



Student Handbook

Essential Work Skills

2020/21

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1. Welcome

- 1.1 Welcome to University Centre Quayside (UCQ). On behalf of UCQ, we extend to you a warm welcome. We are proud to have been supporting employers and individuals since 1993 and we are confident that you will be a valuable contributor within your selected programme of study and to the extended UCQ community as well. We share your enthusiasm about your future and look forward to assisting you in your journey into and within employment.

2. Key contacts

UCQ details	
Name	University Centre Quayside
Head office address	University Centre Quayside Quayside i-4, Albion Row Newcastle upon Tyne Tyne and Wear NE6 1LL United Kingdom
Telephone	Newcastle: 0191 275 5015 Stockton: 0164 234 5130
Email address	enquiries@ucq.ac.uk
Office hours	Monday to Friday 9am-5pm

EWS Tutors and Assessors	
Sue Rogers	sue.rogers@ucq.ac.uk / 07366 566 955
Lynne Greaves	lynne.greaves@ucq.ac.uk / 07366 563 931
Dave Berry	dave.berry@ucq.ac.uk / 07308 230 585
Peter Brewis	peter.brewis@ucq.ac.uk / 07308 231 551
Maureen Darby	maureen.darby@ucq.ac.uk / 07366 565 782
Nikki Bowns	nikki.bowns@ucq.ac.uk / 07308 229 824

Strategic Safeguarding Lead	
Michelle Elliott	Tel 0191 275 5015 or email michelle.elliott@ucq.ac.uk

Health and Safety Officer	
Ben Devine	Tel 07366 564 165 or email ben.devine@ucq.ac.uk

Other contacts		
Appeals/complaints administrator	Nicola Suddes	appeals@ucq.ac.uk complaints@ucq.ac.uk
Extenuating circumstances administrator	Lisa Hastie	extenuating@ucq.ac.uk

Additional independent advice and guidance	
National Careers Service	Tel 0800 100 900 or visit nationalcareersservice.direct.gov.uk

3. Attendance requirements

3.1 Expectations of the student

- 3.1.1 The student is expected to punctually attend all of the scheduled sessions and activities of their programme.
- 3.1.2 If a student is unable to attend a scheduled session they must let their Tutor know, explaining the circumstances.
- 3.1.3 Failure to attend an assessment or submit coursework by the deadline may result in failure of the course.
- 3.1.4 If a student is having difficulties attending sessions due to a personal, financial or academic issue, the student should speak to their Tutor.

4. Student support

4.1 Students with disabilities

- 4.1.1 UCQ actively promotes equality and diversity in all aspects of its work and aims to provide an environment where all individuals have the opportunity to achieve their full potential with a feeling of self-esteem. Whatever your disability or learning support need, we will seek to arrange the support you need to benefit from the programme experience.
- 4.1.2 The Equality Act (2010) defines a disabled person as someone who has a physical or mental impairment that has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities. This may include:
 - 4.1.2.1 A specific learning difficulty such as Dyslexia, Dyspraxia or ADHD
 - 4.1.2.2 A visual impairment
 - 4.1.2.3 A hearing impairment
 - 4.1.2.4 A physical condition affecting your mobility
 - 4.1.2.5 A mental health condition
 - 4.1.2.6 A long-term medical condition
- 4.1.3 You are entitled to an initial assessment during induction to find out whether additional support may be of benefit. As a follow up, you will be able to talk with your Tutor about help that may be available to you.
- 4.1.4 You should talk to your Tutor should you feel that you are having difficulties and need study support.
- 4.1.5 Your Tutor will work with you to create an individual learning plan that is specific to your support needs. This plan will address any additional support you require in order to achieve your programme goals.

4.1.6 Additional support may be provided through:

- 4.1.6.1 Special arrangements during examinations and/or assessments
- 4.1.6.2 Personal care support
- 4.1.6.3 Teaching materials in alternative forms such as Braille, tape or large print
- 4.1.6.4 Portable loop system or communicator
- 4.1.6.5 Extra Tutor support

4.1.7 If you would like to discuss further how we can assist you on your learning journey, please speak to your Tutor or contact our Student Services Team on 0191 275 5015.

4.2 Bullying and harassment

4.2.1 UCQ take a firm stance against bullying and do not tolerate any form of bullying or harassment, whether it be face to face, online or through other avenues. Bullying and harassment is a serious issue and a risk factor for anxiety, depression and suicide.

4.2.2 **Bullying** is a repeated and unreasonable behaviour directed towards an individual or group, that creates a risk to health and safety. It can take lots of different forms, from verbal or physical abuse through to online abuse.

4.2.3 **Harassment** is unwanted behaviour that offends, humiliates or intimidates a person, and targets them on the basis of a characteristic such as gender, race or ethnicity. Harassment is illegal, and there are laws that offer protections to individuals who experience it.

4.2.4 **Sexual harassment** includes any unwanted verbal or physical advances or sexually related remarks or actions which are offensive to the victims and cause them to be threatened, insulted or humiliated.

4.2.5 Bullying and harassment can take many forms and UCQ will take firm action against employees or students found guilty of any of the following:

- 4.2.5.1 Physical assault against a person or group
- 4.2.5.2 Victimisation
- 4.2.5.3 Derogatory name calling, insults and racist, religious or sexist jokes
- 4.2.5.4 Racist, religious or sexist graffiti and other written insults
- 4.2.5.5 Provocative behaviour such as wearing racist or sexist badges or insignia
- 4.2.5.6 Discriminatory graffiti, comics, pictures, cartoons or magazines being brought into UCQ
- 4.2.5.7 Threats against a person or group because of age, colour, race, religion, sexual orientation, gender or disability
- 4.2.5.8 Discriminatory comments, including ridicule made in the course of discussion in class
- 4.2.5.9 Unwanted verbal or physical advances to members of UCQ or visitors
- 4.2.5.10 Refusal to co-operate with other people because of age, race, colour, religion, gender, sexual orientation or disability

4.2.6 Bullying and harassment can affect people in a number of ways, including:

- 4.2.6.1 Distress, anxiety, panic attacks or sleep disturbance
- 4.2.6.2 Physical illness, such as muscular tension, headaches and digestive problems
- 4.2.6.3 Reduced work or study performance
- 4.2.6.4 Loss of self-esteem and feelings of isolation
- 4.2.6.5 Deteriorating relationships with family and friends
- 4.2.6.6 Depression
- 4.2.6.7 Increased risk of suicide

4.2.7 If you are being bullied or harassed:

- 4.2.7.1 Talk to someone you trust; a friend; someone at home
- 4.2.7.2 Keep a diary of events
- 4.2.7.3 If you feel able to, go to the person harassing you and tell them to stop. Be specific so that the person knows exactly what you want changed. If you want, take someone with you for support
- 4.2.7.4 Show the person harassing you this handbook so that they understand UCQ's position on harassment
- 4.2.7.5 Speak to your Tutor or another member of staff

4.2.7 If you believe another student is being bullied or harassed please speak to your Tutor as soon as possible in the first instance.

4.3 Mental health

4.3.1 One in four of us will experience mental ill health at some point in our lives. It is therefore important that everyone take steps to promote positive mental health and support those experiencing mental ill health.

4.3.2 Mental health includes our emotional, psychological, and social well-being. It affects how we think, feel, and act. It also helps determine how we handle stress, relate to others, and make choices.

4.3.3 Most people's mental health will not just be continuously good. Usually it will rise and fall depending on pressures and/or experiences in their life. A person may therefore feel in good mental health generally but also experience stress or anxiety from time to time.

4.3.4 If you are experiencing mental ill health there is help and support for you:

4.3.4.1 **Improved Access to Psychological Therapies (IAPT) / Wellbeing Services** exist in all localities but there's not a single point of access. You should check with your GP surgery to see if this may be available near you.

4.3.4.2 **Mind** is the leading mental health charity in England and Wales. Their helpline and website provide information and support to empower anyone experiencing mental ill health and general advice on mental health-related law. For more information, go to www.mind.org.uk or call 0300 1233 393.

4.3.4.3 **NHS choices** has a website that offers information and practical advice for anyone experiencing mental ill health. For more information, go to www.nhs.uk/livewell/mentalhealth.

4.3.4.4 **Rethink Mental Illness** is the largest national voluntary sector provider of mental health services, offering support groups, advice and information on mental health problems. For more information, go to www.rethink.org or call 0300 5000 927.

4.3.4.5 **Remploy** offers a free and confidential Workplace Mental Health Support Service if you are absent from work or finding getting into work difficult because of a mental health condition. It aims to help people remain in (or return to) their role. For more information, go to www.remploy.co.uk or call 0300 4568 110.

4.3.4.6 **Access to work** can provide advice and an assessment of workplace needs if you have a disability or a long-term health condition, and are already in work or about to start. Grants may be available to help cover the cost of workplace adaptations to enable you to carry out your job without being at a disadvantage. For more information, go to www.gov.uk/access-to-work.

5. Facilities and services

5.1 UCQ offer a learning resource centre and online access to all relevant policies and procedures. Students are also welcome to use UCQ's study areas for individual study or group work.

5.2 Should you require any technical support or help during your time on the programme, you can contact our Student Services Team on 0191 275 5015 who are located at our Newcastle office.

6. Progress reviews

6.1 UCQ encourages Tutors to provide regular feedback and support for students throughout their programme. Feedback assists students in monitoring their progress, identifying areas of strength and weakness, and develop their understanding of the subject whilst enhancing a range of skills.

6.2 Your Tutor will undertake a progress review with you at the mid-point and completion of your programme.

6.3 You will also be contacted by our Student Services Team to discuss the progress you have made after the completion of the programme (for example, whether you have found employment or progressed onto higher study).

7. Important policies and procedures

7.1 Academic misconduct

7.1.1 Any allegations of academic misconduct will be investigated under the Academic Misconduct Policy and in accordance with the principles of equity and fairness. To view the full Academic Misconduct Policy please visit www.ucq.ac.uk.

7.1.2 Different forms of academic misconduct:

7.1.2.1 Plagiarism

7.1.2.2 Falsifying data

7.1.2.3 Impersonation

7.1.2.4 Irregular behaviour relating to examinations

7.1.2.5 Dishonest practice

7.1.2.6 Breaches in confidentiality and/or unethical practice in coursework

7.1.2.7 Violent or threatening behaviour

7.2 Appeals

7.2.1 The Appeals Procedure is intended to provide a formal means for reviewing a decision made on a student's academic progress or award and resolving the student's concerns in a fair and consistent manner. The appeal will be considered in accordance with the principles of equality and diversity. Please visit www.ucq.ac.uk to view the full Appeals Procedure.

7.2.2 Following assessment, if you feel your Tutor/Assessor treated you unfairly or you feel their decision is wrong you have the right to appeal.

7.2.3 Step 1

Your first step is to discuss the matter with your Tutor/Assessor. At this stage you will have an opportunity to raise your concerns. In most cases, a satisfactory conclusion can be reached at this point.

7.2.4 Step 2

If you are not satisfied with the outcome you may make a written appeal to an independent arbitrator, this is the Internal Quality Assurer.

7.2.5 Step 3

If you are still not satisfied with the outcome you may make a written appeal to appeals@ucq.ac.uk which will be dealt with independently from the delivery team.

7.3 Complaints

7.3.1 A complaint is defined as an expression of significant dissatisfaction where the person making the complaint seeks a specific action to address the issue. The Complaints Procedure is based on the expectation that all reasonable efforts have already been made to deal with the grievance prior to reaching the stage of a formal complaint. UCQ consider complaints as important feedback and you will not suffer any disadvantage as a consequence of making a complaint. Please visit www.ucq.ac.uk to view the full Complaints Procedure.

7.4 Health and Safety

7.4.1 UCQ recognises its responsibility for providing a safe and healthy working environment for all who use its facilities. We ask all students:

- 7.4.1.1 To take reasonable care for the health and safety of themselves and others
- 7.4.1.2 To co-operate with UCQ by following health and safety procedures and instructions
- 7.4.1.3 To respect and not to abuse, misuse, vandalise or deface fire alarms, fire extinguishers, first aid boxes and appropriate notices and signage
- 7.4.1.4 In the event of the fire alarm sounding, to make their way directly to the designated assembly point
- 7.4.1.5 To report all accidents, however small, to a member of staff immediately
- 7.4.1.6 To respect speed limitations when driving motor vehicles into UCQ's premises and to park only in marked bays
- 7.4.1.7 To inform their Tutor (in confidence) of any medical needs, or any condition which might require special or emergency action

7.4.2 COVID-19 safety advice

- 7.4.2.1 Current evidence suggests that COVID-19 spreads between people through direct, indirect (through contaminated objects or surfaces), or close contact with infected people via mouth and nose secretions. These include saliva, respiratory secretions, or secretion droplets. These are released from the mouth or nose when an infected person coughs, sneezes, speaks or sings, for example. People who are in close contact (within 1 metre) with an infected person can catch COVID-19 when those infectious droplets get into their mouth, nose, or eyes.
- 7.4.2.2 To avoid contact with these droplets, it is important to stay at least **1 metre** away from others, clean hands frequently, and cover the mouth with a tissue or bent elbow when sneezing or coughing. When physical distancing (standing one metre or more away) is not possible, wearing a fabric mask is an important measure to protect others. Cleaning hands frequently is also critical.
- 7.4.2.3 The safety of UCQ staff and students is of paramount importance to the organisation, training will only go ahead when UCQ are satisfied it can be completed safely and within government guidelines.

7.4.3 Tutored sessions

- 7.4.3.1 Students will be asked to arrive on time for Tutor led training. Students who arrive early will be asked to wait in their vehicle or maintain social distancing of 2 metres prior to entering the Centre.
- 7.4.3.2 Students will be requested to bring their own refreshments; breaks will be taken at the workstation or within their own vehicles.
- 7.4.3.3 Students will be asked to provide their own stationary consisting of a pen and paper for note taking and these will be removed daily from the Centre by the student.
- 7.4.3.4 Appropriate PPE will be provided for the staff and students and should be worn whilst in the Centre.

- 7.4.3.5 Floor areas will be marked, and appropriate signage displayed to ensure the safety of staff and students.
 - 7.4.3.6 Risk assessments and Covid-19 secure classroom checklists will be discussed with students.
 - 7.4.3.7 Practical exercises will be completed in line with social distancing requirements (UCQ will encourage staff and students to maintain the 2 metre rule in its Centres).
 - 7.4.3.8 Equipment and tools will be sanitised before and after use and then safely stored.
 - 7.4.3.9 Staff must ensure students leave the Centre following the completion of training. Students should leave at appropriate intervals to allow for a safe exit.
- 7.4.4 All students must adhere to these guidelines and those set out in the UCQ Health and Safety Policy: Appendix I (available online at www.ucq.ac.uk). Please refer to this policy for further information.

7.5 Safeguarding

- 7.5.1 University Centre Quayside (UCQ) fully recognises the responsibility it has regarding safeguarding and promoting the welfare of students. Safeguarding is defined for the purposes of this guidance as protecting people from maltreatment, preventing impairment of students' health or development, ensuring that students are growing up in circumstances consistent with the provision of safe and effective care and undertaking that role so as to enable those people to have optimum life chances and enter or continue through adulthood successfully.
- 7.5.2 UCQ shall also support the understanding and promotion of fundamental British values (FBV):
- 7.5.2.1 The rule of law
 - 7.5.2.2 Democracy
 - 7.5.2.3 Individual liberty
 - 7.5.2.4 Mutual respect for and the tolerance of those with different faiths and beliefs
- 7.5.3 UCQ takes a proactive stance on preventing terrorism and extremist behaviours. UCQ is passionate about promoting a safe environment free from violence.
- 7.5.4 Please speak to your Tutor or your Strategic Safeguarding Lead if you have any concerns regarding your own or others' safety and welfare.
- 7.5.5 Your Strategic Safeguarding Lead**
- Michelle Elliott
Tel: 0191 275 5015
Email: michelle.elliott@ucq.ac.uk
- 7.5.6 Please refer to the UCQ Safeguarding Policy (available online at www.ucq.ac.uk) and student fact sheet for further information.
- 7.5.7 Remember!** In the event of an emergency always dial **999**

7.6 Safe use of IT

7.6.1 To protect all in its care, UCQ must insist that all students adhere to its rules for the acceptable use of IT resources and equipment.

7.6.2 Internet usage

Students must not:

7.6.2.1 Use the internet to obtain, download, send, print, and display or otherwise transmit or gain access to materials which are unlawful, obscene or abusive.

7.6.3 E-mail usage

Students must:

7.6.3.1 Report to their Tutor any unpleasant material or messages. Such reports will be treated confidentially and will help protect students.

Students must not:

7.6.3.2 Give personal information such as address or telephone number to those who make contact through electronic mail.

7.6.3.3 Use any personal laptops (using the UCQ network) except in the designated areas whilst complying with the security recommendations of UCQ.

7.6.4 Social media usage

Students must:

7.6.4.1 Assume everything online is permanent and effectively public.

7.6.4.2 Make sure they consider who might see anything that is posted.

7.6.4.3 Write appropriately for their expected audience.

7.6.4.4 Make all staff/student online interactions meaningful and professional.

7.6.4.5 Consider specifically safety and reputation before posting online.

7.6.4.6 Take responsibility for what they post or distribute online.

7.6.4.7 Use the internet positively for communication, collaboration and learning.

7.6.4.8 Use and maintain privacy settings to protect personal information but do not rely on them.

Students must not:

7.6.4.9 Post anything which might damage their own or UCQ's reputation.

7.6.4.10 Redistribute any material which may harm others in any way.

7.6.4.11 Use the internet to form, or attempt to form, any relationship which would be otherwise inappropriate.

7.6.4.12 Create an online environment which invites others to post harmful content.

7.6.4.13 Post without thinking.

7.6.4.14 Post without considering the safeguarding risks.

7.6.5 Information security

Students must:

- 7.6.5.1 Get permission from the UCQ IT Manager before storing personal details on any UCQ computer.
- 7.6.5.2 Be aware that student work (other than emails) may be backed up and archived.
- 7.6.5.3 Be aware that UCQ is required to monitor and log user activity on all networked computer systems.

7.6.6 County Lines

7.6.6.1 The 2016 NCA report '*County Lines Gang Violence, Exploitation & Drug Supply*' reports that 80% of areas surveyed saw the exploitation of children by gangs. Children as young as 11 can be recruited. Gangs typically recruit and exploit vulnerable people using:

- 7.6.6.1.1 Coercion
- 7.6.6.1.2 Deception
- 7.6.6.1.3 Intimidation and threats
- 7.6.6.1.4 Violence
- 7.6.6.1.5 Debt bondage
- 7.6.6.1.6 Grooming

7.6.6.2 Whilst most initial contact is carried out on the street and in schools, groups have been known to use social media to entice vulnerable people in. Students should consult with UCQ staff if they have been contacted by a person not known to them or if they feel they have been targeted by one of these groups.

7.6.7 Prevent

- 7.6.7.1 Section 26 of the Counter-Terrorism and Security Act 2015 (the Act) places a duty on certain bodies, including further and higher education institutions, to have due regard to the need to prevent people from being drawn into terrorism.
- 7.6.7.2 The internet, social media, and text messaging can be useful tools to reach out to young and vulnerable people to communicate extremist messages. All students should be aware of this threat and contact the UCQ Safeguarding Team as soon as possible if they, or someone they know, are engaging or asked to engage, in extremist activity online.

7.6.8 Sanctions

- 7.6.8.1 The breaking of these rules will result in withdrawal of access to UCQ's information computer technology resources.
- 7.6.8.2 Additional action may be taken by UCQ in line with existing practice regarding inappropriate behaviour. For serious violations, the UCQ disciplinary procedures will be implemented.
- 7.6.8.3 UCQ reserves the right to examine or delete any files that may be held on its computer systems or to monitor any internet sites visited.
- 7.6.8.4 Students must report to their Tutor any security breaches. Such reports will be treated confidentially.

7.6.8.5 The UCQ IT Manager will lock student user accounts immediately after instructed to do so by a member of staff or if a virus is reported by the virus checking software. The student's Tutor will be contacted and the account will remain locked until the Tutor, having spoken to the student, instructs the IT Manager in writing to re-instate the account.

7.6.9 Monitoring

7.6.9.1 UCQ has software and systems in place to record all internet usage on the UCQ network

7.6.9.2 UCQ reserves the right to monitor/record usage at any time. No UCQ authorised user of the internet should have any expectation of privacy as to his or her internet usage.

7.7 Tablets

7.7.1 Tablets will be made available to students on a case by case basis. Where issued, the tablet will have one assigned user and will not be shared for the duration of the programme. The user must follow the Safe Use of IT guidelines above for the duration of its usage. If the individual withdraws from the programme they must return the tablet in the same condition upon which it was lent. Those who do not return the device will be issued with an invoice payable for the full cost of the tablet.

7.8 Display Screen Equipment (DSE)

7.8.1 DSE are devices or equipment that have an alphanumeric or graphic display screen and includes display screens, laptops, touch screens and other similar devices.

7.8.2 What are the health risks with DSE?

7.8.2.1 Some people may experience fatigue, eye strain, upper limb problems and backache from overuse or improper use of DSE. These problems can also be experienced from poorly designed workstations or study environments. The causes may not always be obvious and can be due to a combination of factors.

7.8.3 Getting comfortable

7.8.3.1 The following may help users reduce the health risk associated with DSE:

- Forearms should be approximately horizontal and the user's eyes should be the same height as the top of the screen.
- Make sure there is enough work space to accommodate all documents or other equipment. A document holder may help avoid awkward neck and eye movements.
- Arrange the desk and screen to avoid glare, or bright reflections. This is often easiest if the screen is not directly facing windows or bright lights.
- Adjust curtains or blinds to prevent intrusive light.
- Make sure there is space under the desk to move legs.
- Avoid excess pressure from the edge of seats on the backs of legs and knees.
- A footrest may be helpful, particularly for smaller users.

7.9 Equal opportunities

- 7.9.1 All members of UCQ are requested to actively promote an atmosphere of positive co-operation and tolerance across the whole institution. Respect for, and fair treatment of, individuals and groups is an underlying principle of studying life to which everyone is asked to adhere.
- 7.9.2 UCQ believes in equal opportunities. We want all our students, clients and staff to be treated fairly. We are committed to treating people on the basis of their merits and abilities, regardless of age, colour, ethnic or national origin, gender, sexual orientation, disability, pregnancy or maternity, marital status, religious beliefs or other irrelevant or artificial distinction. All staff and students have the right to be treated in this way and have the responsibility to treat others fairly and without discrimination.
- 7.9.3 Please refer to the UCQ Equality and Diversity Policy for further information.

7.10 Data protection

- 7.10.1 UCQ is required to retain certain information about its employees, students and other users in order to facilitate the monitoring of performance, achievements, and health and safety. It is also necessary to process information so that staff can be recruited and paid, courses organised and legal obligations to funding bodies and government complied with. To comply with the law, information stored in files (either paper based or electronically including e-mail, internet, intranet or portable storage device) are covered by data protection legislation and must be collected and used fairly, stored and disposed of safely, and not disclosed to any other person unlawfully. To do this, UCQ must comply with the data protection principles which are set out in the General Data Protection Regulation (GDPR) and Data Protection Act 2018 (DPA). To view the full UCQ Data and Privacy Policy please visit www.ucq.ac.uk.

7.10.2 Your rights

- 7.10.2.1 The GDPR has created some new rights for individuals and strengthened some of the rights that currently exist under the DPA. The GDPR provides the following rights for individuals:

- 7.8.2.1.1 The right to be informed
- 7.8.2.1.2 The right of access
- 7.8.2.1.3 The right to rectification
- 7.8.2.1.4 The right to erasure
- 7.8.2.1.5 The right to restrict processing
- 7.8.2.1.6 The right to data portability
- 7.8.2.1.7 The right to object
- 7.8.2.1.8 Rights in relation to automated decision making and profiling

7.10.3 Retention of data

- 7.10.3.1 A full list of information with retention periods is available from UCQ's Data Retention Schedule.