



# Student Handbook 2021-22



Congratulations on joining NMITE!

*'I would like to extend a warm welcome to you for having the courage to take the leap and join us on our amazing journey. We plan to shake up engineering education as it currently stands and create a new generation of Engineers, who are work ready from day one, having the skills needed to succeed in the workplace.*

*Welcome to the revolution'.*

Professor Elena Rodriguez-Falcon, FIET, PFHEA, FCMI

President & Chief Executive

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## 1. Using this Handbook

We are committed to providing you with the information and guidance that will help you to make the most of your studies and overall student experience. The information in this handbook is correct at the time of issue and will be reviewed annually at the start of each academic year.

This handbook provides you with important information of relevance to your NMITE studies and student life, about our codes, regulations, policies, and procedures. It will also signpost you to the relevant contact details and links where you can find out more about the NMITE community and network of support services.

It is your responsibility and therefore essential that you read this Handbook as soon as possible.

Included in this handbook is information about:

- NMITE contacts and resources available to you.
- Your learning environment and what we expect from you as a student.
- What to do if you run into difficulties affecting your academic life.
- What to do if you encounter difficulties in your personal life.

The other handbooks that are relevant to your studies are:

- MEng Integrated Engineering Programme Handbook .
- MEng Assessment Handbook.

## 2. Sources of Information – Quick Guide

There are a number of important sources of information at NMITE, and we encourage you to familiarise yourself with these as soon as possible:

- NMITE Email Account: Important information will be communicated to you via email, so please ensure you check your NMITE email address daily.
- [nmite.ac.uk](http://nmite.ac.uk): The study section of the website provides links to useful information on student life, services, and points of contact.
- Virtual Learning Environment (VLE): Our VLE system, Canvas, is where you will find all the learning materials required for your programme. You should set notification preferences in Canvas for your email and phone.
- Student SharePoint Portal: The Student SharePoint portal will allow you to store electronic files safely and securely.



- Health and Safety: Health and safety is of paramount importance at NMITE. You must therefore make sure that you read all relevant information included in the Health and Safety Policy. You will receive information during Induction and throughout your programme on first aid, points of contact, guides and information on working in studios, workshops and off-site.
- myNMITE: upon registration, students will have access to myNMITE, a portal of information and resources.

### 3. NMITE's Founding Declaration

The Founding Declaration sets out our shared principles, values and behaviours, which NMITE and its engineers, employees and participating partners will commit to observe and expect of each other. The Declaration also ensures, through our governance, that these stakeholders have a voice in NMITE's design, operation and future development.

- To act towards others at all times with transparency, respect, and humility and to adhere to the highest standards of institutional governance and financial management.
- To place the well-being and security of its learners and employees, and their data, at the heart of the design of its environment and operations.
- To develop and maintain a learning and living environment where challenging opinions can be expressed and heard; where every voice, from whatever perspective, is invited and free to speak and live without fear; where each voice is considered to be equally important; and where any voice can speak or disagree openly with confidence that others will listen patiently and respectfully.
- To commit and engage fully as an active citizen of the NMITE community; motivated by concern for others; focused on selfless contribution; and communicating and behaving ethically, honestly, and truthfully at all times and in all circumstances.
- To take personal responsibility for making an individual contribution to NMITE and its community, and to play an energetic and fully contributing part in teams working to develop and sustain NMITE.
- To support the evolution and delivery of a programme of engineering learning that is truly interdisciplinary within the profession and truly liberal in the integration of other disciplines, knowledge and skills; which



is accessible to learners with different learning styles and at different points in their learning; and which inspires a profound and deep understanding of engineering and the real-world contexts in which engineering is done.

- In so doing, listen carefully and reflectively to ensure that NMITE's learning programme and working environment incorporate the input of and deliver meaningfully to all of NMITE's engineers and employers.
- To embrace change and renewal in the continuous evolution of NMITE, creating and supporting an active and mutually rewarding relationship of lifelong learning; to constantly seek and learn from global best practices; and to set a standard for and commitment to sharing new and better approaches to learning.
- To develop, evolve and deliver life- and career-changing engineering learning, in a learn-by-doing safe-to-fail environment; encouraging and supporting engineers who will be known by their qualities as NMITE engineers: resilient, curious, creative, innovative, empowered, team-focused, entrepreneurial, thoughtful, proud, and highly capable.
- To commit to working and engaging openly with and within Hereford, Herefordshire and communities beyond to help build and support an economic, social and educational ecosystem; to think and engage as a collaborative partner, understanding the implications for and respecting input from the community; and seeking to deliver for the collective good.

## 4. Student Support at NMITE

### 4.1 Student Support Services

The Student Support Services team are there to enable you to have the best possible student experience whilst studying at NMITE. Please drop in or contact us with feedback about any aspect of your NMITE experience.

Student Support Services provides you with one central point of contact for information, advice, and support with a wide range of practical matters. This includes (but is not limited to) the following:

- Programme information and timetables
- Regulations, registration, and policies
- IT and VLE matters
- Personal details and documents
- Career development



- Student Living and Accommodation
- Welfare and Support
- Health and Wellbeing
- Financial matters
- Student Voice

#### 4.2 Location & Contact details

*Email:* [studentsupport@nmite.ac.uk](mailto:studentsupport@nmite.ac.uk)

*Telephone:* 01432 804545

*In Person:* we offer a drop-in service between the hours of 9:30am - 4:30pm Monday - Friday; you are welcome to visit the Student Support Services office to speak to a member of staff. We are located in room B9 Blackfriars Campus and you do not need an appointment.

Appointments are available outside of these hours between 7.30am and 7.30pm on a Monday and Wednesday; please drop-in or contact us using the telephone number or e-mail above or book an appointment via MyNMITE and we will be happy to make an appointment time for you.

*Outside these hours:* 01432 381380. This phone number is provided for your use in case of any difficulties or problems that you do not feel can wait until the next working day. We recommend that you add this number to your contacts list/favourites in your phone so you always have it to hand should you ever need to use it.

This number will be active out-of-hours (specifically, outside the Student Support Services Team normal working hours of 9:30am - 4:30pm Monday - Friday). Calling this number will connect you directly to a member of on-call staff who will be able to advise and support you.

Please note: this number is not intended to replace the Emergency Services in situations where there is an immediate need to call for an Ambulance, the Police, or the Fire Service. In the event that any of these services are required, please do not hesitate to call 999.

#### 4.3 Your Personal Tutor

Your Personal Tutor (PT) is a member of academic staff who is allocated to you at the start of your studies and is your first point of contact for academic advice. PT's will follow your progress to help keep you on track to succeed. On academic matters they may provide advice on when and how to access the Academic Skills & Knowhow Centre. If you have any personal issues related to your





wellbeing or other concerns, your PT will also direct you via Student Support Services to the appropriate resources.

Unless requested, or circumstances change, your PT will remain the same throughout your programme. If you are unsure of who your assigned PT is please contact Student Support Services. Whilst at NMITE, you and your PT will have regular, timetabled meetings to ensure that an effective and trusting relationship develops. If you wish to meet with your PT outside this time you can book additional meetings. PTs will record when meetings take place and a summary of matters discussed using our secure student records system. Please refer to information regarding confidentiality.

Throughout your time at NMITE your PT will undertake a variety of roles. These include providing advice, monitoring, and discussing your progress based on the results of various assessments, and serving as a point of contact should you run into difficulties. It is also important to share your successes with your personal tutor because you are likely to ask them to write references for you when you apply for jobs as you approach graduation.

A number of personal tutorial sessions are scheduled and spread over the year, so that you meet regularly. Your PT will also be happy to see you at any convenient time to discuss any personal or academic problems you may have. You can book an appointment via myNMITE or contact your tutor by email. A Senior Personal Tutor oversees the PT system and is responsible for identifying and resolving issues that affect multiple students.

## 5. Studying at NMITE

### 5.1 Programme and Assessment

Descriptions, policies, and specifications for your degree programme can be found in your MEng Integrated Engineering Programme Handbook. Please refer to the MEng Assessment Handbook for more information regarding assessments and submission.

### 5.2 Working in Teams

You will be required to work in teams within your studies and to complete certain team assessments. If you believe that any members of your team is not participating/contributing, you are asked to inform the module leader, your PT and/or Student Support Services as soon as any such instances occur so that appropriate action can be taken. Please do not wait until the end of the module to inform because we cannot help you to resolve the problem at that stage.



### 5.3 The NMITE Campus

Please check your Programme Handbook, which will indicate where your main location of study will be.

### 5.4 Key Dates

Key Dates will be available via Canvas and myNMITE. We encourage you to link Canvas to your main Microsoft Outlook calendar and you can find instructions on how to do this here. This will allow you to add your own appointments and so have a single calendar as a reference point. Please note that some dates will be specific to your programme and cohort and may therefore differ from other students. Furthermore, the order of modules undertaken by a student within a cluster may vary and as such you must refer to your individual timetable.

### 5.5 Timetables

Timetables are produced centrally and are available via Registry and Canvas. If you are experiencing any issues with viewing your timetable through Canvas, then please request assistance from the IT Service Desk.

### 5.6 Hours of Study

For details on what is expected from you during your programme, please refer to your MEng Integrated Engineering Programme Handbook. As a guide, a typical working day is 9am until 5pm, Monday to Friday.

### 5.7 Attendance

As a full-time student you should normally reside in Hereford, or within easy commuting distance of the city, during your programme.

In accordance with the MEng Integrated Engineering Programme Handbook, all students are required to attend the activities specified in the module timetable and listed on Canvas, and fully engage with them.

Your attendance will be monitored and you are expected to aim for 100% attendance. Failure to meet attendance levels of at least 80% of the scheduled learning and assessment activities during each FHEQ Level may impact upon your registration status as a student.

You should contact your PT to discuss your situation if you are struggling to fulfil the attendance or any other requirements of your programme. Alternatively, you can talk to a member of the Student Support Services team.

### 5.8 Leave of Absence

A leave of absence (time out) from your programme may be requested for a variety of reasons including medical, financial, and personal. You should discuss



making a request with your PT and a member of the Student Support Services Team. Further information can be found in the Leave of Absence Policy.

### 5.9 Extenuating Circumstances

Sometimes during your studies, you may be affected by sudden or unforeseen circumstances that you could not reasonably have been expected to avoid. You should always contact your PT or Student Support Services for advice and support for short-term circumstances affecting your ability to study or take assessments, or if you have received a diagnosis of a disability or long-term medical condition.

Further information can also be found in the Extenuating Circumstances Policy.

You are responsible for informing NMITE of any circumstances that you consider are affecting your ability to study and/or undertake assessments as early as possible. With early warning, NMITE can provide appropriate support. You should be aware that NMITE will be unable to respond to your circumstances if we remain unaware of relevant information.

### 5.10 Accelerated programmes

If you are taking an accelerated programme, it is advised that you carefully consider your activities outside your learning so that your wellbeing and progress is not affected. It is important to remember that accelerated programmes do not require more work than a non-accelerated programme, however your annual holiday time will be reduced. If, during your programme, you would like or need to take extended leave your PT and/or Student Support Services will advise you of the processes involved.

### 5.11 Academic Skills and Knowhow Centre (ASK)

NMITE views communication, mathematics and IT as vital tools but does not believe a high-level of knowledge in these subjects should be a pre-requisite to studying engineering. In line with its overall approach to teaching, NMITE will support, scaffold, promote and advance communication, mathematics, and IT learning 'through doing' as part of the modules that you study.

ASK is a collaborative centre bringing together the expertise of the communication, mathematics, and ICT educators with those with expertise in finance, project management, ethics, science, and other areas of relevance to NMITE. In the ASK centre and via the ASK's Canvas pages, you will find information, advice, and resources about the full range of academic support available. The centre will also be a place where you can share your own know-how.



ASK provides support in your studies from a location, room B15 Blackfriars and, even more conveniently, online on NMITE's Canvas system. You can make an appointment for face-to-face support or arrange for support to be provided remotely via telephone, Microsoft teams or e-mail, at your preference.

In ASK we can support you with:

- Mathematics and statistics related queries, problems and understanding
- Communications: writing reports, presentations, posters
- IT and digital: links to computing tools and resources
- Professional competencies, such as management skills and career development
- Study support, such as making sense of assignment feedback and understanding academic processes
- And lots of other resources to help make your learning more relevant.

ASK will initially enable you to fully engage with your programme irrespective of former learning and experience. While you are at NMITE, ASK will provide you with signposting to other skills and resources, including other experts at NMITE, to help with your challenges, particularly for the final sprints. So, whether you wish to consolidate, improve, further or share your learning, ASK is happy to help.

The ASK Centre (B15 Blackfriars) is open 09.00-17.00 Monday-Thursday, with times outside those core hours available by appointment.

### 5.12 Academic Integrity and Academic Misconduct

As your programme of study continues, you will be taught the concept of academic integrity and how you can ensure that any work that you complete now, or in the future, conforms to these principles. This means that your work appropriately acknowledges and refers to the ideas and results of others and that it is conducted in an ethical way.

Academic misconduct is an inappropriate activity or behaviour by a student which may give them, or another student, an unpermitted or unfair advantage, whether intentionally or unintentionally.

For further information please read the Academic Misconduct Policy.

### 5.13 Conflict of Interest

During your studies you will be working on projects in collaboration with external organisations (project partners) in different modules. You have a duty to inform respective Module Leaders if there is any conflict of interest. Conflict of interest can be defined as but is not limited to the following:



- You are being assigned to a challenge where the partner is an external organisation where a member of your family, your friends or close acquaintances are working and/or are decision-makers and which could mean that you receive preferential treatment.
- The partner is your past or present employer.

For further information please read the Conflict of Interest Policy.

#### 5.14 Opportunities for Personal Development Planning

Personal development planning, for example identifying individual areas of strength and weakness, and developing employability skills are embedded in many aspects of NMITE programmes. Furthermore, students are encouraged to develop and maintain a portfolio of work which will help catalogue personal development in a form that can be presented to future employers and others. Opportunities for engaging with community groups, both within and outside the formal programme, will be provided and advice on how to best take advantage of this will be available from your PT and/or Student Support Services.

#### 5.15 Careers Advice

If you wish to speak with a Careers Advisor, your PT or Student Support Services can provide you with the appropriate contact.

## 6. Facilities at NMITE

### 6.1 Learning Spaces

Your educational experience at NMITE is facilitated by carefully designed learning spaces which include studios as well as other breakout, technical (workshop), and quiet spaces. The home base is the studio, where approximately 25 students will learn through seminars, tutorials, challenges, practical tasks, and mentoring. Studios are designed to be used throughout the working day and are thus flexible and versatile, and able to be quickly adapted for different learning activities.

The studio environment allows you to occupy one consistent space for your module, where you can establish a pattern of work with your team. Educators can easily and naturally engage with each individual and team to provide assistance and advice where needed. A studio is therefore an environment where you are encouraged to try, fail, and learn from your mistakes as an enjoyable and expected part of the learning process.

Whilst the studio space encourages collaboration and healthy competition between teams, the breakout areas enable more quiet and intense focus. These retreats mitigate against feeling too enclosed in one room, as well as allowing



for private consultation with educators. In all, these spaces mimic those found in work environments, easing the transition from the academic to professional world.

## 6.2 Safe Working

When you are carrying out practical tasks in a workshop or other designated project work areas in NMITE, you need to observe the health and safety regulations as described in the Health and Safety Policy.

When at one of our external partner organisations you must also fully comply with their health and safety regulations.

## 6.3 Computing Facilities

NMITE provides access to a range of technical software appropriate to your studies. Full details will be provided at the start of the modules to which it is relevant.

- Technical Support and Helpdesk – routine IT support is available from the IT Service Desk. For questions regarding the use of technical software, educators will provide you with relevant guidance.
- Canvas – You can submit assignments, participate in discussions, and view grades and module materials on Canvas Instructure. The Canvas Student app also provides access to calendars, notifications, and messages
- Microsoft Suite – NMITE provides a set of tools and a platform that prepares you for learning from day one. Though the core materials of modules will be delivered via Canvas, access will also be provided to Office, Teams, OneNote, OneDrive and SharePoint (from the Microsoft Suite), so students can be ready for the workplace.

## 6.4 Equipment Required to be Provided by You

At NMITE you will be required to provide the following:

- Safety boots which satisfy the requirements of BS/EN/ISO20345:2011. Safety footwear must fully enclose the foot.

For any further equipment requirements, please see your MEng Integrated Engineering Programme Handbook. If you are experiencing any financial difficulties in providing required equipment, information regarding Financial Advice and Support can be found on myNMITE or you can contact Student Support Services.



## 6.5 Library/e-learning Resources

There is a resources room opposite the ASK at Blackfriars which contains artefacts and a small library of books. This is available for all students to access and use as part of their learning. Access to the room is via your ID card. The room is not staffed, as we trust students to use the room and resources responsibly. Any questions, please speak to a member of the academic staff.

Most print titles listed for use within your Programme will be held in the Library with a few selected titles being kept within the studio areas of NMITE. NMITE operates an e-first policy where possible and where the cost of doing so is not unduly prohibitive.

For information about the Library and library resources please refer to Canvas (VLE).

## 6.6 Refreshments and Breaks

Our philosophy on refreshments and breaks is a further extension of our approach to work-readiness, so we encourage you to take responsibility for stepping out of work areas when you need a drink or something to eat.

Space for refreshments, that is separate to 'work areas', is available at the Blackfriars campus as follows

- The most relaxing and social place to eat and drink in the Main Hall in the Edwardian Building, where facilities for heating food or making a drink, and seating and tables are available. There are also seats available in the foyer space near the Main Entrance.
- Water fountains are available on each level of the Modular Building.
- You can access hot water in the first-floor Drinks Point of the Modular Building (next to which is a seating area) or the Main Hall of the Edwardian Building.

We would ask that you stick to a few simple rules around food and drink in work areas as follows:

- You can take your water bottle into the studios so long as it is only water. Hot drinks are not permitted in the studios.
- When you're using desktop equipment in studios, to protect your health and safety and the equipment, we'll ask you to put your water bottle away.
- If you're in The Factory, to protect your health and safety and the equipment we'll ask you to leave your water bottle in your locker.





If you're looking for gourmet coffee, the Blackfriars Campus is just a few steps away from a range of cafés, restaurants and coffee shops in the city centre. Why not take advantage of those offering discount to NMITE students?

## 7. Student Life at NMITE

### 7.1 Student Support Services

Student Support Services is not just to provide help and support you if you have a problem or concern; the Student Support Services Team is there to enable you to have the best possible student experience whilst studying at NMITE. Please drop in or contact us with feedback about any aspect of your NMITE experience

We offer a drop-in service between the hours of 9:30am - 4:30pm Monday - Friday; you are welcome to visit the Student Support Services office to speak to a member of staff. We are located at Blackfriars and you do not have to have an appointment. Alternatively, you can contact us via e-mail or telephone, details are below:

*Email:* [studentsupport@nmite.ac.uk](mailto:studentsupport@nmite.ac.uk)

*Telephone:* 01432 804545

Appointments are also available outside of these hours between 7.30am and 7.30pm on a Monday and Wednesday; please drop-in or contact us using the telephone number or e-mail above or book an appointment directly via myNMITE and we will be happy to make an appointment for you.

### 7.2 Our Expectations of You

As members of the NMITE community, we expect all students to adhere to the following:

- Read this Handbook, other related Handbooks and student related policies.
- Read and familiarise yourself with our shared principles, values and behaviours detailed within the NMITE Founding Declaration.
- Conduct yourself at all times in a manner that does not bring NMITE into disrepute.
- Conduct yourself in a courteous and professional manner when communicating with NMITE staff and visitors.





- Read your NMITE emails daily and use your NMITE account to communicate with us. We will not respond to queries about results or assessments from non-NMITE email accounts.
- Make sure that your Canvas notifications are set so that you routinely receive announcements and updates.
- Set aside at least 40 hours a week for academic work.
- Attend all timetabled activities and be prepared to engage with discussion and contribute ideas.
- Know your assessment deadlines and meet them.
- Attend scheduled meetings with your PT.
- Keep your key contact details up to date via Student Support Services.
- Talk to us if you have a problem.

### 7.3 Induction Arrangements

Your first week at NMITE is Induction Week. This week aims to help you settle in and build confidence with your peers and educators from the beginning of your NMITE journey.

There will be introductions to staff, facilities and Student Support Services as well as opportunities to get to know the beautiful city of Hereford. It will also cover various health and safety demonstrations and preparation sessions for your programme so you will not be able to start your studies without completing the induction programme. Induction Week will make clear our commitment to you and what you can expect from us and will also make clear our expectations of you as a member of the NMITE community.

We aim for it to be lots of fun with activities hosted by our events and venue partners all within easy walking distance of the accommodation and campus.

If you are not able to attend due to extenuating circumstances, please contact Student Support Services to let us know before the Induction Week starts. If you become unable to attend during the week you must inform Student Support Services before activities start the next working day.

### 7.4 Student Living within the NMITE community

#### 7.4.1 Accommodation

Terms and Conditions relating to NMITE student accommodation will be provided by CityHeart Living who are managing our student accommodation for



2021/22. To discuss your personal requirements and for further information contact Student Support Services.

#### 7.4.2 Safeguarding and Prevent

The health, safety, and wellbeing of our NMITE community is of paramount importance and is everyone's responsibility. Our Safeguarding Policy sets out our commitment for keeping all members of our community safe and our procedures clearly state how safeguarding concerns should be reported. At NMITE the Designated Safeguarding Lead is Samantha Lewis HR Director (People and Culture).

Please contact Student Support Services for further information about Safeguarding.

NMITE recognises its responsibility and duties within the Government Prevent Strategy to be aware of and where appropriate act to ensure the safety of all students from radicalisation and extremism.

At NMITE the Prevent Lead is Samantha Lewis (HR Director).

You can find out more by reading the NMITE Prevent Strategy.

#### 7.4.3 Visitors on Campus

Only authorised visitors will be allowed on NMITE premises. Authorised visitors must wear a visitor badge at all times while on NMITE premises. All guests must be and can only be signed in and out by a member of NMITE staff, not by a student (unless with prior written permission from a member of staff). They must be escorted by a member of NMITE staff while on NMITE premises.

If you need to bring a guest onto NMITE premises, please discuss this in advance with a member of staff.

If you believe that there is an unauthorised visitor on the premises or trying to enter the premises, you should immediately report this to a member of NMITE staff, or, in appropriate circumstances, to the police.

#### 7.4.4 Travelling around

Hereford is a cathedral city at the heart of the rural county of Herefordshire. It is surrounded by a number of Market Towns each with their own unique identity and attractions. The city and some market towns are serviced by national rail links. The city and county are easy to get around, serviced by a number of county bus services, local taxis, and cycle routes. Information to all these services can be found on our Getting Around information page on myNMITE.



## 8. Welfare and Support

### 8.1 Equality, Diversity, and Inclusion (EDI)

NMITE is committed to taking active steps to create, foster and promote a positive inclusive culture that promotes a mutual respect for each other and the values, beliefs, and individual differences we all hold.

NMITE values all individuals, irrespective of their protected characteristics including age, disability, gender or sexual orientation, race (including colour, nationality, ethnic or national origins), religion or belief, marital status, or employment status. They are what makes us individual and collectively are what creates diversity and strength within NMITE.

Further information can be found in the Student Equality, Diversity and Dignity Policy.

NMITE do not tolerate discrimination or unacceptable behaviour in any part of our community. We have a tolerant and social culture that benefits everyone. Further information can be found in the Student Bullying and Harassment Policy.

### 8.2 Support for Students with Disabilities and Long-term Conditions

NMITE will make reasonable adjustments to learning and assessment to ensure that students with a disability are not put at a disadvantage. Reasonable adjustments are also available for students who might not consider themselves to have a 'disability' but who nevertheless would benefit from additional support due to an ongoing medical or mental health condition.

It is your responsibility to notify NMITE if you believe you require reasonable adjustment, and you are encouraged to make a request as early as possible by contacting Student Support Services.

### 8.3 Pregnancy and Maternity, Paternity, Parental and Adoption Leave

NMITE makes reasonable adjustments for students who are pregnant or who need to go on maternity, paternity, parental leave and adoption leave. Students should contact Student Support Services for more information.

### 8.4 Religious Observance

A reflection room is located in Blackfriars; this room is open to all students and staff for private prayer or just somewhere to be quiet. You may need reasonable adjustment to be made for you to observe your faith, particularly where activities or assessments might fall on important religious dates. Further information on advice and support regarding religious observance is available through Student Support Services.



## 8.5 Financial Advice and Support

myNMITE provides a range of information on financial matters, including 'how to spend safely', 'top tips for spending less' as well as what to do if you have money worries. If you would like further financial advice or support, please contact Student Support Services or your PT who can assist you in accessing appropriate resources and contacts.

## 9. Health and Wellbeing

### 9.1 Work, Life Balance

Maintaining a healthy work-life balance is essential in ensuring your mental and physical wellbeing. Achieving the balance helps you to maintain your mental health, to promote your physical health and wellbeing, increases your ability to engage positively and productively with your studies and helps you to become a rounded individual, with resilience and confidence to face challenges that may arise throughout your life.

In order to support you to achieve this myNMITE contains an 'Our Herefordshire' section; here you can find information and resources so you can choose and engage in a wide range of social, leisure, sporting and cultural activities. It also contains information about volunteering opportunities.

Herefordshire is a welcoming community and the more you put in, the more you will get out of your time both as part of NMITE and the wider community.

### 9.2 Wellbeing

myNMITE provides a range of information, and links to support services for all aspects of wellbeing. This includes information on healthy eating, being active, sexual health, relationships, substance misuse, personal safety, bullying and equality.

If you have any wellbeing concerns relating to yourself or one of your peers please contact, Student Support Services or your PT who can support you to access appropriate resources and contacts.

In addition to a wealth of information you can find on myNMITE, Herefordshire Council provide a wide range of information of local services and events via a website for Herefordshire - [Home - Talk Community Directory](#)

### 9.3 Counselling

The Student Support Team will provide a triage service to enable you to access the NMITE Counselling service.



If you wish to get in touch with the NMITE counselling service, please contact Student Support Services or your PT who can support you.

The model of counselling entitlement is detailed with the Student Mental health and Wellbeing Policy.

#### 9.4 Health Services

You can also access information and advice on local health services on myNMITE. If you have any health concerns you wish to discuss, please contact Student Support Services or your PT, who can provide you with the appropriate contact.

You are strongly encouraged to register with a doctor as soon as possible after you arrive in Hereford so that you can access healthcare quickly if you become ill or injured. UK students under the age of 25 are also advised to be vaccinated against Meningitis (ACWY).

During Induction week you will have the opportunity to register with the Hereford Medical Group which is our partner GP Service and based along Station Approach. Alternatively if you wish to register with another practise you can find further information here: [NHS GP Surgeries in Hereford](#).

#### 9.5 Confidentiality

Student Support Services staff and PTs are committed to protecting and respecting student's confidentiality and privacy. Staff will not pass on personal information about students, except in the following circumstances:

- Where the member of staff has the consent of the student to disclose the information.
- Where it is necessary to share this information with colleagues within NMITE on a need-to-know basis, to help them provide robust and appropriate support to the student or third parties.
- Where the member of staff believes the student, or a third party is in danger/at risk of harm and it is in their vital interest to extend confidentiality.
- Where there is a legal requirement to disclose information.
- Where the information is required by the police for the prevention or detection of crime, or the apprehension or prosecution of an offender, and not providing the information would prejudice the investigation.

Staff will always encourage students to disclose information themselves to relevant third parties or aim to seek the consent of students to share the



information. However, if the risk of harm is sufficiently acute, we may pass on the information directly to relevant staff or appropriate external parties, such as medical professionals or the Police.

## 9.6 Student Engagement– Representation, Participation and Evaluation

### 9.6.1 Student Engagement and Representation

NMITE is committed to an ongoing dialogue with students to continuously improve our educational offer. This involves staff and students working in partnership to enhance aspects of learning provision, ensuring that the breadth and diversity of student perspectives are involved whenever academic provision is reviewed and evaluated, and including students at all levels of NMITE's decision-making processes. We value your input in informing future improvements and developments, and we are mindful of the need to ensure that you are not overly tasked with requests to do too many surveys, but also that we value other, more engaged forms of student partnership in learning design, where you can show us your ideas and help directly shape new learning experiences with us. If you feel you are being asked to do more than is manageable please raise this issue with your PT and/or Student Support Services.

### 9.6.2 Student, Academic and Professional Organisations

Your PT and/or Student Support Services can provide details regarding student, academic and professional organisations.

## 9.7 Complaints Procedure

Although NMITE strives to provide an outstanding student experience there may be times when the quality and standard of the educational experience or wider experience at NMITE does not meet reasonable expectations. You are encouraged to make known your concerns as part of NMITE's commitment to continuous improvement, and to make a complaint when appropriate.

Please read the Student Complaints Resolution Procedure, if you are unsure of the grounds for your complaint or the procedures you are required to follow, you can seek advice from Student Support Services.

## 9.8 Student Disciplinary Policy

NMITE is part of the local community in addition to having our own institutional community, and, as with members of staff, all students are expected to conduct themselves with due regard for the wellbeing of each other, residents, and NMITE's reputation. Please read the Student Disciplinary Policy.



## 9.9 Records and Data

The Academic Registrar is responsible for the administration and maintenance of student records at NMITE. This information is used to fulfil reporting duties to the Student Loans Company, as well as other external bodies.

Processing of student results and awards as well as the production and distribution of academic transcripts and certificates of award is the responsibility of the Academic Registrar. During and following your time at NMITE the Academic Registrar may contact you with a variety of document requests, including statements of attendance and confirmation of degree letters.

For further information please read the Data Protection Policy, the Data Management Policy and the IT Acceptable Usage Policy.