UCQ UNIVERSITY CENTRE QUAYSIDE

Student Handbook

Essential Work Skills

2026/27

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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	03330048470
Email address	enquiries@ucq.ac.uk
Office hours	Monday to Friday 9am-5pm

EWS Tutors and Assessors	
Peter Brewis	peter.brewis@ucq.ac.uk / 07308 231 551
Ben Devine	ben.devine@ucq.ac.uk / 07366 564 165
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EWS Engagement Officers	
Maureen Darby	maureen.darby@ucq.ac.uk / 07366 565 782
Amelia Humphries	amelia.humphries@ucq.ac.uk / 07474 266912

Designated Safeguarding Leads	
Ben Devine	Tel 07366 564 165 or email ben.devine@ucq.ac.uk
Kelly Pattison	Tel 03330048470 (07308 231263) or email kelly.pattison@ucq.ac.uk

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

Other contacts	
Appeals/complaints	appeals@ucq.ac.uk complaints@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 The student is expected to punctually attend all of the scheduled sessions and activities of their programme.

3.2 If a student is unable to attend a scheduled session, they must let their Tutor know, explaining the circumstances.

3.3 Failure to attend an assessment or submit coursework by the deadline may result in failure of the course.

3.4 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 Information, Advice and Guidance and Careers advice

4.1.1 UCQ's mission is to enable all students we work with to achieve their full potential. Good information, advice and guidance (IAG) is your right as a student with UCQ. It's not just about careers – it's about helping you to make informed decisions throughout your learning journey. From choosing the right course for you to planning your next steps, IAG is here to support for success, wellbeing and progression. IAG encompasses a range of impartial guidance activities and processes that can support choices made by students and ensure their career development. UCQ is accredited to the matrix Standard for information advice and guidance, and providing the highest quality IAG is an integral step in successful achievement and progression for students. UCQ's Information advice and guidance policy TLA-023 provides more information.

4.1.2 The National Careers Service can help you with your career, learning and training choices. This free service provides high quality and impartial careers advice, information and guidance.

4.1.3 During your programme you will work closely with our delivery staff to develop your skills and pave a career pathway for your future. UCQ is committed to supporting you and would be happy to discuss with you how your programme of study can assist you within your career. Armed with your new skills, knowledge and behaviours, we are confident you will develop greater self-confidence and have the skills and knowledge necessary to meet the challenges of developing your career. We encourage you to speak with your assessor or Engagement Officer if you would like to discuss this further.

4.2 Students with disabilities

4.2.1 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.

4.2.2 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:

- A specific learning difficulty such as Dyslexia, Dyspraxia or ADHD
- A visual impairment
- A hearing impairment
- A physical condition affecting your mobility
- A mental health condition
- A long-term medical condition

4.2.3 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.

4.2.4 You should talk to your Tutor should you feel that you are having difficulties and need study support.

4.2.5 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.

4.2.6 Additional support may be provided through:

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

4.2.7 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 03300 48470.

4.3 Bullying

4.3.1 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 is a serious issue and a risk factor for anxiety, depression and suicide.

4.3.2 **Bullying** is an 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.

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

- Physical assault against a person or group
- Victimisation
- Derogatory name calling, insults and racist, religious or sexist jokes
- Racist, religious or sexist graffiti and other written insults
- Provocative behaviour such as wearing racist or sexist badges or insignia
- Discriminatory graffiti, comics, pictures, cartoons or magazines being brought into UCQ
- Threats against a person or group because of their protected characteristics
- Discriminatory comments, including ridicule made in the course of discussion in class
- Unwanted verbal or physical advances to members of UCQ or visitors
- Refusal to co-operate with other people because of their protected characteristics

4.3.5 Bullying can affect people in a number of ways, including:

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

4.3.6 If you are being bullied:

- Talk to someone you trust; a friend; someone at home
- Keep a diary of events
- 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
- Show the person harassing you this handbook so that they understand UCQ's position on harassment
- Speak to your Tutor or another member of staff

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

4.4 Sexual misconduct and harassment

4.4.1 UCQ do not tolerate sexual misconduct, violence or abuse and are committed to providing a learning environment in which all members of the UCQ community feel safe and are respected.

4.4.2 UCQ are committed to preventing and eliminating all forms of sexual misconduct.

4.4.3 UCQ recognise the significant negative effects that experiencing sexual misconduct can have upon individuals and will support them, as well as supporting those members of the UCQ community (peers, tutors, other staff etc.) to whom such experiences are disclosed.

4.4.4 **Harassment** (as defined by Section 26 of the Equality Act 2010) includes unwanted behaviour or conduct which has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment because of, or connected to, one or more of the following protected characteristics:

i. age
ii. disability
iii. gender reassignment
iv. race
v. religion or belief
vi. sex
vii. sexual orientation
viii. marriage and civil partnership
ix. pregnancy and maternity

Under this definition, UCQ understand harassment to include domestic violence and abuse (which can also involve control, coercion, threats), and stalking.

UCQ would also consider harassment to include any incidents of physical violence towards another person(s) on the basis of a protected characteristic, and hate crimes, such as those criminal offences which are perceived by the victim or any other person, to be motivated by hostility or prejudice, based on a person's disability or perceived disability; race or perceived race; or religion or perceived religion; or sexual orientation or perceived sexual orientation or transgender identity or perceived transgender identity.

4.4.5 **Sexual misconduct** relates to all unwanted conduct of a sexual nature. This includes, but is not limited to:

i. Sexual harassment (as defined by Section 26 (2) of the Equality Act 2010)
ii. Unwanted conduct which creates an intimidating, hostile, degrading, humiliating or offensive environment (as defined by the Equality Act 2010)
iii. Assault (as defined by the Sexual Offences Act 2003)
iv. Rape (as defined by the Sexual Offences Act 2003)
v. Physical unwanted sexual advances (as set out by the Equality and Human Rights Commission: Sexual harassment and the law, 2017)2

vi. Intimidation, or promising resources or benefits in return for sexual favours (as set out by the Equality and Human Rights Commission: Sexual harassment and the law, 2017)3

vii. Distributing private and personal explicit images or video footage of an individual without their consent (as defined by the Criminal Justice and Courts Act 2015).

4.4.6 These definitions include both physical and virtual harassment and sexual misconduct experienced through any media.

4.4.7 Please refer to the Sexual Misconduct Policy – For Students for the reporting and response procedures. The UCQ website also provides links to a range of safeguarding resources and external support services.

4.5 Mental health

4.5.1 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.

4.5.2 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.

4.5.3 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.

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

- **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.

- **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.

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

- **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.

- **Maximus** 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 atw.maximusuk.co.uk or call 0300 4568 110.

- **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**.

4.6 Other support services

Organisation	Category	Webpage	Telephone
Anxiety UK	Mental Health support	www.anxietyuk.org.uk	03444 775 774
Citizen's Advice Bureau	Advice	www.citizensadvice.org.uk/	0800 144 8848
Cruise Bereavement Care	Bereavement support	www.cruse.org.uk	0808 808 1677
Drinkline	Confidential helpline – alcohol concerns	www.drinkaware.co.uk	0300 123 1110
Mind	Mental Health support	www.mind.org.uk	0300 123 3393
National Debt Advice	Debt Advice; Free service	www.nationaldebtline.org	
NHS 111	Medical non-emergency advice		111
Police (nonemergency)	Police		101
Police	Emergency services		999
Refuge	Women/children domestic violence support	www.refuge.org.uk	0808 200 0247
Relate	Relationship support	www.relate.org.uk	
Samaritans	Suicide support	www.samaritans.org/	116 123
Shelter	Housing and homeless charity	https://england.shelter.org.uk	0808 800 4444
Shout (text service)	Suicide and mental health 24/7	www.giveusashout.org	85258
Switchboard	Crisis support if you identify as LGBTQ++	https://switchboard.lgbt	0300 330 0630
Victim Support	Victim Support: Help after a crime	www.victimsupport.org.uk	0808 1689 111

A wider range of support links can be found at the UCQ website: https://ucq.ac.uk/support-links/

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 03330048470 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 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 for more information.

7.1.2 Different forms of academic misconduct:

- Plagiarism
- Falsifying data
- Impersonation
- Irregular behaviour relating to examinations
- Dishonest practice
- Breaches in confidentiality and/or unethical practice in coursework
- Copying other students' work
- Unethical use of generative AI tools

7.2 Student disciplinary policy and procedure

7.2.1 The Student Disciplinary Policy and Procedure relates to non-academic misconduct. Academic misconduct, such as plagiarism, is addressed within the Academic Misconduct Policy.

7.2.2 The Principal of UCQ is ultimately responsible for maintaining discipline among students of UCQ, and in this, students can expect the Principal to be assisted by all UCQ staff.

7.2.3 The discharge of this responsibility in respect of managing student conduct is delegated by UCQ's Principal to the UCQ Senior Leadership Team ("the Disciplinary Officers").

7.2.4 The burden of proof of the allegations of misconduct lies with the person or persons alleging the misconduct. The judgement of the allegation/s will be based on a balance of probabilities.

7.2.5 The seriousness of the offence will be considered in assessing the cogency, weight and quality of evidence presented.

7.2.6 UCQ will not investigate anonymous allegations.

7.2.7 The disciplinary procedure has an informal stage and four formal stages. Any stage in the process may be invoked immediately, depending on the nature and severity of the behaviour. However, it is expected in most cases a progressive, staged approach to student discipline will be implemented.

7.2.8 Before invoking a formal disciplinary process, any member of UCQ staff may use their professional judgement and issue verbal warnings informally. The formal process is to be implemented if the severity of the conduct means that an informal verbal warning is not sufficient.

7.2.9 Please refer to the Student Disciplinary Policy and Procedure for further information.

7.3 Appeals

7.3.1 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 https://ucq.ac.uk/policies/ to view the full Appeals Procedure.

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

7.3.3 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.

7.3.4 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. If you would like to discuss, please contact Curriculum Leader, Ben Devine on 07366 564 165 or ben.devine@ucq.ac.uk.

7.3.5 Step 3

If you are still not satisfied with the outcome you may make a written appeal to appeals@ucq.ac.uk (or write to the Appeals Administrator at our Head Office Newcastle address on page 3), this will be dealt with independently from the delivery team.

7.4 Complaints

7.4.1 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 view the full Complaints Procedure for more information.

7.5 Health and Safety

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

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

All students must adhere to these guidelines and those set out in the UCQ Health and Safety Policy: Appendix I. Please refer to this policy for further information.

7.6 Safeguarding

7.6.1 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.

7.6.2 UCQ shall also support the understanding and promotion of British values (BV):

- The rule of law
- Democracy
- Individual liberty
- Mutual respect for and the tolerance of those with different faiths and beliefs

7.6.3 UCQ takes a proactive stance on preventing terrorism and extremist behaviours. UCQ is passionate about promoting a safe environment free from violence.

7.6.4 Please speak to your Tutor or your Strategic Safeguarding Lead if you have any concerns regarding your own or others' safety and welfare.

7.6.5 Your Safeguarding Team

Michelle Elliott
Tel: 03330048470
Email: michelle.elliott@ucq.ac.uk

Designated Safeguarding Leads

Kelly Pattison:
Tel 03330048470 / 07308 231263
Email: kelly.pattison@ucq.ac.uk

Ben Devine:
Tel 07366 564 165
Email: ben.devine@ucq.ac.uk

7.6.6 UCQ has a duty to provide a safe environment for all staff and students. UCQ's safeguarding single comprehensive source of information, including information related to sexual misconduct and harassment, is available at: https://ucq.ac.uk/safeguarding-and-prevent/

7.6.7 Remember! In the event of an emergency always dial **999**

7.7 Safe use of IT

7.7.1 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.

7.7.2 Internet usage

Students must not:

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

7.7.3 E-mail usage

Students must:

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

Students must not:

- Give personal information such as address or telephone number to those who make contact through electronic mail.
- Use any personal laptops (using the UCQ network) except in the designated areas whilst complying with the security recommendations of UCQ.

7.7.4 Social media usage

Students must:

- Assume everything online is permanent and effectively public.
- Make sure they consider who might see anything that is posted.
- Write appropriately for their expected audience.
- Make all staff/student online interactions meaningful and professional.
- Consider specifically safety and reputation before posting online.
- Take responsibility for what they post or distribute online.
- Use the internet positively for communication, collaboration and learning.
- Use and maintain privacy settings to protect personal information but do not rely on them.

Students must not:

- Post anything which might damage their own or UCQ's reputation.
- Redistribute any material which may harm others in any way.
- Use the internet to form, or attempt to form, any relationship which would be otherwise inappropriate.
- Create an online environment which invites others to post harmful content.
- Post without thinking.
- Post without considering the safeguarding risks.

7.7.5 Information security

Students must:

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

7.7.6 County Lines

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:

- Coercion
- Deception
- Intimidation and threats
- Violence
- Debt bondage
- Grooming

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.

7.7.7 Prevent

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.

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.

7.7.8 Sanctions

The breaking of these rules will result in withdrawal of access to UCQ's information computer technology resources.

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.

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.

Students must report to their Tutor any security breaches. Such reports will be treated confidentially.

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.

7.7.9 Monitoring

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

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.

7.8 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?

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

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 workspace 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 Equality, diversity and inclusion

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, Diversity and Inclusion 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). Please refer to the full UCQ Data and Privacy Policy for further information.

7.10.2 Your rights

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:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling

7.10.3 Retention of data

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