

Academic Quality Framework

Chapter 9 Student Guidance & Learner Support

9.1 SUPPORTING STUDENTS AT NCH

New College of the Humanities (the College) recognises that supporting students throughout their studies is paramount if they are to achieve their highest potential and be successful in their studies and their future career paths.

All staff at the College are committed to supporting students but the College has a dedicated member of professional staff, the Student Wellbeing Coordinator, who works alongside other members of the Student and Academic Services Team to provide students with welfare, learning, counselling and disability support. Other staff, including Personal Tutors, Course Leaders, Heads of Faculty, the Financial Controller, and the Quality Team also provide a range of support services. In addition, the Facilities Coordinator is able to provide support with ICT services.

At College level, students have the opportunity to raise concerns formally through their elected student representatives to the Student:Staff Liaison Committee and Faculty Meetings.

The NCH Student Union has a Welfare and Diversity Officer who is available for students to speak to informally on a range of personal issues.

The College's [Welfare Policy](#) provides further detail on the welfare support available at the College. Students are recommended to make themselves familiar with this policy.

Support is offered throughout the student's time at the College. All student support related activities and policies take the UK Quality Code Chapter B4: Enabling Student Development and Achievement into account.

9.2 STAFF RESPONSIBILITIES FOR STUDENT SUPPORT

9.2.1 Registrar

The Registrar has overall responsibility for student support at the College and line manages the Student and Academic Services Team (SAST).

9.2.2 Student Wellbeing Coordinator

The Student Wellbeing Coordinator (SWC) is a member of SAST and leads on all student welfare activities. The SWC offers confidential and impartial advice on a range of wellbeing issues that may affect a student's time at the College. These include: mental health, disabilities (learning and physical), accommodation, and general financial guidance. The SWC is the first point of call for all these areas and is available via email, telephone, and in person. It should be noted that the SWC is not a trained professional, and part of the role is to refer students to external professionals for further support.

The College operates an 'open door' culture allowing students to drop in and ask general enquiries between the hours of 10am and 4pm. If a student wishes to speak with the SWC in a confidential setting, they may book an appointment in advance. For emergencies during working hours, the SWC is easily accessible. Outside of working hours and at weekends students should contact emergency services or use the NCH emergency line (as found on student ID cards) if appropriate.

9.2.3 Academic Services Coordinator

The Academic Services Coordinator (ASC) manages Moodle (the College's virtual learning environment) and Turnitin. This includes the administrative process for course assessment submissions, marks management and entry, examinations, and assessment board preparation. The ASC also works on administering aspects of student finance; reviewing and processing College bursary and maintenance applications; and liaising on fee invoices and maintenance payments with other departments within the College.

The ASC can also be contacted with general queries, including student letters and transcript requests.

9.2.4 Academic Operations Officer

The Academic Operations Officer (AOO) manages the timetabling needs of the College. The AOO is the main contact for any timetabling queries and also assists with any ad-hoc room bookings which students or staff request for study or event purposes. The AOO is the contact for any student attendance queries.

The AOO also coordinates the provision of reading material for the students with Senate House Library and is the Deputy Prevent Officer and Deputy Data Protection Officer for the College.

9.2.5 Head of Quality Assurance and Quality Manager

The Head of Quality Assurance (HQA) is responsible for leading the quality assurance and enhancement of academic standards, learning opportunities and student experience, including ensuring that students have a 'voice' at the College and student feedback is heard and actioned as appropriate.

The HQA is supported on an operational basis by the Quality Manager (QM), making the Quality Team. Together the HQA and QM are responsible for managing the student voice mechanisms, reviewing internal and external student satisfaction surveys, and supporting student representatives in their role.

9.2.6 Head of Faculty

Each Head of Faculty (HoF) is responsible for curriculum development and management of all programmes based in their Faculty. Each HoF is also a point of contact for students who are experiencing difficulties with their programme of choice. They are also able to advise students who are considering changing their major/minor subject of choice.

9.2.7 Course Leader

Course Leaders, who are line managed by their HoF, are responsible for the management of their course(s). They are also a point of contact for students who are experiencing difficulties with meeting coursework deadlines, content of the course, or developing knowledge and skills associated with the course.

9.2.8 Personal Tutors

A Personal Tutor is a member of faculty who takes an interest in students' general academic progress and welfare, as well as their experience of college life. Personal Tutors are able to help students speak about any matters that may be concerning them, from their studies to personal matters, and will advise students accordingly on where to find help. Students are recommended to have regular contact with their Personal Tutor.

9.3 STUDENTS WITH DISABILITIES

In addition to the support provided by the SWC in their role as the disability advisor, the College implements a [Student Disability Policy](#). This policy has been produced in line with the Equality Act 2010.

The following information is included in this policy:

- Who to contact should a student wish to disclose a disability using the disclosure disability form
- Financial advice and Disabled Students' Allowance
- Recording of lectures
- Support available for examinations.

9.4 STUDENT AND ACADEMIC SERVICES

Student and Academic Services is located in the Central Office in the Registry (19 Bedford Square). This office operates an 'open door' culture and is in contact with

students on a daily basis. Students are able to 'pop-in' between the hours of 10am and 4pm if they need help with all aspects of the student experience at the College.

Student and Academic Services provides a wide range of student services as listed below:

- Student registration and attendance
- Programme withdrawals and deferrals
- Examination timetable
- Extenuating Circumstances applications
- Assessment submissions, results, and certificates
- Student details and confirmation letters
- Graduation
- Moodle content
- Senate House Library and in-house library

Student and Academic Services Team are also able to advise students on:

- difficulties in attending lectures, seminars, tutorials, or meeting coursework deadlines
- changing their major/minor choices
- time management and study planning
- interruption of studies
- issues relating to examination results and referrals
- applying for extensions of assignment deadlines
- extenuating circumstances

9.5 FINANCE

The College recognises that students may encounter difficulties in paying tuition fees. In order to support students with their financial commitment to the College, students can request to organise an individual payment scheme, considering preferred payment options and any external or internal financial support that might exist. The Financial Controller can offer financial advice to students regarding their fees, and students are requested to speak directly to the [Financial Controller](#).

Further information can be found in Admissions section of the Policies and Procedure pages in the NCH [Academic Handbook](#).

9.6 LIBRARY SERVICES

Access to a library enables the students to develop their knowledge and skills in line with their subjects. The College has an off-site library at Senate House Library (SHL), where the College holds its own collection of books. Students and faculty also have access to, and borrow from, the millions of books, journals, and digital resources at SHL. SHL offers Arts, Humanities and Social Science Research Collections and Special Collections.

The library activities are overseen by the AOO and the Faculty Library Officers.

9.7 IT FACILITIES

IT facilities include the provision of an intranet service, audio visual services, management information services and virtual learning services. The College provides students with a College email account and password, and wireless access to the internet is available throughout the Registry. Students should use the IT facilities in-line with the [Acceptable Use Policy for Students \(IT\)](#).

Students receive a comprehensive IT induction when they enrol at the College. This training is supported by a manual that is available on Moodle. Included in this IT induction is how to access CELCAT (timetable software) and Moodle (virtual learning environment).

Further information on the IT facilities available at the College can be found in the [Student Handbook](#).

9.8 VIRTUAL LEARNING ENVIRONMENT (MOODLE)

The College ensures that students are supported outside class contact time by means of [Moodle](#), through which students access learning materials and communicate with fellow students and faculty. All students and faculty have access to Moodle. Faculty are expected to upload electronic learning content in a range of file types as well as utilise discussion forums.

The Academic Services Coordinator manages Moodle and is the key contact for students and faculty.

9.9 NEW COLLEGE OF THE HUMANITIES STUDENT UNION

The College believes that a strong, healthy and vibrant Student Union is vital to enhancing the student experience. All students are automatically members of the union on enrolment at the College. The [NCHSU](#) is run by eight officers, who represent every student and their interests throughout their time at the College. Officers are elected by their peers.

NCHSU Officers are involved in the College's business as a whole. The representative for the Office of Academic Affairs is a member of Academic Board and is available to support students through College procedures. NCHSU is another point of contact for students who need support during their time at the College.

9.10 STUDENT VOICE & STUDENT REPRESENTATION

By encouraging students to use the various channels of the student voice, staff and NCHSU hope that students will gain a greater sense of ownership over their experience at the College, and that their views will enhance the experience of the entire student body. (See [AQF Chapter 10 Student Voice](#).)

All students are reminded that they have a responsibility to participate in the College's quality assurance processes for providing constructive feedback when asked to, in order to develop and enhance the College's provision and services, which ultimately enhance their own student experience.

Student Representatives are elected from each cohort and each subject on an annual basis. They support their fellow students by voicing the views and suggestions of the student body to the College management and staff. In addition, they can assist individual students by signposting them to relevant services and staff. The Quality Team provide them with training and on-going support in their role.

More information about student representation can be found in [AQF Chapter 10 Student Voice](#).

9.11 STUDENT APPEALS, COMPLAINTS & DISCIPLINE

The College aims to deal openly, fairly and effectively with student appeals, complaints and disciplinary matters, and to offer appropriate support and remedy.

A range of formal appeals, complaints and disciplinary procedures are established at the College. These are published to students and staff in the NCH [Academic Handbook](#), on the College's website, and they are introduced during induction sessions each year.

The College encourages such matters to be addressed informally and discretely, to resolve any issue expediently and to the benefit of all parties where possible.

Both the NCHSU and Student and Academic Services are able to provide advice on submitting appeals and complaints. In all cases students are strongly encouraged to seek impartial advice concerning their complaint.

9.12 CAREERS ADVICE

Life after college is a key element of the College's strategic plan, which aims to ensure that students get fulfilling jobs and opportunities after their education. The College is committed to ensuring that students develop skills that will open doors in the professional world and place them in the best possible position to embark on fulfilling careers. A practical element has always been included in the student experience and as a result it is assessed and included as part of the College's Diploma, as LAUNCH.

Careers Counselling is highly personalised, and each student has a named individual who works with them to develop a personal narrative, assemble the experience they need to be a compelling candidate, write a CV, and carry out effective networking. Careers advice is provided by people with direct experience of the careers the students are interested in.

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