

Apprenticeship Handbook 2023-24

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Welcome to Northeastern University London

Congratulations on becoming an apprentice. You are now part of an innovative, global learning community, within the Northeastern University Global Network. Northeastern University London is proud to represent the best in experiential education, drawing on over a century of experience from Northeastern University's partnerships with employers.

By choosing an apprenticeship pathway, you will benefit from structured, high-quality training to help you gain sought-after qualifications and certifications, alongside your apprenticeship. Importantly, your apprenticeship represents a significant investment in your development by your employer, and as such, a tremendous opportunity.

This opportunity is not without challenge. As you progress through your apprenticeship, learning will become increasingly demanding, helping you become competent in your chosen career. You will also need to balance the demands of a career alongside those of ongoing learning and development.

Throughout your journey, the University is on hand to support, and this handbook sets out the comprehensive support and services on offer; helping you to successfully overcome challenges and make the most of your apprenticeship.

As you embark on your apprenticeship, take the time to read through and see what is on offer. As you progress, keep this guide to hand, to provide helpful answers to questions and a quick guide to the resources and services available.

I am pleased to welcome you to your apprenticeship and look forward to your future achievements.

Professor Scott S. P. Wildman BSc, PhD, FHEA

Dean of Northeastern University London

Full Professor of Higher Education and Human Physiology

About This Handbook

1. This handbook provides you with information on Apprenticeship programmes at Northeastern University London (the University) and the facilities available to you on campus. It is accompanied by information on the University website, which can be found [here](#).
2. If any changes are necessary, the Apprentice Handbook will be updated and the most recent version will be available on the University's Virtual Learning Environment (VLE), Canvas.
3. For the purpose of this document the term Student, Learner or Apprentice all relate to the same individual who is undertaking the apprenticeship.

Comments

4. If you have any comments on this handbook, what you found useful or what else you think could be included, please email the [Apprenticeship Team](#).

Structure of an Apprenticeship

5. All apprenticeships are defined by an Apprenticeship Standard for a specific subject area, and which is composed of the Knowledge, Skills and Behaviours (KSB's) an apprentice must work towards during their apprenticeship. Final achievement of an apprenticeship is validated through End Point Assessment (EPA). This is where an apprentice will competently demonstrate that they have successfully gained the required knowledge and skills for their chosen apprenticeship standard through various assessment methods such as projects, presentations, professional discussions and multiple choice question tests (MCQ).
6. Knowledge - This component is mainly delivered by Northeastern University London with input from your organisation, and provides competence and theoretical understanding. The apprentice must demonstrate that they have the knowledge to carry out work to the level required and an understanding of why this is required, as outlined within the apprenticeship standard and by their employer. Taught classes and online learning are a requirement for this. The achievement of the elements of the Knowledge is recorded on [Aptem](#).
7. Skills - The apprentice must show competence in all Skills criteria through demonstration via a range of work activities. The achievement of skills is recorded in a portfolio of evidence. The Success Manager discusses what can be used as evidence throughout the programme and guides the

- apprentice and line manager to End Point Assessment. The achievement of the elements of the Skills are recorded on [Aptem](#).
8. Behaviours - The apprentice must show competence in all behaviours through demonstrating them in a range of work activities. The achievement of behaviours is recorded in a portfolio of evidence. The Success Manager discusses what can be used as evidence throughout the programme and guides the apprentice and line manager to reach the (EPA). Behaviours are mainly demonstrated in the workplace. The achievement of the elements of the Behaviours are recorded on [Aptem](#).
 9. Apprenticeship Standards can be found [here](#).
 10. There are 4 main parties that need to work together in order for an apprenticeship to succeed, these are:
 - 10.1. Apprentice - An individual studying an apprenticeship programme, thereby combining academic and practical training culminating in demonstration of full competence in the job
 - 10.2. Employer/Line Manager - Provides the workplace opportunity and study-time to enable an apprentice to gain Knowledge, Skills and Behaviours to complete the apprenticeship
 - 10.3. Northeastern University London - Facilitates, delivers and assesses Knowledge, Skills and Behaviours required within the apprenticeship standard. Provides support to the apprentice and employer to enable successful achievement
 - 10.4. End-Point Assessment Organisation (EPAO) - An independent organisation who conducts the final assessment activities for all non-integrated degree programmes. Please note that for integrated degree programmes, Northeastern University London is considered the EPAO.

Apprentice Commitment

11. You are on your own learning journey to success and therefore, this programme will require your full commitment. You will combine your academic studies with the significant experience you gain within your workplace role in order to achieve the Knowledge, Skills and Behaviours set out in the Apprenticeship Standard for your Programme.
12. For this to become a reality, you will need to commit to both your role within the workplace and your apprenticeship learning delivered by the University. This includes, but is not limited to:
 - 12.1. Committing to achieving the full requirements of your apprenticeship and job role. This will incorporate technical

Knowledge, Skills development, practical experience and exhibiting professional positive Behaviours, in line with your Apprenticeship Standard and place of work.

- 12.2. Making an active and meaningful contribution to the work of your department.
- 12.3. Looking for opportunities to stretch yourself as what is expected of you will expand, and the level at which you work will increase through the duration of the programme.
- 12.4. Engaging with and taking personal responsibility for your learning throughout the apprenticeship i.e., completing independent study tasks and actively looking for opportunities to apply your learning to your work.
- 12.5. Undertaking all of the various assessments, including work-based tasks, written assignments, tests and exams.
- 12.6. You will also need to commit time and effort to achieve the EPA, which completes your apprenticeship.
- 12.7. Maintaining a clear line of communication with your Success Manager and Line Manager, ensuring you speak to them at your earliest opportunity if you need any support within your role and/or apprenticeship.

Roles and Responsibilities

13. Below are key individuals involved in your apprenticeship and a brief description of their responsibilities. These roles have been created to ensure that you are fully supported throughout your apprenticeship.
14. For queries around your academic studies or the apprenticeship itself, your main point of contact will always be your Success Manager. For queries relating to your workplace, your main point of contact is your Line Manager.
15. Success Manager – A designated Success Manager will support you throughout your apprenticeship. You will first meet your Success Manager during your apprenticeship induction. They will oversee your apprenticeship and will be the first point of contact for queries relating to the apprenticeship programme. The Success Manager will ensure that you are receiving the appropriate off-the-job time to complete your academic studies (i.e., approximately 1 day per week).
16. You, your Success Manager and Line Manager will meet every 6-8 weeks to review your progression through the apprenticeship, set SMART*

objectives and discuss any additional support that may be required.

*SMART = Specific, Measurable, Achievable, Realistic and Time-bound

17. Line Manager – Your Line Manager will guide, support and challenge you both in your work and your apprenticeship. They will provide you with work that relates to your academic studies and allows you to contribute towards the organisation's successes. Your line manager will review and adapt your work as your ability grows. They will regularly meet with you and the Success Manager to review your progress in the workplace and academic studies.
18. Programme Lead – Your Programme Lead will be an academic (Faculty member) with overall responsibility for your apprenticeship programme. This includes teaching, learning, assessment, and preparation of all the courses in your apprenticeship programme.
19. Course Lead – Your Course Lead will be the point of contact in your apprenticeship course for any queries relating to your learning. They will conduct the seminars, support your course learning, and assess your learning.
20. Designated Safeguarding Officer – The Apprenticeship Designated Safeguarding Officer can advise you on any queries or concerns around Safeguarding. The University has a [Safeguarding Policy](#) which can be found on the University website.

How We Will Communicate With You

21. Outside of induction sessions, tripartite reviews, seminars, tutorials, or other scheduled sessions, the University email system and Canvas will be the main methods of relaying important information to you. Emails will be sent to your University email address, which you should check regularly. Any hard copy correspondence will be sent to the address on your student record. It is important that you keep this up to date via your account details held by Registry. Course specific communication will be made via the cohort-wide announcements in Canvas.

Off-The-Job Learning

22. Off-the-job learning is the academic learning activity that you complete during your paid hours of work, for the purpose of achieving your apprenticeship (e.g., your online learning activity). Every apprenticeship requires the apprentice to have at least the equivalent of 1 day per working week for off-the-job learning for the duration of their programme. Off-the-job learning is directly linked to the apprenticeship standard,

teaching new Knowledge, Skills and Behaviours required to reach competence in the particular occupation. You will log your off-the-job learning on Aptem.

23. You may wish to consider additional development activities (e.g., work shadowing/workplace training courses), if so, you should speak to your Success Manager and Line Manager to discuss if they are appropriate, as your prescribed academic studies should take priority.
24. The apprenticeship team will work with you at the beginning of your apprenticeship to create your Individual Learning Plan (ILP) on Aptem. Your ILP and progress, as declared on Aptem, will form the basis of your regular review meetings with your Success Manager and Line Manager.

Structure of Programme / Mode of Study

25. The majority of your programme will consist of 6-week courses, equating to 15 credits, and 12-week courses, equating to 30 credits. You will study these courses independently via our online Virtual Learning Environment (VLE) Canvas, In addition to these 6 and 12-week self-study courses, each year contains a face-to-face induction and bootcamp where you have the opportunity to work closely with academic faculty and your peers, along with invitation to regular seminars that are delivered via the VLE throughout the duration of your apprenticeship.
26. There are set breaks throughout your programme, at which point we recommend that you book holidays, rather than during the intensive learning periods. After following the curriculum and engaging fully in the work of the department over the duration of your apprenticeship, you should be ready to begin your (EPA).

Assessments

27. Each course contains two different types of assessment - Formative and Summative. Formative assessments do not count towards your final course grade but are a good opportunity to establish how well you are understanding the learning material. Each course contains two Summative assessments which will count towards EPA and your final grade. For Undergraduate courses, you are required to get a score of 40% or more to pass the course. For Postgraduate courses, a final grade of 50% or more is required to pass the course.
28. The following list shows the different types of assessment used in our courses:

- 28.1. Essays or reports
- 28.2. Short answers and problem sets
- 28.3. Computer-based examination
- 28.4. Written assignment
- 28.5. Dissertation
- 28.6. Practical skills assessment
- 28.7. Oral assessment
- 28.8. Presentation
- 28.9. Set exercise
- 28.10. Project

Extenuating Circumstances

29. The University's Extenuating Circumstances (EC) procedure is in place if there are genuine circumstances that may prevent you from submitting an assessment. If you are not 'fit to study', you can either request an extension to the submission deadline of five working days or you can request to submit the assessment at the next opportunity (Defer). In both instances, you must submit an EC application with relevant evidence. If accepted by the EC Panel, there will be no academic penalty for late submission or non-submission depending on the request. You are reminded that an EC covers only short-term issues (20 working days) and that if you experience longer-term matters that impact on learning then you must contact the [Student Support and Development Team](#) for advice. For further information, please refer to the [Extenuating Circumstances Policy](#) in the University Academic Handbook.
30. If you have failed to achieve a pass mark for a course at the first sitting, you shall be offered a referral attempt for each failed assessment at the second sitting, except where the recommendation of an Academic Misconduct Panel invokes a 'no right to referral' academic penalty. You shall not be able to re-attempt any passed elements of assessment except where you are required to repeat a course or where an academic misconduct penalty of fail course has been recommended. You must attempt the referred and deferred assessments at the next sitting as indicated at the time of results publication.
31. If, after the second sitting, you have failed the course but are eligible to progress to the next level with deficit credits, you will be granted two further attempts at the failed assessment element(s). Deficit courses that have not been passed after the final attempt will be classified as an

irretrievable failed course. You cannot progress to the next level with an irretrievable failure. If, after the second sitting, you did not pass the course because of deferred elements but are eligible to proceed with deficit credits will be granted further attempts at the failed assessment element(s). If, after the second sitting, you are unable to progress to the next level shall be permitted one opportunity to repeat the course(s) which were not passed, except where the recommendation of the Academic Misconduct

End-Point Assessment

32. End-point assessment (EPA) is the final stage of an apprenticeship. It is an impartial assessment of whether you, as an apprentice, have developed the knowledge, skills and behaviours outlined in the apprenticeship standard. As well as successfully completing the EPA, you may need to complete additional requirements before completion. This might include mandatory English and Mathematics qualifications. Once all elements of the apprenticeship are completed, you will receive your apprenticeship certificate.
33. The assessment methods and grading systems of EPA vary based on the apprenticeship standard. The final year of your apprenticeship programme incorporates the preparation for EPA. You can find the details in your degree apprenticeship programme specification.

Systems

Canvas	The primary platform for the delivery of learning material is Canvas . Canvas is our Virtual Learning Environment (VLE) which contains individual courses that are broken down into modules. Each module contains reading material, videos, assignments and forums for you to use throughout your programme.
Aptem	Aptem is the Learner Management System (LMS) and will be used to access, record and evidence your apprenticeship, log your off -the-job hours, as well as build your portfolio for your EPA. You are required to use APTEM on a weekly basis throughout your apprenticeship.
Zoom	Our primary method of delivering live, online seminars is Zoom. Each course will contain seminars that complement the core learning material. The recordings for these seminars will be uploaded to Canvas after the live session.

Quercus	Quercus is our Student Information and Records System. Here you will see details of your courses and also your results once you have completed assignments.
Additional Software	<p>Your employer will be asked to ensure that you have access rights to use any digital technology platform required for the apprenticeship, to complete training and any associated coursework or assignments</p> <p>If you do not own/have access to suitable equipment, your employer must also provide you with ICT equipment (PC operating system only) to enable you to complete your apprenticeship.</p> <p>At the start of each year, you will be provided a list of the frequently used tools and software for that year. Prior to starting the first course we will work with you to ensure that you can access all of the tools and software on the list, or suitable alternatives.</p> <p>In order to remain current and ensure programmes offer up to date technology solutions and relevant software, technology access lists will be updated each year, may be subject to change, and distributed to employers to ensure apprentices have appropriate access rights.</p>

On-Campus Facilities

The Campus

34. The University occupies space within a shared building, Devon House, consisting of the Ground Floor, First Floor and Second Floor of the building. Devon House (the Campus) is located at 58 St Katharine's Way, London E1W 1LP.
35. The campus is typically open Monday to Friday from 08:00-21:30. During exam periods or under special circumstances the University can be open on the weekends. You will need to submit an enquiry to [Facilities](#) for further information.
36. The Landlord allows all tenants of the building to make use of the shared communal area in the ground floor entrance, which includes the outside terrace.
37. Showers and bike parking are available to all members of the University.
38. The campus provides you with a wide range of spaces and facilities, including:

Campus Hub

39. First Point query desk for students

40. Core hours - 10:00 to 16:00 Monday to Friday
41. Busy/peak times - 08:30 to 17:30 Monday to Friday
42. Work and study space
43. Event space
44. Meeting rooms
45. Support room
46. Instant chilled and hot water taps
47. WCs

First Floor

48. Quiet study space
49. 13 classrooms
50. 3 seminar rooms
51. One meeting space (not enclosed)
52. 7 tutorial rooms
53. 2 support rooms
54. Printer
55. Instant chilled and hot water taps
56. WCs

First Point

57. First Point is a dedicated area in the Campus Hub that is your initial point of contact for any queries you have as a student and is staffed by members of Academic Services.

Lockers

58. There are 140 lockers situated on the ground floor which are available for pre-booking.

Library

59. You have access to the digital resources available from Northeastern University's Library, including over 800,000 e-books and 100,000 e-journals. You can use your University credentials to login and access these.
60. Next to Russell Square and just a few minutes' walk from both Gode Street and Russell Square stations is the [Senate House Library](#) (SHL), this is the main academic library used by our students. SHL is the central library for the University of London and the School of Advanced Study,

and supports the 19 universities and academic institutions in the university and the wider research community. It is one of the top research libraries in the UK, particularly focused on the arts and humanities, and is home to more than three million items. You have full access to its borrowing, digital, and print services. The University Collection has its home in one of the most spacious and beautiful reading rooms within SHL.

61. You are also eligible for a reader's card to use the British Library – one of the greatest research libraries in the world. As it is a copyright library, it has copies of all new books published in the UK, and many of those published abroad, making it an excellent resource when more detailed research is required.
62. You are also able to book an induction session at the Barbican Library and collect your membership card which you can use in any of the City of London Libraries. You will be required to take their induction session by the end of October.
63. For more information including online links to these and other library resources, please go to the University [Libraries](#) webpage..

IT Support

64. For technical support, please contact the [IT Team](#).

Audio-Visual

65. The Campus features cutting edge audio-visual equipment throughout its campus to support academic and co-curricular programming. Classrooms will utilise integrated audio-visual technologies that provide a fully immersive streaming experience. These spaces will be utilised for classes, panels, and will enable the University to leverage experts remotely across the global network. Meeting rooms are outfitted with wireless presentation technology that enables student collaboration. A large AV-enabled event space supports student events, local industry collaboration, and community networking.
66. If you have any questions about audio visual equipment, contact the [IT Team](#).

Email

67. You will be issued with a University email address when you register. All University communications will be sent to this email address, and you are therefore required to check your email at the beginning and end of each day during term-time and vacation periods so that you do not miss important messages.

68. You are given 5GB of disk space on Google Drive. This space is only for non-Google documents (i.e., PDFs, Microsoft files, movies, pictures, etc.) which means that any Google document is not counted. This 'cloud' filestore is less risky than using a USB stick: it is regularly backed up so your data will always be safe. It also has the benefit of enabling you to access your files anywhere in the world with Internet service.

Printing and Photocopying

69. Printers and scanners are available for safe use in the Campus. You are provided with a starting allowance for printing, and further credit can be purchased.

Wi-Fi

70. The wireless service provides Internet access from your own computer and from some mobile devices. If you have your own laptop you can connect to the University network in various locations by using the Wi-Fi.

Information Sharing and Phishing

71. The Internet exposes you to constant risks from malware and from criminals who want to defraud, harass or harm you.
72. To combat this, you need a combination of common sense, security awareness and the right software tools. You also need to be alert to the possibility of 'phishing', i.e., attempts, generally via email messages, which trick you into divulging personal information such as bank account details, credit card numbers or passwords. Some phishing takes the form of bogus websites.
73. Therefore, be cautious of any site which claims to be part of the University but is not within the @nulondon.ac.uk domain. The University recommends free antivirus software, such as AVG.
74. The University will NEVER ask you to disclose personal information or your password in an email. You will only use your password to gain access to services. If you use any University websites to enter or update your personal information, always check for https:// and nulondon.ac.uk in the security certificate, which you can see by clicking on the padlock in the toolbar or footer of the web page. If you do inadvertently disclose any personal information, please change your password immediately in order to protect your account.

Health and Safety

75. At the University, we take health and safety seriously. Please take care and report anything you deem to be unsafe to the [Facilities Team](#) or

directly to a member of the Team at First Point. The University has a Health and Safety Committee, with Faculty and Student Representation.

Fire Evacuation Procedure

76. Routine fire alarm tests are sounded at 10:45 every Tuesday. In case of a fire:
 - 76.1. Stop what you are doing
 - 76.2. Calmly leave the building
 - 76.3. Do not stop to pick up your belongings
 - 76.4. Exit the Campus, turn right and report to the meeting point opposite Dickens Inn

Additional Support

77. The Student Support and Development Team is on hand to offer a range of additional support. This includes:
 - 77.1. Access to Target Connect to book 1:1 wellbeing appointments
 - 77.2. Referrals to a Student Wellbeing Coordinator to create a learning Support Plan if you have additional needs
 - 77.3. 24 hour Student Assistance Helpline 0800 0318227 (freephone) - Please Note: University credentials will be required to access this service.
78. The [Student Support and Development Team](#) can be contacted directly for additional information.

Safeguarding

79. The University is committed to protecting the welfare of all its students, staff and visitors who access its services and activities. The University recognises that the best protection for children and students participating in its programmes is the vigilance and forethought of staff in preventing circumstances where abuse of trust could occur.
80. The University has appointed a Designated Safeguarding Lead who is responsible for the implementation of this Policy and who will be the person to whom any safeguarding concerns will be reported and who will then discuss and agree the appropriate action to be taken. The Designated Safeguarding Lead will have a Deputy who will act in their

place when they are on annual leave or otherwise unavailable or if a complaint or concern is raised about them.

81. The University's [Designated Safeguarding Lead](#) is:
 - 81.1. Head of Student Support and Development
82. The University's Deputy Designated Safeguarding Lead is:
 - 82.1. Head of Business Development
83. The [Safeguarding Policy](#) can be found on the university website.

Prevent Duty

84. Under the Counter Terrorism Act 2015, the University has a statutory duty to have due regard to the need to prevent people from being drawn into terrorism. The University's [Prevent Policy](#) is in place to safeguard students and staff.
85. The University recognises that students spend a lot of time online, and that the online world is a necessity for accessing resources and it delivers huge benefits. Although rare, there is a risk that increased online activity and feelings of stress and isolation may be exploited by negative influences and online groomers.

Student Voice

86. The student voice is a key priority within the University. Students' opinions have a valuable role in informing the development and enhancement of programmes and courses and shaping all aspects of the learning experience. There will be many opportunities to share views such as:
 - 86.1. Learner voice committee
 - 86.2. Programme Student Satisfaction Survey
 - 86.3. End-of-Course Student Satisfaction Survey
 - 86.4. Tripartite reviews
 - 86.5. Learner reps
 - 86.6. Ad-hoc
 - 86.7. The University Student Union Office for Academic Affairs reachable at [NUSU London](#).
 - 86.8. Consultation on Programme Development

Further Information

Breaks In Learning

87. If you encounter circumstances that adversely affect your studies for a period in excess of four weeks, you should discuss this with your Success Manager. It may be in your interests to suspend your studies, or to consider an alternative mode of study, until such time as you have been able to resolve the circumstances in question; with the agreement of your employer. During this time, you will need to be placed on an agreed break in learning (BiL).

Withdrawal

88. In exceptional circumstances an employer may agree that you should withdraw from your programme. This decision cannot be made without your employer's approval in writing, and the request must come from your employer. If you are withdrawing from your programme you should speak with your Success Manager in the first instance to ensure that you receive the appropriate support and advice, There are very specific arrangements that must be made if you are withdrawing. If you permanently withdraw from your programme and you must return your

88.1. ID Cards

88.2. Borrowed books and/or other resources.

89. If you withdraw from the University, the Progress Award Board will consider your performance and the credits you have achieved to date and confer the highest award for which you are eligible. If you are receiving an award in this way you may be subsequently considered for re-admission under the arrangements for [Recognition of Prior Learning and Credit Transfer Policy](#).

Redundancy

90. In the event of redundancy, the University will support you with next steps. Your Success Manager will be the first point of contact for this process and together you can agree a suitable pathway following redundancy.

Complaints

91. The University encourages you and your employers to resolve academic and nonacademic issues of concern on an informal level where possible. This process is set out for you and your employers in your respective [complaints policy](#). Support for you and staff (as specified in policy

documents) is provided where required in case of conduct, complaint or discipline matters. Both you and your employer may also raise issues with the Education & Skills Funding Agency, who are responsible for the funding and regulations relating to apprenticeships, as noted in the Training Plan (TP).

Student Conduct

92. The University is a community that expects you and its staff to behave professionally and respectfully to each other, the public and University property at all times. The [Disciplinary Procedure for Students](#) defines the conduct expected of learners. The Staff Handbook (available on the human resources platform) defines the behaviour expected of staff. These documents are there to ensure that a pleasant and supportive environment for study and work is provided for all. The following policies are in place should any misconduct need to be reported:

92.1. [Bullying, Harassment and Sexual Misconduct Policy](#)

92.2. [Disciplinary Procedure for Students](#)

92.3. [Public Interest Disclosure \(Whistleblowing\) Policy](#)

92.4. [Academic Misconduct Policy](#)

Academic Integrity

93. While studying, you must adhere to the Northeastern University's [Academic Integrity Policy](#), which can be found on the website of the Office of Student Conduct and Conflict Resolution (OSCCR).

94. Please make sure that you are especially aware of the policies on plagiarism, including the [Academic Misconduct Policy](#), which is representing anyone else's words or ideas as your own. It doesn't matter where you got these ideas—from a book, on the web, from a fellow-student. You are not the originator of the words or ideas, then you must state clearly and specifically where they came from. You can also consult "Avoiding Plagiarism" on the [Library Website](#).

Student Support and Development

95. Please familiarise yourself with University's [Student Welfare Policy](#).

96. Members of Student Support and Development (SSD) can be found at First Point in the Campus Hub. You can also access SSD through the

online platform TargetConnect which is accessible on the Current Student Hub on the University website and via the link on Canvas. TargetConnect allows you to access resources, make appointments and sign up for workshops and events.

97. Through a mixture of in-person and online workshops and one-to-one appointments, the SSD can provide information, advice and guidance on:
 - 97.1. Disability and medical queries and Learning Support Plans.
 - 97.2. General personal and wellbeing issues.
 - 97.3. University policies such as Extenuating Circumstances, Break in Study, Withdrawal and Complaints.
 - 97.4. Money matters, budgeting and UK student loans.
 - 97.5. Planning your return to studies following a break resulting from illness.
 - 97.6. Support for students with experience of care or who are estranged from families.
 - 97.7. Mental health support available within the University and externally.
 - 97.8. Developing strategies and techniques to self-manage mental health conditions, where possible.
98. SSD work alongside other members of staff and students' General Practitioner (GP), all of whom can provide ongoing support

Tips for Studying at Home

99. Try and have a dedicated space to study uninterrupted, this doesn't have to be an entire room, but a desk or table somewhere away from distractions can be a good way to separate studying and relaxing
100. Keep a routine for physical activity and mealtimes - while studying from home, it is easy to think flexibly about your daily schedule, but missing mealtimes and living a sedentary lifestyle can have an impact on your mental health. Try to stick to three meals a day and make time for exercise, even if it is just a short walk, you will find that you will study more effectively as a result
101. Take regular breaks, focusing intently on conversation in order to absorb information and looking constantly at the camera is exhausting
102. Avoid multitasking - close tabs and programmes that might distract you, and put your phone away

103. Keep connected with your peers - if you begin to feel isolated while studying at home, the chances are that your classmates will be feeling the same. You could try organising a study session and invite other from your group to talk through an assignment or particular piece of work
104. Many people feel lonely at some time, for many different reasons. These feelings might be heightened if you are studying at home. If you feel that [loneliness](#) is affecting your life, speak to the Student Support and Development team, or reach out to us at apprenticeships@nchlondon.ac.uk.

Student Health

General Practitioner (GP)

105. We strongly recommend that you register with a local GP within two weeks of arrival for the duration of your studies. You can only be registered with one GP at a time and can find your nearest GP by using the NHS [Find a GP](#) service.

Dentist

106. If you are 19 or older, you do not automatically receive free NHS dental care. You may be eligible for an HC2 Certificate, which will entitle you to financial assistance with NHS charges. You can apply for an HC2 Certificate by completing an HC1 form, which is available from your dentist. The application process normally takes up to six weeks and is dependent upon your means. Please note, the HC2 Certificate also entitles you to free prescriptions and eye tests. It is only valid for six months and requires re-application after that time.
107. If you require dental care and have not got a HC2 Certificate yet, you must pay for your NHS dental care. If you keep your receipts, you can obtain a refund of your charges when you receive your certificate.

Sexual Health

108. For many students, university marks the point in their lives when they become sexually active. The best way to protect yourself and your partner is to always use a condom and try to carry one at all times if you are sexually active. If you do have unprotected sex (or the condom splits/comes off) go to your local sexual health clinic as soon as possible, to talk about STI tests and emergency contraception.
109. It is also important to remember that you have complete autonomy over your body – never do anything that you don't feel totally comfortable with and report any abuse or violence to the police or SSD.

Sexual Harassment

110. Sexual harassment (as defined by Section 26 (2) of the Equality Act 2010) is:

110.1. 'any kind of unwanted behaviour of a sexual nature that makes you feel humiliated or intimidated, or that creates a hostile environment'

110.2. (e.g., spreading of sexual rumours, insulting with sexual names, talks about you in a sexual way that makes you uncomfortable)

111. Sexual harassment includes a wide range of unwanted behaviours which may include:

111.1. Sexual comments, jokes or name calling

111.2. Sharing with University members graphic pictures, posters or photos of a sexual nature

111.3. Suggestive looks, staring or leering

111.4. Propositions and sexual advances

111.5. Making promises in return for sexual favours

111.6. Sexual gestures

111.7. Intrusive questions about a person's private or sex life, and discussing your own sex life

111.8. Sexual posts or contact on social media

111.9. Spreading sexual rumours about a person

111.10. Sending sexually explicit emails or text messages

111.11. Unwelcome touching, hugging, massaging or kissing

111.12. Criminal behaviour, including sexual assault, stalking, grooming, indecent exposure and sending offensive communications

111.13. Coercion

112. As with all lists in this Policy, the above are indicia, and not conclusive indicators of the proscribed activity.

113. Students and staff are encouraged to report incidents of bullying, harassment or sexual misconduct.

114. The University has a [Report and Support](#) page, where students and staff can report incidents.

115. The [Bullying, Harassment and Sexual Misconduct Policy](#) can be found on the University's website.

Student Union And Societies

116. The Student Union (NUSU London) is a student-led organisation at the heart of the University student experience. The NUSU London exists to promote the interests of the student body as well as planning social and extracurricular activities and providing support to student clubs and societies.
117. This union has three aims:
- 117.1. Engaging the totality of the student body
 - 117.2. Bringing the union closer to self-sufficiency
 - 117.3. Building a social hub in University
118. Upon joining the University, you will automatically be enrolled in the NUSU London and able to take advantage of the benefits that this entails.
119. For more information on the Student Union, please visit <https://www.nchsu.org/>.

Careers

120. During your apprenticeship you will benefit from the support of NCH's Careers Team. They will be able to provide a full range of support to help you progress professionally during your apprenticeship and prepare for the transition out of your apprenticeship. Helping you to make a positive impact in your organisation and continue to develop and progress your career.
121. The Careers Team will offer a range of workshops during your apprenticeship from topics like building your LinkedIn profile to optimising your CV.
122. On campus mentor: Each learner will be able to set time to have on the job coaching sessions with the Head of Careers to discuss any topic they might find useful to help with their working lives, for up to two 30 minute sessions each year. This could include but is not limited to talking about effective upward or downward management, seeking advice on internal networking, engaging relevant stakeholders or discussing their personal growth in the organisation. These sessions would need to be booked in advance through Calendly and cancelled with ample notice. Failure to show up would be treated as a used appointment.

Version History

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2.0	September 2023	September 2023	Director of Business and Partnership Development & Apprenticeships	May 2024
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