Receive a College bursary of up to £500*

For more details visit www.nwrc.ac.uk/faq
Welcome!

PRINCIPAL’S PLEDGE

“We have set our sights on a future where learning will become truly international while also being individual to each learner – a future where we will continue to be at the heart of the local community by playing a role to enhance the ambitions of young people and adults.

No matter who you are, we are ready to do all we can to enable you to reach your full potential.”

Leo Murphy
Principal and Chief Executive
North West Regional College

Kate Duffy | Director of HR and Learner Services

Welcome to NWRC! Each year we greet hundreds of new students who are continuing their educational journey and we want to ensure each student is given every opportunity to succeed. Experience has taught us that sometimes there are difficulties and challenges that can potentially disrupt your progress which is why we have an excellent team of highly skilled motivated student services staff who will ensure you get the support you need to progress and succeed. No problem is too small.

The student services team are there for you, to keep you safe, on course and give you every opportunity to reach your full potential and realise your dreams.

Gillian Moss | Head of Learner Services

I would like to take this opportunity to welcome you to NWRC. Our Student Support team want to give you the best chance to achieve your personal goals, whether they are to pass a course and move on to a further stage of study or to help you get a job. Whatever you want to do, we want you to have the best possible support, advice and guidance.

This Student Handbook will give you an overview of the top class support available here at NWRC. Student Services is located on the ground floor of the Tower Building and our friendly staff are happy to help you with any queries.

Student Services Team

We take this opportunity to welcome you to North West Regional College and to thank you for choosing our college. At North West Regional College we are dedicated to providing dynamic and comprehensive learning resources and support that meets all your study needs. We are committed to providing you with an enjoyable learning experience and encourage you to take full advantage of the events we have planned for you.

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!

Leo Murphy
Principal and Chief Executive
North West Regional College

For more information and to meet the Student Services Team, see page 19

#YourFutureStartsHere

For more details visit www.nwrc.ac.uk/faq

For more details visit the STUDENT PORTAL
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
The College has a dynamic and representative Students’ Union which makes everyday life highly enjoyable and rewarding. The Union has a host of clubs & societies, and organises a range of events and outings each year. Sport and recreation is also high on the agenda.

Indeed, recent years have seen the College win Inter-College Honours in Soccer, GAA and Rugby competitions.

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.
**2019-20 Term Dates**

### September

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<tr>
<th>Date</th>
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<tbody>
<tr>
<td>2</td>
<td>M</td>
<td>First Day of Academic Year</td>
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<td>2</td>
<td>M/F</td>
<td>Induction / Freshers' Week</td>
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<tr>
<td>9</td>
<td>M</td>
<td>Semester 1 Commences</td>
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<td>16</td>
<td>M</td>
<td>Part-Time Evening Classes Commence</td>
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<td>30</td>
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<td>Outreach (Non-Accredited)</td>
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### October / November

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<tr>
<td>28</td>
<td>M/F</td>
<td>Halloween (1 week)</td>
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<td>Part-Time Evening Classes End (main sites)*</td>
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<tr>
<td>23</td>
<td>M/F</td>
<td>Christmas (2 weeks)</td>
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*Disclaimer: Entitlement Framework, Outreach and TFS student calendars may differ, as well as some Higher Education courses where alternative semester durations have been agreed.

### February / March

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<td>6</td>
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<td>All Classes Commence</td>
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<td>Semester 1 Ends</td>
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<td>Early May Bank Holiday (1 day)</td>
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<td>Spring Bank Holiday (1 day)</td>
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<td>Semester 2 Ends</td>
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<td>St Patrick’s Day (1 day)</td>
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*For full-time students and part-time evening classes (main sites)*

### Notes

- For more details visit [www.nwrc.ac.uk/faq](http://www.nwrc.ac.uk/faq)
- #YourFutureStartsHere
- For more details visit the [STUDENT PORTAL](#)
Your voice is really important to us and we want to continue to improve your time at the college. We have lots of different ways that we collect student voice and we encourage all of our students to get involved, including:

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

What do we do with this information?

• Each month we have meetings to discuss your feedback and views. We make changes and improvements, where we can, based on the information you give us
• Your views help shape how your College looks and feels
• We listen to what you have to say and give you the support you need to make changes in your College
• We post “You Said, We Did” each month on the digital screens around the college campuses.

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: finneen.bradley@nwrc.ac.uk
Tel: 028 7127 6080
STUDENT SURVEYS

Have your say
Typically students will be asked to complete one to two 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 at www.qdpservices.com/survey or via the Student Portal.

To complete a survey you will you will need a Login Code and Survey Code which will be provided to you in advance.

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 Manager:
Patricia Morrison
Email: patricia.e.morrison@nwrc.ac.uk

“This course has made me realise that Musical Theatre is what I now want to do.”

Eoin Callaghan
HND in Performing Arts

Live Performances in our 150-seat theatre (open to the public)
**STUDENTS’ UNION: NWRC SU**

**Our Purpose**
The NWRC SU is your opportunity to get involved, share ideas and make a difference. 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.

The staff member oversees the election processes to ensure sound governance and democracy. We are here to improve the lives of students.

**How do I join the Students’ Union?**
You don’t have to join, you’re already in! Every student enrolled at NWRC is automatically a member of the Students’ Union.

The Students’ Union represents all students on all campuses and with the help of the Student Council represents the wider student voice.

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 local community
- Enhance the standing of students in the local community

**Student Council**
You can run for election, become part of the Student Council and help provide a “voice” for students! The Students’ Union Council is made up of 12 Cross-College elected Student Representatives who have varied responsibilities in the day-to-day running of the Union.

College students can be elected to the following roles; Student Governor, President, Entertainment Officer, Welfare Officer, Mental Health Officer, Part-time student officer, LGBT Officer, Secretary, Disability Officer, Mature Student Officer, Women’s Officer, and Black & Ethnic Minorities Officer.

The Student Governor sits on the Board of Governors which means the student perspective is included in any major decision making within the College.

Students from across all five campuses are encouraged to get involved with the Union body to organise events, support campaigns, trips and fund-raisers. It is an incredibly important team and we want you to get on board.

The Student Council helps to organise:

- Union Clubs & Societies
- Freshers’ Week
- Student Socials
- Fundraising
- European Travel
- External Collaboration
- Sporting Activity
- Team Building

**Did you know?**
NWRC SU successfully fought for reduced car parking at Foyleside Shopping Centre for you!

**Sports Clubs**

- Women’s Football
- Men’s Football
- Women’s Gaelic
- Men’s Gaelic
- Men’s Rugby (affiliation to UUSU)
- Basketball
- Boxing
- Kickboxing
- Athletics
- Gym
- Martial Arts
- Outdoor Pursuits – Canoeing, Rock Climbing, Orienteering, Coasteering, Bush Craft

**Societies**

- Movies & Film Club
- Bowling Club
- LGBT
- Photography Club
- Gaming Club
- D&D Table Top Club

**Clubs and Societies**

**Can I join a sports team, club or society?**
YES - we offer a wide range of sporting activities and clubs through the Students’ Union. If there is a sport, club or society you would like more information on, simply contact us. If you would like to set up a new sport or society, all you need is enough people with an interest in joining, then contact us and we can assist.

Our Students’ Union Clubs and Societies provide opportunities each year for all students to participate in “active lifestyle activities” and social clubs as part of College life. Student Union activities regularly operate across all campuses.

Fun recreational sports activities are organised and tailored to suit the abilities of individual students.

All Students are welcome to take part.
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 recently 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

Student Union Schedule of Activity 2019/20

1st Year Students Induction
3rd - 6th September 2019

2nd Year Level 3 Students Refreshers
Wed 11th September 2019

Part-time / Higher Education Student Induction
16th September - 19th September 4pm-6pm

Strand Road Freshers Fair
Mon 2nd September 2019

Strabane Freshers Fair
Wed 4th September 2019

Limavady Freshers Fair
Thu 5th September 2019

Student Representative Role
The overall aim of this role is to improve the learning experience for current and future students. Each class elects a class representative in September. A class representative will feedback on behalf of their classmates at regular meetings.

Our representatives play a vital role in the college Student Voice strategy, aimed at constantly improving our service to students.

For more information on how to become a student representative, see page 9.

Student Rep Training
To begin from Mon 23rd September 2019

Class Rep Training
Tue 24th September 2019
12:30pm-1:30pm
- Strand Road Campus: Student Zone
- Limavady: Assembly Hall
- Strabane: Library

Wed 25th September 2019
12:30pm-1:30pm, Student Zone (Strand Road)

Mon 30th September 2019
12:30pm-1:30pm, Student Zone (Strand Road)

Course Rep Meetings: First Meeting
Strand Road Campus:
Student Zone, Foyle Building (12:30-1:30pm)
- Mon 14th October 2019
  Business, Hospitality, Tourism and Performing Arts
- Tue 15th October 2019
  Training & Skills
- Wed 16th October 2019
  Health & Sports
- Thu 17th October 2019
  Science, Technology & Creative Industries

Limavady Campus:
Assembly Hall (12:30-1:30pm)
- Wed 4th December 2019

Strabane Campus: LRC (12:30-1:30pm)
- Wed 4th December 2019

Course Rep Meetings: Second Meeting
Strand Road Campus:
Student Zone, Foyle Building (12:30-1:30pm)
- Mon 2nd December 2019
  Science, Technology & Creative Industries
- Tue 3rd December 2019
  Business, Hospitality, Tourism and Performing Arts
- Wed 4th December 2019
  Training & Skills
- Thu 5th December 2019
  Health & Sports

Limavady Campus:
Assembly Hall (12:30-1:30pm)
- Wed 4th December 2019

Strabane Campus:
LRC (12:30-1:30pm)
- Wed 4th December 2019

Course Rep Meetings: Third Meeting
Strand Road Campus:
Student Zone, Foyle Building (12:30-1:30pm)
- Mon 10th February 2020
  Health & Sports
- Tue 11th February 2020
  Science, Technology and Creative Industries
- Wed 12th February 2020
  Business, Hospitality, Tourism and Performing Arts
- Thu 13th February 2020
  Training & Skills

Limavady Campus:
Assembly Hall (12:30-1:30pm)
- Wed 12th February 2020

Strabane Campus: LRC (12:30-1:30pm)
- Wed 12th February 2020

Student Voice Conference
Wed 1st April 2020, Student Zone
Tutors will need to ensure that any students who miss Induction or start late have the opportunity to go over the same points when they start at the college.
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

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

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.

“It was vital that I would be able to work and get my qualification at the same time.”

Ryan Carlyle
Level 2 Diploma in Dry Lining
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: finneen.bradley@nwrc.ac.uk
Tel: 028 7127 6080

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-Limavady 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, to ensure maximum impact and guidance is provided.

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

For more details visit www.nwrc.ac.uk/faq
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 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

Safeguarding Team
Shannon Doherty
Safeguarding Officer
All Campuses
shannon.doherty@nwrc.ac.uk
028 7127 8709

Joseph McCarthy
Deputy Safeguarding Officer
All Campuses
joseph.mccarthy@nwrc.ac.uk
028 7127 6096

Gillian Moss
Adult Safeguarding Champion
All Campuses
gillian.moss@nwrc.ac.uk
028 7127 6520

Student Services
Safeguarding
#YourFutureStartsHere

ELEPHANT IN THE ROOM
#elephanttalk

TIME TO TALK ABOUT OUR EMOTIONS
WORKING TOGETHER TO PREVENT SUICIDE

Public Health Agency
Public Health
Northern Ireland
Women's Health
and Social Care Trust
We recognise the financial stresses and strains academic life can involve. Financial stability is a key foundation stones of academic success.

For this reason we want to ensure every NWRC student benefits from the funding opportunities available to them based on the funding criteria. 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 Hardship Fund, EMA, Care to Learn, Higher Education Bursary, the distribution of Further Education Award cheques and Higher Education registrations.

**Further Education**

**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
- 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+ on the 1st July 2019
- Students can get up to £2,092 per year (means tested, non-repayable)
- Download an application form online or collect from Student Services.

**Deadline to be guaranteed funding is 30th June but applications are open until 30th September.**

**Part-Time Further Education Award**
- 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 online or collect from Student Services

**Deadline for funding is 30th September**

**Republic of Ireland Students**
- There are no grants available for ROI students studying Full-Time FE courses
- Part-Time further education students may apply for the Part-Time Further Education Award (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.

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: studentfinanceni.co.uk.

To make sure you receive your first payment at the start of term, you must complete the online application form before 12 April 2019. You can still apply after this date.

**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 studentfinanceni.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.
- Full-Time higher education students can also apply for a tuition fee loan by completing the EU19N 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.
Training for Success

Training for Success (TFS) students should refer to their Training for Success participant handbook for all information about payments.

TFS students can get up to £40 per week based on attendance.

Additional Sources of Funding

The Hardship Fund
The Hardship 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 Hardship Fund is discretionary. Contact Student Services for an application and criteria information: hardshipfund@nwrc.ac.uk

Payments
The Hardship 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 Hardship Fund payments. Students may be asked to repay Hardship Fund payments if they abandon their course.

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
Tel: 0800 842 842
Text: “Call Me” to 079 8338 5418

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.

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.studentfinanceni.co.uk
- www.studentfinance.ie
- www.eani.org.uk
- www.welbni.org

“I studied at NWRC to improve my employment prospects.”

Ciara McEleney
OCR Level 4
Higher Diploma in Administration
Your Career Starts Here

Our Careers Academy, located in our Strand Road campus, delivers bespoke programmes and interactive workshops tailored to the needs of the student. Together with our team of Career Advisors and support staff 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
- Education Sessions
- 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

- Our Careers Academy was recently awarded the Association of College’s prestigious Beacon Award for ‘Careers Education and Guidance’
- The Careers Academy was also awarded the Matrix Quality Mark which reflects excellence in careers provision, employability and advice and guidance.
- Finneen Bradley, NWRC Careers Manager, was officially awarded the title of 2017 Careers Champion by Prospects Education Resources.

Civic Responsibility and Volunteering

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

WORKSHOPS

CV Writing
Interview Skills
UCAS Registration
Team-working Skills
Personal Statement Writing
Further Education Funding
Higher Education Funding
Progression
Presentation
Budgeting - Money Matters
Introduction to Mental Health
Work Placement Preparation
MMI’s (Multiple Mini Interviews)
6 C’s of Nursing
Inspire Employability Programme

“The NWRC Inspire programme was excellent! I can’t wait to put these new ideas into practice”

Roisin Kelly
Inspire Employability Programme

For more information on any of our programmes or to become a volunteer, please contact: careers@nwrc.ac.uk
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
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 any additional needs to us. If we are aware that you have additional needs which mean that you 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 should inform the College on their application form, highlighting any support required as a result of your additional needs.

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

- **Human Support**
  - Note takers
  - ASD / Mental Health Mentor
  - Sign language interpreters
  - Study Skills

- **Assistive Technology**
  - Equipment
  - (e.g. laptops, stationery)
  - Specialist software
  - (e.g. Read and Write Gold)
  - Modified papers

- **Access Arrangements for Exams**
  - Extra time
  - Reader
  - Scribe
  - Rest breaks

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.
- Calling in to speak to a member of the Learning Link team (staff are deployed to all campuses)

**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

**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 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

Support

Depending on the level of their condition a student will be entitled to various types of support.
LIBRARY

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

All new students receive an induction to the Library Service and all Full-Time and Part-Time students may enrol as a library user allowing them to borrow books from any of our libraries. College student cards are used as library cards.

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

When are we open?
You can check the library opening times on Moodle or contact the library desk for the most up-to-date information.

What services are available?
- Book borrowing
- Study Pods
  - 6 Pods (Strand Road Campus)
  - 3 Pods (Limavady Campus)
- PC and Internet access
- Printed journals
- Newspapers
- E-Resources (including e-journals)
- E-Books
- Study space
- Photocopying and Printing
- Colour Printing
- Help and assistance from qualified and experienced staff

Student Printing Charges
Students will be provided with an annual one-off £5 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.

College students and staff can find more details about the Library service and its resources on the Library Guide available from Student Portal.

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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

Foyle: 028 7127 6302 (Hair) / 6336 (Beauty)
Limavady: 028 7127 8767 (Hair) / 8757 (Beauty)
Strabane: 028 7127 8822 (Hair) / 8827 (Beauty)
EXAMINATIONS & ASSESSMENTS

If you have a disability, health condition or specific learning difficulty you may be asked to provide evidence of your condition, no matter how obvious the nature of your disability or difficulties so that you are adequately supported during your studies and examinations. If you were entitled to extra time, a reader or a scribe for previous examinations – inform your Course Tutor at the beginning of your course, so that the necessary arrangements can be put in place for your examinations while at College.

If you change your address during the College year – please inform College Reception who can make the update to your Student Record, as certificates and results are posted to the address from the Student Record.

Mobile phones and other forms of web enabled devices
Mobile phones and other forms of web enabled devices are not permitted in exam rooms. Candidates will be disqualified if they are found to be in possession 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.

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

“T’m much better prepared for University after completing my Level 3 Diploma.”

Seamus McGlinchey
Level 3 Extended Diploma in Applied Science (Forensic Science)
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.

**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.

**Moodle**

Moodle is used at NWRC to store course information, course notes, exercises, assignments and announcements about your course. If you have a college network account you can access Moodle from any device that is connected to the internet in the college network or from home through our website.

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

**Accessing Moodle**

You need a college network account to access Moodle. You will be given a Username and Password at the early stage of your course.

When you try to access Moodle 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 Moodle:

- In a web browser type: //moodle.nwrc.ac.uk
- From the college website click the link at the bottom of the homepage

**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 tablet?
   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

**eSafety Tips**

- Keep your passwords secure and don’t share them
- Don’t agree to meet someone you have met online, unless it will be in public
- Never post a picture of yourself (or a friend) online that you would not be happy to let everyone see.
- Never post addresses or phone numbers online
- Don’t respond to unexpected e-mails, especially any asking for Bank Account details or card numbers
- If you use social networking sites, be aware of your Privacy settings
- Make sure you really know who is on your Friends List, or who is asking to friend you
- If anything happens online that really worries you or makes you feel unsafe, report it - most websites have a button to report abuse
- Online bullying is NOT acceptable – threats and abuse should be reported
- If you wouldn't say it in public, don't say it online
- If in doubt about anything, ask a member of college staff for advice.

The college has policies in place to keep students safe and secure
- View the NWRC ICT Acceptable Use Policy on the Student Portal.

**Contact the IT Technicians Helpdesk on (028) 7127 6565**
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

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“The recording facilities at NWRC are top class. You just wouldn’t get that anywhere else at such a professional level.”

Hannah Richardson
HND in Music
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.
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 to 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

Health & Wellbeing

Counselling Services

Have a Problem?
Need someone to talk to?
Please be brave and ask for help!

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.

### 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

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### 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

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### 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

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### 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.

#### Tips to stay healthy

- Don’t skip breakfast
- Drink plenty of water
- Eat the right foods
- Limit your intake of stimulants
- Get enough sleep
- Get active

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### 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

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

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### Patents from the Republic of Ireland – Service now Chargeable
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 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
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
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
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
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.

“Studying Health Sciences at NWRC has allowed me to take the next step in my ambition to become a paramedic.”

Adam Meehan
Level 3 Diploma in Health Sciences
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 and the Equality Act of 2010 which legally protects people from discrimination.

The following are protected characteristics set out by the Equality Act 2010:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

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. 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.

Access NI Check

All students going on work placement into regulated activity will be required to complete an 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.
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

**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

**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.

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.

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"Thanks to NWRC I’m making a career from studying something that I love."

Colm Quigley
NVQ Level 2 in Professional Cookery
### Useful Contacts

<table>
<thead>
<tr>
<th>NWRC Contact</th>
<th>Tel Number</th>
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<tbody>
<tr>
<td>Student Services</td>
<td>028 7127 6045</td>
</tr>
<tr>
<td>Careers Academy</td>
<td>028 7127 6080</td>
</tr>
<tr>
<td>Finneen Bradley (Careers Manager) - 028 7127 6080</td>
<td></td>
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<tr>
<td>Stephen Sheridan - 028 7127 6111</td>
<td></td>
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<tr>
<td>Gavin Stevenson - 028 7127 6112</td>
<td></td>
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<tr>
<td>Lynne Kelly-Carton - 028 7127 8784</td>
<td></td>
</tr>
<tr>
<td>Student Finance</td>
<td>028 7127 6033 or 028 7127 6010</td>
</tr>
<tr>
<td>Students' Union</td>
<td>028 7127 8706</td>
</tr>
<tr>
<td>Learning Link</td>
<td>028 7127 6024</td>
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<tr>
<td>Safeguarding</td>
<td>028 7127 8709</td>
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<tr>
<td>EMA Administrator</td>
<td>028 7127 6074</td>
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<tr>
<td>Library</td>
<td>028 7127 6124</td>
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<tr>
<td>IT Support</td>
<td>028 7127 6565</td>
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<tr>
<td>Strand Road Campus</td>
<td>028 7127 6000</td>
</tr>
<tr>
<td>Limavady Campus</td>
<td>028 7127 8700</td>
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<tr>
<td>Strabane Campus</td>
<td>028 7127 8844</td>
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<tr>
<td>Springtown Campus</td>
<td>028 7127 6222</td>
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<tr>
<td>Greystone Campus</td>
<td>028 7127 8750</td>
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### Charities and Helplines

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Number</th>
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<tbody>
<tr>
<td>24 Hour Domestic and Sexual Violence Helpline</td>
<td>0808 8021414</td>
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<tr>
<td>Cruse Bereavement Care</td>
<td>0808 808 1677</td>
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<tr>
<td>Nexus NI</td>
<td>028 71260566</td>
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<tr>
<td>Action Cancer</td>
<td>028 7136 8006</td>
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<tr>
<td>Disability Action Northern Ireland</td>
<td>028 7136 0811</td>
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<tr>
<td>NICEM (Northern Ireland Council for Ethnic Minorities)</td>
<td>078 2729 7119</td>
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<tr>
<td>Addiction NI</td>
<td>028 90664434</td>
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<tr>
<td>Eating Disorders Association Northern Ireland</td>
<td>028 9023 5959</td>
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<tr>
<td>Northern Ireland Kinship Care</td>
<td>0800 022 3129</td>
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<tr>
<td>Anxiety UK</td>
<td>0844 775 774</td>
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<tr>
<td>Employers for Childcare</td>
<td>0800 028 3008</td>
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<tr>
<td>NSPCC Helpline</td>
<td>0800 800 5000</td>
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<tr>
<td>Anxiety UK</td>
<td>0844 775 774</td>
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<tr>
<td>Family Planning Association</td>
<td>0345 122 8687</td>
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<tr>
<td>Papyrus HOPELine</td>
<td>0800 068 4141</td>
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<tr>
<td>Autism NI</td>
<td>028) 9040 1729</td>
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<tr>
<td>Foyle Relate</td>
<td>028 9032 3454</td>
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<tr>
<td>Positive Life Northern Ireland</td>
<td>0800 137 437</td>
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<tr>
<td>AWARE NI</td>
<td>028 7126 0602</td>
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<tr>
<td>FRANK</td>
<td>0300 123 6600</td>
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<tr>
<td>SANEline</td>
<td>0300 304 7000</td>
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<tr>
<td>Barnardos NI</td>
<td>028 9066 8333</td>
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<tr>
<td>Gingerbread Single Parent Helpline</td>
<td>0808 8020925</td>
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<tr>
<td>Samaritans</td>
<td>028 9066 4422</td>
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<tr>
<td>CALMS (Community Action for Locally Managing Stress)</td>
<td>028 7126 8698</td>
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<tr>
<td>Housing Rights NI</td>
<td>028 9024 5640</td>
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<tr>
<td>Samaritans of Derry</td>
<td>028 7126 5511</td>
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<tr>
<td>Cancer Focus Northern Ireland</td>
<td>0800 783 3339</td>
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<tr>
<td>HURT</td>
<td>028 7136 9696</td>
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<tr>
<td>Simon Community NI</td>
<td>0800 171 2222</td>
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<tr>
<td>CARA-Friend (LGBTQ+)</td>
<td>028 9089 0202</td>
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<tr>
<td>Invisible Traffick</td>
<td>0808 800 8001</td>
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<tr>
<td>Tax &amp; Benefits Advice Service</td>
<td>0800 988 2377</td>
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<tr>
<td>CAUSE</td>
<td>0845 603 0291</td>
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<tr>
<td>Lifeline</td>
<td>0808 808 8000</td>
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<tr>
<td>The Silver Line</td>
<td>0800 470 8090</td>
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<tr>
<td>Childline</td>
<td>0800 1111</td>
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<tr>
<td>MENCAP</td>
<td>028 7126 2227</td>
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<tr>
<td>Women’s Aid Helpline</td>
<td>0808 200 0247</td>
</tr>
<tr>
<td>Citizens Advice</td>
<td>0300 123 3233</td>
</tr>
<tr>
<td>National Bullying Helpline</td>
<td>0845 225 5787</td>
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<tr>
<td>ZEST</td>
<td>028 7126 6999</td>
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</tbody>
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For more details visit the [STUDENT PORTAL](#).
This handbook has been designed and produced by the College's Marketing and Student Services team.

**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

**SPRINGTOWN**
Springtown Road
Derry~Londonderry
BT48 0LY
028 7127 6222

**GREYSTONE**
11 Greystone Road
Limavady
BT49 0ND
028 7127 8750

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