City College Norwich

Higher Education Student Handbook

2023/24

Contents

Principal's Welcome

Whether you have studied with us before, or this is your first course with our College, I'd like to welcome you to the Higher Education community at City College Norwich. I started my career teaching in Higher Education and therefore I have a first-hand experience of how programmes can stretch you to develop your knowledge and skills, to achieve in ways you may never have thought possible.

Adjusting to the demands of Higher Education study – particularly if you are fitting this alongside other commitments in your life such as work and family – can seem daunting at first. Our teaching and support staff are here to help you make this transition successfully and to support you throughout your course. Do make full use of this support. We pride ourselves on the friendly, approachable and accessible support we can offer you as an HE student.

You are joining an academic and professional community of like-minded people and I hope you will take full advantage of the exciting opportunities this will provide for your academic, professional and personal development.

Students are at the heart of our HE community. We encourage you to be an active participant in shaping your learning, to get involved and to tell us about your experiences so that we can continue to respond to your priorities and views. Immerse yourself in all that you can and take up the many opportunities to get involved – from the variety of social events available and the fantastic facilities, to contributing to the development of Higher Education through our HE Student Forum, and the Students' Union. We will also soon be recruiting new student Governors to sit on the College Corporation Board and Business or Curriculum and Standards Committees, please keep an eye on your College emails for more information.

Whether you are based at Norfolk House, Ipswich Road, our Easton campus, or the Aviation Academy, you will find everything you need to succeed right here. Our expert, friendly, supportive and professional staff, backed up by great links with employers and our university partner (UEA), teaching and study spaces exclusively for HE students, as well as industry standard training facilities, are all geared towards supporting you to achieve.

Whilst you can look forward to enhanced career opportunities, and greater earnings potential, as a result of your Higher Education studies, we recognise that these are particularly testing times for everyone. If you are experiencing financial difficulties or worries because of the current cost of living pressures, do reach out and let us know.

Our Student Services team are here for all students, wherever you are based. We have Student Finance Advisors in our Advice Shop, who can help make sure you are accessing all the financial support you are entitled to. If you find are struggling to cope in our other ways, our Wellbeing Team are here to provide you with advice and support on everything related to your physical and mental health and wellbeing.

Your time with us will be full of challenging, stimulating and rewarding learning experiences. You will have to work hard, but it will also offer you great opportunities – make the very best of them.

I wish you every success.
Jerry White

Assistant Principal of Higher Education and Adults Introduction

Welcome to your course at City College Norwich. Whichever course you are studying and whichever of our campuses you attend I hope that your experience with us is everything that you need it to be.

As we move into the 2023/24 academic year there remains a focus on the value, and indeed the value for money, of higher education. Students are aware of where they are going next – whether into work or further study – and how their degree or other HE programme will enable them to get there. We know from the recent National Student Survey that our students feel that their studies with us develop the knowledge and skills needed to progress (90% of our students in the NSS 2023 said that their course provided the knowledge and skills they needed for their future – over 8% above the sector average). Through the expert input of our lecturers we'll continue to develop this through the academic skills you learn, the attributes you develop or the experiences that you have during your time with us.

You'll have significant opportunities to learn, develop and gain experience both within and alongside your chosen course to make sure that you're well equipped for the next steps, whatever they may be. So make sure that you take the opportunities when they arise, whether through trips, interacting with guest speakers, working in teams, representing your course or simply through making sure that you explore all the avenues available to you.

There's a wealth of information in this Handbook and most of it will be important to you at some point during your course – but probably not immediately. Your course team will highlight things that are important as they arise and there's always your tutorial support (helping with on course support and with your progression and next steps). For now though, at the very outset of the year, it's important to remember the following

- **Keep in contact with what's going on**. Use your college email, read the updates from the school and your course team and talk to your personal tutor. Make sure that you are on top of the 'admin' that comes with being a student.
- **Take control of your learning**. Higher education is not a passive experience, how you choose to engage with it will help define your time with us.
- **Feedback to us**. If things aren't working for you or your course then let us know. Student voice is a more powerful force for change that you imagine (but not if we don't know).

Best of luck, enjoy your time and don't be afraid to come and chat!

Ed Rose
Assistant Principal Higher Education and Adults
Edward.rose@ccn.ac.uk

Important HE Dates – Teaching dates

Semester Dates	
Semester One Teaching Commences	11th September 2023
Half Term	23rd October -27th October 2023
Christmas Break	18th December- 2nd January 2024
Semester One Teaching Ends	12th January 2024
Assessment Week	15th January- 19th January 2024
Inter-Semester Break	22nd January- 2nd February 2024
Semester Two Teaching Commences	5th February 2024
Half Term	19th February- 23rd February 2024
Easter Break	29th March- 12th April 2024
Half Term	27th May- 31st May 2024
Semester Two Teaching Ends	14th June 2024
Assessment Week	17th June- 21st June 2024

Term Dates *(Only applicable to students taught on the following programmes: Social Worker Degree Apprenticeship (K0001-1924/2024/2125) and Operations/Departmental Managers (CMI-K0090 and H0510)*	
Term One Teaching Commences	11th September 2023
Half Term	23rd October -27th October 2023
Term One Teaching Ends	24th November 2023
Christmas Break	18th December- 2nd January 2024
Term Two Teaching Commences	3rd January 2024
Half Term	19th February- 23rd February 2024
Term Two Teaching Ends	15th March 2024
Easter Break	29th March- 12th April 2024
Term Three Teaching Commences	15th April 2024
Half Term	27th May- 31st May 2024
Term Three Teaching Ends	28th June 2024

Please note that the above dates may differ for certain programmes. Please speak with your Course Leader for clarity if applicable.
It is in your best interests not to book holiday within term/semester dates, including assessment weeks.

Important HE Dates – Board dates

BIM Boards Dates	
BIM Assessment Board (Semester 1 Results)	26th February 2024
BIM Assessment Board (Semester 2 Results)	16th July 2024
BIM Referral Board	29th August 2024
Extraordinary Referral Board (NRF Provisional Progressions)	19th October 2023
NRF Assessment Board (Semester 1 and Term 1 Results)	10th January 2024
NRF Awards Board	11th January 2024
NRF Assessment Board (Term 2 Results)	24th April 2024
NRF Awards Board	25th April 2024
NRF Assessment Board (Semester 2 Results and Term 3 Results)	17th July 2024
NRF Awards Board	18th July 2024
NRF Referral Board	30th August 2024
Higher Nationals Assessment Board (Semester 1 Results)	27th February 2024
Higher Nationals Assessment Board (Semester 2 Results)	15th July 2024
Pre-Board Extenuating Circumstances Panel	16th October 2023
Pre-Board Extenuating Circumstances Panel	9th January 2024
Pre-Board Extenuating Circumstances Panel	26th February 2024
Pre-Board Extenuating Circumstances Panel	23rd April 2024
Pre-Board Extenuating Circumstances Panel	11th July 2024
Pre-Board Extenuating Circumstances Panel	28th August 2024

Communication between you and us

Most communications from us to you will be via Blackboard (the College's virtual learning environment) or your student email account. Blackboard announcements will be emailed to you as well so **checking your email is really important.**

If any messages are confusing, then talk to your course team or tutor first. Sometimes students will interpret messaging differently so it's best to seek clarity from staff.

We want to make sure that we're contactable and staff will always respond to emails from your College email account. We don't respond to messages sent from personal email accounts or texts however so please use College email.

Lecturing staff will not respond to emails out of hours and we will make sure that you are aware of when proportional staff are available. Staff are requested to details their working hours and use Out of Office when then are not available (for example on leave).

Details of how you can link your email to your phone and how to access all other IT systems can be found here including
- Office 365 access
- Multi-factor authentication
- Eduroam (wi-fi access)

Personal Tutor Support

As an HE student you'll have a personal tutor to provide you with academic support throughout your course. They'll support for you to achieve your academic and personal goals as well as preparing you for the next steps in your journey.

As a minimum you can expect 3 formal opportunities to meet with your Personal Tutor across the academic year, with at least one per term.

Your Personal Tutor is someone to whom you can turn with any problem, academic or not. They will offer advice and guidance to support your academic, personal and professional development. This will include helping you to reflect on and benefit from the feedback you receive on your work.

On the personal side, you can discuss with your Tutor, in confidence, any matter - from health problems to relationship break-ups, whether it affects your ability to study or not. Your Tutor will be able to offer initial support on a range of issues and will also be able to direct you to the professional services offered by the College.

Formal tutorials are recorded on your e-ILP (electronic individual learning plan) with targets agreed between you and your tutor. This may also be updated by you or your tutor throughout your studies to ensure that there is a record of your conversations.

Individual Tutors will let you know how you can contact them and the system for booking meetings. If you need to see your Tutor urgently, don't be afraid to ask. Leave a note, or send an e-mail, and you will be contacted as soon as possible.

If you are a student on a Higher or Degree Apprenticeship programme and your employment circumstances change then your Apprenticeship Workplace Supervisor will discuss the options available to you, depending on your apprenticeship status. You can take a break in learning through agreement with your employer which may be due of medical treatment or parental or personal reasons. If you wish to take a break in your learning you must speak to your employer at the earliest opportunity. You must also discuss this with your Apprenticeship Workplace Supervisor at the same time.

Equity, Diversity and Inclusion at City College Norwich

City College Norwich aims to be:

- A College where everyone benefits from the wide diversity of staff and students.
- A College all can access with equal ease and dignity, enjoy a sense of belonging, and where learning and working have been designed with all in mind.

To this end, the College is committed to equality of regard and of opportunity for all, irrespective of age, disability, race, gender reassignment, marital/partnership status, pregnancy and maternity, religion or belief, sex or sexual orientation.

The commitment is fundamental to the College's Strategic Framework which covers all college activities and is endorsed by the Governing Body. The College values the diversity of its students, staff and the communities it is part of, and all members of the College community are expected to ensure that their actions embody this commitment.

The College's commitment to Equal Opportunities is summarised in the College's Equality and Diversity Statement, which details the steps taken by the College to ensure that equality and diversity are embedded within the fabric of the organisation at all levels.

The College will take active steps to prevent discrimination against anyone, staff or student, Discrimination or harassment will be dealt with firmly in accordance with disciplinary procedures.

If you have a complaint about harassment or discrimination, please raise your complaint appropriately. All complaints will be treated as confidential, and details will only be shared with the people who need to know in order to implement this complaints procedure. You may speak to a member of the academic staff or a counsellor in the Advice Shop.
The College's Equality and Diversity Statement can be found on Blackboard and on the College's website - here

City College Norwich, an Associate College of the University of East Anglia (UEA)

City College Norwich is proud to be an Associate College of the University of East Anglia (UEA). UEA is ranked in the World Top 250 (Times Higher Education World University Rankings 2023) and is a leading member of the Norwich Research Park, one of Europe's biggest concentrations of researchers in the fields of environment, health and plant science. UEA is in the UK Top 20 for research quality and 13th in the UK for quality of research outputs which is making real-world impact, with 91% of UEA research being rated 'world-leading' or 'internationally excellent' by the Research Excellence Framework (REF2021).

UEA is a UK Top 30 University (The Times/Sunday Times Good University Guide 2023), ranked 22nd in The Complete University Guide 2024 and was awarded Gold in the Teaching Excellence Framework 2017-2021.

The University has validated all the degrees offered at City College Norwich, except for those awarded by BTEC, and doing so has made a bold and clear statement of its faith in our academic standards and quality assurance processes. Therefore, you will embark upon a carefully designed and rigorously monitored programme of study and on successful completion will be rewarded with a UEA degree.

Our relationship with UEA goes beyond the validation process. We are constantly working with the University to enhance and develop our higher education offering.

After your enrolment all UEA validated students will be issued with a UEA campus card which will give you access to the University library 24 hours per day, seven days per week.

This campus card will give you access to:

1. Library and IT facilities

2. Student Support Services

3. UEA Students' Union: uea(su)

      3.1. uea(su) associate membership

4. Student sports club membership (uea+sport)

      4.1. Representing UEA sports clubs

5. Sportspark

1 Library and IT facilities

The UEA Library contains more than 800,000 books and journals, as well as extensive collections of specialist materials.

CCN students are entitled to a UEA campus card. With a valid campus card students can access the following:

· UEA Library building, open 24/7

· Library borrowing and reservation of on loan books

· IT username and password for access to the internet via UEA PCs in UEA Library · Access to 'walk-in' electronic resources · IT account related support from UEA IT Service Desk

CCN students are not able to loan: Reference Only Material, High Demand Collection, CLRC collection or CSED collection.

The following services are not available to CCN students: interlibrary loans, study room booking system, printing, photocopying, or scanning.

2 Student Support Services

Students are not able to access UEA Student Services directly as support services are provided by CCN. These services are accessed through the Information Store in Norfolk House, the Advice Shop at Ipswich Road and the Student Centre at the Easton campus. However, some general support and advice can be assessed on UEA's Student Support webpages.

3 UEA Students' Union: uea(su)

CCN students have access to their own students' union: https://ccn.unioncloud.org/

CCN students are not automatically members of the uea(su), however with a valid UEA campus card can access: · uea(su) bars · The two live music and nightclub venues: The LCR, located on campus and The Waterfront, located in the city centre.

CCN students cannot access direct support from the uea(su), however they can access most sections of the uea(su) website for helpful advice on housing, finance, and employment issues.

3.1 uea(su) associate membership

CCN students are able to apply to be a uea(su) associate member free of charge. More details, including how to apply, can be found here: associate membership webpage.

Associate members are able to join uea(su) sports clubs (more info in section 4) and uea(su) societies. UEA currently have over 200 societies, all ran by student committees.

Becoming an associate member does not allow CCN students the right to vote in any election by uea(su) or a uea(su) student group, the right to hold an officer or representative role at uea(su), or the right to hold a committee position in a uea(su) student group.

4 Student sports club membership (uea+sport)

UEA have over 50 sports clubs, run by uea+sport. Subject to a club's discretion, students over the age of 18 years who are uea(su) associate members can become an 'associate member' of UEA sport clubs.

To join a sports club, students will be required to purchase the uea+sport membership. This costs £55 per year and contributes to the cost of club activities, e.g., coaching, kit, transport, affiliations, insurance. Please note that each club also charges a membership fee in addition to uea+sport membership. Club fees vary and are set by each individual club.

4.1 Representing UEA sports clubs

Any student holding a UEA campus card will be deemed eligible to compete for UEA in the British Universities and Colleges Sport (BUCS). Please refer to the 2022-23 UEA Sport's Matrix for insight into associate membership participation with sport at UEA.

CCN students can only participate in BUCS on behalf of UEA or CCN, not both. Non-BUCS competitions will also be open for associate members to participate as long as they have a current UEA campus card.

Associate members will not be eligible for sport club committee positions and they are unable to access uea+sport social programmes such as ueactive/Ziggurat challenge.

5 Sportspark

Sportspark is one of the UK's largest community sports venues based at UEA. Sportspark facilities include: an Olympic size swimming pool, gymnastics centre, gym and fitness studios, sports halls, a climbing wall, squash courts, outdoor athletics track, Astro turf pitches and outdoor courts.

CCN students can join the Sportspark by purchasing a membership. CCN students can become a Green, Bronze, Silver or Gold member and are also eligible for the Educational Sportscard, which costs £10 per year.

The Educational Sportscard entitles holders to free entry into Sportspark as well as discounted pricing on many Sportspark activities including Holiday Clubs, climbing tasters, and a variety of courses including gymnastics, Fit Kidz and squash.

CCN Students' Union

Welcome to City College Norwich!

Hi there, my name is Lewis Pepperell, and I am the Students' Union President for 2023/24, going into my second year within this role. I have come from studying Level 3 BTEC Business Extended Diploma, studying this has allowed me to gain a good business knowledge that I hope to utilise during my time as SU President. I look forward to meeting many of you during my time in office and hope that I can solve some of the problems that you currently face.

The Students' Union at CCN is there to support you as student. Through the thick and thin of your course giving you a place to come to if you have any concerns or just need to have a chat, as the Students' Union we encourage students of all ages to take as many opportunities as possible so you can meet many new like-minded people and who knows could build lifelong friendships. We believe that everyone has a right to their voices being heard and the Students' Union is the place to come for that if you have any concerns or worries or even any suggestions of how we as a college can do better you can contact us by emailing StudentUnion@ccn.ac.uk or you can email the current president Lewis Pepperell on Lewis.Pepperell@ccn.ac.uk or phone the Students' Union on 01603 773077.

As HE students there are ways for you to get involved with the Students' Union, there is the opportunity for two HE officers in the Students' Union one for the Norwich campus and one for Norfolk house, these are positions where you work directly with the Students' Union and put your ideas for, HE forwards. If you want to start up a student group or society the Students' Union is there to help with getting it sorted for you and your peers. As a student you are automatically a member of the Students' Union, we are the people that get you the discounts through companies that we work with as listed below.

The Students' Union is always there for you and can help you to access a range of advice and guidance, so if you need support of any sort, the Students' Union is here to help you.

As a student of CCN, you are eligible to get lots of lovely discounts either from the National Union of Students or Free Apps. For more information on each, please visit the websites below:
www.TOTUM.co.uk
www.unidays.co.uk
www.studentbeans.co.uk

Free Citizen Card
A CitizenCard is an official UK ID / proof of age card recognised as such by the Home Office and almost all UK retailers and public transport providers including UK airlines. The adult 18+ ID card displays POLICE, SECURITY INDUSTRY and TRADING STANDARDS logos and all CitizenCards bear the PASS hologram.

A Standard application normally costs £15 online, however as a student of CCN you get to apply for one for FREE! For more details visit: https://www.citizencard.com/

HE Student Representation

Your voice as a student is important to us as a College. There are a number of ways that you can let us know what's working or not working for you as a student.

All courses have a Student Representative for each year. This student represents your views at *Course Committees*.

Course Committees take place 3 times a year and are attended by:

- The Head of Higher Education or the Assistant Principal for HE and Adults
- The Higher Education Delivery Manager (Programme Manager for Aviation) for that course
- The Course delivery team
- Employers involved in the programme
- UEA representatives

Your experience shapes these meetings, and your Course Rep will feed this back to the meeting. From this feedback there will be specific actions to improve your experience. Course teams track this feedback through *You Said, We Did* areas of your Blackboard course page.

The *HE Student Learning and Engagement Committee* is open to all students including Course Reps. It is also attended by:
- HE Student Representative (who leads/ Chairs the meeting)
- Students' Union President
- Academic staff
- Higher Education Managers and the Head of Higher Education
- UEA Partnerships Office.

The forum looks more widely at issues impacting all students including:
- Policies and procedures
- Assessment and feedback
- Feedback from student surveys
- Relevant topics or questions to develop the School and the HE Student Experience

Training for student representation is provided by HE Leadership supported by the Students' Union.

HE Course Committees	
First Course Committee Meetings	Week Commencing 20th November 2023
Second Course Committee Meetings	Week Commencing 4th March 2024
Third Course Committee Meetings	Week Commencing 20th May 2024
HE Student Learning and Engagement Committee	
First Meeting	Wednesday 29th November 2023
Second Meeting	Tuesday 12th March 2024
Third Meeting	Thursday 6th June 2024

Section 2 – Student Support

HE Student Support Officers Introduction

As your HE Student Support Officer, I am here to provide an additional support to help you to get the most out of your studies at City College. I will be happy to answer any queries or concerns you may have regarding your assessments, your experience at the College, or external factors that are impacting your studies such as financial concerns or issues at home.

I can offer 1:1 tutorial support for academic skills, and to discuss the various ways in which the College can support you. There are a number of support services and procedures within City College, and I am here to support you through these processes, and signpost you to the relevant support.

This handbook is intended to provide you with a summary of the main ways in which the college will support you to achieve your academic goals. I'm here to help you navigate through these processes and support services, so please do get in touch with me if you have any questions.

If you want to arrange a meeting with me or seek advice more generally, you can contact me in the following ways: -
Via email: Hannah.Brown@ccn.ac.uk , or by telephone 01603 773950
I normally work at Norfolk House, so you can knock on the staffroom door (NH3-01) there and ask for me. I will also be spending time at the other campuses, so I'm happy to arrange to see you at your location if you are based at Main campus, Easton, or IAAN.

Don't forget that you also have your academic tutor who will meet with you regularly to check on your academic progress and check on your general wellbeing. You can also speak with them about being referred to me.

As one small ask from me, you will receive a couple of short Student Support Surveys (normally in your first few weeks of Semester 1 and then again in Semester 2). Please do take the time to fill these in as it really helps me to identify our students' support needs and to improve the services we offer.

Hannah

Hello from your HE Student Support Officer (Employability and Progression)

I am here to provide careers education throughout your course, and to help you take your next steps after graduation.

I can help with:

- Careers guidance
- Job searches
- Job applications
- CVs and cover letters
- Identifying your Transferable and Professional Skills
- Interview techniques and practice
- Applying to courses of further study (including Master's degrees)
- Enhancing your employability
- Finding work experience
- Finding volunteering opportunities

If you would like support with any of these then you can speak to me.
I work across all campuses from Tuesday to Thursday and alternate Mondays and Fridays.

Helen
Helen Temple
01603 773696 helen.temple@ccn.ac.uk

Regulations and Procedures

All regulations and procedures are available on the HE Blackboard page. However, in this section, we are highlighting the commonly used procedures that can directly support students with their studies.

For all first and second year students and final year Easton students

[UEA Partner Bachelors and Integrated Masters (BIM) Regulations](#)

For final year Norwich students

[Norfolk Regulatory Framework (NRF)](#)

For students studying a Pearson BTEC qualification:

Engineering: [BTEC HNCD Engineering (pearson.com)](#)

Construction: [BTEC Higher Nationals in Construction Management for England: Specification (pearson.com)](#)

All Policies and Procedures which surround these regulations apply to all students.

NB It is advised that all students should refer to the official procedures in the first instance (as the following is intended just to make you aware of them) and discuss any queries with their course team.

Extenuating Circumstances

We understand that there may be periods during your course where other things may impact on your studies. To help you to manage, there are a couple of ways in which you can request additional time to complete your assessments.

These are: -
Self-Certification Request (SCR): Twice per academic year, students can extend their deadline by 5 working days. This does not apply to 'live' assessments such as exams and presentations. Self-certification extensions can be requested using the Extenuating Circumstances (Self-Certification) form. The form and procedure can be found on the HE Blackboard page.

Extenuating Circumstances Request (ECR): Students who experience unforeseeable circumstances that have affected, or will affect their performance in assessment, can use Extenuating Circumstances to request an extension to their affected deadlines.

Students will be required to evidence their circumstance. A list of example circumstances, and further guidance on this is available in the Extenuating Circumstances procedure. This is available on the HE Blackboard page.

Reasonable Adjustments

Whilst Extenuating Circumstances are used for unforeseen issues, if you experience more long-term issues that are impacting on your studies you may request a reasonable adjustment.

Reasonable Adjustments (RA's) may consist of support in exams, presentations and coursework to help alleviate the impact of a disability, learning difference, health, or mental health condition on your performance in assessments.

Some examples of RA's include, but are not limited to:
- Additional time in exams
- Additional time for coursework
- Rest breaks in exams and/or presentations
- Use of a computer in exams
- A reader, scribe and/or prompt for exams

All Exam Access Arrangements are at the discretion of the Examination Awarding Body and are subject to course structure and criteria.

Requesting Reasonable Adjustments

It is the responsibility of the student to request all adjustments that they require and provide evidence of their need. Any students who have previously studied with CCN and received support in assessment, will need to request this support again.

We will look for the following types of Evidence:

For Students with a DSA Assessment:

Any student who has had an assessment by the DSA (Disabled Student Allowance) and has been awarded support for their need, can use their entitlement letter as evidence for RA's. Please note, receiving DSA support does not automatically grant a student RA's. All RA's must be requested by the student via the Reasonable Adjustments request form.

Students with Medical Conditions:

If you have a medical condition and can provide evidence such as:

a letter/report from CAMHS, a HCPC registered psychologist, a medical professional a psychiatrist, a Speech and Language Therapist (SaLT); or

a letter/report from the Local Authority Specialist Service, Local Authority Sensory Impairment Service or Occupational Health Service

then this can be used as evidence. Students with this evidence can complete the Reasonable Adjustments Request Form and submit this to the HE Office.

Students with a Learning Difference or Difficulty:
Any student with a diagnostic report can use this as evidence for Reasonable Adjustments and complete the Reasonable Adjustments Request form.

For those without existing evidence of their need, the college can accommodate a SpLD appointment for Exam Access Arrangements (EAA) if both the student and tutor can provide evidence of difficulties with learning and assessments not associated with poor study skills.

You can request a SpLD appointment for assessment of need by following these steps:
Step 1: Go to Blackboard – Higher Education – Regulations and Procedures – HE Referral Form.

Step 2: Once you have completed part 1 of the HE Referral Form, please let your tutor know so they can complete their section- 2.

Step 3: Once your tutor has completed part 2 of the HE Referral Form, this will automatically be sent to the SpLD team to review.

Step 4: The SpLD team will contact you via telephone or email to discuss your needs and if necessary, book an appointment for a SpLD assessment. Make sure you give us your telephone number on the HE Referral Form.

Step 5: If a need is identified, the SpLD tutor will complete a report of recommendations and send this to the HE student and the relevant teams.

Step 6: It is then the HE student's responsibility to complete the Reasonable Adjustments claim form to request the recommended adjustments be put in place. The Reasonable Adjustments claim form will be found on Blackboard.

Interruption to Study

In light of unpredicted and significant changes in your circumstances, that make it impossible to carry on with your course for an extended (but not permanent) period or time, a pause in study may be appropriate. A pause to study allows for students to stop their studies where they are, or at the end of a semester, and return once circumstances allow.

It is always advised that students discuss this option with their course leader for information on how this would work for your specific course and circumstance. Please see the HE Blackboard page for the Interruption to Study procedure, titled 'PI Notice to Students Interrupting their Studies'. This is applicable to all students and apprentices.

Further Support
If you require further support, you should look at requesting support from DSA (disabled student allowance).

Disabled Student Allowance is an additional bursary to your Student Finance, awarded with the purpose of supporting students with disabilities, learning differences, and mental health conditions with their Higher Education Study. DSA support is only available to students who receive tuition and maintenance loans through Student Finance England, and so is not applicable to apprentices and students funding their own tuition.

DSA is necessary if the student requires support outside the remit of the course. For example: one-to-one specialist teaching (dyslexia) and/or equipment for study in excess of laptop use.

Applications should go direct to Student Finance England with evidence of need e.g., specialist medical evidence or specialist diagnostic report of a specific learning difficulty (SpLD). If a student does not have an evidenced diagnosis of their need, they will need to obtain this, or a specialist SpLD diagnosis to apply for DSA.

Finding a Qualified SpLD Specialist

The only people qualified to complete a specialist diagnostic report for a specific learning difficulty (SpLD) are a fully qualified and registered HCPC Educational Psychologist or a Level 7 Qualified Specialist Assessor with a current Assessment Practicing Certificate (APC).

A register of Educational Psychologists can be found on the HCPC (Health & Care Professionals Council) website: https://www.hcpc-uk.org

A register of APC Specialist Assessors can be found on the SASC (SpLD Assessment Standards Committee) website: https://sasc.org.uk/Assessors. This shows which professional association they have their qualifications with i.e. BDA, Dyslexia Action or Patoss. Please check a specialist teacher is APC registered with SASC before undertaking any paid for diagnostic assessment suitable for DSA. Alternatively, you can contact Patoss, Dyslexia Action or BDA directly to find an APC Specialist Assessor in your local area.

The cost of obtaining a Specialist Diagnostic SpLD Report can be upward of £400.00.

The college currently does not complete specialist diagnostic SpLD reports for dyslexia or other specific learning difficulties.

Library support

City College Norwich have HE library facilities at Norfolk House, Ipswich Road, Easton campus and the IAAN. In each of these libraries you will have access to an array of resources and IT equipment to support your studies.

The library offers a variety of support, both on campus and online. This guide will take you through the main areas of the library and how to access support. If you have any questions about these services, or want to find out further information, please take a look at the library [website](#), found under 'Useful Links for Students' on your Blackboard Homepage, or by clicking on 'The Library' at the top panel of the CCN Homepage. You can contact the library directly through the details below. The phone line and email address are manned during [opening hours](#).

Contacts:
General enquiries email: Tis@ccn.ac.uk.
General enquiries phone number: 01603 773114.

Reservations
Use the library's reservations service to request items from any college library, to be collected from your chosen library at a time you choose. Instructions with screenshots are available on the library website *[here](#)*.

1. Open the [Library Catalogue](#) and search for a book- you may have a specific title in mind. If not, you can search for key words and browse the results.

2. Once you have found a book you want to reserve, click on the item to open the record. Then click on 'Make a reserve/booking'.

3. Ensure that 'Reserve/Book the first available copy' is ticked, and then click 'Reserve'. This will send your request to library staff to prepare for you.

4. Once you have done this, you will be able to see your reservations under the 'Reserves' tab at the top of the page. If you have made a reservation by mistake, don't worry! By scrolling over the title on this list, a black cross icon will appear beside it, which you can click to instantly cancel the reservation.

5. You can view more details about your reservations at any time by clicking on your name in the top right corner of the screen and clicking on 'Borrowing Details'.

6. This will bring up your borrowing activity. By clicking on 'Reserves Pending' you can see any reserves that are currently waiting to be fulfilled. You can also cancel reservations from this screen- the cancellation button will appear when you scroll over the item.

7. Library staff will then arrange the item you have reserved and issue it to your account. You will receive an email to your CCN student email address (NOT your personal email address) titled 'Notification of Reserves/Bookings' when the item is ready for you to collect, so please keep an eye on your inbox. By default, we will arrange for you to pick up the item from your home site, e.g. If

you study at Ipswich Road, that is where you will collect your item, if you study at Norfolk House, that is where you will collect your item, etc. If you would like to arrange to collect your book from a different site to your usual place of study, please email: tis@ccn.ac.uk.

8. When you come to pick up your item, please check the reservations shelf or Library issue desk. We will have wrapped the book in brown paper and labelled it with your student number and the date the book is due back.

9. You can check your loan due dates and renew them online at any time. Library staff are also available to renew your books for you during our opening hours, either in person, or via email/telephone. If another library user has placed a reservation on an item you are borrowing, you will be unable to further extend the loan, and we ask that you please return it on or before the due date to avoid accruing any fines.

Reservation FAQ's:

How many resources can I collect at once?
- You can borrow up to 20 resources at a time.
- Library staff are NOT responsible for transporting to your home/car, so make sure you are able to get the resources home.

How quickly can I collect the resources I have requested?
- This depends on where the resource is originally located. If you want to collect a book from Norfolk House, and the book you have requested is already at Norfolk House, then it is possible to collect within 24 hours. If you are requesting books to be transported from another campus, it may take longer. Library staff will send an email to your student email address when your item(s) are ready to collect.

What do I need at collection?
- Your resources will be wrapped and labelled with your initials and your student ID number. You do not need to check them out, as they have already been issued to your library account. Please remember to wear your student ID badge whenever you visit the library.

Browsing the shelves
All students can borrow any resources you find by speaking to the library staff at the front desk of any campus library.

The opening times of each library are available on the library website. These pages will also show further information and updates on any procedures involving the library, or changes to the opening times or staff availability.

eBooks:
eBooks are a great alternative to borrowing hard copies from the library or purchasing your own books. They are free to use/download at a library computer, or your own device at home.

To browse, go to the Library website and select eBook Central or VLeBooks on the top row of tiles.

Online Journal Databases:

Journal databases allow you to search thousands of online journals at the same time. [Taylor & Francis](), [SAGE]() and [ScienceDirect]() are the largest databases you can access. Links to these databases can be found on the top row of tiles on the library website.

You can find more journal databases, online journals and websites related to your subject on the library website under ['Subject Resources'.]()

Instructional Videos

The Library Team have produced a range of instructional videos, which cover:
- Referencing and plagiarism
- Secondary referencing
- Online Research skills
- How to identify academic resources
- How to use Urkund
- How to write a literature review
- How to proofread your work
- How to use our eBook platforms
- How to use Taylor & Francis

All of these videos have been uploaded to YouTube, and can be viewed on the ['Videos']() page on the library website.

Support from the Team

The library team staff can support you as a student in various ways. They can offer guidance via their email or general enquiries line, you can ask them a question in person at the library, or you can schedule a 1:1 for more targeted support. If you are unsure of the best way to seek further support from the library, give them a call or email via the contacts provided.

Proofreading:

The library team can proofread up to 500 words of any written assignment. They can check for errors in spelling, grammar, punctuation, in-text citations, and structure.

To get your work proofread, email your work to the HE Tutorial Supervisor (Hannah Brown) at [Hannah.Brown@ccn.ac.uk](). Your work will then be anonymised and passed onto the library team. Your feedback will be returned to you by Hannah Brown via email.

Things to remember:
- Only 500 words of each assignment can be proofread. If you are sending through your whole assignment, please highlight the 500 words you wish to be checked. If you do not do this, the first 500 words will be checked by default.
- Each assignment can only be checked once. Please do not send through the same assignment multiple times for proof-reading, as it will not be checked further.

- Proofreading can take a few days, and the length of wait time will vary throughout the year depending on demand. Please allow at least 3 working days to get feedback and allow another day to make any changes.
- Proofreading continues over holidays, but it will take longer to be completed due to staff annual leave. Where possible, request proof-reading outside of college holidays.

Referencing:

Send your assignment to *tis@ccn.ac.uk* and Library staff will check your references and in-text citations.

The library can also offer guidance on referencing:
- Go to the library website and select 'Referencing'. Here, you will find a guidance video on referencing, a referencing checklist and a leaflet with examples of how to format your full references and in-text citations using Harvard referencing.
- Cite Them Right is the only guide to the specific style of Harvard referencing used at CCN. **No** other books, websites, apps, plug-ins or extensions use the same style! You can access Cite them Right via the 'Referencing' page on the library website.

Financial Support

A variety of financial support and advice is available to HE CCN students. For further information on finances specific to Higher Education students, visit the HE finance page on our website: [Student Finance at City College Norwich (ccn.ac.uk)](#).

HE Hardship Fund:

The HE Hardship Fund is available to HE students across all campuses. The fund is open to applications from the 1st of October –until the end of the financial year at the end of July 2023, or until the funding has been spent.

The HE Hardship fund is a limited bursary fund used to help relieve Higher Education students at CCN, Easton, and IAAN of financial hardship or circumstance that may be impacting on their education. As funding is limited, it is not guaranteed that all applications will be successful.

The fund can support with:
- Living costs not already met from other sources.
- An unexpected/emergency financial crisis
- Preventing students leaving their course due to financial worries

The hardship fund is not here to support with tuition fees, and all other Government statutory support must be explored before application.

The application form to this fund will be available on the CCN & Easton websites, HE Student Support Blackboard page, and via Blackboard announcements during the year. If you have any queries about the fund, please contact the HE Student Support Officer at Hannah.Brown@ccn.ac.uk.

Student Financial advice:

Information about HE student finances is available from the CCN Financial Advisors. If you are experiencing a financial concern, you can contact the financial advisors at: General enquiries email:
- Financialadvice@ccn.ac.uk
- General enquiries number: 01603 773322
- By appointment at the Advice Shop (Ipswich Rd campus)

Reliable sources:

The below links are commonly signposted to students by the Financial Advisers. These are reliable and trustworthy sources of information. If you are unsure on accessing advice from these sources, or want further information, please contact the Financial Advisors on the contacts provided.

- Citizens advice for debt and money management: https://www.citizensadvice.org.uk/debt-and-money/
- National Debtline for debt advice: https://www.nationaldebtline.org/

- Money Helper (formally the Money Advice Service) for free and impartial financial advice set up by the government: https://www.moneyhelper.org.uk/en?source=mas#

<u>Council Tax Redemption:</u>

As a full-time student, you may be entitled to reductions to your council tax.

If your property is occupied by only full-time students, then your property is exempt from council tax. If your property isn't exempt, some people, including full-time students, are 'disregarded'. This means the council tax is calculated as if you don't live there. This might mean that for whoever does have to pay the council tax can get a discount.

To apply for a reduction or exemption from your council tax, you will need evidence of your enrolment from college. To request a letter evidencing your enrolment at City College Norwich for the purposes of tax exemption, go to the CCN homepage – Useful Links - 'Letter Request Form'. Or, follow this link: https://homepage.ccn.ac.uk/student.

Safeguarding and Wellbeing Support

Safeguarding:
The Safeguarding team are here to help make sure students stay safe and well. If you are worried about yourself or a friend, the Safeguarding team will be happy to help. You can ask a member of staff to ask the Safeguarding team to get in touch with you if it is an urgent matter, or you can contact them directly at:

- Norwich:
- The Advice Shop (Ipswich Rd campus) and ask for Marie.
- Call/text on 07795487645
- Email safeguarding@ccn.ac.uk
- Easton:
- The Student Centre (Easton campus) and ask for Sam.
- Call/text on 07772785346
- Email safeguarding@ccn.ac.uk

Sexual Misconduct and Harassment:
Recent events in schools and higher education have highlighted the issues that students can experience around sexual misconduct and harassment. As a college we are committed to providing a learning environment which is free from harassment and violence of any kind. If you have any concerns, about sexual harassment, sexual violence or sexual misconduct, please speak to a member of staff and a referral to our safeguarding team will be made. To report a concern, please call 07795 487645 for Norwich, or 07772 785346 for Easton, or email safeguarding@ccn.ac.uk.

Wellbeing:
Across the nation, mental health concerns are particularly prevalent within the Higher Education student population. At CCN, our Wellbeing team are available to support HE students with their mental health and wellbeing. They are a team of friendly advisors, able to offer Wellbeing support in person, by phone or by email. The team can support you and give you guidance on a range of issues including depression, anxiety and stress.

If you have any queries about the Wellbeing team or the support they offer, you can contact them at wellbeing@ccn.ac.uk, or take a look at their information page on Student Services (accessible from the College Home Page).

Any student can refer themselves for support from the Wellbeing team or can ask a member of staff to refer them. To refer yourself to the Wellbeing team, go to: Student Services, click on 'Wellbeing' and select 'Quick self-referral form'. You can also follow this link:
https://studentccnac.sharepoint.com/sites/CCN-StudentServices/SitePages/Wellbeing.aspx

Counselling:

As part of the Wellbeing provision, we are also able to offer counselling sessions to students where necessary. There are generally 6 sessions of counselling offered, but in some cases, these can be increased, depending on the issue or problem. This is a free service for students. Counselling may be offered face to face or via phone.

The counsellors aim to enable learners to deal more effectively with their problems, concerns, difficulties or dilemmas by providing a confidential, caring and private environment in which learners feel accepted, confident and relaxed enough to be able to talk freely about any matters that concern them.

Additional Mental Health Advice:

Through Student Services and Blackboard, you can find additional signposting to mental health support, as well as advice and guidance on how to look after your mental health.

Go to 'Student Services', 'Wellbeing', and 'Mental Health' to access this main page of advice. You can also reach this page through the Blackboard Homepage, by selecting 'Organisations' on the left-hand panel, then 'Personal Development', and scroll down to select 'Mental Health'.

External Support Services

Although CCN has a lot of support in place for mental health and wellbeing, there are times where seeking further support outside of college might be beneficial. The following areas for support have been recommended by the Safeguarding and Wellbeing teams at CCN and are trustworthy and reliable sources of information and support. If you need to discuss these options further, please contact the Wellbeing team for advice.

Speaking to your GP:
If you need to seek additional support for your mental health, it is a good idea to set up an appointment to speak with your GP.

If you are unsure of how to talk about how you're feeling, or need some help in articulating what you want to say, then have a look at 'Doc Ready': Doc Ready. This website helps you organise your thoughts and provides advice on how to discuss your mental health with your GP.

Norfolk Assistance Scheme:
The Norfolk Assistance Scheme (NAS) helps people who are unable to meet their immediate needs or need practical support to set up home. NAS can support you with food, paying your bills and money for everyday essentials. It can also help you with household items like white goods or beds.

For more information or to check your eligibility, visit their website: Norfolk Assistance Scheme - Norfolk County Council.

Kooth:
Kooth offers free online text-based counselling with no waiting list as well as magazines filled with articles, advice, strategies and tips from young people and experts, discussion boards and other tools. It comes highly recommended by students who have used it or continue to use it.
For more information, or to sign up, visit their website: Home - Kooth.

24 Hour Crisis Support:
If you are in a crisis, in need of more urgent support, or feel at all unsafe, then there are free listening services available to help. These 24-hour listening services are available day and night to support you in a time of need. Confidential advice from trained volunteers is provided, and you can talk about anything that is troubling you.
- Call 116123 to talk to Samaritans, or email jo@samaritans.org for a reply within 24 hours
- Text "SHOUT" to 85258 to contact the Shout Crisis Text Line, or text "YM" if you're under 19

Norfolk Wellbeing Service:
Norfolk Wellbeing provides mental health and wellbeing support in various ways to people who live across Norfolk and Waveney and parts of Suffolk. Talking therapies, online workshops and advice is all available. Find out more information or make a self-referral here: Helping you live your life - The Wellbeing Service Norfolk and Waveney (wellbeingnands.co.uk)

Student Space:

Student Space is a website tailored to supporting Higher Education students in light of the pandemic. Here, you can read information regarding the typical concerns of students currently, view or watch help guides and advice regarding some more prevalent areas of concern and seek direct support via message or phone.

Useful Websites:

- The NHS have published a website dedicated to mental Health and self-care for young people. Find it here: [Self-care tips videos for young people - Every Mind Matters - NHS (www.nhs.uk)](www.nhs.uk)
- Mental Health UK's top 5 tips for mental wellbeing Wellbeing-Guide-MHUK_DIGI.pdf
- MIND's 'Improve your Mental Wellbeing': Mental Wellbeing

https://www.wellbeingnands.co.uk/norfolk/
https://www.nhs.uk/every-mind-matters/mental-wellbeing-tips/youth-mental-health

Additional Links and Information

Support with academic writing

<u>Academic phrase bank</u>:
An academic phrase-bank can be a very helpful resource to use in your academic writing, especially if you are experiencing difficulty in adapting to the Higher Education writing style.

The academic phrase-bank provides basic overviews and examples of academic writing. It explains the 'rules' of how to structure your work, as well as examples of phrasing and sentence starters that you can use in your own work.

You can find the PDF of the phrase-bank through the Library Blackboard page. Click on 'Academic Phrasebank' under 'Quick Links'.

'**<u>How to improve your academic writing</u>**':
This resource provides an overview of how to produce an academic essay. It looks at basic structure, how to avoid common mistakes, and general tips for using the correct writing style.

This resource needs to consider any necessary adaptation. If your tutor has explained what structure they require in a piece of work, then you need to follow that instruction. This resource is to support your writing, not to directly structure it.

You can find the PDF booklet here: <u>Layout 1 (york.ac.uk)</u>

<u>Assignment planning tips:</u>
Planning your assignments is very important. It will avoid you missing crucial points in your writing, can help you meet the learning objectives, and can often help focus you on the work. Everyone plans in different ways, so stick with whatever works for you. However, if you are unsure, here are some examples:

- **<u>Mind maps</u>**:
    - Sort all of the information you know you need to include into groups. These groups are likely to form your main points and can highlight any areas where you are needing more information or research.
    - OR, make a header on your mind map for each learning objective. Write everything you already know to include for each header and evaluate from there if you require any further research/information.
- **<u>List plan:</u>**
    - Do the same as above, but in the form of a list. You can write down everything you know about the assignment topic, and sort those into logical points for your assignment.
    - OR, categorise your information by learning objective, to ensure you have covered all points needed.

- **Research led planning**: Almost every assignment will require further research, and references. One options for planning, therefore, is to compete this search for resources, and then categorise your references into logical points. As with the above points, you can use this to evaluate if you have enough points/research to cover the learning objectives BEFORE you write your first draft.
  - Use the library, Google Scholar, Taylor and Francis and any other relevant search engine, and make a list of references. By each reference, make some bullet points to sum up the reference, or points that you could use in your essay. TIP: It is also a good idea to include a web link to the book/journal/article at this stage, to ensure you can find the resource again.
  - Group the references into similar points and use this to structure your assignment.
  - Build upon the notes made for each reference to flesh out a detailed plan/first draft.

Referencing:

All referencing at CCN is done in the Harvard referencing style. The in-text citations and full reference lists/bibliographies in your assignments must adhere to the Harvard referencing formatting.

You can seek support with referencing using the Library Blackboard page or contacting the library team directly if you need (see contacts in section 4: Library Support).

Please also refer back to the guide on Harvard referencing, which explains and gives examples of how to use in-text citations in various contexts, and how to format full references. This guide can be found on the Library Blackboard page.

Organisation / time management:

Keeping yourself organised is vital in ensuring all deadlines are met with minimal stress. It can be hard introducing learning and coursework into your existing routine, so it is best to get an organisation system in place early on. Everyone will have a different way of staying organised, but if you are finding it difficult, here are some example methods:
- **Using an online calendar:**
  - Try using your Outlook calendar, or a calendar on your phone/other device to plan your week. Include your lectures, rest breaks, study time, and other responsibilities (childcare, work, leisure etc.)
  - Put in your deadlines, work schedules, lectures, and other set dates/times. Then, filter in any plans, and set aside some time throughout your week to get college work done.
  - You can also use this to set reminders, which is especially useful if you have your calendar on your phone.
- **Have a daily/weekly to-do list.**
  - Use notes on your phone, add it to your calendar, get a notepad, or use the 'tasks' section on Outlook to make a to-do list.
  - Include anything you need to get done that day.

- o Make sure your list is achievable, and do not worry if you can't get it all done. This is simply a way to keep you on track and make sure you don't forget anything.
- **Have a good routine.**
  - o Try to plan when to get to bed and wake up to keep you well rested.
  - o Plan mealtimes, when to do housework/the food shop etc.
  - o Try to keep to a routine, at least on days you are planning to do college work. This will help to keep your daily/weekly plans and to-do lists on track.
- **Plan your assignments.**
  - o Section your assignments up into smaller stages and estimate how long each part will take you. Leave some extra time in case you go over and include rest breaks and extra time for getting into the flow of working. Base this on your normal way of working, if you take an hour to start working properly, then allow an hour to do so in your plan.

Additional tips for organisation:

- Use a timer for tasks and use this to plan how much time to allow for it in future. For example, if you think practicing your 20-minute presentation will take 30 minutes, but in practice you find it takes an hour, then you can make sure you allow at least an hour in future.
- Build in regular breaks and distractions into your routine and daily/weekly plans. For example, get into the habit of taking a walk after 2 hours of work, or a snack at 3pm to make sure you are taking breaks.
- Talk to others about the work. Get a study buddy to keep you on track (can do this over zoom/skype etc.).
- Go back over your lecture notes, check Blackboard and speak to your tutors. If there is something about the content of your assignment that you are finding hard to understand, make sure to do the work getting to grips with this plenty of time before your deadline.

The Personal Development Page

This page, accessible through Blackboard, contains a lot of additional materials to support with your learning and experience as a student at CCN. Scroll down for information on physical, mental and sexual health, careers guidance, and interview skills.

To access this page, go to the Blackboard Homepage, select '*Organisations*' on the left-hand panel, then '*Personal Development*', and scroll down to view all resources.

Software/online resources

Text-to-Speech:
- Office 365 Immersive Reader: The Office 365 Immersive Reader is available in the online versions of Word, Outlook, and OneNote. It has many features to support learners with learning difficulties such as dyslexia, or speakers with English as an additional language. Features include:
  - o Parts of speech - highlight words of a certain type, for example nouns and verbs.

- o Syllabification - break words down into syllables.
  - o Focus mode - focus on one line or paragraph at a time.
  - o Translation - translate individual words or the whole document. A picture dictionary is also available for some words.
  - o Read aloud - have the computer read a word or the whole text aloud.

  You can find Immersive Reader under the 'Review' tab, or search for it in the search bar (Alt + Q).
- Google Chrome Reader add on:
  - o 1) Open Google Chrome as your internet browser
  - o 2) Go to the Google Chrome Web Store (https://chrome.google.com/webstore/category/extensions)
  - o 3) Search using key words 'Read Aloud' and select the 'Read Aloud: A Text to Speech Voice Reader'
  - o 4) Click Add to Chrome, Add Extension
  - o Here is a brief You Tube video on adding and using the function and adding the reader: Read Aloud Chrome Extension - YouTube

Speech-to-Text:
- Google Drive:
  - o You will need to use Google Chrome as your internet browser.
  - o You will also need to set up a Google account and open Google Drive.
  - o Open a document you want to work on in Google Drive
  - o Click on Tools and select Voice Typing
  - o Click on the Microphone icon and it will type what you dictate.
- Voice notes: Use voice notes or any recording device when trying to plan work or understand a topic. You can then listen to this back or transcribe it if you wish to use this method for writing tasks.
- Microsoft Dictate: This is free a speech to text function add-in to MS Word and Outlook. PLEASE NOTE this is not 100% accurate by any means, so allow plenty of time for proof-reading/editing: https://www.microsoft.com/en-us/garage/profiles/dictate/
- Otter. Otter is a free (up to 600 minutes per month) software that transcribes recordings. You could use this help with writing tasks if you find speaking easier. PLEASE NOTE this is not 100% accurate by any means, so allow plenty of time for proof-reading/editing: https://otter.ai/login
- Chrome colour overlay extension: This function can support online reading for people who require coloured paper or a coloured overlay. This is commonly useful for students with dyslexia or symptoms of visual stress. Find this free extension here: Colour Overlay - Chrome Web Store (google.com).

Please take a look at the Student Services IT page for further information on available assistive technologies: Technology to Help with Reading and Writing (sharepoint.com)