

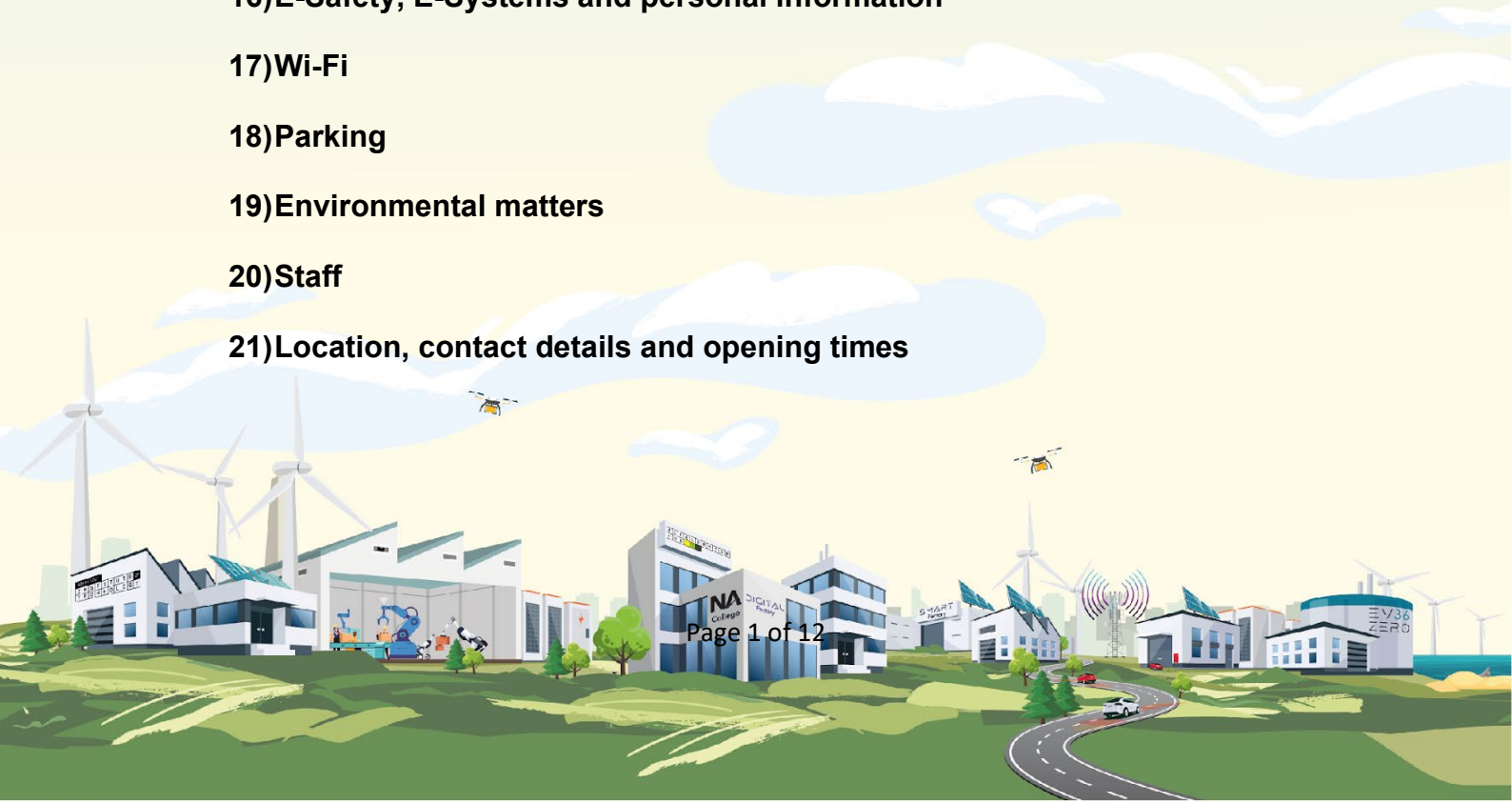
Learner Handbook

1st August 2023 – 31st July 2024

Maureen Askew

Contents

- 1) Welcome to NA College
- 2) NA College's promise to you
- 3) Supporting you as a learner
- 4) Equality and Diversity
- 5) Safeguarding
- 6) Prevent and British Values
- 7) Mental and physical health
- 8) Safety and welfare, first aid and emergencies
- 9) How we use your personal information
- 10) Quality assurance
- 11) Complaints
- 12) Appeals procedure
- 13) Maths and English
- 14) Progression
- 15) Use of Internet and social media
- 16) E-Safety, E-Systems and personal information
- 17) Wi-Fi
- 18) Parking
- 19) Environmental matters
- 20) Staff
- 21) Location, contact details and opening times



Welcome to NA College

1) Purpose

This learner handbook is for you to learn about NA College and how we can support you during your time spent learning with us.

Our Vision

To be the provider of choice and of outstanding education and training in the northeast, aligned with employers' skills demand.

Develop and deliver soft skills and key industry sector training to improve productivity, and competitiveness, boost local economy growth and contribute to a more sustainable economy.

Our Mission

Inspire students and shape new leaders by offering the core technical skills, the knowledge and behaviour required to support their career and professional development.

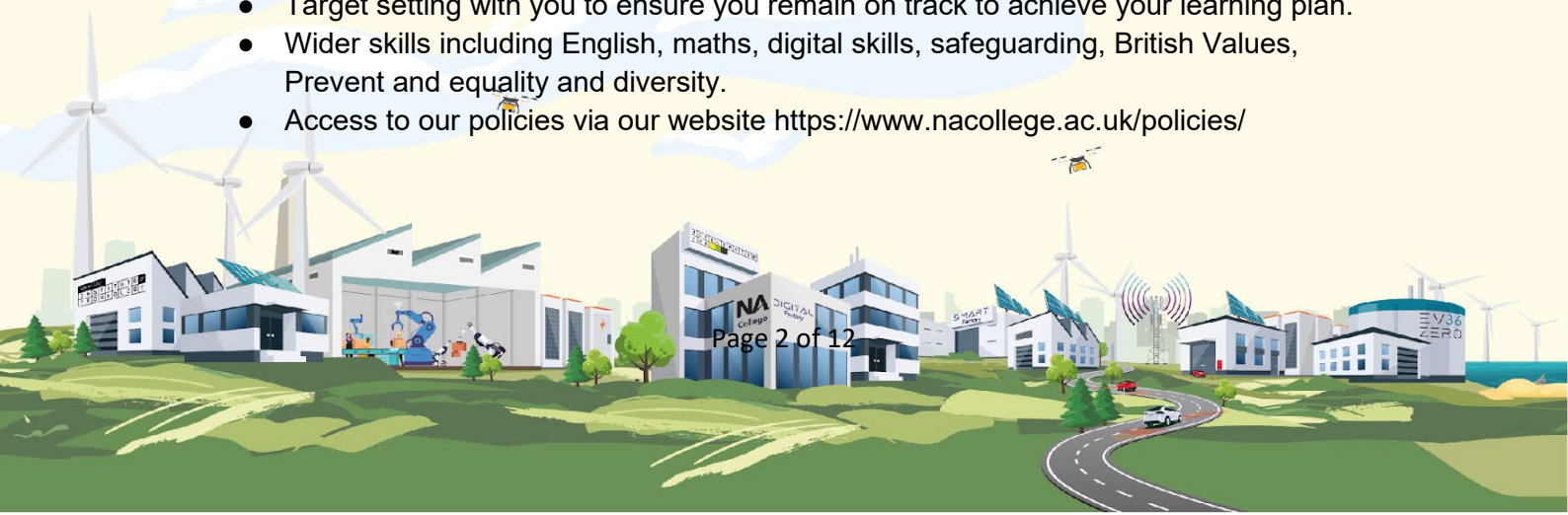
Satisfy employers' skills demand, create a sustainable pipeline of talented employees to boost the adoption of new technologies and digital tools to support North East business growth and transition to Net-zero economy.

Collaborate to create a more inclusive society improving participation of under-represented groups and removing barriers preventing access to better jobs

2) NA College's promise to you

NA College has high expectations of its staff and learners and is committed to providing all learners with a quality learning experience whatever their individual needs. To achieve this expectation staff will provide:

- High standards of education, training and support from qualified staff members.
- Regular developmental feedback and progression updates.
- A safe and secure learning environment.
- The opportunity to give your views through learner voice and surveys about your experience on our programs.
- Access to information, advice and guidance about your program, support needs and external agencies.
- Equal educational opportunities and learning that works for you.
- Target setting with you to ensure you remain on track to achieve your learning plan.
- Wider skills including English, maths, digital skills, safeguarding, British Values, Prevent and equality and diversity.
- Access to our policies via our website <https://www.nacollege.ac.uk/policies/>



What we expect from you (code of conduct)

As a learner you are required to familiarise yourself fully with the contents of the student code of conduct and the student disciplinary procedures. Below are examples of what is expected of you:

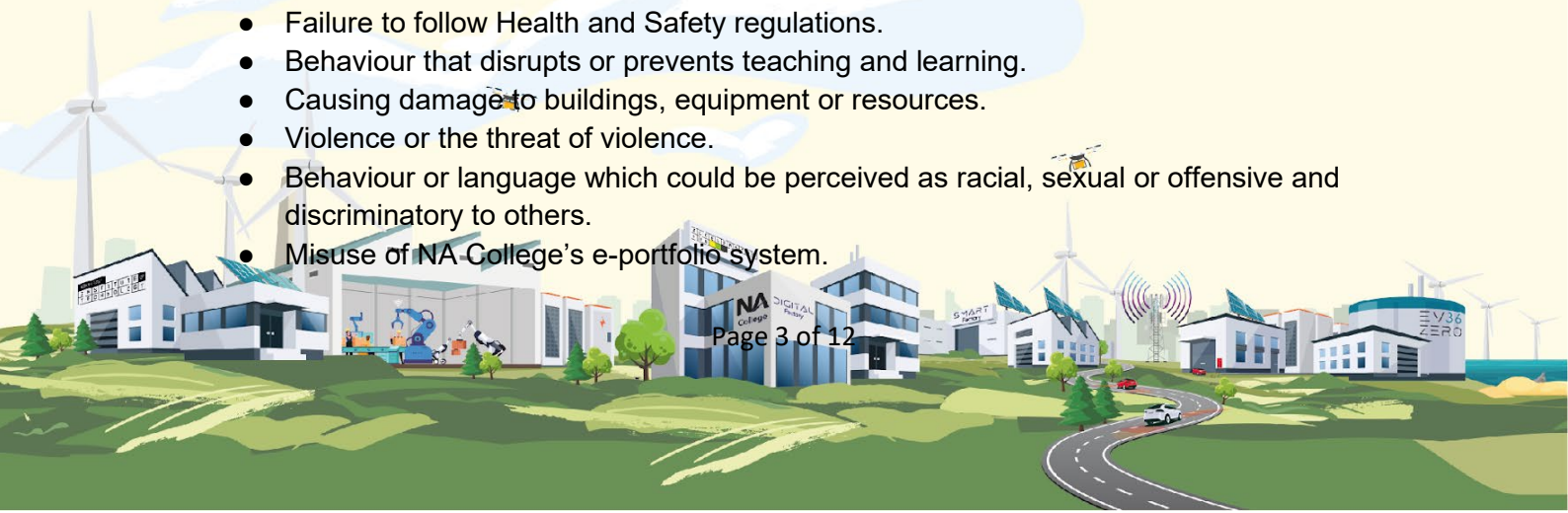
- Help to maintain a pleasant environment for everyone.
- Show respect for others and always uphold equality and diversity and be respectful of all individuals, learners, staff, volunteers or members of the public.
- Be punctual and have high levels of attendance to all classes.
- Always follow Health and Safety regulations and display high standards of behaviour whilst respecting others' well-being.
- Always display and wear your ID card and never lend your ID to anyone else. (Under 18s will be issued with yellow ribbon bands for ease of identification and provision of extra support where required.)
- Dress appropriately for undertaking related activities (i.e., no hoods).
- Smoking permitted only in the outside designated areas.
- Always follow the online safety policy.
- Meet your deadlines for your coursework as set by your tutor and ensure all work is your own.
- Take care of equipment, facilities and buildings.
- Only eat in the cafeteria area or outside picnic area, not in the classrooms, or anywhere else within the college.
- Only take water into the classrooms.
- Always inform NA College and your employer (if applicable) if you are unable to attend class.
- Always give your best and most of all enjoy your learning journey.

Behaviour and misconduct

You are required to conduct yourself at all times in a manner which upholds the good reputation of the college, and which does not obstruct the administration and work of the college for the learning and enjoyment of the other learners. You are expected to abide by the colleges' values, rules, regulations, policies and procedures.

Behaviour which is considered as misconduct may result in disciplinary action, some examples are:

- Failure to follow Health and Safety regulations.
- Behaviour that disrupts or prevents teaching and learning.
- Causing damage to buildings, equipment or resources.
- Violence or the threat of violence.
- Behaviour or language which could be perceived as racial, sexual or offensive and discriminatory to others.
- Misuse of NA College's e-portfolio system.



Repeated misconduct or serious violation will lead to disciplinary proceedings which could lead to permanent exclusion or being reported to your employer. Please refer to the Student Code of Conduct policy for further details.

3) Supporting you as a learner

NA College is committed to making learning accessible.

Based on identified needs there is support available which includes, additional tutor support, teaching materials in alternative formats, help from communicators/readers, access arrangements for examinations and mentor support to help you achieve and complete your course to the best of your ability.

4) Equality and Diversity

NA College is committed to equality of opportunity for all. All learners have the right to work and learn in an environment free from discrimination on any grounds including age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

Everyone has the right to feel comfortable and productive in what they are doing; the equal opportunities policy (*with reference to the Equality Act 2010*) has been established to make sure that happens.

NA College does not tolerate:

- Racism, sexism or comments relating to sexual orientation; racist graffiti or jokes.
- Offensive remarks about someone's appearance, sexuality, beliefs or abilities.
- Unwelcome physical contact.
- Offensive posters, literature or internet material.

If you are being harassed in any way, there are several people who will help you deal with your complaint:

- Head of Department/Course Lead
- Safeguarding Team.
- Your tutor/IQA.
- Learner support.
- Any other member of staff you can trust.

Any discussion you have will remain confidential, unless deemed to be a risk to you or others. Action will be taken in line with NA College procedures, where appropriate, to prevent further unwelcome behaviour. Any learner or member of staff who breaches the equal opportunities policy runs the risk of disciplinary proceedings which could lead to permanent exclusion or dismissal.

We, as a college, aim to ensure diversity is valued, equality of opportunity is fully practised and there is a zero tolerance to forms of discrimination, bullying and harassment.

5) Safeguarding

You have the right to feel safe when you learn. We are committed to providing a safe and secure environment for all our learners. Safeguarding is about an individual's personal safety, and as a learner we want you to have the best possible experience on your course. If you experience or witness anything that makes you feel uncomfortable, uneasy, threatened, intimidated, bullied or unhappy in any way you, or you need advice or support you can contact any member of the Safeguarding Team



Maureen Askew
Designated Safeguarding Lead
Maureen.Askew@nacollege.ac.uk



Ashleigh Joachim
Deputy Safeguarding Lead
Ashleigh.Joachim@nacollege.ac.uk



Lindsey Vickerson
Safeguarding Officer (HR)
Lindsey.Vickerson@nacollege.ac.uk



Niamh Swaddle
Safeguarding Officer (Engineering)
Erin.Swaddle@nacollege.ac.uk



Nigel Thompson
Safeguarding Officer (Business Skills)
Nigel.Thompson@nacollege.ac.uk



Julia Banks
Safeguarding Officer (Business Support)
Julia.Banks@nacollege.ac.uk



Barry Hogan
Safeguarding Officer (Manufacturing)
Alan.Bolan@nacollege.ac.uk



Anne Skillcorn
Safeguarding Officer (HR)
anne.skillcorn-extern@nissan-n

All information received will be treated with respect and confidence. However, if we believe the information puts you or another individual at risk of harm or concerns someone who is under 18, we will share this with people who can help.

If you are unable to approach any of the safeguarding team directly, please contact us at:

safeguarding@nacollege.ac.uk

6) Prevent and British Values

All training providers are subject to a duty under section 26 of the Counter-Terrorism and Security Act 2015, to have 'Due regard to the need to prevent people from being drawn into terrorism.' This is known as the Prevent Duty. It aims to keep people and communities safe from the threat of terrorism by stopping people becoming radicalised or supporting terrorism. We want our learners to feel able to discuss/report their concerns comfortably.

The Prevent Duty is not about discouraging our learners from having political and religious views and concerns but rather it is about supporting them to use those concerns and views in a non-extremist way.

As a training provider we want to promote the basic British Values of democracy, the rule of law, individual liberty and mutual respect and tolerance for those of different faiths and beliefs. As a learner you must respect other people and support British Values in your interactions with staff and other learners. If you need more information or see a big change in people inside or outside of your classroom that you believe is linked to radicalisation, please report it to any member of the Safeguarding Team.

7) Mental and physical health

NA College ensures that as a learner you have an understanding of how to look after your mental and physical health, it is important to be active, eat healthy, sleep well, keep learning, stay safe, talk and listen and ask for help if you need it.

8) Safety and welfare, first aid and emergencies

NA College will ensure a safe and healthy learning environment for all our learners and staff. As a learner you also have a duty to take reasonable care for the health and safety of yourself and others. Please inform your tutor of any existing health conditions that may impact you on your course or in the workplace.

At the start and throughout your program with us you will be informed of health and safety procedures and NA College recognises and accepts its responsibility under the Health and Safety at Work Act (1974) and undertakes to:

- Conduct a full Health and Safety inspection of premises where learning will take place prior to delivery. (Risk assessment)
- Ensure that all learners are given a Health and Safety induction before starting their learning, including confirmation of
 - ✓ Fire and emergency evacuation procedures. (Alarms and drills)
 - ✓ Accident reporting procedures. (Location of first aid boxes)
 - ✓ Contact details should anyone require first aid attention.

To protect yourself and others we ask you to follow the guidelines below:

- Co-operate - Health and Safety rules and regulations exist to protect everyone, and they help make your learning environment a safe place to work.
- Evacuation - if you hear the alarm.
 - ✓ Leave the building by the nearest safe exit and report to the fire assembly point at the front of the building - do not return to the training venue or stop to collect your belongings.
 - ✓ Remain at the assembly point until the all clear is given and it is safe to return to the building.
- Accidents/Hazards - report any accident, incidence of ill-health or hazard to a member of staff immediately.

9) How we use your personal information

NA College, as a training provider, are required to provide your personal data and information about your learning programme to the Education and Skills Funding Agency, please refer to the privacy notice below:

This privacy notice is issued by the Education and Skills Funding Agency (ESFA) on behalf of the Secretary of State for the Department of Education (DfE) to inform learners about the Individualised Learner Record (ILR) and how their personal information is used in the ILR. Your personal information is used by the DfE to exercise our functions under article 6(1)(e) of the UK GDPR and to meet our statutory responsibilities, including under the Apprenticeships, Skills, Children and Learning Act 2009.

The ILR collects data about learners and learning undertaken. Publicly funded colleges, training organisations, local authorities, and employers (FE providers) must collect and return the data to the ESFA each year under the terms of a funding agreement, contract or grant agreement. It helps ensure that public money distributed through the ESFA is being spent in line with government targets. It is also used for education, training, employment, and well being purposes, including research. We retain ILR learner data for 3 years for operational purposes and 66 years for research purposes. For more information about the ILR and the data collected, please see the ILR specification at <https://www.gov.uk/government/collections/individualised-learner-record-ilr>

ILR data is shared with third parties where it complies with DfE data sharing procedures and where the law allows it. The DfE and the English European Social Fund (ESF) Managing Authority (or agents acting on their behalf) may contact learners to carry out research and evaluation to inform the effectiveness of training.

For more information about how your personal data is used and your individual rights, please see the DfE Personal Information Charter (<https://www.gov.uk/government/organisations/department-for-education/about/personal-information-charter>) and the ESFA Privacy Notice (<https://www.gov.uk/government/publications/esfa-privacy-notice>)

If you would like to get in touch with us or request a copy of the personal information DfE holds about you, you can contact the DfE in the following ways:

- Using our online contact form <https://www.gov.uk/government/organisations/department-for-education/about/personal-information-charter>
- By telephoning the DfE Helpline on 0370 000 2288
- Or in writing to – Data Protection Officer, Ministerial and Public Communications Division, Department for Education, Piccadilly Gate, Store Street, Manchester, M1 2WD

If you are unhappy with how we have used your personal data, you can complain to the Information Commissioner's Office (ICO) at: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. You can also call their helpline on 0303 123 1113 or visit <https://www.ico.org.uk>

Quality Assurance

NA College monitors and evaluates our service. To help us improve our quality team will often arrange observations of lessons and speak to our learners after the observation, this is to help monitor support. We listen to our learners and welcome feedback and comments to help us improve.

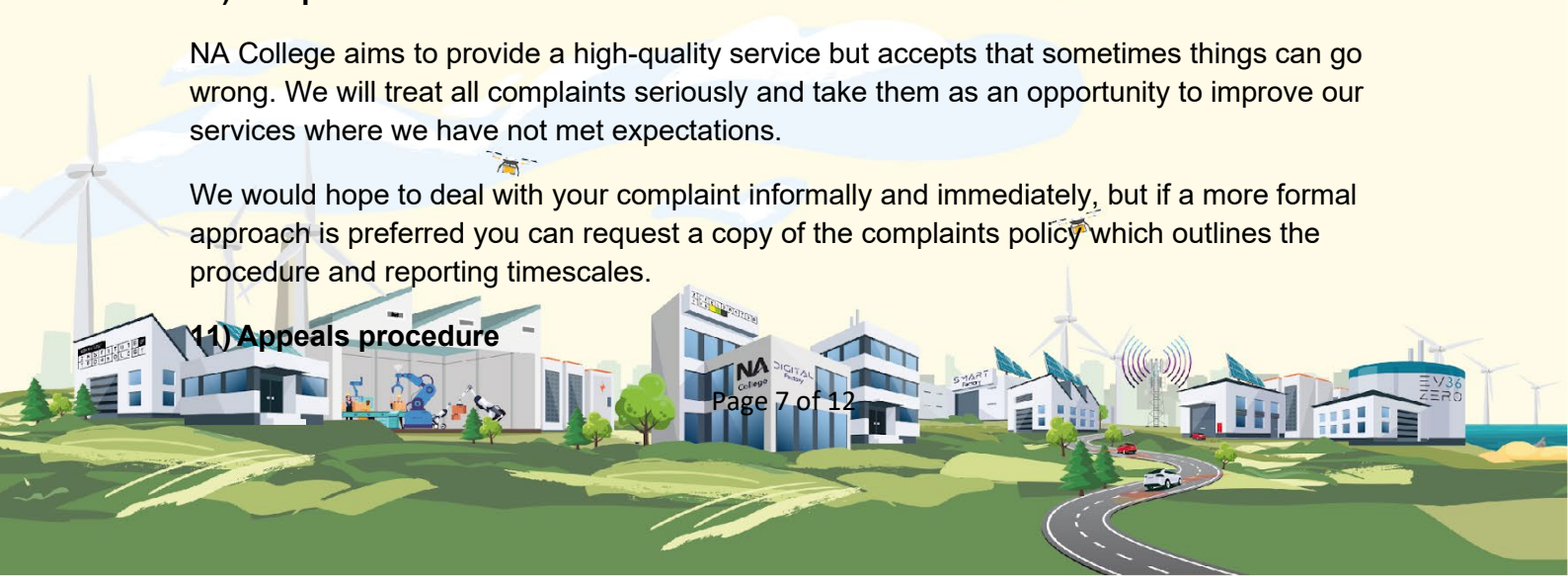
NA College follows the guidance of the Education Inspection Framework and are keen to ensure we provide the service expected, to help us monitor our service, we issue an online survey three times a year to monitor your learner journey and share your views and comments with the relevant Head of Department generating a reply of 'You Said, We Did'

10) Complaints

NA College aims to provide a high-quality service but accepts that sometimes things can go wrong. We will treat all complaints seriously and take them as an opportunity to improve our services where we have not met expectations.

We would hope to deal with your complaint informally and immediately, but if a more formal approach is preferred you can request a copy of the complaints policy which outlines the procedure and reporting timescales.

11) Appeals procedure



If you consider that the assessment of your work has not been conducted properly or disagree with a decision, you have the right to challenge an assessment decision of unit/units of competency. You can be accompanied and assisted at all stages by a person of your choice with their agreement.

Before invoking the appeals procedure, you should talk to your tutor or assessor. If you are still unhappy with the decision made, ask for the Appeals Procedure.

12) Maths and English

Maths and English are essential to everyday life and employment. Your tutors will help you to develop and improve your skills in maths and English along with the learning goals of the program you are taking.

Functional skills qualifications in English and maths are offered across all apprenticeship programs where learners do not hold GCSE Level 2 or equivalents.

13) Progression

NA College hopes you enjoy your course and that it provides an initial step to further education opportunities or a position with greater responsibility in your workplace. We will provide all the information, advice and guidance for you to take those next steps and feel comfortable in the knowledge you have gained.

We are keen to monitor your progression and may, on occasion, contact you after your course to find out if your learning has helped to achieve your career goals. Please help us by replying to our survey requests.

14) Use of internet and social media

You are expected to use the internet responsibly. Unacceptable use may result in access privileges being withdrawn, disciplinary action and/or appropriate legal action.

Communications made in a personal capacity through social media must not be unlawful or contain anything that could be considered discriminatory against, or bullying or harassment of, any individual.

15) E-safety, E-Systems and personal information

Many aspects of our lives are now directly shaped by technology therefore we all have a responsibility to use it in a way that is safe and respectful to ourselves and others.

E-safety principles are applied to the use of all computer and digital technologies including laptops, mobile phones, email, internet and social media.

NA College uses a proactive software monitoring tool called **ESET Endpoint security** which monitors and reports activity of certain inappropriate criteria. This software is part of our safeguarding procedure and helps protect our more vulnerable learners.

We monitor the use of the internet to make sure that our policies are adhered to, therefore you should not expect privacy of anything you browse, download or upload.

E-Systems

NA College has a variety of software systems that help us facilitate your learning in a more proactive, easy access way - these include:

- PICs - Learner enrolment information.
- BKSB - English and maths initial and diagnostic assessment.
- Cognassist – Neurodiversity diagnostic tool.
- Onefile or APTEM - E-Portfolio.
- Microsoft teams/365 – Communication and applications.

All learners receive unique login details which must not be shared.

Personal information

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

We advise you not to use your credit or debit card to make purchases from the internet using our IT systems. This is for your own protection as we cannot accept liability should you suffer any loss.

16) Wi-Fi

NA College is pleased to be able to provide free wi-fi for you as a learner at our training site. Your tutor will provide you with the password at the start of your learning program.

17) Parking

Parking is free to all learners and is available at the rear of the training centre, sign-posted student car park. We also have facilities to secure motorbikes/cycles on site.

Parking is limited; However, if you are keen to reduce your carbon footprint, we are ideally located along numerous bus routes and have excellent links to local cycle paths.

<https://travelinenortheast.info/plan-a-journey/>

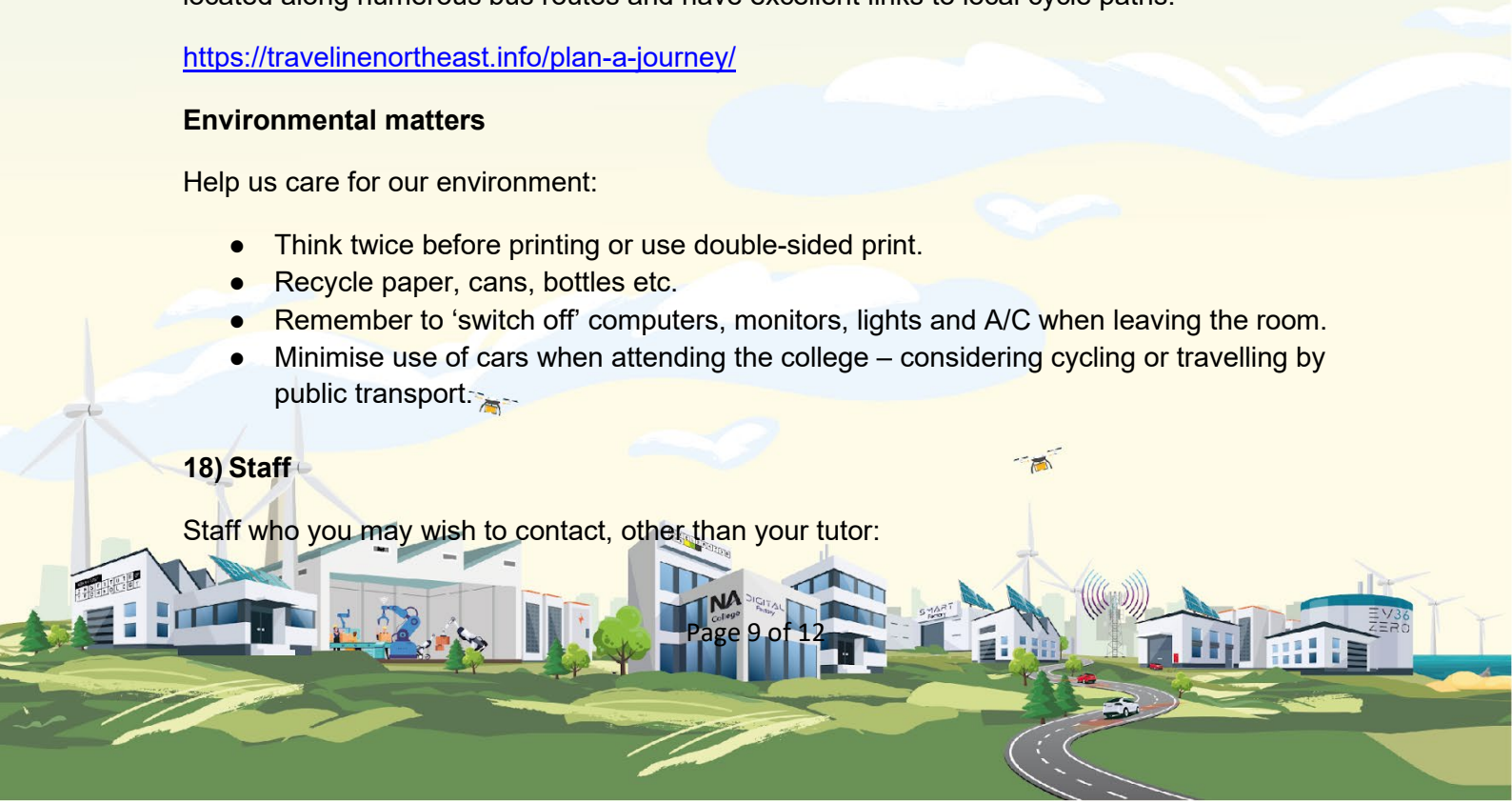
Environmental matters

Help us care for our environment:

- Think twice before printing or use double-sided print.
- Recycle paper, cans, bottles etc.
- Remember to 'switch off' computers, monitors, lights and A/C when leaving the room.
- Minimise use of cars when attending the college – considering cycling or travelling by public transport.

18) Staff

Staff who you may wish to contact, other than your tutor:



**Margherita Pasquariello**

Chief Strategy & Executive Officer

M: 07591801953

E-mail: margherita.pasquariello@nacollege.ac.uk

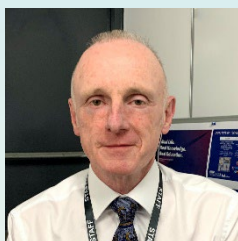
T: [0191 466 1188](tel:01914661188)

**Steve Pallas**

Operations Director

E-mail: Steve.Pallas@nacollege.ac.uk

T: 07510706331

**Terry Taylor**

Head of Engineering

E-mail: Terry.Taylor@nacollege.ac.uk

T: [0191 466 1188](tel:01914661188)

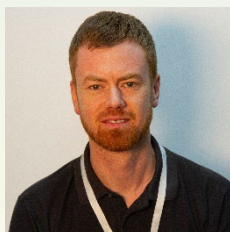
**Erin Swaddle**

Engineering Course Lead

E: Erin.Swaddle@nacollege.ac.uk

T: [0191 466 1188](tel:01914661188)

M: [07720739551](tel:07720739551)

**Adam Jenkins**

Manufacturing Course Lead

M: 07885 806998

E-mail: Adam.Jenkins@nacollege.ac.uk

T: [0191 466 1188](tel:01914661188)

**Natalie Brown**

Course Lead (Short Courses)

M: 07706313592

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**Gary Bridge**

Functional Skills Course Lead

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T: [0191 466 1188](tel:01914661188)

E mail: gary.bridge@nacollege.ac.uk



Maureen Askew

Head of Quality & Curriculum +
Designated Safeguarding Lead

M: 07919525014

E-mail: maureen.askew@nacollege.ac.uk

T: 0191 466 1188



Ashleigh Joachim

Learner Support Office +
Deputy Designated Safeguarding Lead

E.mail: ashleigh.joachim@nacollege.ac.uk

T: 0191 4661188



19) Location, contact and opening times



NA College Trust, 1 Spire Road, Washington. NE37 3ES

Tel: 0191 4661188

Email: info@nacollege.ac.uk

Opening Times:

- Monday to Friday - 7:30am to 4:30pm
- Lesson start time - 8am

ALL policies and documents referred to within this document can be found on our website: <https://www.nacollege.ac.uk/>

Remember to follow us on social media:



<https://www.facebook.com/TheNACGroup>



https://www.instagram.com/na_college



<https://twitter.com/NACollege>