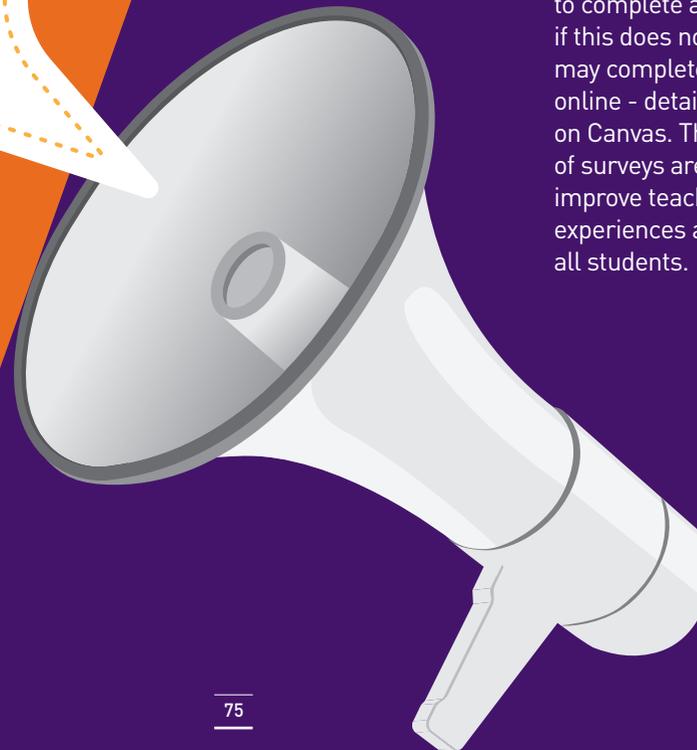


Providing A Compliment

If you feel that the College has exceeded the expected standard of service, or you wish to leave a compliment or positive comment, you can:

- ▶ Complete a Compliments Form - forms are downloadable from the Student Hub (under Feedback) or available at reception.
- ▶ E-mail the College at quality.improvement@nrc.ac.uk
- ▶ Advise a member of staff in person of the positive experience

WE WANT YOUR FEEDBACK



Student Surveys & Feedback

The College conducts student surveys throughout the year covering:

- ▶ your induction and your first few weeks at College
- ▶ your classes, assignments, and assessment
- ▶ the College's student services your overall experience at College

Your Lecturer may ask you to complete a survey, but if this does not happen you may complete a survey online - details will be posted on Canvas. The results of surveys are used to improve teaching, learning experiences and services for all students.

Student Focus Groups are also organised across all campuses and you may be asked to participate in these. In addition your Lecturer should ask your Class Representative to participate in a staff/student consultative meeting.

Our job is to make your time at Northern Regional College as useful, varied and interesting to help you be the best you can be and achieve your goals.

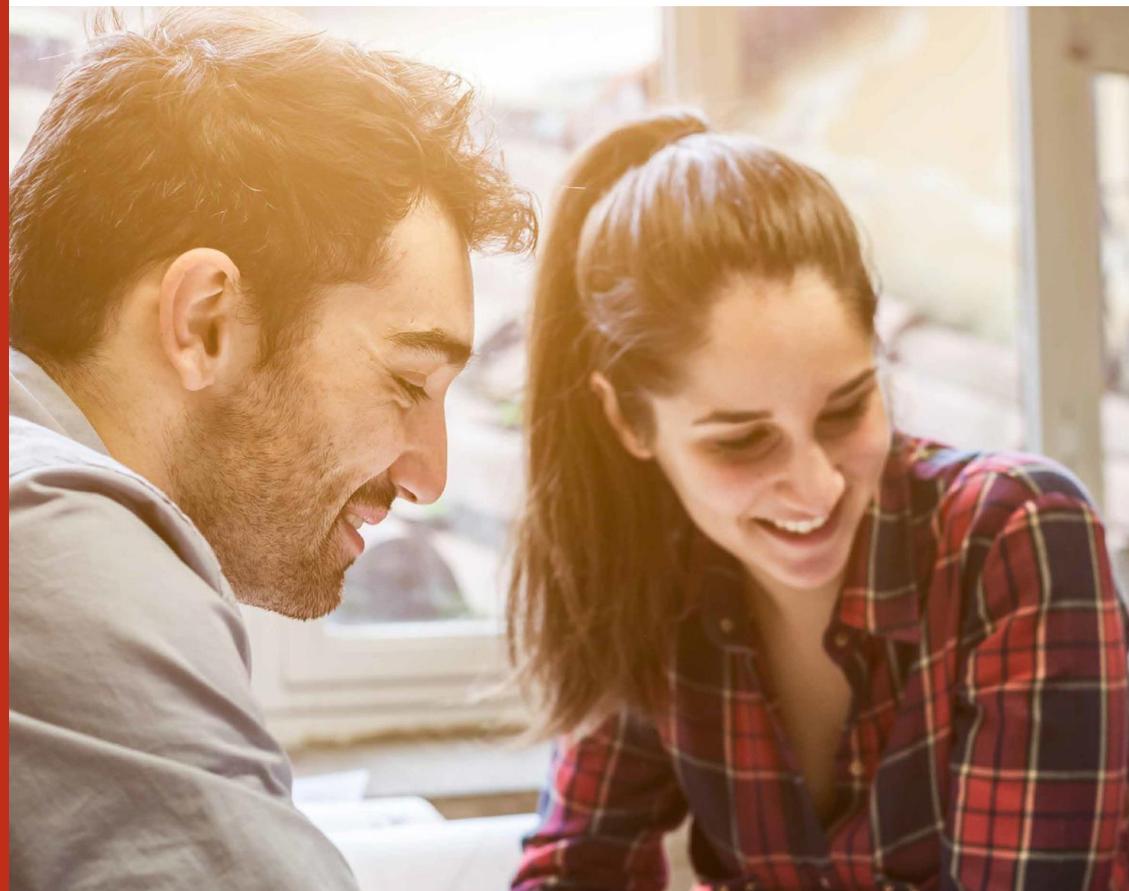
Part 8

2019/2020 Term Dates

<p>September</p> <table border="1"> <thead> <tr> <th>MO</th> <th>TU</th> <th>WE</th> <th>TH</th> <th>FR</th> <th>SA</th> <th>SU</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>1</td> </tr> <tr> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> </tr> <tr> <td>9</td> <td>10</td> <td>11</td> <td>12</td> <td>13</td> <td>14</td> <td>15</td> </tr> <tr> <td>16</td> <td>17</td> <td>18</td> <td>19</td> <td>20</td> <td>21</td> <td>22</td> </tr> <tr> <td>23</td> <td>24</td> <td>25</td> <td>26</td> <td>27</td> <td>28</td> <td>29</td> </tr> <tr> <td>30</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>Week Commencing Monday 2nd September Year 1 FE and WBL Start Day</p> <p>Week Commencing Monday 9th September Year 2 Start Day</p> <p>Week Commencing Monday 16th September Evening Classes Start</p>	MO	TU	WE	TH	FR	SA	SU							1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30							<p>October</p> <table border="1"> <thead> <tr> <th>MO</th> <th>TU</th> <th>WE</th> <th>TH</th> <th>FR</th> <th>SA</th> <th>SU</th> </tr> </thead> <tbody> <tr> <td></td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> </tr> <tr> <td>7</td> <td>8</td> <td>9</td> <td>10</td> <td>11</td> <td>12</td> <td>13</td> </tr> <tr> <td>14</td> <td>15</td> <td>16</td> <td>17</td> <td>18</td> <td>19</td> <td>20</td> </tr> <tr> <td>21</td> <td>22</td> <td>23</td> <td>24</td> <td>25</td> <td>26</td> <td>27</td> </tr> <tr> <td>28</td> <td>29</td> <td>30</td> <td>31</td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>Autumn Holiday Monday 28th October to Friday 1st November (inclusive)</p>	MO	TU	WE	TH	FR	SA	SU		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31				<p>November</p> <table border="1"> <thead> <tr> <th>MO</th> <th>TU</th> <th>WE</th> <th>TH</th> <th>FR</th> <th>SA</th> <th>SU</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td>1</td> <td>2</td> <td>3</td> </tr> <tr> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> </tr> <tr> <td>11</td> <td>12</td> <td>13</td> <td>14</td> <td>15</td> <td>16</td> <td>17</td> </tr> <tr> <td>18</td> <td>19</td> <td>20</td> <td>21</td> <td>22</td> <td>23</td> <td>24</td> </tr> <tr> <td>25</td> <td>26</td> <td>27</td> <td>28</td> <td>29</td> <td>30</td> <td></td> </tr> </tbody> </table>	MO	TU	WE	TH	FR	SA	SU					1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	
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Email us during office hours: support@inspirewellbeing.org



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Ballymena

Farm Lodge Buildings,
Ballymena,
Co Antrim, BT43 7DF

Contact:

T: 028 2565 2871

F: 028 2563 1353

Coleraine

Union Street, Coleraine,
Co Londonderry,
BT52 1QA

Contact:

T: 028 7035 4717

F: 028 7035 6377

Campus Receptions

Opening Times:

Monday – Thursday:

8.45am to 5.00pm

Friday: 8.45am to 4.00pm

Ballymena

Trostan Avenue Building,
Ballymena,
Co Antrim, BT43 7BN

Contact:

T: 028 2563 6221

F: 028 2565 9245

Magherafelt

Address:

22 Moneymore Road,
Magherafelt,
Co Londonderry,
BT45 6AE

Contact:

T: 028 7963 2462

F: 028 7963 3501

Ballymoney

2 Coleraine Road,
Ballymoney,
Co Antrim, BT53 6BP

Contact:

T: 028 2766 0401

F: 028 2766 4529

Newtownabbey

400 Shore Road,
Newtownabbey,
Co Antrim, BT37 9RS

Contact:

T: 028 9085 5000

F: 028 9086 2076

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If you wish to offer comments or make suggestions on the content of this publication, please send your comments to Stephen McCartney, Head of Student Services –stephen.mccartney@nrc.ac.uk

CONTACT US

@

Any Questions?

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