



north west  
regional college  
Derry-Londonderry • Limavady • Strabane



# STUDENT HANDBOOK

2023-24



Receive a College bursary of up to **£500\***

\*Full-Time Higher Education students only. Criteria applies. Contact Student Finance for details.

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# Principal's Welcome



“  
**At North West Regional College we are passionate about your success.**  
”

**North West Regional College is a vibrant, multi award-winning College, where our students are at the heart of all that we do.**

We aim to provide you with every opportunity to gain the skills, qualifications and experience you need to succeed on your study programme or apprenticeship to allow you to progress onto higher level study and to gain rewarding work in the career you choose.

We work hard to ensure you receive the highest standard of practical and learning support during your time at the College.

Our lecturers are experts in their field and courses are delivered in state-of-the-art, industry standard teaching and training facilities which are continually being reviewed and updated.

Our friendly support staff are always on hand to provide you with advice and any additional support you need, and also enable you to participate in an enriching and inclusive environment.

I am especially proud of the exciting new university level courses we are offering this year with the Open University - a significant development for higher education across our City and Region.

Join our Students' Union and get involved in a number of exciting activities organised by staff and students during the year, or take part in the wide range of social and sporting opportunities on offer.

This guide aims to provide you with the information you need to make the right choice about your future.

I look forward to meeting you in September.

Leo Murphy  
Principal and Chief Executive



Gillian Moss  
Head of Client Services

I would like to take this opportunity to welcome you to the college. Here at NWRC we provide a 'team around the student' support system. The support team are here for you, to help you achieve your goals and have the best experience whilst you study with us.

This Student Handbook will give you an overview of the top class support available here at NWRC. Members of the Student Services teams can be found at our campuses at Strand Road, Springtown, Strabane, Limavady Main Street and Greystone where our friendly staff are always happy to help you with any queries.



## Student Services Team

This handbook is designed to help you make the most of your time at North West Regional College. It provides information that will help you access the many services and opportunities open to you. You can also refer to the college website and Student Portal for up-to-date information. Enjoy your time at the college!

We are delighted to welcome our new and returning students to the college. Student services operate an open-door policy and are here to support you at every stage of your journey from induction to graduation. We look forward to a great year ahead.



## STUDENT ENGAGE APP

Search for NWRC in the app store

We are excited to announce our new student app! This is a one stop shop for all things NWRC including;

- Direct access to tutors and class members
- Updates with timetables, classes or course
- News and events at the college
- Other important information

You will be able to access a wide range of content about NWRC and using the app means it keeps your work, discussions and class groups separate from your other social media apps.

The app is easy to navigate, has a good visual appearance and will give you access to amazing discounts, events and other opportunities at North West Regional College.

### LOGIN INSTRUCTIONS

- Download the app on your phone
- Use your college Microsoft account and password
- Desktop login - <https://nwrc.wameducation.com/selectinstitution>



For more information and to meet the Student Services Team, see page 21

# OUR COLLEGE

## The heart of the North West

Enriching lives, building careers and supporting communities, North West Regional College has been at the heart of life in the North West of Northern Ireland for more than 100 years.

Across the passing of time NWRC has stood as an important institution renowned for delivering an extensive range of learning and career opportunities to thousands of learners. As an employer, the College has provided hundreds of jobs across its teaching, support and technical areas. As a supporter of the local economy, it has nurtured local enterprise through expert training and skills development. And, as a community partner, it has crossed the divide to offer an integrated civic resource for the benefit of the entire region.

Now, NWRC is delivering an invigorated brand of education and training aimed at attracting new learners, while advancing the growth and prosperity of the local economy.

## Your local campus

The College has five main campuses located in Derry-Londonderry, Limavady and Strabane, and supports over 10,000 student enrolments each year. Learners attend from all parts of Northern Ireland and the Republic of Ireland, undertaking Full-Time or Part-Time study programmes in a range of vocational or non-vocational areas.

It has 4 academic departments, each catering for school leavers, mature students, professionals, community organisations, and the unemployed.

## Industry links

Many courses at the College are developed in conjunction with local employers and are designed to give students a feel for future employment, and to enhance practical competence in their chosen vocation.

## Supporting our students

The College adopts a professional, friendly and sensitive approach to student support. Experienced and qualified personnel provide help and assistance on accommodation, finance, careers, university application, pastoral care/counselling and health matters.

A full range of access facilities for students with disabilities is also on offer.

## Students' Union

NWRCSU is ran by students, for students. This is the heart of Student Voice at the College. We look after all the cool things about College life. We have an elected SU Council that help run all the activity and campaigns. We recruit and train 250+ Class Reps who receive a SU hoodie free. Clubs and Societies are our thing - Soccer, LGBTQ+, Disability Sailing, GAA, Boxing, BJJ, Heritage. The unique thing about this is that if you want to help run a new club, then we'll help you do it.

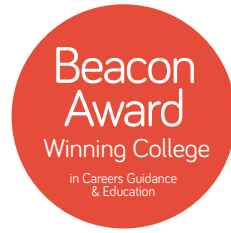
## The Future

Our focus at North West Regional College is the future. Whether that be the future of our individual students and their careers; the future of our local and national economy or developing our communities for future generations.

We are here to provide the opportunities that will improve each of these elements in the future.

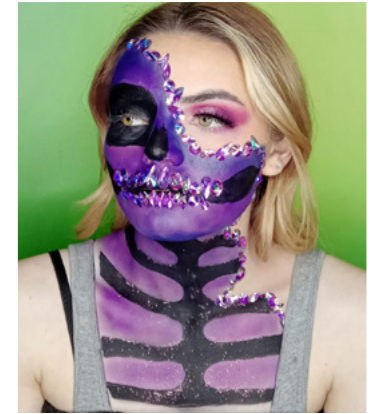
## Student Identification Cards and Lanyards

Your safety is our key priority while you study with us; we request that all students wear a lanyard showing their student identification cards when studying on any of our campuses. A student lanyard helps staff easily identify that you are a student and have permission to be in our buildings. All staff will be wearing a lanyard too to help create a safe and warm environment for all. You will be able to access your student lanyard from any of our Libraries once you have enrolled.



Cutting-Edge  
Facilities  
to prepare you for  
employment

More than  
10,000  
students across  
5 campuses



# 2023-24 TERM DATES

SEPTEMBER	
04/09/2023	<b>Semester 1 commences/ Induction/Freshers Week</b> FE Year 1 provision including Traineeships
11/09/2023	<b>Induction/Refresher</b>
18/09/2023	<b>Yr 2 HE Provision</b> HE Provision and Evening Classes
OCTOBER / NOVEMBER	
02/10/2023	Community Provision Outreach and non-accredited provision
30/10/2023	 <b>Halloween week</b> HE and Access Graduation Ceremony on Monday 30 October (Millennium Forum) College Staff Development Days (2-3 Nov) - Annual Learning and Teaching Conference on 2 November 2023
DECEMBER / JANUARY	
25/12/2023 01/01/2024	 <b>Christmas Break</b> College Buildings Closed 25/12/23 to 01/01/24 inc.
JANUARY / FEBRUARY	
22/01/2024	Semester 1 ends
29/01/2024	Intersemester Week
05/02/2024	Semester 2 commences
MARCH	
18/03/2024	College closed 18 March 2024 (St Patrick's Day Bank Holiday)
25/03/2024 01/04/2024	 <b>Easter Break</b> 2 College Staff Development Days; College Buildings Closed 1/4/24 to 2/4/24 incl.

MAY	
06/05/2024	<b>Early May Bank Holiday (1 day)</b> College closed 6 May 2024
13/05/2024	EF provision finishes - Yrs 12 and 14
27/05/2024	<b>Spring Bank Holiday</b> College Closed 27 May Spring Bank Holiday EF provision finishes Yrs 11 and 13 FD provision ends
JUNE	
10/06/2024	End of Semester 2
17/06/2024	Best in FE Event Year End Exam Boards


# ENGAGE

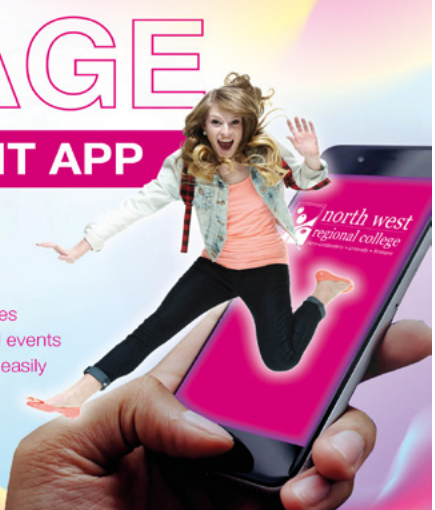
## NWRC STUDENT APP

Get the most from your student experience.

- » Connect with your tutors and classmates
- » Stay up-to-date with College news and events
- » Access learning resources quickly and easily
- » Follow sports, clubs and societies

Download on the  App Store

GET IT ON  Google Play



# STUDENT VOICE

The Student Voice is what we call the collective opinions of students – opinions about your course, things outside your course, or anything else that affects you as a student.

It's really important that you are given the opportunity to express your opinions about student issues, and that those opinions are listened to. You deserve the best possible experience while you're a student at NWRC.

There are lots of ways for you to make your voice heard and we have lots of different ways that we collect student voice and we encourage all of our students to get involved, including:

- Class reps
- Student surveys
- Monthly pop-up stands
- Focus groups
- Comment cards
- Feedback walls

Or simply pop in and speak with Eva at the SU.



## Student Representatives

We are looking for students to represent NWRC as Student Representatives and inspire young people. As part of the 'Student Voice Initiative' we want to hear from students who have an interest in getting involved in wider college life and maximise the support on offer when challenges arise.

Student Reps share their experiences of what it's like to study at NWRC with prospective students, their families and teachers. They will represent NWRC at events on and off campus, with members of staff or with other Ambassadors.

The number of people they engage with can vary from a handful to hundreds depending on the type of event.

Below are the types of events that Student Ambassadors will help with. You may have experienced some of these events yourselves when you applied to NWRC.

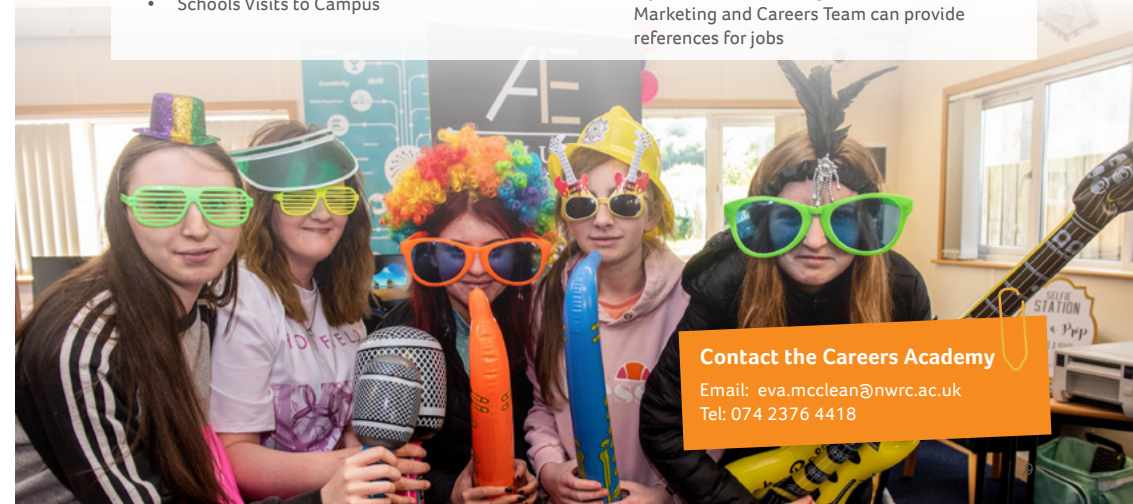
- Open Events
- School Visits
- Careers Road shows
- Higher Education and UCAS Fairs
- Community Events and Festivals
- Campus Tours
- Schools Visits to Campus

## What makes a good Student Representative?

- Current NWRC student
- Available to commit to a minimum of two events per term
- Enthusiastic about NWRC and the benefits of further and higher education
- Friendly - able to speak to a diverse range of people who may be shy or unsure about college
- Reliable, organised, good at timekeeping, able to show initiative and work with minimal supervision
- Professional - Ambassadors represent NWRC and should be naturally courteous and professional

## Why should I apply?

- Develop your public speaking, teamwork and independent thinking skills
- A fantastic way of building self-confidence
- Meet other NWRC students from a wide range of different courses
- It looks great on your CV and can give you something else to speak about in interviews
- If you work often enough for us the Marketing and Careers Team can provide references for jobs



Contact the Careers Academy

Email: [eva.mcclean@nwrc.ac.uk](mailto:eva.mcclean@nwrc.ac.uk)  
Tel: 074 2376 4418

# STUDENT SURVEYS

## Have your say

Typically students will be asked to complete three to five surveys per year. The College will keep you informed about Student Surveys throughout the year.

If it matters to you... it matters to us.

## Why should I take part?

This is your opportunity to give us feedback on your student experience, what's important to you and what we can do better.

We want to get as much feedback from our students as possible as the better the response rate the better the collective views of our students are represented. When the survey is closed and the data collected, the college will work on improvements based on your feedback.

Surveys also provide the opportunity to measure the College's performance against other Colleges in Northern Ireland.

## How do I complete it?

Our student surveys can be completed online via the Student Portal.

You will be advised at the time how to complete the survey at your tutorial.

## You Said, We Did

We will keep you updated on what we have done (and are doing) in response to your feedback. Information will be published on the digital screens around the college campuses.

## Contact Us

For more information on our student surveys please contact the **Quality Enhancement Unit** on email: [qeu@nwrc.ac.uk](mailto:qeu@nwrc.ac.uk)



People are always really surprised when they hear what my job is. Seeing the shock on their faces never gets old, but everyone thinks it's class that I'm a woman welder.

### Chloe Rankin

ApprenticeshipNI in Fabrication and Welding

*Chloe is currently employed with Fleming Agri Products*

# STUDENTS' UNION: NWRCSU

## Our Purpose

The Students' Union (NWRCSU) is YOUR Students' Union. NWRCSU is here to make sure your time at college counts. Ensuring you feel part of the student community, supporting you to stand up for what you believe in, to speak out about the issues that matter the most to you, and helping you move forward into a bright future.

Students work in collaboration with staff to improve student life at the college. The Union is supported by a staff member from the Student Services team who has dedicated time to support Union development and activities. Student Unions are powerful organisations, but only have the ability to make changes if they have students who engage with them - so make sure you get involved. Whether that's completing a survey, voting in the elections or standing to be one of the Student Representatives. Together students can achieve more.

## How do I join the Students' Union?

You automatically become a member of NWRCSU when you accept your place on your course, so you're already part of something bigger before you even get here. There are no forms to fill out, no money to pay in advance and no membership card required.

**AWARD WINNING STUDENTS' UNION...**

Multiple Local and National Award Winners 2021



## Students Union Council

What difference will you make?

We elect Student Officers to the NWRCSU Council. Each year, a team of students are democratically elected to lead NWRCSU, they make sure that our students are heard and have what they need to learn and thrive whilst at college. Our Student Officers work to tackle all issues to do with student life - from national campaigns, to student welfare, as well as making sure the Students' Union offers what you want it to!

The Students' Union council is here to:

- Promote the general welfare of all students
- Encourage student societies, sports clubs and social activities
- Act as a channel of communication between students and the College
- Promote the interests of all students and to represent them in all matters affecting their interests
- Enhance the standing of students in the local community

Anyone can run for election, become part of the Student Council and help provide a "voice" for students!

## Did you know?

NWRCSU successfully campaigned for reduced car parking at Foyleside Shopping Centre for you!



## Clubs and Societies

Want to meet new people who share your interests, or fancy getting involved in something completely new? There are loads of student-led clubs and societies here at NWRCSU for you to choose from - however, if you can't find one that's perfect for you be sure to let us know! We make sure the process of starting new clubs or societies is easy and straightforward for our students to ensure everyone can find the right group for them. Contact NWRCSU with any suggestions or enquires about setting up a new club or society!



**Eva Mc Clean,**  
Student Events & Liaison Officer.

Telephone: 07423764418,  
Email: student.union@nwrc.ac.uk

## CLUBS/SOCIETIES

List of clubs/societies are as follows:

- Football
- Gaelic
- Basketball
- Self Defence
- Outdoor Pursuits
- Gaming
- LGBTQIA+
- Music & Performing Arts
- K-pop
- Sustainability
- Book Club
- Anime
- Dungeons & Dragons
- Table Top Gaming
- Debate
- Art & Design
- Film Club

**100% FREE**

Joining a student group will help you to branch out, meet new friends and get the most out of your time here at at NWR.

*Here at NWRCSU, we strive to embody our values of fun, supportiveness, positivity, innovation and inclusivity. I want to make sure all of our students get the very best out of their college experience and feel supported. So please come and say hello anytime, no appointment needed!*





## Work and Study Abroad

NWRC's International Office offers students the opportunity to travel and train/study abroad on 1 week to 12 month projects. Our projects allow students the opportunity to enhance their learning experience, improve self-confidence, grow aspirations and develop real-life skills as well as enjoy and experience another culture.

Students have participated in projects to countries including Belgium, Denmark, Finland, Germany, Italy, Malta, Portugal & Slovenia.

Students travelled to Hong Kong in June 2019 to exhibit & present at an International Student Seminar and we have a student who has been selected to study in the USA under the Study USA programme.

### For more information:

To find out more about the international opportunities available students should speak with their course lecturers or email the International Office:

[international@nwrc.ac.uk](mailto:international@nwrc.ac.uk) or pop into the SU.

## Student Services -Induction Plan

### Overview

The key aims of Induction are to:

- Advise on social distancing and safe movement around college sites for students
- Provide key information to help students to make the transition into college
- Help students to make friends and settle quickly into college
- Reinforce positive messages about expectations
- Encourage students to get involved in college life, supported by cross campus 'get-involved' activities
- Make sure students are on the correct programme

All with the objective of improving overall retention on programmes

# STUDENTS' UNION



## WEEK 1

### STUDENT SERVICES INDUCTION

Your NWRC experience begins each year with Fresher's Week and Induction activities which are run by our Student Services. The key aims are to:

- Provide key information to help students to make the transition into college
- Help students to make friends and settle quickly into college
- Reinforce positive messages about expectations
- Make sure students are on the correct programme.
- Encourage students to get involved in college life, supported by cross campus 'get-involved' activities

During Student Services Induction, students will be able to learn about the services and that are here to support and help you get the most from your student experience. Information sessions will be hosted by the following student services teams:

- The Students' Union
- Student Finance
- Careers Academy
- Safeguarding
- Learning Link
- Library
- Health & Wellbeing

Interactivity will be the key, with a range of prizes and rewards will be on offer for participation.

## WEEK 2

### Freshers

The Freshers Carnival is a HUGE event that is free to attend for ALL students. This is your chance to talk with the Students' Union & Student Services staff and find out about numerous volunteering and fundraising opportunities that are available to you to take part in alongside your studies. This is a great way to get more out of your time at NWRC! There will also be a wide range of local and national

businesses and charities, fused together with live entertainment, music, food and drink! There are absolutely loads of freebies and discounts that you can collect, so make sure you don't miss out!

### Tuesday 12th September

Strand Road Campus Freshers Carnival, 12pm-2pm

### Wednesday 13th September

Limavady Campus Freshers Carnival, 12pm-2pm

### Thursday 14th September

Strabane, Springtown and Greystone Freshers' Carnival, 12pm-2pm

## WEEK 3

## Retention Campaigns

### 1- "Talk don't Walk"

Student services will run a campaign over the first six weeks to get students to communicate virtually with the careers team, if they feel they are on the wrong programme instead of deciding to withdraw from the programme.

We want them to communicate and not just leave the course.

We aim to inform students of the campaign during the induction activity and we will support with a poster campaign and pop ups on computers.

We will follow the campaign up with a so far so good temperature test questionnaires run in the fifth week of workshops through the careers academy.

### 2- "So far so Good"

I am settled and happy on my course

- Rate 1-5

I am happy with the subject/s I have chosen

- Rate 1-5

Have made friends and I am settled in my group

- Rate 1-5

I have personal circumstances, which may affect my attendance / progress at college

Y/N

Is there any other information that you would like to make us aware of?

## WEEK 4

### CLASS REPS

Class Reps are students who are elected by their fellow peers on their course at the start of the academic year to represent the academic interests of all students on their course. They work closely with the Students' Union staff to ensure that student feedback is acted upon. If you are interested in becoming a Class Rep, you should speak to your course-coordinator and ask if there are any vacancies.

- **Why become a Course Rep?**
- Free training for your role, no experience necessary
- Gain skills that look great on your CV
- Increase your employability
- Network and socialise
- Make a positive academic impact
- Gain recognition for time spent being a representative
- Ability to represent your course mates and shape your course, enhancing the student experience for all

Class Rep Training will begin from week 4 (Monday 25th) in the academic calendar and all elected class reps will be contacted regarding dates, times and locations of future meetings. Students will be informed of the role in more depth during training.

### STUDENT VOICE CONFERENCE

Whether you're a class rep, member of a student club or society, or you're just keen to create change at NWRC, this conference is for ALL students and we encourage you to take part. The event will feature different activities so you can discuss your thoughts and help us move forward to create change.

Date TBC

### NWRCSU Newsletter

The NWRCSU Newsletter aims to keep students informed of weekly events and activities that they can get involved in as well as promote the success of student projects. We'd love to hear from you more this year, so we can share your stories. If you're proud of your research, putting on an event, studying something exciting or starting something new you'd like to share, you can reach us at [student.union@nwrc.ac.uk](mailto:student.union@nwrc.ac.uk) or text 07423764418.



## INDUCTION CHECKLIST (FULL-TIME STUDENT)

NAME: \_\_\_\_\_

PERSONAL TUTOR: \_\_\_\_\_

Please tick each box when you feel this area has been explained fully

THE COLLEGE		HEALTH & SAFETY	
College calendar		Personal responsibilities	
Structure		Evacuation Procedure	
College layout and locations		Obtaining First Aid	
Key staff		Reporting accidents/incidents	
RIGHTS & RESPONSIBILITIES		TUTORIAL SUPPORT	
Student Charter		Tutorial system/programme	
Behaviour Issues Procedure		Value-added/target grade	
Code of Conduct		Individual Learning Plan	
Equality and diversity		Individual Action Plans	
Punctuality and attendance		Qualifications on entry form	
Anti-bullying		Preferred learning styles	
Compliments and complaints procedure		Changing if feel on wrong course	
THE COURSE		STUDENT SERVICES	
		Safeguarding	
Course content and structure		Counselling services	
Teaching/learning approaches		Welfare, information, advice and guidance	
Academic Appeals Procedure		Careers education and guidance	
Workload (including private study)		Financial support	
Timetable Meeting deadlines and progress targets		Library and LRC	
Staff teaching on the course		Student Union, Student Voice	
Work experience		Student portal and Moodle	
Assessment requirements		Learning Link	

## WHAT STUDENTS CAN EXPECT FROM NORTH WEST REGIONAL COLLEGE

- We will:
- Always treat everyone equally and respectfully
- Provide you with timely and accurate information about all aspects of your course and college life
- Provide impartial guidance, assistance and advice to support your future success
- Be professional in all our dealings with you
- Provide you with a comprehensive induction to the College
- Provide appropriate learning opportunities, resources and support to assist you in your studies
- Provide you with a programme to enhance your employability prospects: access work experience / placement and industry visits where appropriate
- Provide you with appropriate and timely feedback on your progress that promotes learning and facilitates improvement
- Provide Students' Union services and activities, including Sports, Clubs and Societies
- Provide opportunities for student voice mechanisms, to inform improvements at all levels of college life
- Allow you to make a complaint on any issue and ensure you receive a response in line with the College Complaints Procedure
- Safeguard all the personal information you provide in compliance with the Data Protection Act and the Freedom of Information Act

# STUDENT CHARTER

## WHAT NORTH WEST REGIONAL COLLEGE CAN EXPECT FROM STUDENTS

- In return you are expected to:
- Fully engage as an active student in our shared educational experience and take responsibility for your own learning
- Treat everyone with respect online and in person.
- The College expects 100% attendance and punctuality adherence
- Comply with all the College policies and procedures, found on the Student Portal
- Not be in possession of, or under the influence of illegal drugs, including legal highs or alcohol in class or on College property
- Complete all work and assignments you are set within the agreed time and ensure that all work is your own. Plagiarism will be dealt with as a serious offence
- Respect all College property including Library and Careers Academy resources and materials
- Students must declare any criminal convictions or charges as part of their enrolment process in line with the College's policy on the Disclosure of Criminal History
- Use social media and mobile phones responsibly. Carrying out covert audio recording while studying with us will be dealt with as a serious offence.

Student Services is available to both Students and Staff should you have any queries or concerns. We are here to support you through your journey at North West Regional College. We operate an Open Door Policy so please call in and speak to us at any time.



**Art at NWRC is about more than drawing and painting - there is sculpture, printmaking, digital design, and professional practices.**

**Jack McDonald**  
UAL Level 3 Art & Design

Jack is now studying Product Design at Ulster University, and is hoping to progress into furniture design.

# STUDENT SERVICES

Student Services is made up of different support areas for all students at North West Regional College. These areas include:

- Careers Academy
- Student Finance
- Safeguarding
- Library
- Learning Link
- Students' Union & Events
- Health & Wellbeing

The Student Services staff at North West Regional College will strive to ensure you feel welcome and comfortable and there is plenty of help and support available to you. The most important thing is to seek information, advice or support whenever you need it. We have a team of experts on hand to help you work through any difficulties.

We aim to provide integrated, professional, student-centred services which offer information, advice, guidance and support to enable every student to develop and achieve their full potential.

## How do I see someone in Student Services?

The College Strand Road Campus is staffed at all times; other campuses have advisors available at different times during the week. Student Services has an open door policy which means you can drop into any of the campuses Student Services offices and you may be seen immediately by an advisor or you can make an appointment. Appointments can be made by email or by telephone.

To make an Appointment contact:

**Derry-Londonderry Campus**  
Tel: 028 7127 6045  
**Limavady Campus**  
Tel: 028 7127 8770

## Student Portal

On the Student Services Portal you will find lots of useful information under each department. You can click on the relevant department to find out additional information about events and workshops.

## Student Engagement and Retention

Student Services provides a 'team around the learner' support intervention service across all our campuses aimed at supporting students who are struggling with their studies to overcome the barriers they face to their education and learning.

The support team is made up of staff from each of the following support departments:

- Widening Access
- Safeguarding
- Careers
- Learning Support
- Learner Resources
- Student Finance
- Students Union

Students can access this service if tutors or teachers refer them directly via student services, or a student can contact the support team by emailing [support@nwrc.ac.uk](mailto:support@nwrc.ac.uk), to ensure maximum impact and guidance is provided.

We come together for the common purpose of improving the success of the student.

**STUDENT SERVICES MEET THE TEAM**

**GERARD FAULKNER**  
SPRINGTOWN CAMPUS

**CONOR HASSAN**  
LIMAVADY & GREYSTONE CAMPUS

**PATRICK STEWART**  
STRABANE CAMPUS

north west regional college  
Derry-Londonderry • Limavady • Strabane

## Widening Participation

North West Regional College actively encourages students from disadvantaged backgrounds to apply to the College and offer them support as they undertake their student journey. We want to change perceptions and raise aspirations. Having a diverse student population impacts positively on everyone's learning and development. If you are from a background that creates barriers to your education and learning,

The College Widening Access and Participation Officer would like to hear from you and to help you to overcome any challenges you may be facing.

Please advise us if any of the below apply to you:

- You are in care or have a care experienced background
- You are homeless or at risk of becoming so
- You are a single or young parent
- You have had involvement with the criminal justice system
- You have caring responsibilities yourself

For more information, contact:

Email: [wideningaccess@nwrc.ac.uk](mailto:wideningaccess@nwrc.ac.uk)  
Tel: 028 7127 6366

**MEET THE TEAM**

**STUDENT SERVICES**

north west regional college  
Derry-Londonderry • Limavady • Strabane

 <b>Shannon Doherty</b> Safeguarding Officer	 <b>Eva McClean</b> Student Liaison & Events Officer	 <b>Emmett Rice</b> Student Finance Senior Administrator
 <b>Danny McFeely</b> Health & Wellbeing Officer	 <b>Charley Cusack</b> Widening Access & Participation Officer	 <b>Annie Duffy</b> Front of House & Administrator
 <b>Rebecca Martin</b> Student Finance & Events Administrator	 <b>Donna Nelson</b> Student Finance / EMA Administrator	 <b>Joseph McCarthy</b> Deputy Safeguarding Officer

# SAFEGUARDING

## What is Safeguarding?

Safeguarding is the action taken to promote the welfare of children, young people, adults at risk of harm and adults in need of protection to protect them from harm. At NWRC all staff are committed to providing a safe and supportive environment where students feel safe and receive effective pastoral and safeguarding care, guidance and support.

We share the belief that safeguarding is everybody's responsibility and foster this culture across the College. The College has a dedicated safeguarding team and Safeguarding Champion that promotes awareness of safeguarding issues and is always available to provide support to students, families and staff.

## How can we help?

The College strives to offer the very best education and training and recognises the importance of integrated safeguarding and support services as part of the student experience to enable students to achieve positive outcomes.

The Safeguarding team can offer a listening ear, support and advice with issues such as abuse, bereavement, mental health issue, unplanned pregnancy, homelessness, gambling, relationship breakdown, alcohol or drug addiction, gender change, or any other concern a student may have during their time at college

## NWRC Safeguarding Policy

North West Regional College has a Safeguarding Policy in place to protect young people under 18 years and adults at risk of harm or adults in need of protection.

Our dedicated Safeguarding team take the care, welfare and safety of young people under the age of 18 and adults at risk of harm and in need of protection who are students / trainees of the college extremely seriously.

## Who do I contact?

In line with statutory safeguarding guidance, the College has a designated safeguarding team. This group of colleagues work closely together to provide effective safeguarding and pastoral support interventions for all students at the College.

If College staff or students have any concerns about a student they should contact:

**Shannon Doherty** (*Safeguarding Officer*)  
Tel: 028 7127 8709  
Email: shannon.doherty@nwrc.ac.uk

**Joseph McCarthy** (*Deputy Safeguarding Officer*)  
Tel: 028 7127 6096  
Email: joseph.mccarthy@nwrc.ac.uk

**Majella Doherty** (*Deputy Safeguarding Officer*)  
Tel: 02871 27 6366  
Email majella.doherty@nwrc.ac.uk

**Fiona Doherty** (*Deputy Safeguarding Officer*)  
Tel: 028 7127 8745  
Email: Fiona.doherty@nwrc.ac.uk



## Safe Place Initiative

North West Regional College is also a member of the 'Safe Place Initiative' which was awarded by Onus. This initiative allows us as a college to provide information and signpost anyone that may be affected by domestic and sexual violence or abuse.

If you have been affected by domestic violence or would like more information please contact the safeguarding team by emailing [safeguarding@nwrc.ac.uk](mailto:safeguarding@nwrc.ac.uk)



## Empowering organisations to recognise and respond to anyone affected by domestic or sexual violence or abuse



**Freephone 24 Hour Domestic & Sexual Violence Helpline** 0808 802 1414  
Open to all women and men affected by domestic & sexual violence

**PSNI** (In an emergency ring 999) 101

**The Rowan** (Regional Sexual Assault Centre for NI) 0800 389 4424

**Childline** 0800 11 11



# HOW TO APPLY FOR YOUR ACCESS NI – ENHANCED DISCLOSURE CHECK

*\*Please make sure you complete all steps\**

## STEP 1 – Online Registration:

- Type into Google: ACCESSNI
- Click onto Nidirect.gov.uk - AccessNI check | Apply Online
- Scroll down and click onto Apply online for an enhanced check through a registered body
- Scroll down again and click onto the green box

Create or log in to an nidirect account or apply for an enhanced check >

- Once you have clicked onto the green box you will need to create an account (option at right hand side of screen).
- To activate your account you will need to sign into the email account you have used. There will be an email prompting you to activate your account.
- Once you have activated your account and signed in, you will need to enter this PIN: **2 9 9 9 1 2**
- Complete the remainder of the application and take note of the 10-digit Access NI Reference Number.

## STEP 2 – ID:

We can only accept ID from the list below.

### GROUP 1

- Valid Passport (Must not be out of date).
- Current Full or Provisional Driving Licence
- Original Birth Certificate (Long or short)
- Adoption Certificate

What we need:

ONE ID from group 1, and TWO forms of ID from group 2.

If you do not have an ID from group 1 we will need FOUR forms of ID from group 2.

### GROUP 2

- Birth Certificate (not original).
- Marriage/Civil Partnership Certificate
- Electoral ID Card (NI only).
- Mortgage Statement (dated within 12 months).
- Land and Property Services Rates Statement (NI only).
- P45/P60
- Bank or Credit Card Statement (dated within 3 months).
- Bank Account Opening Confirmation Letter (dated within 3 months).
- Utility Bill (not mobile phone – dated within 3 months).
- Benefit Statement (Child benefit, tax credits, pension – dated within 3 months – UK only).
- yLink Card (these are free and easy to apply for online and provide photographic ID).
- College Letter (Contact Admissions)

## STEP 3 – Questions:

You will have to bring your 10 digit reference number and 3 pieces of ID to a member of the Safeguarding Team for validation. Your lecturer will advise you when your class is booked in for an Access NI session. Each student must answer the two questions below:

1. Have you lived outside of the UK/ROI in the last 5 years?
2. Have you ever changed your name?

If you answer yes to any or both of the above questions you will be required to provide evidence. For example, if you have changed your name, a deed poll would be required or if your name has changed through marriage, a marriage certificate is required. If you require further clarification on this section please contact the Safeguarding Team by emailing [safeguarding@nwrc.ac.uk](mailto:safeguarding@nwrc.ac.uk) and we will be happy to provide further guidance.





# WE HAVE A ZERO-TOLERANCE POLICY ON BULLYING

BE KIND  
BE FRIENDLY  
BE THOUGHTFUL

IF YOU ARE EXPERIENCING BULLYING OR BELIEVE THAT YOU MAY KNOW ABOUT ANY BULLYING HAPPENING AT THE COLLEGE, PLEASE REPORT IT IMMEDIATELY TO STUDENT SERVICES OR CONTACT:  
SAFEGUARDING@NWRC.AC.UK  
028 7127 8709

## Anti-Bullying

NWRC has zero tolerance to bullying and the safety and wellness of our students is our number one priority. We are committed to providing all students with a supportive, friendly, safe and positive environment, free from offensive behaviour.

NWRC has an Anti-Bullying and Harassment policy which is available on the student portal. If you would like to discuss a concern, please contact the Safeguarding Officer – 02871278709 or email [safeguarding@nwrc.ac.uk](mailto:safeguarding@nwrc.ac.uk)



# Meet the SAFEGUARDING TEAM



**Gillian Moss**  
Adult Safeguarding Champion  
[gillian.moss@nwrc.ac.uk](mailto:gillian.moss@nwrc.ac.uk)  
028 7127 6520  
ALL CAMPUSES



**Shannon Doherty**  
Safeguarding Officer  
[shannon.doherty@nwrc.ac.uk](mailto:shannon.doherty@nwrc.ac.uk)  
028 7127 8709  
ALL CAMPUSES



**Majella Doherty**  
Deputy Safeguarding Officer  
[majella.doherty@nwrc.ac.uk](mailto:majella.doherty@nwrc.ac.uk)  
028 7127 8837  
ALL CAMPUSES



**Joseph McCarthy**  
Deputy Safeguarding Officer  
[joseph.mccarthy@nwrc.ac.uk](mailto:joseph.mccarthy@nwrc.ac.uk)  
028 7127 6096  
ALL CAMPUSES



**Fiona Doherty**  
Deputy Safeguarding Officer  
[fiona.doherty@nwrc.ac.uk](mailto:fiona.doherty@nwrc.ac.uk)  
028 7127 8745  
ALL CAMPUSES

## Domestic Violence is not your fault.

Safety of you and your children is the number 1 priority.

Seek help. There is lots of assistance out there from the police, family violence services etc

Take time out for yourself. If you can't look after yourself, you can't look after your children

Focus on your future and what you want from your future.

Set yourself achievable short term and long term goals.

Talk to somebody:  
NWRC Safeguarding: [Safeguarding@nwrc.ac.uk](mailto:Safeguarding@nwrc.ac.uk)

National 24 hour Domestic & Sexual Violence Helpline  
0800-802 1414

Local Domestic Abuse Helpline  
028 7141 6800



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SCAN FOR MORE INFORMATION ON HOW THE SAFEGUARDING TEAM CAN SUPPORT YOU!

# STUDENT FINANCE

Financial stability is a key to academic success.

We want to ensure every NWRC student benefits from the funding opportunities available to them. We strive to ensure payments are made on time and that Students are kept informed of key funding dates.

In addition the Student Finance team provides advice and guidance to students at NWRC and those wishing to progress on with their studies in areas such as:

- Bursaries
- Grants
- Student Loans
- Tuition fees
- Other financial help

The Student Finance team is also responsible for the administration of the Support Fund, EMA, Care to Learn, Higher Education Bursary, Further Education Grant and Higher Education registrations.

## STUDENT FINANCE CONTACTS

EMA 0300 200 7089  
EDUCATION AUTHORITY 0288 2411 411  
HIGHER EDUCATION 0300 100 0077

EMAIL: STUDENTFINANCE@NWRC.AC.UK

## Further Education (Including Traineeships) Education Maintenance Allowance

- EMA pays £30 per week and is available to 16-19 year olds (means tested)
- Courses must be at least 15 hours per week excludes Essential Skills)
- EMA Application forms are available online and from Student Services
- Continuing students do not need to reapply

## Further Education Grant

- FE Grants are available to students who are studying full-time further education courses and are 19+ before the 1st July.
- Students can get up to £2,092 per year (means tested, non-repayable)
- Download an application form [Link here](#) or collect from Student Services.
- 

**Deadline to be guaranteed funding is 30th June but applications are open until 27th October**

## Part-Time Further Education Grant

- Part-time further education awards are also available to students studying part-time further education courses
- Students can get up to £465 towards fees and £265 towards books and materials
- Download an application form [Link here](#) or collect from Student Services

**Deadline for funding is 27th October**

## Republic of Ireland Students

- There are no grants available for ROI students studying Full-Time FE courses *Only HE students can get the SUSI Grant*
- Part-Time further education students may apply for the Part-Time Further Education Grant (Fees Only)
- You may be able to apply for Back to Education if you are currently in receipt of a Social Welfare payment.



## Travel/Bus Pass

Bus passes are issued by your local Education Authority (EA). Students must:

- Be under 19 on 1st July before the start of the academic year
- Be studying a Further Education course only
- Live at least **3 miles from their nearest college.**

If you are studying a Higher Education course you are not entitled to a travel pass.

## Free School Meals

Students under 18 years of age at 31st July before the start of the academic year, may be entitled to free school meals. Applications must be made by your parent or guardian to your local Education Authority.

**Apply online**

<https://freeschoolmealsanduniforms.eani.org.uk/>

School meal tickets will be available from reception and should be collected on a weekly basis.

## Higher Education

### Higher Education Funding

- Students can get a non-repayable maintenance grant per year of up to £3,475 (means tested).

Maintenance loans and tuition fee loans are also available. You can apply online at: [studentfinancenl.co.uk](http://studentfinancenl.co.uk).

### Part-time Higher Education Funding

- Part-Time higher education students can get a grant of £265 and a Fee grant (means tested)
- A fee loan is also available for those who do not qualify for the grant.
- Students need to complete an online application. Visit [studentfinancenl.co.uk](http://studentfinancenl.co.uk)

## Republic of Ireland Students

- Full-Time higher education students may apply for a maintenance grant via SUSI. Students can apply online at [www.susi.ie](http://www.susi.ie).
- Full-Time higher education students can also apply for a tuition fee loan by completing the EU23N application form.
- You may be able to apply for Back to Education if you are currently on a Social Welfare payment.
- 

## Higher Education Bursary and Scholarship

- £500 bursary available to all NWRC full-time higher education students (means tested and non-repayable).
- Students can apply for the bursary through Student Services in September.

Two HE Scholarships are available to cover the cost of fees for students from a disadvantaged background. Contact Student Services for additional information.

## SSE Airtricity Scholarship Fund

The SSE Airtricity Scholarship provides 50% funding support towards the cost of Higher Education fees for students commencing first year.

While funding is available for a broad range of subjects, there is a particular emphasis on science and technology.





## Additional Sources of Funding

### The Support Fund

The Support Fund is intended to provide support to learners who are experiencing exceptional financial difficulty with meeting costs associated with learning, such as:

- Part-Time fees
- Accommodation
- Books
- Materials
- Travel expenses
- Childcare Costs

The Support Fund is discretionary. Contact Student Services for an application and criteria information: [supportfund@nwrc.ac.uk](mailto:supportfund@nwrc.ac.uk)  
[Apply Online here](#)

### Payments

The Support Fund can pay up to £45 per week. If approved payments are made approximately every 6 weeks and will be based on attendance. Poor attendance could result in reduced or suspended Support Fund payments.

### Princes Trust Development Award

If you're aged 16-25 and need funding to get into Training/Education, you could potentially receive a grant to help to pay for fees, tools or equipment for a job or qualification e.g. hairdressing kit, carpentry tools, chef whites to help you to reach your educational goals.

**If you meet the eligibility criteria you can receive up to £500.**

For more information, contact:  
 Email: [outreachni@princes-trust.org.uk](mailto:outreachni@princes-trust.org.uk)  
 Tel: 0800 842 842  
 Text: "Call Me" to 079 8338 5418  
[For more details visit www.nwrc.ac.uk/faq](http://www.nwrc.ac.uk/faq)

## Education Maintenance Allowance (EMA)

- If your register is not fully marked each week, you may not get paid. Check your attendance regularly and discuss issues with your tutor.
- Students must have any absences authorised by their tutor within one week in order for payments to be processed.
- Students on work placement (WP) must have this authorised by their tutor in order for payments to be processed.
- You can find all up-to-date information on EMA rules, AA/WP forms on the A-Z resources via the Student Portal.  
[Link here](#)

### IMPORTANT INFORMATION:

- Missed or reduced finance payments could have a devastating effect on your ability to complete your course successfully.
- The number one cause of missed or reduced Finance payments is your attendance at the College. All Student Finance is dependent on your continuous attendance. In most cases this is something you will have direct control over, however life events can sometimes present obstacles to attendance.
- If you find you are having problems attending it's really important to keep your Tutor informed in exceptional cases they may be able to authorise your absences to prevent it from affecting your payments.
- Understanding your E-register is important, you can view your attendance on the Student Portal. It's strongly recommended to monitor this. If you are not marked correctly you need to inform your tutor. Student Finance will be checking E-registers when calculating Student Finance payments.



### RELATED LINKS:

- [www.studentfinancenl.co.uk](http://www.studentfinancenl.co.uk)
- [www.studentfinance.ie](http://www.studentfinance.ie)
- [www.eani.org.uk](http://www.eani.org.uk)
- [www.welbni.org](http://www.welbni.org)

# EMA PAYMENT SCHEDULE 2023/2024

ATTEND DURING WEEK(S) ENDING	YOU'LL BE PAID ON	NUMBER OF WEEKS PAID	AMOUNT
08 Sep 23	18 Sep 23	1	£30 (**1 <sup>st</sup> Years Only)
15 Sep & 22 Sep 23	2 Oct 23	2	£60
29 Sep & 06 Oct 23	16 Oct 23	2	£60
13 Oct & 20 Oct 23	30 Oct 23	2	£60
27 Oct & 03 Nov 23	13 Nov 23	1	£30 due to Halloween Holidays
10 Nov & 17 Nov 23	27 Nov 23	2	£60
24 Nov & 01 Dec 23	11 Dec 23	2	£60
08 Dec & 15 Dec 23	27 Dec 23	2	£60
22 Dec & 29 Dec 23	08 Jan 24	1	£30 due to Christmas Holidays
05 Jan & 12 Jan 24	22 Jan 24	1 + January Bonus *	£30 + £100 January Bonus
19 Jan & 26 Jan 24	05 Feb 24	2	£60
02 Feb & 09 Feb 24	19 Feb 24	1	£30 due to Inter Semester Week
16 Feb & 23 Feb 24	04 Mar 24	2	£60
01 Mar & 08 Mar 24	19 Mar 24	2	£60
15 Mar & 22 Mar 24	02 Apr 24	2	£60
29 Mar & 05 Apr 24	15 Apr 24	0	Due to Easter Holidays
12 Apr & 19 Apr 24	29 April 24	2	£60
26 Apr & 03 May 24	13 May 24	2	£60
10 May & 17 May 24	28 May 24	2	£60
24 May & 31 May 24	10 Jun 24	2	£60
07 Jun & 14 Jun 24	24 Jun 24	2 + June Bonus *	£60 + £100 June Bonus

Students must have 100% attendance in classes, including all Essential Skills classes.

\*\*1<sup>st</sup> Years receive £30 due to attendance week ending 08 Sep 23

\*Bonus payments are subject to approval from Tutors

# CAREERS ACADEMY

## Your Career Starts Here

Our Careers Academy, located in our Strand Road, Limavady and Strabane campuses, delivers bespoke programmes and interactive workshops tailored to the needs of the student. The Careers Academy team consists of Careers Advisers, Careers Academy Support Officers, an Employability Officer, Progress Coaches and a Widening Access and Participation Officer. We aim to support students in their educational journey and help them meet their employment potential.

## Career Programmes

Programmes are personalised to ensure progression through activities that are appropriate to students at different stages of career learning, planning and development.

The careers programme includes:

- Career Guidance
- Careers Education
- Information and Research Activities

A high quality careers education and guidance programme is crucial in helping young people emerge from college, university or training well-rounded and ready for the world of work.

## Awarding Winning Careers Support

- Finneen Bradley, former NWRC Careers Manager, was officially awarded the title of **2017 Careers Champion** by Prospects Education Resources.
- *March 2019*  
**UK Beacon award winner 2019 - Career Guidance**
- *June 2019*  
**Irish News Awards winner 2019 – Inspiring Talent**
- *Feb 2020*  
**The Education Awards 2020 – Careers Impact Strategy Award**
- And also awarded the Matrix Quality Mark which reflects excellence in careers provision, employability and advice and guidance.
- *June 2021*  
**WINNER OCN NI Provider of the Year**

## Civic Responsibility and Volunteering

Register to become a volunteer with the Careers Academy and exit NWRC "Work Ready".

## 3E Strategy

All of our workshops encompass our '3E' (Employability, Enterprise, Enrichment) strategy. The aim of the workshops is to ensure that students develop the adequate transversal skills such

as communication, leadership, team building, innovation and motivation to match their academic achievements.

## Enterprise

The Careers Academy strives to ensure students have the correct foundations for business development. In partnership with Enterprise North West students can partake in the 'Go For It – Business Start Up' workshop and learn key fundamentals of enterprise such as business plans, finance projections, labour market trends, marketing, product development, innovation and social media.

## Inspire Employability Programme

The team from Inspire programme were very easy to communicate with. Our students thoroughly enjoyed the sessions and engaged in interactive activities throughout. The Inspire Programme has given them a great foundation to build a successful career. – Ciara McGonigle, Employment Project Coordinator, Women's Centre  
For more information on any of our programmes or to become a volunteer, please contact: [careers@nwrc.ac.uk](mailto:careers@nwrc.ac.uk)

"The NWRC Inspire programme was excellent! I can't wait to put these new ideas into practice"

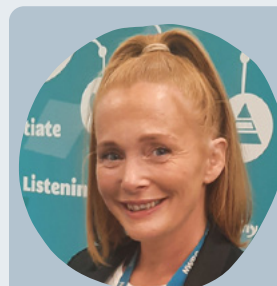
**Roisin Kelly**  
Inspire Employability Programme

## WORKSHOPS

- CV / ECV Writing
- Interview Skills
- UCAS Registration
- UCAS Personal Statement Writing
- Career Progression
- Morrisby Career Guidance Software
- Mindset Mental Health Awareness
- Transversal Skills
- Creating and Using LinkedIn
- Digital Skills
- Go for It Business Start Up
- Inspire Employability Programme

*Most careers workshops can be delivered virtually. All one to one career guidance sessions will take place adhering to social distancing guidelines*

# MEET OUR CAREERS TEAM



**LYNNE KELLY**  
Careers Coordinator  
**028 7127 8784**  
[lynne.kelly@nwrc.ac.uk](mailto:lynne.kelly@nwrc.ac.uk)



SCAN HERE

Register to receive notifications from The Careers Academy



**PATRICK STEWART**  
Employability Officer  
**028 7127 8836**  
[patrick.stewart@nwrc.ac.uk](mailto:patrick.stewart@nwrc.ac.uk)



**STEPHEN SHERIDAN**  
Careers Advisor  
**028 7127 6111**  
[stephen.sheridan@nwrc.ac.uk](mailto:stephen.sheridan@nwrc.ac.uk)



**CONOR HASSAN**  
Careers Advisor  
**028 7127 6175**  
[conor.hassan@nwrc.ac.uk](mailto:conor.hassan@nwrc.ac.uk)



**ALEX SHERIFF**  
Careers Support Officer  
**028 7127 6171**  
[alex.sheriff@nwrc.ac.uk](mailto:alex.sheriff@nwrc.ac.uk)



**CHARLEY CUSACK**  
Widening Access Officer  
**028 7127 6366**  
[charley.cusack@nwrc.ac.uk](mailto:charley.cusack@nwrc.ac.uk)



**BRENT YOUNG**  
Careers Support Officer  
**028 7127 6109**  
[brent.young@nwrc.ac.uk](mailto:brent.young@nwrc.ac.uk)



**SUSAN MALLET-MCDAID**  
Progress Coach  
**028 7127 6541**  
[susan.malletmcdaid@nwrc.ac.uk](mailto:susan.malletmcdaid@nwrc.ac.uk)



**CATHERINE DONAGHEY**  
Progress Coach  
**028 7127 8846**  
[catherine.donaghey@nwrc.ac.uk](mailto:catherine.donaghey@nwrc.ac.uk)

HAVING TROUBLE WITH YOUR COURSE? TALK TO THE CAREERS TEAM TO FIND OUT WHAT THEY CAN DO TO HELP YOU STAY AT THE COLLEGE!



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- [nwrc\\_careersacademy](https://www.instagram.com/nwrc_careersacademy)
- [careersnwrc](https://twitter.com/careersnwrc)
- [careersacademy](https://www.youtube.com/careersacademy)
- [enterpriseatnwrc](https://www.linkedin.com/company/enterpriseatnwrc)

# TALK DON'T WALK

HAVING TROUBLE WITH  
YOUR COURSE OR THINK  
IT MIGHT NOT BE THE  
RIGHT CHOICE?



**LYNNE KELLY**  
Careers Coordinator  
028 7127 8784  
lynne.kelly@nwr.ac.uk



**PATRICK STEWART**  
Employability Officer  
028 7127 8836  
patrick.stewart@nwr.ac.uk



**STEPHEN SHERIDAN**  
Careers Advisor  
028 7127 6111  
stephen.sheridan@nwr.ac.uk



**CONOR HASSAN**  
Careers Advisor  
028 7127 6175  
conor.hassan@nwr.ac.uk



**ALEX SHERIFF**  
Careers Support Officer  
028 7127 6171  
alex.sheriff@nwr.ac.uk



**CHARLEY CUSACK**  
Widening Access Officer  
028 7127 6366  
charley.cusack@nwr.ac.uk



**BRENT YOUNG**  
Careers Support Officer  
028 7127 6109  
brent.young@nwr.ac.uk



**SUSAN MALLETT-MCDAID**  
Progress Coach  
028 7127 6541  
susan.mallettmcdaid@nwr.ac.uk



**CATHERINE DONAGHEY**  
Progress Coach  
028 7127 8846  
catherine.donaghey@nwr.ac.uk

## YOU SAID WE DID

Alaistair Cameron

### Entrepreneur in Residence

As the Entrepreneur in Residence for the NWRC, I am excited to help the College join the dots to the entrepreneurship and startup ecosystem across NI, the ROI and the UK, to fulfill its enterprise goals and objectives and ultimately to help NWRC students to ignite their entrepreneurial spark!

I am looking forward to supporting individual students with their business ideas, increasing their entrepreneurship potential and also helping to create new initiatives to help drive forward entrepreneurship and startup culture throughout the College.



# CAREER GUIDANCE & EDUCATION CALENDAR 2023/24

✔ Indicates delivery during that month

Careers Guidance	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
One to One Guidance Session	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Careers Drop Ins	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Careers Advice at Enrolment	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Talk Don't Walk Guidance Interviews	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Progression Interviews	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Introduction to the Careers Academy	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
<b>Employability</b>											
Progression Workshops – Where next?	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
UCAS Registration Workshop	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
UCAS Personal Statement Workshop	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
CV Month – All campuses	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
CV Support	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Marrissy Careers Guidance Software	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Transversal Skills Workshops	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Allied Health Preparation	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Nursing Preparation	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Progression Month for Access Students	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Progression Month for FE Students	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Progression Month for HE Students	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Interview Skills Support	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Inspire Employability Programme	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Foundations of Communication	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Developing Communication skills	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Foundations of Confidence	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Developing Leadership Skills	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Foundations of Resilience	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Developing Resilience	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Foundations of Personal Branding	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Developing Your Personal Branding	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
A Guide to Assertiveness	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Applying for Jobs & Apprenticeships	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Interviews & Assessment Centre's	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Starting the Job Hunt	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
LinkedIn Workshop	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Creativity & Innovation	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
<b>Enterprise</b>											
Go For It Business Start Up Workshops	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Global Enterprise Week Workshops	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Careers Academy Endeavour Enterprise Programme	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
<b>Enrichment</b>											
AMH Mindset Workshops	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Inspire Employability Programme	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
E-Safety	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Soft Skills Workshop	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Teamwork Workshop	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Foundations of Confidence	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Foundations of Resilience	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Developing Resilience	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Foundations of Personal Branding	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Developing your Personal Branding	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
A Guide to Assertiveness	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Settling into University week	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Elemental Support Platform	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Managing Stress	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
<b>Student Voice</b>											
You Said We Did	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
The Student Voice Conference	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Student Focus Groups	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
So Far So Good	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔

## CAREERS ACADEMY

The Beacon Award Winning Careers Academy Team offers all prospective and current students free access to informal and impartial information, advice and guidance.

Our team of Careers Education & Guidance Advisers are professionally qualified and experienced practitioners. We aim to ensure that you receive the information, advice and guidance required to make informed decisions that will best help you achieve your goals. All requests for advice and guidance will be treated in a supportive and confidential manner.

You can drop into the Careers Academy as part of our 'open door policy' or make an appointment with an adviser:

- ☎ 028 7127 6541
- ☎ 028 7127 6171
- ☎ 028 7127 6109
- ☎ 028 7127 6111
- ✉ CAREERS@NWRC.AC.UK

MEET  
**OUR CAREERS TEAM**

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Programme Leader  
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See us at the CAREERS TEAM TO GO event on the 15th of May at the NWRC.

**north west regional college**  
Derry-Londonderry • Limavady • Strabane

**ELEMENTAL**  
The social prescribing people  
an access company



## THE FLYING CLIPPER RESTAURANT

### The Flying Clipper Restaurant (Strand Road Campus)

The newly refurbished fine-dining restaurant, the Flying Clipper, is one of Derry-Londonderry's hidden gems. It is renowned for its stunning surroundings, good food and quality service.

Visit us on a Thursday evening for an incredible meal at unbelievable prices. Each week we prepare new menus, allowing patrons to experience various cuisines from around the world, using the finest locally sourced produce, which are complimented by our range of beers, wines and spirits.

### The Flying Clipper Brasserie

The Flying Clipper Brasserie, situated adjacent to the restaurant, offers freshly baked pastries, scones and treats daily. Our lunch service provides hot meals, homemade soups and chefs specials.

For bookings contact: (028) 7127 6409

### Larry Hill's Cafe (Strand Road Campus)

Based in our Lawrence Building, Larry Hills provides tantalising morning coffee treats and delicious dishes for a filling lunch. With a range of meals on offer served at our hot counter, you're sure to find one to suit your taste-buds, at a price to suit your wallet!

### Garnett's Restaurant (Limavady Campus)

Comprising a modern teaching kitchen and a beautiful new restaurant serving staff, students and the public, Garnett's has a focus on locally sourced produce, and is a delightful venue for morning coffee, a light lunch, a filling meal or a relaxing evening dining experience!

At lunchtime we focus on freshly prepared dishes to delight our customers ranging from soup and sandwich deals to meals to set you up for the afternoon. Our Wednesday Evening Service caters for couples, families and group bookings, with weekly set menus showcasing the culinary talents.

For bookings contact: (028) 7127 6409



**My Foundation Degree course gave me the tools and knowledge I needed to progress to a Degree in Business and Enterprise. I recently started my own textile business in the city called 'Custom Designs'.**

**Leo Nicholl**  
Foundation Degree in Business

Leo progressed from the BTEC Level 3 in Business Studies onto his Foundation Degree with NWRC

**Meet The Team..**



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(028) 7127 6025



# LEARNING SUPPORT

## The Learning Link

North West Regional College and the Learning Link are committed to equality, diversity and to promoting an inclusive teaching and learning environment for all.

The Learning Link welcomes students with a range of additional needs such as specific learning difficulties, e.g. dyslexia, physical disabilities, medical conditions, sensory impairments, general learning difficulties and mental health conditions.

We encourage both existing students and new applicants to the College to declare their additional needs to us. If we are aware that you have additional needs and require extra help to successfully engage with your course, it will enable us to make reasonable adjustments for the duration of your studies.

Applicants with additional needs can inform the College on their application form, highlighting any support required as a result of your additional needs. If you have not disclosed your condition and wish to do so, you can contact us directly or you can speak to your tutor who can support you to make a referral.

Formal evidence of your additional needs is essential – for example, a Statement of Special Educational Needs, a Consultant's letter or an Educational Psychologist's Report.

### SERVICES INCLUDE:

#### Advice and Guidance

- Liaison with Lecturers
- Higher Education funding
- Referral to external agencies

#### Human Support

- Note takers
- ASD / Mental Health Mentor
- Sign language interpreters
- Study Skills Coach

#### Assistive Technology

- Equipment
- (e.g. laptops, magnifiers)
- Specialist software
- (e.g. Read and Write Gold)

#### Access Arrangements for Exams

- Extra time
- Reader
- Scribe
- Rest breaks
- Modified papers

## How does it work?

### Referral via:

- Upon ticking the Learning Support box on the College Application Form, a Learning Support Referral Form will be sent to the student to complete and submit to the Learning Link.
- Speaking to a Lecturer; a Lecturer can complete a Learning Support Referral Form (with the student's consent) and submit it to the Learning Link.
- Students can email the Learning Link mailbox at [learninglink@nwrc.ac.uk](mailto:learninglink@nwrc.ac.uk) directly to request a Referral Form.
- Students can download a copy of the Referral Form on the Student Portal. The form can be accessed through the A-Z of resources, under 'L'.

### Registering

- In order to register, students are required to provide formal evidence of their additional needs.
- Evidence should be provided along with the Learning Support Referral Form; students will then be invited in for an Assessment of Need meeting.
- At this Assessment of Need meeting, a member of the Learning Link team will discuss the student's needs and create a tailored Learning Plan which will be sent to the student's Lecturers.
- If a student's condition is medical, the Learning Link team may also provide students with a Medical Plan.
- The Learning Link team will review each student's support throughout the academic year.

## Support

A package of support will be discussed and agreed during your Assessment of Need appointment.

### Support for NI students

- Higher Education students seeking learning support must apply for the Disabled Students' Allowance (DSA).
- DSA can be arranged directly through the student's Education & Library Board (ELB) or through the Learning Link at NWRC.
- Students should check with their local ELB or the Learning Link to confirm if they are eligible for the DSA.

### Support for ROI students

Students resident in the ROI are not eligible for DSA but may be eligible for funding from the Fund for Students with Disabilities. Please contact [www.studentfinance.ie](http://www.studentfinance.ie) or call into the Learning Link for further details.

To find out more information please contact a member of the Learning Link team:

#### Strand Road Campus:

C165, Tower Building, Strand Road, Derry-Londonderry, BT48 7AL

#### Limavady Campus

Student Services, Main Street, Limavady, BT49 0EX

Tel: (028) 7127 6024

Email: [learninglink@nwrc.ac.uk](mailto:learninglink@nwrc.ac.uk)



# DO YOU LOOK AFTER SOMEONE?

Young adult carers are young people aged 16–25 who care, unpaid, for a family member or friend with an illness or disability, mental health condition or an addiction.

## WHAT MIGHT A YOUNG ADULT CARER DO?

- Practical tasks, such as cooking, housework and shopping
- Physical care, such as helping someone out of bed
- Emotional support, such as talking or listening to someone who is distressed
- Personal care, such as helping someone dress or go to the toilet
- Managing the family budget and collecting prescriptions
- Helping to give someone their medication
- Helping someone communicate
- Looking after brothers and sisters

## WHAT CAN WE DO TO SUPPORT YOU?

- Liaise with your curriculum team and other departments
- Provide pastoral support with college and home related support needs
- Signpost and refer you to local external agencies for specialist support

FOR MORE  
INFORMATION PLEASE  
CONTACT:

SAFEGUARDING@NWRC.AC.UK

OR

WIDENINGACCESS@NWRC.AC.UK



The right support  
at the right time

Scan me  
to access your  
Student  
Support Hub

Visit the Inspire Student Support Hub for mental health and wellbeing information, self-help guides, podcasts, videos and more.



[www.inspiresupporthub.org/students](http://www.inspiresupporthub.org/students)  
Your unique PIN: **NWRCHUB**

# ANXIETY

Anxiety is a feeling of worry or fear that you experience when you imagine or anticipate a negative, bad outcome in a specific situation or for a future event.

Talking helps you to understand your feelings, regain and maintain a more balanced and realistic perspective and can make you feel less alone. Depending on the severity of your symptoms and the impact on your capacity to function, you can talk to:

- Trusted friends or family
- Your student wellbeing team
- A professional counselling service, such as that provided by Inspire
- Your doctor, medical team or allied mental health professional
- A specialist helpline if you are in acute, immediate crisis

You can try Inspire's digitised guided, self-help program which is based on the tried and tested principles and techniques of cognitive behavioural therapy to effectively manage mild – moderate anxiety.



# STRESS

Stress is our body's reaction to a threat or a feeling of being under pressure. We feel stressed when the demands placed on us exceed our ability to cope.

Small changes can make a big difference when managing stress. Learning to slow down and to breathe before reacting can really improve how you feel.

Each time you breathe you take in necessary oxygen and expel waste carbon dioxide. Learning deep breathing techniques can help you address the damaging physical effects that stress can have on your body. Follow these steps:

- Close your eyes
- Place your right hand on your stomach at the waistline
- Place your left hand in the centre of your chest
- Notice how you are breathing without making any changes – which hand rises most?

Check out Inspire's Stress resources on managing stresses including signs and causes of stress, study stress and how you can seek support through your college or university.



# DEPRESSION

Everyone feels sad at times and it is normal to feel sad under certain circumstances, for example, when you lose a loved one or don't get the grade you expected.

However, if you feel sad or disproportionately sad a lot of the time across most situations for weeks or months on end you may have depression.

If you are having feelings of depression, talking therapy or counselling can help. It involves talking to a qualified specialist about your thoughts, feelings and behaviour. Talking therapy aims to

- Provide a safe and confidential space to talk openly without fear of being judged
- Help you identify and understand events – current challenges in your life and your response to these
- Identify and understand thought and behavioural patterns
- Help you work through complicated, often conflicted feelings and find ways to either accept or challenge these

On the Inspire Student Support Hub, we have self-help guides that talk you through understanding and challenging your thoughts, with clear steps on how to seek support.



# OPERATION ENCOMPASS

North West Regional College will be participating in Operation Encompass from 1st September 2023. Operation Encompass is currently being rolled out across all educational establishments in Northern Ireland who have learners under the age of 18. Operation Encompass will be an extension of the College's existing safeguarding responsibilities.

## What is Operation Encompass?

Operation Encompass is a partnership between the Police Service of Northern Ireland, the Education Authority, Schools, Health and Social Care Trusts and local colleges. It is aimed at supporting children and young people under the age of 18 who are impacted by domestic violence in the home.

Operation Encompass started in England ten years ago and has now been introduced via legislation to Northern Ireland<sup>1</sup>. It is a very simple idea, but one that will help us to support and protect vulnerable children and young people. When the Police attend an incident of domestic violence where one of our learners (who are under the age of 18) is present, they

will inform the College's Designated Officer for Safeguarding at the start of the next working day. This information is shared in strict confidence and college staff are only told on a need-to-know basis.

Following a notification from the police, our Safeguarding staff will provide immediate support to any learner who has been impacted by domestic abuse. We know that when children and young people do witness domestic abuse at home, this is a highly traumatic experience for them. By taking part in Operation Encompass, we can provide tailored and compassionate support to our learners, in line with our ethos. This builds on our existing commitment to safeguarding.

Should you wish to find out more information, please contact the college's Designated Officer for Safeguarding, Shannon Doherty or alternatively you can read more about Operation Encompass at [www.operationencompass.org](http://www.operationencompass.org)

## OPERATION ENCOMPASS

In every force. In every school. For every child.



# MENTAL HEALTH FIRST-AIDERS



**Shannon Doherty**

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**Aiden O'Donnell**

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[aiden.odonnell@nwrc.ac.uk](mailto:aiden.odonnell@nwrc.ac.uk)

**OUR MENTAL HEALTH FIRST-AIDERS ARE A POINT OF CONTACT IF YOU, OR SOMEONE YOU ARE CONCERNED ABOUT, ARE EXPERIENCING A MENTAL HEALTH ISSUE OR EMOTIONAL DISTRESS. THE FIRST AID IS GIVEN UNTIL APPROPRIATE PROFESSIONAL HELP IS RECEIVED, OR UNTIL THE CRISIS RESOLVES**



# LIBRARY

The library is central to all the college's academic activities, and is here to support learning and teaching.

All students receive a library induction at the start of their course and may borrow books from any of our campus libraries using their student ID card.

The library at North West Regional College provides a comprehensive service to staff and students across all 3 main campuses:

- Strand Road Campus, Tower Building
- Limavady Campus Library
- Strabane Campus Library

## What services are available?

- Book borrowing
  - 6 Pods (Strand Road Campus)
  - 3 Pods (Limavady Campus)
- Study Pods
- PC and Internet access
- Printed Journals
- E-Resources (including, e-journals)
- E-Books
- Study space
- Photocopying and Printing
- Colour Printing
- Help and assistance from qualified and experienced staff
- Laptop loans
- Student ID Cards
- Stationery for Sale (*Strand Rd. only*)
- *Late Night Opening*
- *Digital Library Walkthroughs*

## Student Printing Charges

Students will be provided with an annual one-off £3.50 credit for printing/photocopying.

When your credit has been used, students can purchase top-ups using their Student ID. Payments can be made at the library issue desk or at main reception.

*There is a comprehensive digital library, including*

- *1000's of e-books*
- *access to over 1,000,000 e-journal articles*
- *databases such as Mintel Ireland*
- *all available from our site on college VLE*

*Contact library staff for queries -  
library@nwrc.ac.uk*



## Hair & Beauty Academy

Foyle, Limavady,  
Strabane

**15%**  
discount for  
students



Professional service at discount prices

State of the art facilities

Male & Female clients welcome

To view our full range of services and current price list please visit:

[www.nwrc.ac.uk/hairbeauty](http://www.nwrc.ac.uk/hairbeauty)

Foyle: 028 7127 6302 (Hair) / 6336 (Beauty)

Limavady: 028 7127 8767 (Hair) / 8757 (Beauty)

Strabane: 028 7127 8822 (Hair) / 8827 (Beauty)

# EXAMINATIONS & ASSESSMENTS

Students with specific learning difficulties, physical disabilities, medical conditions, sensory impairments, general learning difficulties or mental health conditions seeking Examination Access Arrangements should firstly register with the Learning Link.

As part of this registration process, staff at the Learning Link will assess students for entitlement to Examination Access Arrangements, e.g. Extra Time, Reader, Scribe, Rest Breaks. Student hub - EBS, Tutorials, Teams site online

The Learning Link will then liaise with the Examinations Office here at NWRC who will ensure that qualifying students' Examination Access Arrangements are applied for.

## Mobile phones and other forms of web enabled devices

Mobile phones, watches (either analogue or smart), and other forms of web enabled devices are not permitted in exam rooms. Candidates will be disqualified if they are found to be in possessions of these.

## Plagiarism

Plagiarism involves taking someone else's words, thoughts or ideas and trying to pass them off as your own. It is a form of cheating which is taken very seriously. Don't think you won't be caught - there are many ways to detect plagiarism:

- Markers can spot changes in the style of writing and use of language
- Markers are highly experienced subject specialists who are very familiar with work on the topic concerned - they may have read the source you are using (or even marked the essay you have copied from!)
- Internet search engines and specialised computer software can be used to match phrases or pieces of text with original sources and to detect changes in the grammar and style of writing or punctuation

## Penalties for breaking the regulations

If your work is submitted and it is discovered that you have broken the regulations, one of the following penalties will be applied:

- The piece of work will be awarded zero marks
- You will be disqualified from that unit for that examination series
- You will be disqualified from the whole subject for that examination series
- You will be disqualified from all subjects and barred from entering again for a period of time

Your awarding body will decide which penalty is appropriate.

To secure the reputation of the College and reduce the risk of Students work being ungraded or Disciplinary Procedures being invoked due to Plagiarism, all academic teams should complete a tutorial/lecture session on . The majority of explain Academic Integrity, Plagiarism and Contract Cheating and the consequences of these. The information is contained within the Course Handbook (Chapter 1). Teams may decide to carry out a piece of work with the students to alert them to how easy it is to use words or pictures with referencing them properly. Turnitin is also referenced withing the Handbook.



**REMEMBER – It is YOUR qualification so it needs to be your work**

## Find out more

For general information and guidelines on Exams and Assessments visit the Student Portal or contact:

**Pauline McShane**  
Examination Administrator  
Tel: 028 7127 6372  
Email: pauline.mcshane@nwrc.ac.uk

**My course prepared me so well for University. I'd say to anyone who didn't finish their education, for whatever reason to take the plunge, it was the best thing I ever did.**

### Bronagh Parke

Access Diploma in Health and Welfare

Bronagh is now studying to be a nurse at Ulster University.

# TECHNOLOGY SUPPORT FOR LEARNING



The college is committed to using technology to help you with your studies. All college students and staff have access to a wide collection of online resources.

Access is available internally via the Student Portal or outside the College via our website [www.nwrc.ac.uk](http://www.nwrc.ac.uk).

## Student Portal

When you launch Internet Explorer on a college computer you will immediately see the Student Portal. This links to the main technology tools and online learning resources that you will need for your course. The timetables, attendance details and other information are specifically about you and your course.

## FREE Microsoft Office

All active College staff and students are entitled to download, install and activate up to 5 copies of the standalone Microsoft Office software on personal computers or mobile devices for the duration of their time at NWRC.

More information is available on the Student Portal on the A-Z under **Microsoft Office 365 – Install procedure**.

## Digital Learning - Canvas

NWRC uses Canvas as the primary digital platform. It is used to store course information, course notes, exercises, assignments and announcements about your course.

Many communal areas of the college have access to Wi-Fi. Details for getting access can be found on the Student Portal.

## Accessing Canvas

You need a college network account to access Canvas. You will be given a Username and Password at the early stage of your course. When you try to access Canvas you will be asked to enter your Username and Password. Following this, the computer will remember your log on details and you won't need to enter them again.

## To activate Canvas:

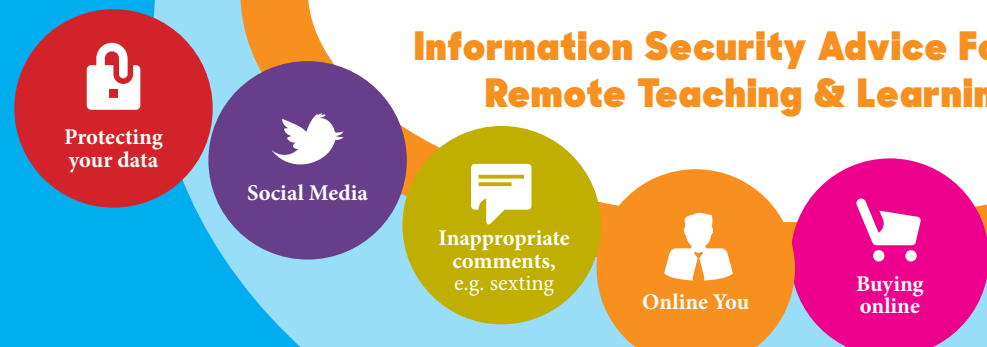
1. For phone or tablet – get the mobile app – when asked for school/college, enter NWRC
2. On a PC/laptop:
  - a. Go to <https://nwrccanvas.instructure.com/> or
  - b. From the college website click the Students button  
Click Canvas
3. In College, you can get Canvas from the Student Portal.

Early in your course your teachers will show you how to use Canvas.

## Problems getting access from home?

- 1 **Check your password is correct**  
Using an incorrect password is a very common reason for not getting access
- 2 **Check your home internet connection**  
Can you access other websites? If you can't, then check with your internet service provider
- 3 **Using a mobile phone or table?**  
Check your devices Settings option to see what Wi-Fi you are picking up
- 4 **Still not working?**  
If none of the above work, then ask your course co-ordinator for help

# Information Security Advice For Remote Teaching & Learning



1	<b>EVERYONE IS A POTENTIAL TARGET</b>	Don't think it will never happen to me. Everyone is at risk. All College users – staff and students need to practice good online security
2	<b>KEEP SOFTWARE UP TO DATE</b>	For personal computers, laptops and tablets, turn on automatic updates and keep your devices patched regularly.
3	<b>INSTALL ANTI-VIRUS PROTECTION</b>	Keep it up to date. If you have one, turn on the firewall for added protection. For advice on Anti-virus options contact the IT Services Helpdesk on <a href="mailto:is.helpdesk@nwrc.ac.uk">is.helpdesk@nwrc.ac.uk</a> using your college email. If you receive a college laptop to support your studies Anti-Virus software will already be in place. Be sure to restart your device when prompted for security updates by Microsoft or Apple.
4	<b>PRACTICE GOOD PASSWORD MANAGEMENT</b>	Use strong unique passwords and never share them with someone else. Consider using a password manager. The new College password policy for September 2021 will be based on length as opposed to complexity. Longer passwords are better. Be sure to change your temporary initial password ASAP. Guidance documents are available on the A-Z on the Staff and Student portals
5	<b>BACK UP YOUR DATA</b>	As part of your College Active Directory account provisioning we enable all students for Office 365 which includes a 1Tb OneDrive so that you can access coursework in College and at home. Don't rely totally on USB storage devices for backup. For important work we recommend that you back up to your h: drive in College as this is backed up daily by IT Services.
6	<b>USE MOBILE DEVICES SAFELY</b>	Protect mobiles and tablets by implementing security such as PIN, Pattern or FaceID.
7	<b>AVOID BEING CAUGHT BY PHISHING SCAMS</b>	When you begin your course always use the College assigned Outlook mailbox for all college communications. Be careful when opening attachments and clicking links in emails – even from people you know. IT Services will never ask you for your account password.
8	<b>PROTECT SENSITIVE DATA</b>	IT Services have introduced Multi-factor Authentication to protect staff and student remote access to College resources. This secures access using the Microsoft Authenticator App by using something you know (i.e. username and password) and something you physically have (i.e. your smartphone with the app installed). This significantly reduces unauthorised access to your account.
9	<b>STAY INFORMED</b>	For additional information and advice visit the IT Services section on <a href="http://www.nwrc.ac.uk/whats-new/covid19/updates">www.nwrc.ac.uk/whats-new/covid19/updates</a>
10	<b>REPORT ALL SUSPICIOUS ACCOUNT ACTIVITY</b>	If you are unsure about an email or other suspicious network activity please report to <a href="mailto:IT.Security@nwrc.ac.uk">IT.Security@nwrc.ac.uk</a> and we will be happy to advise.

Contact the IT Technicians Helpdesk on (028) 7127 6565

# HEALTH & SAFETY

## Reporting Accidents / Incidents

The College's definition of an **Accident/Incident** is "an unplanned or uncontrolled event which may or may not result in injury or ill health to individuals."

### Student Responsibilities

When any accident / incident occurs it is the responsibility of all students to inform their lecturer or any other member of staff.

### Purpose of Reporting Accidents / Incidences

- To ensure that the injured person receives suitable First Aid treatment or medical attention
- To prevent re-occurrence
- To ensure that a staff member can complete an online Accident / Incident Report
- There is a legal requirement (RIDDOR)
- Enable the College to investigate all accidents / incidents.

## Emergency Evacuation

### IF YOU DISCOVER A FIRE:

- Sound the fire alarm by activating the nearest call point.

### IF YOU HEAR THE ALARM:

- Leave the building immediately using the nearest available exit
- Do not enter any area where there is evidence of fire or smoke
- Close any doors through which you pass
- Do not use the lifts
- Do not stop to collect personal belongings
- Report to the Assembly Point (posted on notice boards)
- Do not re-enter the building without permission



# Live life COVID-aware

## Let's work together to keep each other safe:

Although Covid-19 legal restrictions have been lifted, COVID-19 is still circulating within the community and it is still possible to catch and spread COVID-19, even if you are fully vaccinated.

[Coronavirus \(COVID-19\): symptoms | nidirect](#)

Therefore, as we learn to live with COVID-19, there are actions we can all take to help reduce the risk of catching COVID-19 and other respiratory infections and passing these on to others. We can all play our part in making NWRC a safe and comfortable place to study in the new academic year.

Please read the NI-Direct 'how to stay safe' guidance below and help prevent the spread of Covid-19.

The key message of Hands, Face, Space is still current, and all students should continue the good practice of regular hand washing, covering coughs and sneezes, disposal of tissues and basic infection control procedures to reduce the spread of Covid variants (and other respiratory infections) through droplet transmission.

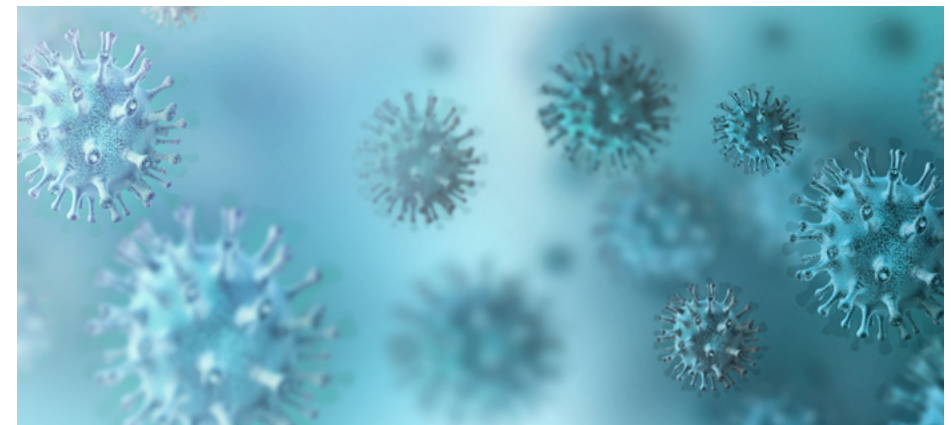
[Coronavirus \(COVID-19\): how to stay safe and help prevent the spread | nidirect](#)

## Changes to Covid-19 Testing Arrangements

Covid-19 testing is no longer recommended or available for the general population. People who have symptoms of Covid-19 are being asked to follow guidance for people with [Symptoms of Respiratory Infection Including Covid-19](#).

We ask that all staff and students follow this NI Direct guidance and participate in any measures that may remain [or be put in place] within the College in the coming months. Acting responsibly and with consideration for others can make all the difference to those studying around us.

Whilst vaccination is a personal choice, we continue to strongly urge all students and staff to take the opportunity to be vaccinated against COVID-19. Vaccination is by far the best way to protect yourself, your family, your friends, and the wider NI community.



# HEALTH & WELLBEING

## Student Counselling

North West Regional College provides a counselling service for students. Counselling takes place between a professional helper (Counsellor) and somebody who can benefit from insight into how they might differently manage those issues which are causing them concern. It involves talking, listening, questioning and challenging.

### How do I access the College Student Counselling Service?

Drop into any of the College's Student Services offices and ask for an appointment or e-mail [counselling@nwrc.ac.uk](mailto:counselling@nwrc.ac.uk).

You will then be contacted by a member of the Student Counselling Service.

### Who can I talk to?

For course related issues contact your Tutor or a member of the Course Team. If you are having personal issues contact Student Services. If you require Counselling contact the College Counselling Services via the Student Services Office or directly as indicated on your Student Diary.

### What can I talk about?

#### Course Team:

- If you need general help/advice in relation your academic studies
- If you feel like you are a victim of bullying / harassment
- Feeling lonely or isolated
- Stressed with Exams
- Fear of Failure
- Academic Concerns
- Discrimination
- Cyber-Bullying

#### Student Services & Learning Link Staff

- Careers & Employability options
- Somebody to talk to
- Learning Difficulty's
- Finance & Debt Concerns
- Crisis Support
- Personal Problems
- Fear of Failure
- Housing Support
- General help & Advice
- Academic concerns you aren't comfortable addressing with your course team
- School Aged Mothers
- Discrimination
- Cyber-Bullying

## Safeguarding Officer / NWRC Counselling Service

- Abuse (Physical, Mental, Emotional, Sexual, Exploitation, Neglect)
- Alcohol/Drug Problems
- Anxiety
- Bereavement
- Child Sexual Exploitation
- Compulsive Behaviour
- Concerns about Sexuality/Gender
- Crisis Intervention
- Criminal Behaviour
- Depression
- Domestic Violence
- Eating Disorders
- Panic Attacks
- Parental Divorce/Separation
- Self-Harming Behaviour
- Social Isolation & Phobias
- Suicidal Thoughts
- Unplanned Pregnancy

## Mental Health

Mental Health is the emotional and spiritual resilience that enables us to enjoy life and to overcome pain, disappointment and sadness. It is a positive sense of well-being and an underlying belief in our own, and others' dignity and worth. Anyone can experience mental ill health in the same way as we can experience physical ill health, this can be mild, moderate or severe.

The Safeguarding Team can offer advice and guidance on who to talk to if you feel you may have a concern with your mental health.

You can also pick up your copy 'A Young Persons Guide to Mental Health' from Student Services. Please contact the Safeguarding Team for more information – 02871278709 or [safeguarding@nwrc.ac.uk](mailto:safeguarding@nwrc.ac.uk)

## Mental Health Helplines

**Lifeline** is a crisis-response helpline service operating 24 hours a day, seven days a week. If you are in distress or despair, you can call **Lifeline on 0808 808 8000** and talk to an experienced counsellor in confidence.

**Samaritans**, A safe space for you to talk: **116 123**

If you are a child or young person, you can talk to **Childline** by phoning: **0800 1111** for free, 24hours a day or online at [www.childline.org.uk](http://www.childline.org.uk)

**24 hour Domestic and Sexual Violence Helpline:** Free phone support, advice and signposting for men and women: **0808 802 1414**

**NSPCC** helpline; helping adults protect children **0808 800 5000**

**Inspire Workplace** helpline (formerly Carecall): **0808 800 0002**

# ELEMENTAL



# ELEMENTAL

The social prescribing people

**NWRC has joined forces with award winning company Elemental Software, in a ground breaking new partnership which will revolutionise the way students can access support services and programmes.**

NWRC is the the first ever Further and Higher College to adopt Elemental's Digital Social Prescribing Platform, which will enhance student wellbeing, build resilience, and promote new ways of working using social prescribing.

2020 has been a difficult time for everyone. The Covid-19 pandemic has had an impact on well-being and mental health of all our young people, so there has never been a more urgent need for the college to introduce digital prescribing.

The platform allows us to bring all our internal services together, but are also able to connect our students to other services that are available in the wider community. Students can make their own self-referral, or they can be referred through a staff member. This is arranged through our Safeguarding team and the staff in our Careers Academy.

The Elemental Platform will also allow us, for the first time, to access baseline metrics in relation to the referral systems, so we can continually update and improve our services.

Social prescribing is a growing movement that connects people with a range of non-clinical programmes, services and events in their local community. It seeks to address student's needs across a number of areas such as financial stability, accommodation, digital inclusion, physical activity, diet and nutrition, mental health and social support.

By embedding Elemental's digital social prescribing platform into Student Wellbeing and Inclusion Programmes, NWRC can now connect students with

non-clinical services internally and externally to support a range of issues that impact on student health and wellbeing needs.



This means that students will have access to a whole system approach to well-being, while also empowering them to take control of their health. It also provides NWRC with the tools needed to provide holistic care for their students.

To access the student self-referral service follow the link below




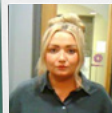
<https://www.nwrc.ac.uk/student-support/supporting-you/student-support-platform>

Or for more information email: [safeguarding@nwrc.ac.uk](mailto:safeguarding@nwrc.ac.uk)

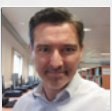
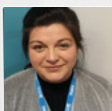

**GET IN CONTACT WITH YOUR REFERRAL HANDLERS ON EACH OF THE COLLEGE SITES**





**STRAND ROAD CAMPUS**

 <small>Shannon Doherty shannon.doherty@nwrc.ac.uk 028 7127 8709</small>	 <small>Alex Sheriff alex.sherrif@nwrc.ac.uk 028 7127 8711</small>	 <small>Conor Hassan conor.hassan@nwrc.ac.uk 028 7127 8715</small>	 <small>Eva McClean eva.mclean@nwrc.ac.uk 028 7127 8704</small>
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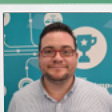
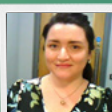
**STRABANE CAMPUS**

 <small>Patrick Stewart patrick.stewart@nwrc.ac.uk 028 7127 8856</small>	 <small>Catherine Donoghue catherine.donoghue@nwrc.ac.uk 028 7127 8846</small>	 <small>Majella Doherty majella.doherty@nwrc.ac.uk 028 7127 8837</small>
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**STUDENT SELF-REFERRAL SERVICE**

**LIMAVADY CAMPUS**

 <small>Lyrene Kelly lyrene.kelly@nwrc.ac.uk 028 7127 8764</small>	 <small>Declan McKeade declan.mckeade@nwrc.ac.uk 028 7127 8714</small>	 <small>Flora McKeade flora.mckeade@nwrc.ac.uk 028 7127 8745</small>
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# Counselling Services @NWRC

Provided in Association with **inspire** students wellbeing matters

## Have a Problem?

Need someone to talk to?

Please be brave and ask for help!

Course team

 Student Services

 Student Services Safeguarding

 Learning Link

 UrFuture Careers Academy @NWRC

Inspire Student Helpline

24 Hour Freephone Emergency Number:

**Tel: 08003895362**

Did you know that a number of Student Services staff are trained to provide a confidential Listening Ear Service?

If they are unable to assist, our Safeguarding Officer will also be able to advise and if needed refer you to a GP or Inspire Student Counsellor

## Eating Well

Eating well is an important part of staying healthy and feeling your best. To make sure that you make the most of your time at NWRC College, you need to look after your physical health by eating well.

Having an unhealthy diet may impact how well you do in classes and in exams but eating well has the potential to positively influence your academic performance. Eating well will help to improve both your physical and mental wellbeing.



Free College Gym



### Don't skip breakfast

It's the most important meal of the day

### Drink plenty of water

This will improve your concentration skills and will aid in information retention

### Eat the right foods

Aim to eat at least 5 portions of a variety of fruit and vegetables each day as well as including proteins, fibre, carbohydrates and the right fats into your diet

### Limit your intake of stimulants

Caffeine, alcohol and refined sugar are a few to limit in your diet

### Get enough sleep

### Get active

## Staying Healthy @ NWRC

The **Walk Your Way to Fitness** programme will begin at each NWRC campus in early September. The Health & Wellbeing team are firm advocates of Healthy Body Healthy Mind.

Walking is a great way to ease your way into a healthy lifestyle and have fun into the bargain. Walking will help with both your physical health, but more importantly your mental health.

It is also a great way to meet new friends from different courses, which is important at the start of term. Half an hour walk a day, and clear your head on the way.

## Genitourinary Medicine (GUM) Clinic

Genitourinary Medicine (GUM) Clinic provides young people with a confidential, non-judgmental service that aims to help with aspects of your sexual health.

If you are concerned you may have a Sexually Transmitted Infection (STI), they provide check-ups, advice, guidance and tests / treatment including: specialist HIV clinics, free condoms and Emergency Hormonal contraception.

### Clinic Opening Hours

#### Genitourinary Medicine, Anderson House

Glenshane Road  
Derry~Londonderry  
BT47 1SB  
Tel: 028 7161 1269

#### Walk-in Service:

- Monday  
Registration from 8:45am (limited spaces)
- Friday  
Registration from 8:45am (limited spaces)

#### Appointments:

- Monday: 2:00 - 3:45pm, 4:15 - 6:00pm
- Tuesday: 8:45 - 11:55am
- Thursday: 8:45 - 11:30am, 1:30 - 3:30pm

#### Omagh Sexual Health Clinic

Outpatients Department  
Tyrone County Hospital  
Omagh, BT79 OAP  
Tel: 028 7161 1269

#### Appointments:

- Monday: 2:00 - 3:45pm, 4:15 - 6:00pm

**PATIENTS FROM THE REPUBLIC OF IRELAND - SERVICE NOW CHARGEABLE**

## Contraception and Sexual Health (CASH)

Contraception and sexual health clinics are a free and confidential service offering sexual health information and advice, all methods of contraception, emergency contraception, education, counselling, STI screening, smears and pregnancy testing.

Appointments can be made at the following clinic locations by contacting the relevant telephone numbers:

### Clinic Opening Hours

#### Brae Clinic (Waterside) 028 7132 1758

- Monday: 9:30am - 12noon
- Tuesday: 9:30am - 12noon; 2:00 - 4pm
- Wednesday: 9:30am - 12noon; 2:00 - 4pm
- Thursday: 9:30am - 12noon
- Friday: 9:30am - 12noon

#### Limavady Health Centre, 02871 32 1758

- Wednesday: 2:00 - 4pm

#### Strabane Health Centre, 02871 32 1758

- Thursday: 2:00 - 4pm

#### South West Acute Hospital, 028 6638 2693

- Tuesday: 9:30am - 12noon

#### Omagh Health Centre, 028 8283 5536

- Monday: 9:30am - 12noon
- Tuesday: 9:30am - 12noon; 2:00 - 4:30pm

### Young Persons Sexual Health Drop in Clinic (for those aged 25 and under)

**Brae Clinic, Waterside**  
Monday and Friday: 2:30am - 4:30pm

**Limavady Health Centre**  
Wednesday: 3:30 - 4:30pm

**Strabane Health Centre**  
Thursday: 3:30 - 4:30pm

We know when we are mentally and physically well but sometimes we need a little extra support.

Here are five simple steps to practise every day:

**Connect**

**Connect**

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

**Be active**

**Be active**

Go for a walk or run, 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**

**Take notice**

Stop, pause, or take a moment to look around you. What can you see, feel, smell or even taste? Look for beautiful, new, unusual or extraordinary things in your everyday life and think about how that makes you feel.

**Keep learning**

**Keep learning**

Don't be afraid to try something new, rediscover an old hobby or sign up for a 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. Learning new things will make you more confident, as well as being fun to do.

**Give**

**Give**

Do something nice for a friend or 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 five ways to wellbeing were developed by the New Economics Foundation. Artwork designed in association with Belfast Strategic Partnership.

[www.mindingyourhead.info](http://www.mindingyourhead.info)

# HEALTH & WELLBEING

## C-Card Scheme

North West Regional College are C-Card scheme providers. The C-Card Scheme is a confidential sexual health service for young people aged 16–25 that provides free condoms, information support and advice. The C-Card Schemes offer supported access to condoms and signposting to local sexual health services. Young people who register will receive a 'C-Card' with a Client Number. This allows the service to monitor the access whilst maintaining user confidentiality. The C-Card Scheme is one type of condom distribution scheme, which provides registered young people with a C-Card, a credit card-style card, which entitles them to free condoms.

Typically, a young person applying for a C-Card will go through the following process:

1. **Registration:** when a young person registers for a C-Card they will be assessed to ensure they are safe, competent to consent (Fraser Guidelines) and are shown how to use a condom.
2. **Issue:** once the C-Card is issued, the young person is entitled to an agreed number of supplies free from any participating Registration Site. Packs generally contain six to ten condoms, a supply of lubricant, written instructions, and details of local sexual and reproductive health services.
3. **Review:** after receiving supplies an agreed number of times, the young person must return to a Registration Site where their circumstances, sexual health and medical needs will be reviewed.

For more information or to register for the C-Card Scheme please contact:

### Safeguarding Officer

**Shannon Doherty**

Tel: 028 7127 8709


Email: Shannon.doherty@nwr.ac.uk

### Deputy Safeguarding Officer

**Fiona Doherty**

Tel: 028 7127 8745

Email: Fiona.doherty@nwr.ac.uk

 **HSC** Public Health Agency

Project supported by the PHA

Scan QR code for more information



## C-CARD

Northern Ireland  
Condom Distribution Scheme

Free condoms and lubricants available for 16-25 year olds across Northern Ireland.

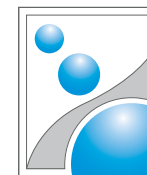


# C-CARD

Northern Ireland C-Card Scheme

Free condoms and lubricants available for 16-25 year olds

Available at:




**north west**  
regional college

Derry-Londonderry • Limavady • Strabane

Scan QR code for more information



 **HSC** Public Health Agency

Project supported by the PHA



# HEALTH & WELLBEING

**TOP TIPS FOR A HEALTHY BODY & MIND...**

TAKE A 30 MIN APPOINTMENT WITH YOURSELF EVERYDAY.  
TREAT YOURSELF TO A REGULAR QUIET TIME  
TURN YOUR PHONE OFF  
LET EVERYONE KNOW THAT YOU DON'T WANT TO BE DISTURBED  
LISTEN TO MUSIC, STUDY, PRAY, MEDITATE

**GET OUTDOORS**  
NATURE IS EVERYWHERE

**HEALTH & WELLBEING**

**PHYSICAL WELLBEING...**  
RAFT CANADIAN CANOEING  
ROCK CLIMBING  
RIVER OR FOREST WALKS  
COASTEERING  
OUTDOOR LIVING SKILLS  
...PEACEFUL, MINDFUL AND RELAXING

**SOCIAL WELLBEING...**  
PHOTOGRAPHY COMPETITIONS  
MENTAL HEALTH CAMPAIGNING  
CITY TREASURE HUNTS  
CRAFT MAKING/FUNDRAISING  
...SELF CARE IS IMPORTANT



**HEALTH & WELLBEING**

**YOUR OUTDOOR CLASSROOM**



STUDENTS UNION NWRC

NWRC



**Danny McFeely**  
Health and Wellbeing Activity Support Officer



**north west regional college**  
Derry-Londonderry • Limavady • Strabane



**I really enjoyed my course, it covered all aspects of administration work. I'm now working at Sammon Chartered Surveyors.**

**Patricia Farren**  
OCR Level 3 Certificate in Administration with ICT (Business Professional)

*After the Covid19 lockdown Patricia chose to reskill and pursue a new career in Administration.*

# EQUALITY & DIVERSITY

Equality is about ensuring everybody has an equal opportunity, and is not treated differently or discriminated against because of their characteristics.

Diversity is about taking account of the differences between people and groups of people, and placing a positive value on those differences. The concept of diversity encompasses acceptance and respect. It means understanding that each individual is unique, and recognizing our individual differences.

## Our responsibilities to you

We as a college are committed to fulfilling our responsibilities under Section 75 of the Northern Ireland Act 1998 which legally protects people from discrimination.

Section 75 of the Northern Ireland Act 1998 requires us, whilst carrying out our functions, powers and duties to have due regard to the need to promote equality of opportunity between:

- Persons of different religious belief, political opinion, racial group, age, marital status or sexual orientation
- Men and women generally
- Persons with a disability and persons without
- Persons with dependants and persons without

Without prejudice to these obligations, we are required to have regard to the desirability of promoting good relations between persons of different religious belief, political opinion or racial group.

Equality considerations are central to our policy processes. The main aim of Section 75 is to make sure that Equality is at the core of everything we do as a college. NWRC aims to provide a supportive learning environment which demonstrates respect for and acceptance of difference, where every individual is supported in order to achieve their full potential in an environment free from unlawful discrimination, harassment and victimisation.

Upholding equality is about acknowledging that we are all different and accepting those differences!



## What can you do to promote Equality and Diversity?

- Respect everyone's beliefs / views even if they are different from your own
- Always treat other students and staff members with respect and dignity
- Stand alongside those who are experiencing discrimination
- Challenge questionable language, attitudes and behaviours if you believe someone is behaving or speaking inappropriately
- Avoid labelling people and do not isolate or use inappropriate language or images of someone
- Respect each other's cultural practices and traditions - this includes food, clothing and spiritual/religious practice
- Behave in a manner that could not be considered offensive to other students, staff or the general public

## Criminal Convictions

NWRC actively promotes equality of opportunity for all and welcomes enrolments from students with criminal convictions. However, in order to manage any risk, you must tell us about any unspent convictions you have.

## Disclosure

You should do this by declaring on the colleges enrolment form. Certain courses require you to consider spent as well as unspent criminal convictions. In such instances, you must disclose all past offenses as it may impact on your career progression.

By disclosing criminal convictions you will not automatically be excluded from the application / enrolment process. Students that disclose a criminal history will be required to complete a Basic or an Enhanced Access NI check. This will depend on the nature of the course you have applied for.

## Access NI Check

All students applying for a course that requires work placement in regulated activity will be required to complete an Enhanced Access NI check. The College is committed to processing Criminal Record Checks in accordance with the Access NI Code of Practise which is available on the Access NI website or alternatively a copy can be requested from Student Services at the College.

The College will assess the risk that you may pose and determine whether it can be managed. You will be advised about the outcome of this process as quickly as possible. If you are convicted of a criminal offence after you have applied, you must contact the Safeguarding Team and tell them about this.

For more information, please contact our Safeguarding Officer on 028 7127 8709 or by email [safeguarding@nwrc.ac.uk](mailto:safeguarding@nwrc.ac.uk)

## Work Placement

All students going on work placement into regulated activity will be required to complete an Enhanced Access NI check. The College is committed to processing Criminal Record Checks in accordance with the Access NI Code of Practise which is available on the Access NI website or alternatively a copy can be requested from Student Services at the College.

For more information, please contact our Safeguarding Officer on 028 7127 8709 or by email [safeguarding@nwrc.ac.uk](mailto:safeguarding@nwrc.ac.uk)

# COLLEGE POLICIES & PROCEDURES

Within this section you will find links to our main College policies. We endeavour to make these policies as simple as we can so that they can be easily understood by everyone.

Student policies are a guide to help you to understand how NWRC operates and to advise you about what is appropriate behaviour as a student. All of the College's policies are accessible through the Student Portal and via our College website: [www.nwrc.ac.uk/policies](http://www.nwrc.ac.uk/policies)

## Code of Conduct

All those using the college are required to conduct themselves in a mannerly fashion. Students who do not comply with college regulations, or whose conduct is unsatisfactory may be excluded from NWRC.

You can access useful information on Student Disciplinary Procedures on the [Student Portal](#).

The purpose of these procedures is to provide a fair, equitable and consistent arrangement for the handling of situations where disciplinary action against a student is deemed necessary.

## Anti-Social Behaviour

Anti-social behaviour (including off-campus behaviour) by a minority of students may bring the reputation of the college into disrepute. Failure to behave in a responsible manner will result in a range of disciplinary actions which could result in suspension or expulsion from the College.

## Terms and Conditions

The College has devised a set of terms and conditions for prospective and enrolled students. Students are encouraged to refer

to these Terms and Conditions to ensure that they are familiar with College policies, procedures and expectations. They contain important information that you should be aware of to enable you to make informed decisions when you are applying or when you are enrolled at North West Regional College.

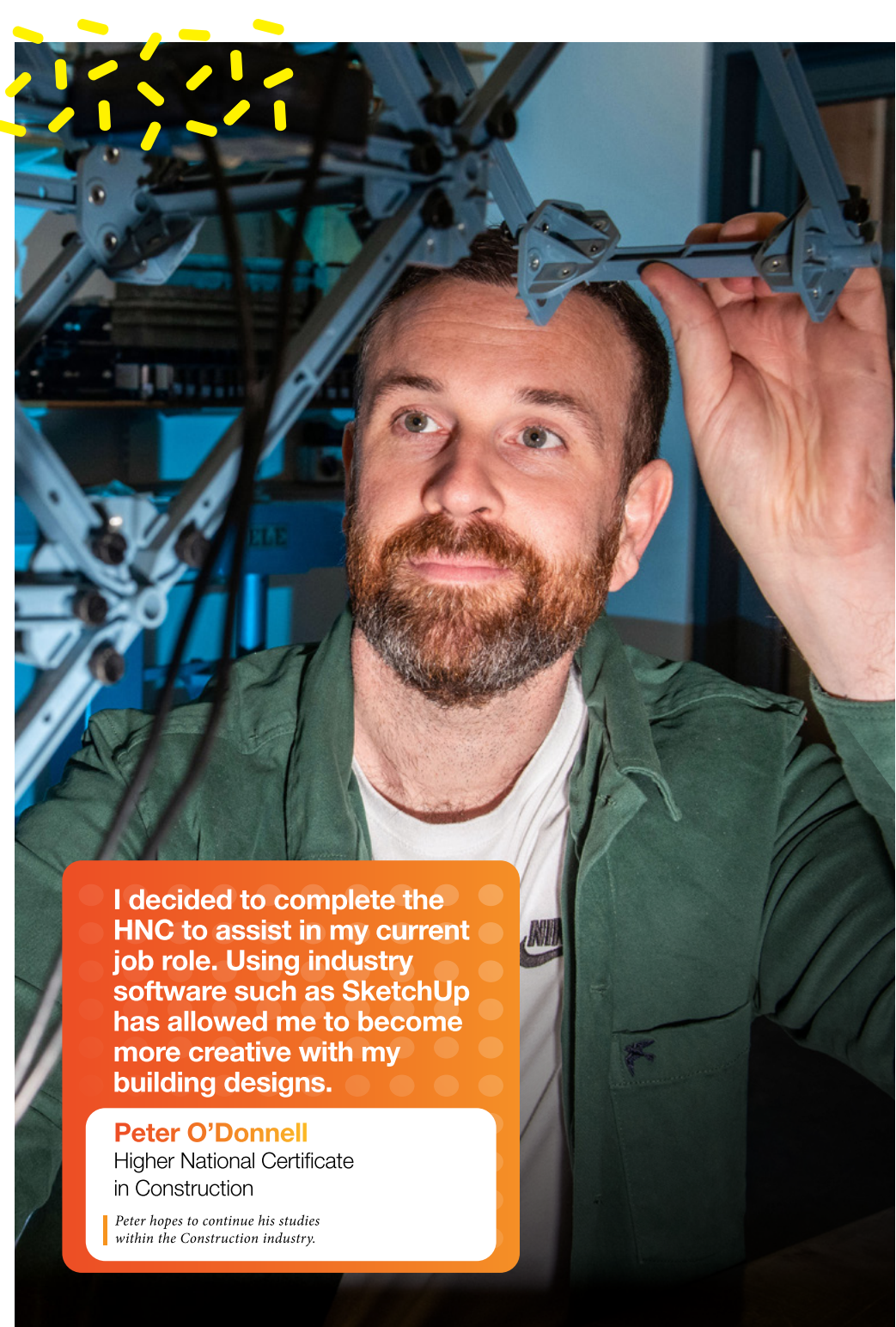
You can access our full Terms & Conditions on our College website at [www.nwrc.ac.uk/terms](http://www.nwrc.ac.uk/terms)

## Complaints Procedure

If you have an issue or concern that cannot be resolved by speaking to a member of staff, you can make a formal complaint to the College by email to [complaints@nwrc.ac.uk](mailto:complaints@nwrc.ac.uk).

You can also fill in one of the forms that are held at reception, Student Services or the Careers Academy. The College is committed to ensuring that issues or concerns are quickly resolved.

The College's Complaints and Compliments Policy is available to review on the A-Z section of the [Student Portal](#).



I decided to complete the HNC to assist in my current job role. Using industry software such as SketchUp has allowed me to become more creative with my building designs.

### Peter O'Donnell

Higher National Certificate  
in Construction

Peter hopes to continue his studies within the Construction industry.



**Carpentry Workshops**  
Springtown and Greystone  
Campus



**Dental Surgery**  
Limavady Campus



**Hair and Beauty Salons**  
Strand Road, Limavady  
and Strabane Campus.

*(15% discounts for students)*



**News and Radio Studio**  
Strand Road Campus



Check out our latest  
videos showcasing all  
NWRC has to offer!



# USEFUL CONTACTS

NWRC Contact	Tel Number
Student Services	028 7127 6045
Careers Academy	Lynne Kelly (Careers Co-ordinator) -028 7127 8784  Career Advisors: Stephen Sheridan - 028 7127 6111 Paddy Stewart - 028 7127 8836
Student Finance	028 7127 6033 or 028 7127 6010
Widening Access & Participation	028 7127 6366
Students' Union	028 7127 8706
Learning Link	028 7127 6024
Safeguarding	028 7127 8709
EMA Administrator	028 7127 6074
Library	028 7127 6124
IT Support	028 7127 6565
Strand Road Campus	028 7127 6000
Limavady Campus	028 7127 8700
Strabane Campus	028 7127 8844
Springtown Campus	028 7127 6222
Greystone Campus	028 7127 8750



# Charities and Helplines

<b>24 Hour Domestic and Sexual Violence Helpline</b> 0808 8021414	<b>Eating Disorders Association Northern Ireland</b> 028 9023 5959	<b>NICEM (Northern Ireland Council for Ethnic Minorities)</b> 078 2729 7119
<b>Action Cancer</b> 028 7136 8006	<b>Employers for Childcare</b> 0800 028 3008	<b>Northern Ireland Kinship Care</b> 0800 022 3129
<b>Addiction NI</b> 028 90664434	<b>Family Planning Association</b> 0345 122 8687	<b>NSPCC Helpline</b> 0808 800 5000
<b>Autism NI</b> 028) 9040 1729	<b>Foyle Relate</b> 028 9032 3454	<b>Papyrus HOPEline</b> 0800 068 4141
<b>AWARE NI</b> 028 7126 0602	<b>FRANK</b> 0300 123 6600	<b>Positive Life Northern Ireland</b> 0800 137 437
<b>Barnardos NI</b> 028 9066 8333	<b>Gingerbread Single Parent Helpline</b> 0808 8020925	<b>SANeline</b> 0300 304 7000
<b>CALMS (Community Action for Locally Managing Stress)</b> 028 7126 8698	<b>Housing Rights NI</b> 028 9024 5640	<b>Samaritans</b> 028 9066 4422
<b>Cancer Focus Northern Ireland</b> 0800 783 3339	<b>HURT</b> 028 7136 9696	<b>Samaritans of Derry</b> 028 7126 5511
<b>CARA-Friend (LGBTQ+)</b> 028 9089 0202	<b>Invisible Traffick</b> 0808 800 8001	<b>Simon Community NI</b> 0800 171 2222
<b>Childline</b> 0800 1111	<b>Lifeline</b> 0808 808 8000	<b>Tax &amp; Benefits Advice Service</b> 0800 988 2377
<b>Citizens Advice</b> 0300 123 3233	<b>MENCAP</b> 028 7126 2227	<b>The Silver Line</b> 0800 470 8090
<b>Cruse Bereavement Care</b> 0808 808 1677	<b>National Bullying Helpline</b> 0845 225 5787	<b>Women's Aid Helpline</b> 0808 200 0247
<b>Disability Action Northern Ireland</b> 028 7136 0811	<b>Nexus NI</b> 028 71260566	<b>ZEST</b> 028 7126 6999





# north west regional college

Derry~Londonderry • Limavady • Strabane



## DERRY-LONDONDERRY

Strand Road,  
Derry~Londonderry  
BT48 7AL  
028 7127 6000  
Textphone: 028 7127 6167

## LIMAVADY

Main Street  
Limavady,  
BT49 0EX  
028 7127 8700  
Textphone: 028 7776 7337

## STRABANE

Derry Road  
Strabane  
BT82 8DX  
028 7127 8844

*The College welcomes calls via  
Next Generation Text Relay.  
Dial 18001 + number.*

## SPRINGTOWN

Springtown Road  
Derry~Londonderry  
BT48 0LY  
028 7127 6222

## GREYSTONE

11 Greystone Road  
Limavady  
BT49 0ND  
028 7127 8750

**[www.nwrc.ac.uk](http://www.nwrc.ac.uk)**

*This handbook has been designed and produced by the  
College's Marketing and Student Services team*