Information Guide

Pre-Registration Nursing & Midwifery Programmes

September 2008 – 2009
This Information Guide provides information about the School and University administration processes and support systems.

This guide provides you with vital information. Please spend time reading it carefully.

Please also read the Regulations Guide which provides information on School policies and procedures including essential information relating to assessments and practice.

Detailed programme information, including your Programme Handbook and Module Handbooks is available at http://www.city.ac.uk/sonm/students/index.html

You will receive a printed copy of your Portfolio of Practice, which will also be available electronically on CitySpace.

From time to time, we may need to make changes to our policies and programmes, in which case we will ensure that you are fully informed and the guides are updated on the website http://www.city.ac.uk/sonm/students/index.html
WELCOME FROM THE ACTING DEAN OF
THE SCHOOL OF COMMUNITY & HEALTH SCIENCES

On behalf of the academic and professional administrative staff of City University London I would like to welcome you to the School of Community and Health Sciences, incorporating St Bartholomew School of Nursing and Midwifery, which has a long tradition of educating nurses and midwives. In keeping with current health care practice we are increasing opportunities for interprofessional education, which support your growth and development as a professional. We are proud of our history and have endeavoured to build on this, by adapting and evolving your School to meet your professional and personal needs; enabling you to maintain and advance your knowledge and skills to meet the demands of contemporary practice.

City University London provides a range of pre-registration and undergraduate programmes in health and community practice. Its core provision in Nursing, Midwifery, Radiography, Optometry and Speech and Language professional education has recently been complimented by Police Studies. At City University London we are committed to educating nurses and midwives who are confident about their practice and their contribution to the multi-professional team. During the course of your programme here you will have the opportunity to learn alongside your radiography and speech and language student colleagues you will also learn alongside medical students from Queen Mary University of London Medical School.

The programmes and modules you will undertake here incorporate leading-edge knowledge and skills, to ensure that your education is relevant to nursing, midwifery and interprofessional practice and also stimulating and sometimes challenging. You will have the benefit of learning in some excellent environments, such as the biological sciences, and clinical skills laboratories at St Bartholomew’s Hospital. You will acquire clinical skills in a unique variety of placements normally within both health and social care settings with the NHS or with the independent sector. You will be supported by lecturers who are consistently rated as excellent, the majority of who go regularly to clinical placement areas, ensuring they are up-to-date with issues facing the modern practitioner. You will also be taught by lecturer practitioners (nurses who have joint appointments between the University and health service organisations) and mentors (nurses who are employed by health service organisations and support you during your clinical placements). You will have the opportunity to meet, and be taught by, the School’s Professors and Readers who have international reputations within their chosen areas of nursing, midwifery and health related practice and research. All this combines to give you a head start in the development of your professional career.

Throughout your time as a student you will be given opportunities to tell us about your experience and to participate in decision-making, about your programme, at School committees. Your contribution to the development and management of the School is highly valued and appreciated.

We hope that you will enjoy your time with us in the School and wish you success in your studies.

Professor Jennifer Edie
Acting Dean
School of Community & Health Sciences
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City University London was founded in 1894 as the Northampton Institute and awarded full university status in 1966.

It is based in the heart of London, close to the City of London, where it contributes significantly to the capital's academic, cultural and business life.

It has almost 11,500 students from 153 countries who benefit from the University's internationally renowned experience of more than one hundred years' of teaching and learning.

City's graduate employment record continues to be one of the best in the country and friendly staff help to make it a pleasant place to work and study.

Dynamic research activity across all schools and institutes, including substantial interdisciplinary work, underpins City's distinctive position as the University for business and the professions.

As the University for business and the professions, we offer quality teaching across a range of subjects. Our programmes, many of which are accredited by professional associations, are regularly reviewed and updated.

During your time at City you will be part of a friendly, cosmopolitan community of students based in the heart of one of the most exciting cities in the world.
WHO’S WHO

Each member of staff has their own direct line which is their extension number preceded by 020 7040 e.g. extension 5753 becomes direct line 020 7040 5753. It is much quicker to contact staff by calling their direct line. If they are not there you can leave a message on their voicemail, and they will return your call as soon as possible.

### RECEPTION

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>West Smithfield</td>
<td>20, Bartholomew Close, West Smithfield, EC1A 7QN</td>
<td>020 7040 5700</td>
</tr>
<tr>
<td>Whitechapel</td>
<td>Philpot Street, London E1 2EA</td>
<td>020 7040 5800</td>
</tr>
</tbody>
</table>

### UNIVERSITY STUDENT SERVICES

<table>
<thead>
<tr>
<th>Department</th>
<th>Location</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Centre</td>
<td>Level 2 Refectory Building, Northampton Square</td>
<td>020 7040 7040</td>
</tr>
<tr>
<td>Students’ Union</td>
<td>Students’ Union Building, Spencer Street, Northampton Square EC1V OHB</td>
<td>020 7040 5600</td>
</tr>
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</table>

### SCHOOL STUDENT SERVICES

<table>
<thead>
<tr>
<th>Department</th>
<th>Location</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Services Helpdesk</td>
<td>Student Common Room, First Floor, West Smithfield</td>
<td>020 7040 5780</td>
</tr>
<tr>
<td>Student Services Helpdesk</td>
<td>Room 2.4, Second Floor, Whitechapel</td>
<td>020 7040 5312</td>
</tr>
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### LIBRARY SERVICES

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact</th>
<th>Phone</th>
</tr>
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<tbody>
<tr>
<td>Book Renewals</td>
<td>Automated telephone service</td>
<td>020 7040 8191</td>
</tr>
<tr>
<td></td>
<td>Website</td>
<td><a href="http://library.city.ac.uk/">http://library.city.ac.uk/</a></td>
</tr>
<tr>
<td>General enquiries</td>
<td>West Smithfield Library</td>
<td>020 7040 5759</td>
</tr>
<tr>
<td>General enquiries</td>
<td>Whitechapel Library</td>
<td>020 7040 5859</td>
</tr>
<tr>
<td>Karen Shackleford</td>
<td>IT Skills Trainer</td>
<td>020 7040 5939</td>
</tr>
</tbody>
</table>

### Pre-Registration Nursing and Midwifery

#### PROGRAMME DIRECTORS

<table>
<thead>
<tr>
<th>Programme</th>
<th>Director</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-Registration Adult Nursing</td>
<td>Cheryl Holman</td>
<td>020 7040 5938</td>
<td><a href="mailto:C.J.Holman@city.ac.uk">C.J.Holman@city.ac.uk</a></td>
</tr>
<tr>
<td>Pre-Registration Child Nursing</td>
<td>David Anderson</td>
<td>020 7040 5895</td>
<td><a href="mailto:D.Anderson-1@city.ac.uk">D.Anderson-1@city.ac.uk</a></td>
</tr>
<tr>
<td>Pre-Registration Mental Health Nursing</td>
<td>Lynny Turner</td>
<td>020 7040 5820</td>
<td><a href="mailto:L.Turner@city.ac.uk">L.Turner@city.ac.uk</a></td>
</tr>
<tr>
<td>Pre-Registration Midwifery</td>
<td>Gulu Hussein</td>
<td>020 7040 5888</td>
<td><a href="mailto:G.L.Hussein@city.ac.uk">G.L.Hussein@city.ac.uk</a></td>
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</table>

#### THEME LEADERS

<table>
<thead>
<tr>
<th>Theme</th>
<th>Leader</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>FACT (Fundamental Aspects of Care)</td>
<td>Maggie Nicol</td>
<td>020 7040 5750</td>
<td><a href="mailto:Maggie.Nicol.1@city.ac.uk">Maggie.Nicol.1@city.ac.uk</a></td>
</tr>
<tr>
<td>PN&amp;MK (Professional Nursing &amp; Midwifery Knowledge)</td>
<td>Anne Manning</td>
<td>020 7040 5768</td>
<td><a href="mailto:A.Manning@city.ac.uk">A.Manning@city.ac.uk</a></td>
</tr>
<tr>
<td>ABS (Applied Biological Sciences)</td>
<td>Jane Ovbude</td>
<td>020 7040 5932</td>
<td><a href="mailto:J.Ovbude@city.ac.uk">J.Ovbude@city.ac.uk</a></td>
</tr>
<tr>
<td>PS&amp;PH (Psychosocial &amp; Public Health)</td>
<td>Anthony Pryce</td>
<td>020 7040 5710</td>
<td><a href="mailto:apryce@city.ac.uk">apryce@city.ac.uk</a></td>
</tr>
<tr>
<td>Practice</td>
<td>Mark Jones</td>
<td>020 7040 5778</td>
<td><a href="mailto:M.J.Jones@city.ac.uk">M.J.Jones@city.ac.uk</a></td>
</tr>
</tbody>
</table>
## School of Community & Health Sciences

### (Acting) Dean
Jennifer Edie 020 7040 8528 J.C.Edie@city.ac.uk

### Associate Deans

<table>
<thead>
<tr>
<th>Department</th>
<th>Name</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Associate Dean for Pre-Registration/Undergraduate Programmes</td>
<td>Sue Procter</td>
<td>020 7040 5748</td>
<td><a href="mailto:S.Procter@city.ac.uk">S.Procter@city.ac.uk</a></td>
</tr>
<tr>
<td>Associate Dean for Post-Registration/Postgraduate Programmes</td>
<td>Trish Livsey</td>
<td>020 7040 5463</td>
<td><a href="mailto:P.Livsey@city.ac.uk">P.Livsey@city.ac.uk</a></td>
</tr>
</tbody>
</table>

### Heads of Department

<table>
<thead>
<tr>
<th>Department</th>
<th>Name</th>
<th>Phone</th>
<th>Email</th>
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</thead>
<tbody>
<tr>
<td>Adult Nursing</td>
<td>Sue Procter</td>
<td>020 7040 5748</td>
<td><a href="mailto:S.Procter@city.ac.uk">S.Procter@city.ac.uk</a></td>
</tr>
<tr>
<td>Applied Psychosocial Sciences</td>
<td>Anthony Pryce</td>
<td>020 7040 5710</td>
<td><a href="mailto:apryce@city.ac.uk">apryce@city.ac.uk</a></td>
</tr>
<tr>
<td>Child Health</td>
<td>Trish Livsey</td>
<td>020 7040 5463</td>
<td><a href="mailto:P.Livsey@city.ac.uk">P.Livsey@city.ac.uk</a></td>
</tr>
<tr>
<td>Health Care Education Development Unit</td>
<td>Della Freeth</td>
<td>020 7040 5751</td>
<td><a href="mailto:D.Freeth@city.ac.uk">D.Freeth@city.ac.uk</a></td>
</tr>
<tr>
<td>Mental Health and Learning Disabilities</td>
<td>Soo Moore (Acting)</td>
<td>020 7040 5908</td>
<td><a href="mailto:S.Moore@city.ac.uk">S.Moore@city.ac.uk</a></td>
</tr>
<tr>
<td>Midwifery</td>
<td>Dora Opoku</td>
<td>020 7040 5863</td>
<td><a href="mailto:D.K.Opoku@city.ac.uk">D.K.Opoku@city.ac.uk</a></td>
</tr>
<tr>
<td>Public Health &amp; Primary Care Unit</td>
<td>Rosamund Bryar</td>
<td>020 7040 5876</td>
<td><a href="mailto:R.M.Bryar@city.ac.uk">R.M.Bryar@city.ac.uk</a></td>
</tr>
<tr>
<td>Applied Biological Sciences</td>
<td>Martin Steggall</td>
<td>020 7040 5420</td>
<td><a href="mailto:M.J.Steggall@city.ac.uk">M.J.Steggall@city.ac.uk</a></td>
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### Useful Websites

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<td>CitySpace (online learning environment)</td>
<td><a href="https://uss2.city.ac.uk/WebCT/">https://uss2.city.ac.uk/WebCT/</a></td>
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<tr>
<td>Handbooks</td>
<td><a href="http://www.city.ac.uk/sonm/students/index.html">http://www.city.ac.uk/sonm/students/index.html</a></td>
</tr>
<tr>
<td>Student Services</td>
<td><a href="http://www.city.ac.uk/studentcentre/">http://www.city.ac.uk/studentcentre/</a></td>
</tr>
<tr>
<td>University</td>
<td><a href="http://www.city.ac.uk">www.city.ac.uk</a></td>
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GENERAL INFORMATION

HELP DESKS

Student Services Helpdesks are available at both the West Smithfield and Whitechapel sites. This is your initial contact point for any enquiries/issues about the administration of your programme, including assessments. Assessments may be submitted at either of the helpdesks but currently marked assessments may only be collected from the West Smithfield helpdesk.

<table>
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<tr>
<th>Location:</th>
<th>West Smithfield</th>
<th>Whitechapel</th>
</tr>
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<tbody>
<tr>
<td>Opening hours:</td>
<td>First Floor (Student Common Room)</td>
<td>Second Floor (2.4)</td>
</tr>
<tr>
<td>Tel:</td>
<td>09.00-17.00</td>
<td>09.00-16.00 (open until 17.00 on assessment submission days)</td>
</tr>
<tr>
<td>Email:</td>
<td><a href="mailto:SCHS-Helpdesk-WS@city.ac.uk">SCHS-Helpdesk-WS@city.ac.uk</a></td>
<td><a href="mailto:SCHS-Helpdesk-WC@city.ac.uk">SCHS-Helpdesk-WC@city.ac.uk</a></td>
</tr>
</tbody>
</table>

STUDENT PIGEONHOLES

Post addressed to you will be left in the pigeonholes, which can be found in the common rooms at both West Smithfield and Whitechapel sites.

TEACHING VENUES

The School is currently situated on four main sites:

- West Smithfield (near St Paul's and the Barbican)
- Whitechapel (near Petticoat Lane and the Whitechapel Art Gallery)
- Social Sciences Building (part of the University's main campus at Northampton Square)
- Tait Building (part of the University's main campus at Northampton Square)

Teaching takes place principally at the West Smithfield, Whitechapel and Northampton Square sites. Clinical practical sessions also take place at Queen Mary Medical School’s buildings located in the Robin Brook Centre at St. Bartholomew’s Hospital. Travel information and maps will be provided as necessary.

ACCESS TO SCHOOL AND UNIVERSITY BUILDINGS

You will need to show your University ID card to gain access to all buildings and you must wear your ID at all times while on any of the University’s premises.

West Smithfield is open 08:00-19:00 via Reception by using University ID only.

Whitechapel is open 08:00-18:00 via Reception and 18:00-19:30 by using University ID card only.

Northampton Square is open 08:00-20:00.

REFRESHMENT FACILITIES

Both the Royal London Hospital and St Bartholomew’s Hospital have restaurants which you can use and will give you a discount on production of your ID card. At the Northampton Square site of the University, refreshments can be purchased in a number of locations including the cafeteria, restaurant and Students’ Union.
SPORTING AND SOCIAL FACILITIES

University

City University London has an active Students’ Union with many political, sports, entertainment and ‘hobbies’ societies, (e.g. martial arts, gymnastics, hockey, football, rugby, sailing, hill walking, scuba diving, drama, Latin dance, canoeing, debating). For further details please visit http://www.city.ac.uk/studentcentre/studentsunion/index.html

There are two bars with regular lunchtime and evening events organised by the Entertainment Committee (with very low priced food and drink).

The University has a multi-gym, therapy room and a squash centre located at the Saddlers Sports Centre at 122 Goswell Road, London EC1V 7EJ; Tel 020 7040 5656. For more information please visit http://www.city.ac.uk/studentcentre/saddlers/

EQUAL OPPORTUNITIES

City University London, in conformity with its Charter, confirms its commitment to equal opportunities in all its activities. It is intended that all students should receive equal treatment irrespective of political belief, gender, sexual orientation, age, disability, marital status, race, nationality, ethnic origin, religion or social background.

Please refer to the website for details of the University’s Code of Practice: http://www.city.ac.uk/registry

WHAT TO DO IF YOU ARE APPROACHED BY THE MEDIA

If, during your time at the University, you are approached by the media to discuss City University London, please contact the main University press office on 020 7040 8783 and let one of the press officers know.

If you are speaking as a ‘representative’ of City University London or one of the practice placement Trust or organisation, it is important that you know what you can and can’t say and do – for example, if you say anything negative or at odds with the University’s policies, you may end up in hot water!

How can we help? City’s press teams can help in the following ways:

- Contact the journalist and outline to them what they can and cannot talk to you about
- Provide you with useful information to help you say the right things
- Advise you of things you ought not to say
- Talk to you to make sure you are happy with what is being asked of you
- Attend the interview to make sure it goes smoothly

Depending on the nature of the enquiry, it is possible that the press office may recommend that you do not do the interview, in which case they will tell this to the journalist so you will not be put under any pressure from them.

Of course, if you are interviewed by the media on a matter totally unconnected with the University or the clinical placements, and if the university is not mentioned, then that is entirely your business – we can’t tell you not to do it if it is nothing to do with us.

If in any doubt, however, please do contact the City press officers who are there to help you.

City Press Office: 020 7040 8783
HEALTH AND SAFETY ISSUES
School Property & Facilities Manager, Gillian Kumar on 020 7040 5713 or email G.A.Kumar@city.ac.uk

Student Responsibility
• Take reasonable care of your safety and that of others
• Listen to advice given by your lecturers/supervisors
• Report accidents (actual and near miss) occurring in the University to make the environment a safer place to study.

Training
If you undertake a placement or other activities where you may be exposed to significant hazards, a risk assessment would have been carried out and will be communicated to you.

You will receive a health and safety briefing if any hazards are associated with your programme/environment.

Remember; you should not undertake an activity unsupervised if you have not received the appropriate safety information, instruction or training.

Safety inductions
Safety inductions are an essential process to ensure that you are made aware of the University's Health and Safety arrangements, general Health and Safety policies, procedures and specific workplace hazards.

If you have any queries, refer to the Student Services Helpdesks for safety information.

Fire
On Discovering a Fire
• Raise the alarm (at nearest fire alarm call point)
• Warn people in the immediate vicinity
• Evacuate the building

MAKE SURE YOU KNOW THE LOCATION OF THE NEAREST FIRE ALARM CALLPOINT

A continuous alarm will sound in the event of an emergency. In the event that the alarm does not work, dial 2222 (School buildings) 3333 (University buildings).

• You are always required to evacuate the building on hearing the alarm
• Follow the fire exit signs and leave the building. Proceed to the assembly point
• Follow instructions given by the University Fire Wardens (staff trained in fire safety - they wear the Yellow High Visibility waistcoat when on fire warden duty)
• Do not use lifts during an emergency evacuation
• Do not re-enter the building until you've been given clearance.

Fire Prevention
Fire prevention is common sense. Report any situations that may cause a potential fire to a member of staff.

• Fire drills will be held at least once a year
• Familiarise yourself with all fire escape routes and evacuation procedures.
• Fire notices are displayed in all University Buildings.

First Aid
First Aid signs are displayed in all University buildings, details include: name, extension number, location of first aiders and out of office emergencies.
The School has trained first aiders to deal with an emergency who can be contacted or via Reception on each School site.

Security Officers are trained in emergency first aid techniques and can be contacted via 3333 (University buildings).

LOOK OUT FOR THE FIRST AID SIGNS

If you have an actual accident, or are involved in an incident i.e., a potential accident that could have resulted in injury, ill health, damage or loss whilst studying at the University then report it.

Accident books are located in every Department / School in the University.

WHERE IS YOUR ACCIDENT BOOK LOCATED?

- School buildings: accident book is located at Reception
- If the accident occurs elsewhere, report it to your personal tutor
- Alert security if outside normal university hours, however inform your personal tutor as soon as possible.
- Contact School staff to complete the City University London accident / incident form.

**Electric Shocks**

Never use an electrical appliance, which seems faulty or looks in poor condition.

Always check that electrical equipment has a “PAT” tested sticker.

If someone receives an electric shock from an item of equipment, switch off the current. If the person is unconscious seek help from the nearest first aider.

**Spillages**

If you are unsure about dealing with a substance spillage, alert your lecturer, demonstrator, supervisor or School Facilities Manager.

Emergency kits for cleaning spillages are available.

Always wear appropriate protective clothing, gloves, avoid skin contact with spillages. You may in certain cases require respiratory protection.

Cleaning fluids, photocopier chemicals should be stored correctly, spillages should be dealt with immediately - if in doubt ask your supervisor.

**Gas Leaks**

If you suspect a gas leak, do not touch electrical switches, or use a naked flame.

Notify a member of staff immediately. Ventilate the area.

Turn off the gas supply if you are able to identify the source.

Report any defective gas cylinder gauges immediately (Contact Facilities Team via Reception)

**Laboratory Safety**

NEVER climb on benches, tables and chairs

- Follow all instructions
- Always wear correct clothing AND protective equipment e.g. lab coats, gloves
- NO...Eating, chewing gum, drinking, smoking
- Familiarise yourself with emergency procedures (know the locations of the nearest shower, first aid kit, fire fighting equipment and emergency exit)
- Ensure you know how to operate equipment safely before beginning
- Report all known or observed hazards/incidents and injuries to your supervisor
- Be aware of posture: static posture without regular change should be avoided
Ensure good house-keeping in the lab, use disposal units provided.

Never wedge open fire doors or block or obstruct doorways, gangways, corridors and stairs.

**Long Hours**
Take regular breaks, mental or physical fatigue causes loss of concentration, drowsiness and making you more prone to mistakes and accident

**Computers**
Working on computers for long periods can cause eyestrain, aches and pains to fingers, wrists, shoulders, headaches. To reduce the chances of this occurring:

1. Mix computer based work with other work.
2. Take regular breaks. Have a stretch every 30 minutes
3. Look away from screen frequently, this allows your eyes to relax.
4. Alternate mouse use with using key strokes
5. Adjust the workstation and chair to suit you. Your forearms should be approximately horizontal with the keyboard, avoid hand wrists.

**Manual Handling and Lifting**
There is a right way to move objects safely. Never move or lift anything that is beyond your capability.

Wherever possible obtain assistance or use a trolley.

**For general enquiries contact:**
Safety Department
20 Sebastian Street
020 7040 8325
www.city.ac.uk/safety

**Drugs and Alcohol**
The School of Community and Health Sciences, in line with the rest of the University and the NHS Trusts, is committed to raising awareness about the problems associated with regular excessive drinking, and illicit drug use. As a student of nursing or midwifery programmes, you not only have a duty to be aware of the health and safety of your colleagues, but also a professional responsibility towards the general public whose health and welfare may be compromised by drug or alcohol use by students and staff in the practice areas. The School takes this responsibility very seriously, and use of alcohol, illicit use or abuse of non-prescribed substances either in the School or clinical areas is not permitted under any circumstances.

**Security**
You are strongly advised not to leave personal property unguarded on any University sites.
PRE-REGISTRATION PROGRAMME INFORMATION

The School of Community and Health Sciences offers several pre-registration programmes:

- RN/Diploma in Nursing (Adult, Child and Mental Health Branches)
- RN/BSc (Hons) in Nursing (Adult, Child and Mental Health Branches)
- RN/BSc (Hons) in Midwifery (3 year programme)
- RN/Diploma and RN/BSc (Hons) in Midwifery (shortened programme)
- RN/Post Graduate Diploma in Nursing (Graduate Entry Scheme) (Adult, Child and Mental Health Branches)

HOW THE PROGRAMMES ARE MANAGED

Programme Directors have responsibility for overseeing all pre-registration activity. The role has an overview of the programme, provides academic and professional leadership and oversees the academic integrity of the student experience and progression of students, as well as the quality of the route.

Theme Leaders are responsible for management delivery and evaluation of the themes in the programmes.

Module Leaders: will ensure effective day to day management and administration of the module students are taking, and be the first point of contact for students who have module related issues.

Theme/Module Teams: meet, as appropriate, to plan, organise and co-ordinate the ongoing development and delivery of a module in a manner that ensures its smooth delivery.

3-YEAR PRE-REGISTRATION PROGRAMMES

You have joined the September 2008 curriculum and will undertake a 3-year programme leading to either a degree or diploma in Adult Nursing, Children’s Nursing, Mental Health Nursing or Midwifery. The Nursing programme is divided into a 12-month Foundation Programme (FP) and a 2-year branch programme and for Midwifery it is a 3-year programme.

The First Year of the Programme

All students except those taking a shortened route will take the first Year. This starts with a one week compulsory Orientation Module (NM1714). During this module you will be introduced to the University, the School and your respective programmes of study. The orientation module includes obtaining ID cards, fulfilling health & safety requirements e.g. Criminal Records Bureau (CRB) and other administrative activities. You will also be introduced to each of the five curriculum themes.

Following the Orientation Module you will commence modules related to each of the five curriculum themes. The Themes are:

- Applied Biological Sciences (ABS)
- Fundamental Aspects of Care (FACT)
- Professional Nursing and Midwifery Knowledge (PN&MK)
- Psychosocial Sciences and Public Health (PS&PH)
- Practice

All assessments during the first year are directly related to these five themes.

Your clinical practice commences from week 8 of the first year. You will be allocated to clinical placements related to your chosen Community of Practice, or by the programme you are following e.g.
Midwifery. 50% of the programme is theory and 50% practice over the 3 years. All students will take part in interprofessional learning (IPL) during each year of their programme.

**NURSING BRANCH PROGRAMMES**

After successful completion of the first year you will begin your respective branch programme, which for most of you will be 2 years. The branch programmes will be modular and be framed around the five curricular themes. The learning and teaching during the branch will enable you to develop and apply knowledge and skills related to the specific programme that you are taking, e.g. adult nursing.

There is a Nursing & Midwifery Council (NMC) requirement that “all common foundation programme outcomes are to have been achieved and confirmed within 12 weeks of entering the branch programme” (NMC Circular 16/2006, [http://www.nmc-uk.org/aFrameDisplay.aspx?DocumentID=1799](http://www.nmc-uk.org/aFrameDisplay.aspx?DocumentID=1799)).

Therefore if you defer any assessment during your first year and then fail this at first attempt you are at risk of being placed on a progression break, as you will not have successfully completed the foundation programme in the required time. If you fail any assessment at the second attempt you can be withdrawn from the programme.

The NMC states that “no degree and diploma students take all modules, although for some parts of the branch programme these modules will be different”.

Degree students will be in individual seminar groups enabling their learning to be focused upon increased analysis, greater use of research, and increased student-led activities.

The overall aim for the programme is to produce practitioners who can meet the Nursing and Midwifery Council requirements for registration in Adult, Child or Mental Health Nursing.

**MIDWIFERY**

As a student undertaking your midwifery programme within the School, you will be studying a 3-year BSc (Hons) in Midwifery. When you successfully complete the programme, you will be eligible for registration on the NMC’s Register for Midwives. You will undertake the first year mostly studying side by side with nursing students, and then proceed into Midwifery in years 2 and 3. The programme is made up of 60% practice and 40% theory sessions. For your practical experience, you will join teams of midwives in one of the following four healthcare trusts, each offering some of the most culturally diverse experience to be found anywhere in Europe.

- Homerton University NHS Trust
- Newham University Healthcare NHS Trust
- Barts and the London NHS Trust (The Royal London Hospital)
- University College London Hospitals NHS Trust (University College London Hospital)

During the Midwifery programme you will study modules belonging to the same core five themes as the Nursing programme. Each of these modules will be assessed by a variety of means but these will be different depending on the programme you are following.

**THE SHORTENED 78-WEEK MIDWIFERY PROGRAMME**

If you hold an appropriate recordable nursing qualification with the NMC you may be eligible to follow shortened 78-week programme for a BSc (Hons) in Midwifery. The learning and teaching during the programme will enable you to develop and apply knowledge and skills related to the practice of midwifery.

Degree and diploma students take all modules. Degree students will be in individual seminar groups enabling their learning to be focused upon increased analysis, greater use of research, and increased student-led activities.

For your practical experience, you will join teams of midwives in one of the following four healthcare trusts, each offering some of the most culturally diverse experience to be found anywhere in Europe.
During the Midwifery programme you will study modules belonging to the same core five themes as the Nursing programme. Each of these modules will be assessed by a variety of means but these will be different depending on the programme you are following.

The overall aim for the programme is to produce practitioners who can meet the Nursing and Midwifery Council requirements for registration in Midwifery.

**POSTGRADUATE DIPLOMA IN ADULT, CHILD OR MENTAL HEALTH NURSING**

City University London has recognised there are an increasing number of graduates interested in developing a career in health. This programme is full time, of which fifty percent is spent in practice. Learning is facilitated through lectures, tutorials, group work, seminars and clinical practice. You will work in a range of practice settings both in hospitals and the community, which will give you the chance to care for people with varying healthcare needs. Learning through practice will allow you to draw on up-to-date clinical evidence. Skills will be developed in line with new thinking and research. You will also experience the shift work of a qualified practitioner that covers the 24-hour, seven day a week provision of care.

The postgraduate diploma route offers many more benefits than traditional programmes. This is a two year shortened diploma. You can also carry credits over to an MSc programme if you wish to continue your studies.

You are able to take the shortened programme if you are granted credits based upon previous study gained in your first degree. This process is referred to as APEL (accreditation for prior experience and learning). The programme leads to NMC registration as a nurse.

Collaborative sessions in all the modules emphasise the importance of communication, decision-making, group-working and leadership. Additional common content includes clinical skills, ethics and some biology.

**STUDENT LEARNING AGREEMENT**

Before commencing on your programme you will be given a copy of the Student Learning Agreement. The aim of this document is to confirm that you understand and agree to follow the practice and behaviour of the NMC Code of Conduct and the City University London Code of Student Behaviour.

All students wishing to study for a nursing or midwifery qualification at City University London are required to sign and comply with the Student Learning Agreement prior to commencing their programme.
ASSESSMENTS – IMPORTANT INFORMATION

Please refer to your Assessments Guidance for details of each individual assessment for your module.

All the procedures relating to assessments can be found in the Regulations Guide available on the website http://www.city.ac.uk/sonm/students/index.html. Here are some important highlights:

Guidelines on Referencing
The pre-registration nursing & midwifery programmes prefer the Harvard System for referencing and you are required to use this system when quoting from primary or secondary text for all written work. It is very straightforward and, when used correctly, can help ensure that you cannot be accused of plagiarism. Details of how you use this system can be found in Part 2 of this handbook. The Harvard system is used for the reading lists which are provided at the end of your module and programme handbooks.

Examination Conduct
You are expected to behave in a mature manner and observe normal examination conventions. These include:

- Arriving at the examination venue in good time for the beginning of the exam
- Following any instructions given to you by the invigilators
- Raising your hand if you have a query during the examination
- Not speaking until given permission to do so
- Turning off your mobile phone
- Observing the University’s procedures on cheating

These include:

- Breaching examination room rules
- Taking unauthorised material into the examination room
- Impersonating another examination candidate
- Submitting someone else’s work as your own
- Falsifying data
- Obtaining an examination paper in advance of its authorised release

Marking, Moderating and External Examining
All assessments are marked/assessed by the appropriate mentor or lecturer, depending upon the assessment and its focus. All summative assessments are moderated by an appropriate lecturer, depending upon the assessment’s focus.

A sample of summative assessment across programmes is seen by external examiners at first attempt and for any subsequent attempt, all summative assessments are sampled by the external examiner.

Extensions
If you have circumstances that whilst preparing for an assessment affect your ability to undertake this assessment you may seek an extension or a deferral. Please speak to a Student Helpdesk adviser or your Programme Director.

Release of Results
Your results are released following the Assessment Board. You are responsible for obtaining your results.

Please be aware that it is University policy that in no circumstances will results be given over the telephone. This is mainly to respect confidentiality but also to avoid misunderstandings.
**Extenuating Circumstances**

If you have not sought an extension or deferral but you know you have had circumstances that might have affected your performance you may submit extenuating circumstances to the Extenuating Circumstances Panel. This does not change a fail to a pass or permit the grade of the work to be changed but may enable the Assessment Board to permit you an additional attempt if required. Please see the Regulations Guide or contact the Student Helpdesks for more information.

**Appeals**

If you have failed an assessment you may request a review of your assessment result if certain conditions are met. This may lead to a review of the decision about whether an additional attempt is permitted or it may lead to an appeal hearing. Please see the Regulations Guide for more information.

**Academic Misconduct**

*Definition*: “Any action that produces an improper advantage for the candidate in relation to his or her assessment or deliberately and unnecessarily disadvantages other candidates. It includes, but is not limited to such offences as plagiarism, impersonation, collusion and disruption”.

If at anytime your work or your behaviour indicates possible academic misconduct you will be requested to come to an academic misconduct panel to discuss the issue. There are a range of penalties that may be applied to any confirmed Academic Misconduct including withdrawal from the university.
ATTENDANCE

ATTENDING CLASSES

Attendance at lectures, seminars, tutorials and practical classes is an integral part of your learning and being there on time is your responsibility.

Attendance is monitored selectively, and if you are absent without explanation, you will be required to meet your personal tutor.

If your absence persists without good cause you will need to see the Programme Director. This could lead to a decision that you will be withdrawn from the programme.

To meet professional regulations, nursing and midwifery students are required to have 100% attendance. You may negotiate with your Programme Director, Module Leader or specialist lecturer to be absent from a session where you can demonstrate achievement of the learning outcome(s). Attendance is recorded through registers in lectures and seminars.

Please remember to switch off your mobile phone during classes!

CANCELLED CLASSES

If a session is cancelled or the lecturer does not arrive, one of you needs to complete the blue form available from the Reception Areas and Student Services Desk. This will ensure that the relevant staff are notified and alternative arrangements can be made for you. We will try to tell you as early as possible if a teaching session has been cancelled.

Please visit https://sws.city.ac.uk/tt0809/sonm_index.htm for up-to-date online timetables.

HEALTH AND SAFETY COMPULSORY ATTENDANCE

You must attend sessions such as the Fire Lecture, Cardiopulmonary Resuscitation and Manual Handling for Health and Safety reasons.

LATE ARRIVAL AT LECTURES AND CLASSES

If you arrive at a lecture or class late, please try not to interrupt the lecturer or distract the class. Students have raised concerns with various School Committees regarding those who arrive late and disrupt lectures and classes.

The School has therefore set a 10-minute guide, which gives the lecturer authority to refuse entry to students who arrive more than 10 minutes after the lecture/class has started.

BREAKS

Two or three hour lectures will normally include a break of between 15 to 30 minutes. Please make sure you return to the lecture room by the time stated. Lectures are normally carefully prepared and timed so any delay to the resumption of a lecture could cause it to over-run or impair the effectiveness of its delivery. The lecturer has the right to refuse readmission to you if you return late.

AUDIO-RECORDING OF LECTURES

Generally, audio-recording is not considered to be a good method of absorbing material from teaching sessions and writing notes is strongly recommended. If you wish to record lectures please ask permission of the lecturer who may have the right to refuse if he or she considers that it will adversely affect the teaching process. If you feel audio-recording would be beneficial you are advised to seek help and advice from the Learning Success Unit in the Student Centre (020 7040 0246, academiclearningsupport@city.ac.uk).
STUDENT SUPPORT SYSTEMS

PERSONAL TUTORS

You are allocated a Personal Tutor at the start of your programme. You will normally retain the same tutor for the duration of your programme and their role is to provide support and guidance throughout your time at the School. Your tutor will normally be a member of staff from the area that you are studying.

You should discuss any change in your circumstances with your Personal Tutor in the first instance. If your circumstances result in your having to take a break from your studies, your Personal Tutor will be able to advise you on this. In the event of a long break, extra time may need to be added to your programme to meet the NMC requirements. Your Programme Director will discuss this with you.

In addition to the support from your Personal Tutor, further help is available from the Student Counselling and Advisory Service, Sebastian Street, City University London on 020 7040 8094.

www.city.ac.uk/counselling/student.htm

The role of a Personal Tutor is to:

- support you in completing your assessments;
- assist you with development of your portfolio which is an integral part of the programme;
- monitor your academic and clinical progress;
- monitor your absence and sickness, taking appropriate action if necessary;
- provide pastoral help and support, and refer you to support agencies if appropriate;
- ensure that a named person is available to cover for them whilst on leave;
- keep accurate records of your examination/assessment marks and all meetings that you have with your Personal Tutor;
- assist you to develop academic skills and refer you to appropriate agencies for help and support if necessary;
- meet you during each module e.g. every 11-15 weeks;
- complete your end of programme summary and prepare your references.

The booklet “Working together: you and your personal tutor” will be provided for you.

Contacting your Personal Tutor: you can contact your Personal Tutor and make appointments through a number of different routes, such as, personal contact, phone and email. Many Personal Tutors also operate a system of notifying available appointments on their doors so that you can book yourself in for a meeting with them. Your Personal Tutor will make first contact with you. After that, it is your responsibility to initiate contact with your Personal Tutor and make appointments to see them.

Changing your Personal Tutor: in certain circumstances, you may be permitted to change your Personal Tutor. In order to do this, you should meet with your Personal Tutor or Programme Director to discuss the problems and complete a Request Change of Student or Personal Tutor Form. Midwifery students should inform their Personal Tutor and their Programme Director.

In order to track and record your progress, a record is kept of development during your time at the University, which is completed in conjunction with your Personal Tutor at regular one-to-one meetings.

CHANGING YOUR MIND

If you feel uncertain about continuing your studies towards becoming a nurse or midwife, talk it through with your personal tutor as soon as you can. Remember that there are a number of options open to you only one of which is to leave for good. You might want or need to take a break from your programme for a variety of reasons. If you are studying to be a nurse, you might feel that you would like to change to a different branch. Your Personal Tutor, Programme Director and Student Advisors are there to support and advise you and to help you reach the right decision for you.
ACADEMIC GUIDANCE: STUDY SKILLS

Skills for Learning, Skills for Life

While you are studying you need also to be developing skills necessary for you to be successful in your studies but also skills for your personal development. The School and University want to encourage you to develop these skills alongside your studies and have created opportunities to help you achieve this. Great importance is placed on the development of skills, no matter which subject you are studying.

The 10 skills which we want you to have attained by the end of your first year are listed below:

1. **Understand the University system and your part in it, by:**
   - Reading and being familiar with the University Undergraduate Student Handbook/Pre-reg Information Guide and Regulations Guide and what it means to you as a student
   - Attending orientation week
   - Understanding the committee structures and how to become involved in School/University matters
   - Being aware of the role of the Students’ Union and the Student Representative Council (SRC)

2. **Understand good academic practice, by:**
   - knowing how to reference academic work according to the Harvard style
   - understanding how to avoid plagiarism and collusion
   - using information from many sources
   - learning how to learn from different educational experiences

3. **Understand how to maximise benefit from teaching and learning by:**
   - developing good study techniques
   - using good time management
   - being active in the learning process

4. **Know the specific requirements of your programme by:**
   - being familiar with branch/module requirements
   - understanding the importance of module learning outcomes

5. **Use the library and other learning and support resources by:**
   - knowing the library rules
   - using the learning support systems
   - using other learning resources appropriate to your programme
   - using your personal tutor for support

6. **Demonstrate basic IT skills by:**
   - being able to word process
   - being able to retrieve information from disk, OPAC, CD ROM, the Internet
   - being able to use email effectively/appropriately

7. **Demonstrate numeracy skills specific to your programme by:**
   - being able to calculate accurately
   - being able to collect, record and handle data
   - being able to interpret data in a variety of formats
   - being able to represent data accurately and to appropriate levels of precision

8. **Show reading and writing skills by:**
   - knowing how to skim read and use selective reading for academic purposes
   - being able to spell, use punctuation and grammar appropriate to academic level of study
   - developing techniques for note taking in lectures and from literature
   - developing appropriate styles of writing for different purposes
• developing skills of comprehension and application

9. **Demonstrate speaking and listening skills by:**
   • using oral communication in a number of different contexts
   • listening attentively and critically
   • being aware of non-verbal communication

10. **Work with others by:**
   • contributing actively to small group work
   • recognising your strengths and weaknesses in group situations
   • being aware of the strengths and weaknesses of others in the group

During your study you will be able to develop these skills. A skills identification form for study skills will be provided to let you make a judgement about those skills which you already have and those which you will need to work on over the first year of your study. Learning Support Staff around the School and University will be able to help you improve your skills. It is in your interest to develop your skills base while studying for your award. The University places a high priority on the development of these skills.

**REQUESTING REFERENCES**

Students often ask lecturers to act as referees when they apply for jobs or to do other programmes. Personal Tutors would appreciate your observation of the following points:

- Only written requests for a reference from a third party are normally accepted. It is common courtesy to check with your Personal Tutor (before using him/her as a referee) whether he/she is willing to provide a reference in support of your application.

- You are discouraged from applying to a large number of different prospective employers with applications. This may give others the impression that you have not thought clearly about your plans.

- Your Personal Tutor will endeavour to write a reference for you and send it out as quickly as possible. However, tutors are sometimes asked to send a reference within a day or two of receiving the written request and cannot always oblige due to other work commitments. Furthermore, requests for references that arrive during vacation periods or when your Personal Tutor is away will almost inevitably be delayed – prospective employers should be informed of this.

- You may also wish to contact the University Centre for Career and Skills Development, telephone 020 7040 8090, [www.city.ac.uk/careers](http://www.city.ac.uk/careers)

- Let your Personal Tutor know if you withdraw your application or are rejected before a reference is written.

- Finally, please let your Personal Tutor know if you get the job or an offer of a place on a programme.
STUDENT CENTRE

The Student Centre at Northampton Square is able to advise you in any query you have whilst you are a student at the University.

The Centre brings together a more comprehensive range of support activities which are easily accessible to all City University London students.

The Centre is a point of contact for information about the following areas:

- Academic issues
- Dyslexia
- Disability
- Employment
- E-learning
- Faith
- Financial support
- Health
- Housing
- International student support
- Learning support and study skills
- Library and computing
- Payment of fees
- Purchase of student cards and photocopy cards
- Student appeals and complaints

Please see http://www.city.ac.uk/studentcentre/ for further information.

The Student Centre
Level 2, Refectory Building (Main University Building at Northampton Square)
Tel.: 020 7040 7040
Fax: 020 7040 6030

STUDENTS’ UNION

As a student registered for a City University London award, you are automatically a member of the Students’ Union. The Union offers a number of facilities including a Union shop, a bar, and a main bar with restaurant area and an entertainment’s venue. There is a Welfare Unit, which aims to provide an advice service in addition to representing your needs. The Union organises and co-ordinates the various societies and sporting activities of the University which are extremely broad and well attended. The Union is located at the Students’ Union building, Spencer Street at the Northampton Square site of the University. Details of Students’ Union activities can also be found on the School notice boards. For further details, see the website http://www.citysu.com/ or phone 020 7040 5600.

STUDENT INFORMATION & REPRESENTATION CENTRE (SIRC)

The Student Information & Representation Centre is run by the Students’ Union in order to provide a confidential, professional advice service to all City University London students. It gives advice, assistance, and representation on a wide range of different issues, including academic problems,
housing issues, immigration advice, and funding difficulties. If you are facing difficulties, and you don't know where to turn, drop in and have a chat with one of the friendly staff.

The SIRC is based at Northampton Square, next to the Students’ Union. It is open Monday to Friday 9.00am to 5.00pm. You are welcome to e-mail, call on 020 7040 5607, or drop in at any time, but for more complex issues, it might be necessary to book an appointment.

Alternatively, please visit the website: http://www.citysu.com/pages/sirc.html

ACCOMMODATION AND WELFARE SERVICE

Accommodation for Nursing and Midwifery students is available in Halls of Residence located in East and Central London. The Accommodation Service is responsible for the allocation of this accommodation.

Whilst priority for accommodation is given to students normally resident outside the Greater London area, we can give no guarantee that you will be offered accommodation. Nursing Diploma students, who lived outside London prior to the start of their programme, are normally provided with accommodation for the first year and subsequent years by negotiation. However, if you leave this accommodation for any reason, it may not be possible to provide accommodation again at a later date.

Queries about accommodation are dealt with by the University’s Student Centre. Telephone 020 7040 7040, Accomm@city.ac.uk or http://www.city.ac.uk/studentcentre/housing/index.html.

STUDENT FUNDS SERVICE

The Student Funds Service, located in the Student Centre, administers and distributes the Access To Learning Fund, and other University discretionary funds. Email: fundsservice@city.ac.uk

COUNSELLING AND ADVISORY SERVICE

The Counselling Service welcomes all students who have questions, confusions or worries during their time at University. The aim of the Counselling Service is to help students whose concerns may be impeding their personal or academic development. These concerns may include; domestic and relationship problems, homesickness/ isolation, depression, sexuality, bereavement and anxiety (including examination, placement and study anxieties). The Service also provides an examination revision programme. Appointments are available at Northampton Square and there is also provision at West Smithfield. These can be arranged via 020 7040 8094 or e-mail coun@city.ac.uk or http://www.city.ac.uk/studentcentre/counselling/index.html The Service is located in the University Health Centre, 20 Sebastian Street (telephone 020 7040 8094).

There is no 'list' of acceptable issues to bring to counselling. Students come to counselling for a variety of reasons and at different stages of experiencing difficulties or a crisis in their lives.

Confidentiality and Data Protection: the counsellors do not communicate about students with anyone in the University or outside the Service, unless at the express wish of the student. The only circumstances in which this might take place are in the event of the counsellors believing that an individual were in serious danger. In such circumstances the client’s consent to change the agreement about confidentiality will be sought, if at all possible.

If you have any queries about any aspect of confidentiality and record keeping you would be able to discuss this with your counsellor.

CENTRE FOR CAREER AND SKILLS DEVELOPMENT

The University Centre for Career & Skills Development (CCSD) provides a service to current full-time and part-time undergraduates and postgraduates and to recent graduates of the University. Our aim is to give you the advice, information and skills you need to make a smooth transition into the world of work.
Students can use the wide selection of careers resources at any time during opening hours, call in for a brief chat with a Careers Adviser over the lunch time period, or book a longer appointment if needed. Careers Advisers also run regular workshops on a range of job search related topics and may run specific sessions within the School. For full details please visit www.city.ac.uk/careers.

The CCSD also runs the Vacancy Board service, which can help you find casual work while you are studying and it also advertises a wide range of graduate vacancies. Opportunities for volunteering and mentoring can also be arranged through the service.

The Careers Centre is located in the Myddelton Building, Goswell Road and is open Monday-Friday from 09.00-17.00. Tel: 020 7040 8093.

HELP WITH STUDYING

You can get help with the development of skills in relation to your programme of study, from lecturers, personal tutors and other academic staff. In addition to this, if you wish to seek more general advice about your educational development you can contact Academic Learning Support for confidential advice and guidance on a range of issues related to your academic progress. The service can help you with language problems, time management, writing skills, revision techniques, essay writing, presentations and tutorial feedback.

Contact 020 7040 0246 or academiclearningsupport@city.ac.uk to arrange an appointment. Some appointments are available at the West Smithfield site.

CENTRE FOR LANGUAGE STUDIES

Drop-in sessions are available to help with your English Language skills, as well as advice and guidance on aspects of English Language learning based on individual learning needs. See http://www.city.ac.uk/languages/index.html or contact the Centre: languages@city.ac.uk or 020 7040 8865.

DISABILITY OFFICE (INCLUDING DYSLEXIA SUPPORT UNIT)

These services can be accessed through the Student Centre at Northampton Square. The staff are available to offer advice to students with disabilities, including long-term medical conditions and dyslexia.

Dyslexia Support Unit: http://www.city.ac.uk/disability/dyslexia_support_unit/index.html
dyslexia@city.ac.uk

Disability Services: http://www.city.ac.uk/disability/index.html
disability@city.ac.uk
HEALTH SERVICES

OCCUPATIONAL HEALTH

As a School of Community & Health Sciences student you may attend the local Trust's Occupational Health Services (Rees Mogg Unit, 2nd floor, King George V Building, St Bartholomew's Hospital, West Smithfield, EC1A 7BE). The opening hours are 08:30-16:00; phone 020 7601 8070 for an appointment. A walk-in service also operates but waiting times vary depending on availability.

STUDENT HEALTH SERVICE

In addition to Occupational Health, the Student Health Service provides a nurse-led drop in service for students. Advice is available on contraception including free condoms and emergency contraception, pregnancy tests, immunisation, emotional / psychological problems and minor illness and injuries. If you are taken unwell whilst at university, you can consult the nurse and use the rest room.

http://www.city.ac.uk/student_health/

Registering with a GP

If you are not already registered with a local GP, you are encouraged to do so immediately. Typically students fail to register with a GP until faced with a health issue. This often leads to longer waiting periods to see a health professional

- Finding an NHS Doctor or Dentist

Search on-line for your nearest GP, dentist, optometrist, pharmacist or Walk-in Centre

http://www.nhs.uk or alternatively contact NHS Direct, 24 hours on 0845 4547 or at www.nhsdirect.nhs.uk

Advice on Blood Borne Viruses including HIV/AIDS

Also refer to the policy for Students with Blood Borne Viruses in the Regulations Guide.

Terrence Higgins Trust:
52-54 Gray's Inn Road, London WC1X 8JU
Helpline: 0845 1221200
Monday-Friday 10:00-22:00,
Saturday and Sunday 12:00-18:00
Tel: 020 7831 0330 Fax 020 7242 0121
www.tht.org.uk

Positively Women:
347-349 City Road
London EC1V 1LR
Tel 020 7713 0222
Monday-Friday 10:00-16:00

More advice on BBV is provided at the University's Health Centre.

Advice on Pregnancy

The City University London Health Centre offers free pregnancy testing. Please bring an early morning urine specimen to the Nurse Advisor. Alternatively, home pregnancy tests can be bought at any pharmacy shop.

If your pregnancy was unplanned you may wish to seek advice on what you should do. Staff at the Student Health service aim to offer non-judgmental advice about the choices you have if you are pregnant. Alternatively you may wish to use an agency external to City University London. We recommend:

The Family Planning Association Helpline
If this is an unplanned pregnancy following sex without using any contraception or the contraceptive you used has failed, and it has happened within 5 days, you may be able to avoid pregnancy with emergency contraception. Information is available from: http://www.city.ac.uk/student_health/sexual/pregnancy.html

If you are expecting a baby, please refer to the School’s Maternity Policy in Part 2 of this handbook. The policy has major implications for you while on your programme. These include taking a maternity break from your programme and procedures for taking up your programme again after the birth of your child. We want you and your baby to be safe and the policy helps you to do this.

More information about pregnancy and childbirth from the National Childbirth Trust, 0870 444 8707 (09.00-17.00 Monday-Thursday and 09.00-16.00 Friday), www.nct.org.uk

Alcohol and Drug Related problems

See http://www.city.ac.uk/student_health/drugs/index.html for the University’s policy and also refer to Disciplinary Procedures for Students in Part 2 of this Handbook. The University has a duty to safeguard all those using its premises. Any student believed to have an alcohol or drug related problem should be advised to seek treatment from the Health Centre or the Counselling Service. A student believed to be under the influence of alcohol, drugs or other substances when attending lectures, practical workshops or in clinical practice will be told to leave the session.

Optometric Service

www.city.ac.uk/optometry

The University’s Department of Optometry and Visual Science offers a comprehensive optometric service to students. The Clinic is open from 09:00 to 17:00, telephone 020 7040 8338 for an appointment.

UNIVERSITY POLICY ON SICKNESS CERTIFICATION

Students who are prevented by ill-health from attending one or more examinations, or whose performance on the module and/or in examinations has been adversely affected by ill-health, are required to submit medical evidence of their illness.

The evidence should normally take the form of a City University London Medical Certificate, available from the Health Centre and academic departments. This form must be completed by a doctor, stamped with the practice stamp, and returned to the relevant departmental office. Where GPs prefer to use their own practice's certificate, it is helpful if information set out on the form detailing the consequences of the period of ill-health can be provided.

Other than in exceptional circumstances, medical certificates will only be accepted by the University if certification occurs at the time of the illness. Medical certificates will be scrutinised by the appropriate officers and will not automatically be accepted. Payment of bursaries during certificated sickness can only be made if the certificate is submitted at the time of illness.

You are likely to have several episodes of minor illness during your programme. This is normal and should not affect your ability to submit coursework or to complete your programme. You should not seek medical certification for minor illnesses, particularly after you have recovered. Personal Tutors are asked not to encourage their tutees to seek such certification. If you are absent from your programme, for whatever reason, you are asked to notify your department, using the form available from departmental offices, following the procedure in Part 2 of this Handbook.
LEARNING RESOURCES FACILITIES

BIOLOGICAL SCIENCES LABORATORY

A purpose-built science laboratory is located at the West Smithfield site, specifically developed for teaching biological sciences in nursing, midwifery and interprofessional health studies. We are at the forefront of laboratory-based teaching, and unlike most other schools of nursing and midwifery, biology is taught by lecturers who are qualified nurses or midwives and biological science graduates.

The laboratory provides an essential facility for teaching the sciences underpinning nursing and midwifery practice enabling you to learn through practical work.

Prior to undertaking experiments in the laboratory, you will be trained in health and safety measures. For some laboratory sessions you will be required to wear protective goggles, gloves and a laboratory coat/gown to protect your clothing. If you already have goggles and a laboratory coat, these may be used as long as they meet health and safety standards. Alternatively, if you do not have protective goggles and a laboratory coat, the School will provide these for you to wear during the laboratory session.

CLINICAL SKILLS CENTRE

A well equipped Clinical Skills Centre is located in the Robin Brook Centre at St Bartholomew Hospital, adjacent to the West Smithfield Site. This interprofessional centre is used by students from nursing & midwifery, medicine & dentistry, speech & language and radiography.

CETL

www.cetl.org.uk

With the establishment of the Centre for Excellence for Teaching and Learning (CETL) in 2005, all these facilities have been enhanced over the past year. The Robin Brook Centre has been expanded to more than double its original size and there are even more opportunities for student learning.

It is the ideal place to learn the practical and communication skills you need before caring for real patients. It provides a realistic but safe, simulated environment in which to practise on models or on each other, using videos, DVDs and other self-directed material, safe in the knowledge that mistakes do not matter and can be learnt from. Learning can be fun and by experiencing many of the procedures yourself, you will have a better understanding of how a patient or client may feel.

Communication Skills Suite

Communication skills can be developed in this suite, which includes video relay and telephone training systems. In small groups, students can practise skills such as interviewing a patient or breaking bad news.

Booking the Skills Centre

The Clinical Skills Centre is available for self directed learning from Monday to Friday from 09.00-20.00 on Monday, Tuesday & Thursday and 09.00-16.45 Wednesday & Friday. For more information visit the CETL website: www.cetl.org.uk

The best way to book a session is by phoning the Centre Manager on 020 7601 7381 or via the website. At certain peak times during the year, for instance May, June, July and October, the Skills Centre is very busy so please book well in advance.

Clinical Skills Bus
The Skills Bus is designed to take the Clinical Skills Centre to the students when they are on placement in hospitals, nursing homes, and health centres. The bus is driven by a Skills Facilitator and comes equipped with hand washing facilities and a wide range of equipment to support learning.

LIBRARIES

Sites

Library services specifically for Nursing & Midwifery students are based at two sites:

West Smithfield Library
City University London
20 Bartholomew Close EC1A 7QN
020 7040 5759

Whitechapel Library
City University London
Philpot Street E1 2EA
020 7040 5859

Opening Times of Nursing & Midwifery Libraries:

Monday-Thursday: 08.30-19.00
Friday: 08.30-18.00
Saturday & Sunday: Closed

Please visit [http://www.city.ac.uk/library/ls_cchs/index.html](http://www.city.ac.uk/library/ls_cchs/index.html) for further information about the libraries.

You are also entitled to use any of the other libraries within the University e.g. University Library at Northampton Square, Cass Business School Library. Please check the University Library website at [www.city.ac.uk/library](http://www.city.ac.uk/library) for more information.

Code of conduct:
All library users are subject to the regulations within the Code of Conduct. Breaches can result in a ban from Library premises and withdrawal of library privileges (including borrowing and computer access). Please read the following link before visiting any library within City University London. [http://www.city.ac.uk/library/code_conduct.html](http://www.city.ac.uk/library/code_conduct.html)

Borrowing Rights:
If you are on a course at City, you are allowed to borrow up to 15 books/videos/CD ROMs once you have registered with the library. Please remember to bring your ID card each time you visit. You will not be able to access Libraries, borrow or renew material without your ID card.
Fines are charged on late returns of borrowed items. Please remember to pay your fines promptly as it can affect your future borrowing privileges or may result in your qualification being withheld.

Renewing Items:
You can renew items you have borrowed by:

- Using the 24 hour automated renewals line 020 7040 8191
- Using the on-line library catalogue: http://library.city.ac.uk/
- Calling the library directly during opening hours (see telephone numbers above)

Resources:
Each Nursing & Midwifery Library holds a variety of resources to support you through your qualification. We keep multiple copies of reading list books at each site and also maintain many useful journal titles and databases.

Photocopiers:
Each Nursing & Midwifery Library has a number of photocopiers and requires the user to purchase a rechargeable photocopy card from either the library counter or automated machine before copying.

Journals:
The Nursing and Midwifery Libraries stock around 340 journal titles, including many with electronic access. Journals are for reference use only but articles can be photocopied using the photocopiers available in the libraries.

If you require an article from a journal that the libraries do not stock these can be retrieved through the libraries Inter-Library Loans service. Charges are £3 per article.

Electronic Resources:
There are now a vast number of resources available on-line including databases and electronic journals. These can either provide direct access to journal articles or references. City University London holds a subscription for many of these resources, which makes them free for you to use once you have obtained an Athens username and password. To apply for a username and password you will need to complete an Athens registration form which is available from both library sites.

The Library provides training in the use of a variety of electronic resources. Training sessions usually last for up to one hour and can be booked by filling in a library training booking form in either nursing library. The IT Skills Trainer provides training and assistance in using IT applications.

For more details see the Nursing and Midwifery libraries web pages: www.city.ac.uk/sonmlib

As well as providing links to a number of electronic resources the web page also gives you on-line access to past exam papers, reading lists and a citation guide.

Both Nursing and Midwifery library sites have a number of computers available for you to access electronic resources (word processing and emailing is NOT available). These are available on a drop-in basis and there is no need for a username or password. Printing is available from these computers and is charged at 5p per sheet.
IT SUPPORT SERVICES

IT support is provided by the IT Learning Support Officer, who can be contacted by phone on 020 7040 5939 or by email: k.a.m.shackleford@city.ac.uk.

Training sessions: individual and group training sessions can be arranged with the IT Learning Support Officer, covering all the main packages or a basic introduction if you are new to computing. These sessions are usually held in the West Smithfield Computer Suite between 09.30 and 17.00, except on Tuesday and Thursday mornings when training sessions are given in the Suite at Whitechapel. Further details are available from the IT Learning Support Officer (5939) or any of the library staff.

Assistance with computer problems: this is available in the three computer rooms or contact the IT Skills Trainer.

Alternatively, you can also contact the university IT response centre by calling x8181.

CitySpace: if you have problems with your CitySpace account please contact E-Learning Services on 020 7040 3146 or complete an online CitySpace Helpdesk report form at http://www.city.ac.uk/elearning/cityspace_keep/CitySpaceReportForm.html. Alternatively please contact the School’s E-Learning Officer, David Satenstein at David.Satenstein.1@city.ac.uk.

Printing and Print credits: when you register to use the computers, a printing account is automatically opened for you. To be able to print from the computer, you will need to keep your account in credit. Payment for print credits (minimum £2.00) can be made at any time at the library counters at West Smithfield and Whitechapel. You can also pay for print credits at the Service Centre (room E101, Drysdale Building, Northampton Square) Monday-Friday, 09.00-20.00 (term time only). The minimum purchase there is £5.00. Your account will typically be credited within 15 minutes of purchase. The cost of printing is 5p per page.

Floppy Disks: formatted disks are sold in the libraries at West Smithfield and Whitechapel. The price per disk is 50p.

Computer Shop: the University has its own IS Purchasing Shop located in E301, Drysdale Building, Northampton Square (020 7040 8177, ucs-shop@city.ac.uk).

Software: the networked computers allow access to a wide range of packages including word-processing, spreadsheets, graphics and statistics. You can also access/use email and the Internet.

In addition, in the main West Smithfield computer room, there is a flat bed scanner on a dedicated PC for student use. For further details please contact the IT Learning Support Officer.

IT AND COMPUTING FACILITIES

The School has four computer suites: one at Whitechapel (1st floor) and three at West Smithfield (5th floor). These are part of the University’s network and provide access to a wide range of software and full printing facilities. Each site has networked Windows XP Workstations with full printing facilities, giving access to a wide range of software. There are 28 PCs at Whitechapel and 55 at West Smithfield. The computers in both suites are equipped with flat screens.

OPENING TIMES:
West Smithfield
08.00-20.00 (Monday to Friday)

Whitechapel
08.00-20.00 (Monday to Friday)

There are also a number of computing rooms available in other University buildings. Opening times in most of these areas are 08:30 to 20:30, Monday to Friday.

- Drysdale Building, Levels 2 and 3
- College Building, Level 4, Rooms A231 and U506 and U507 (in the Library)
- Refectory Building, Level 5
- Cass Business School, Bunhill Row, Level 1, Rutland Place, 1st Floor, Room 106

Access to the IT facilities outside of the School is only available to ‘full university members’. Students on short programmes without a photo ID are restricted to the School's suites.

**Extended Hours Access:** access to some of the Drysdale computer rooms is available outside normal opening hours to students who are full university members. For access you need to register in advance with the IT Support/IS Service Centre in room E101, Drysdale Building. For further details please see the Computing Services Department handbook or contact the School’s IT Learning Facilitator.

**How to register/gain access:** to register you must complete the on-line self-registration procedure, details of which should be given to you when you start your programme/module. If you do not receive this information, or lose it, sheets explaining the procedure are available in the computer rooms.

Once registered, you will need your login name and password each time you wish to access the system. If you have any problems or queries about registration / access please contact the IT Learning Support Officer (5939).

At the beginning of the programme, ALL students, either by self registration or through the taught informatics sessions will have access to the full range of network services provided by the Computing Services Department.

You are entitled to use any of the computer suites within the University. Access arrangements and times are outlined in the User Handbook distributed at the beginning of the programme and available in the computer suites.

**E-mail:** City’s student email service is called Webmail. Self-registration automatically creates an email account for you and gives you a corresponding email address. To access your email visit [http://webmail.city.ac.uk](http://webmail.city.ac.uk) and use your username and password to log in to Webmail.

**Standards of Behaviour in the Computer Suite**

When using these services, there are a variety of obligations placed upon you as to what constitutes ‘acceptable standards of behaviour’. These constitute local University policies and some national statutory obligations. Full details can be found at [http://www.city.ac.uk/cs/conditions/conditionsofuse.html](http://www.city.ac.uk/cs/conditions/conditionsofuse.html). If you are found misusing the facilities you may have your access privileges withdrawn. Please note if your access privileges are withdrawn, this may affect your ability to complete your academic work and submit your assignments.

As students of nursing and midwifery programmes, you should also note that whilst in the clinical area you will have privileged access to clinical data, which may be stored on computer, and as such you are bound by particular professional and legal obligations regarding confidentiality and security (Data Protection Act 2000).

**Banned from public PC rooms are:**

- Food
- Drink
Smoking
Mobile phones

**Learning and Teaching:** The use of IT facilities is provided for academic purposes, therefore priority is given to students using the computers for their academic work. There are periods of excess demand on the facilities. It is inappropriate that students should be using equipment to access ‘chat rooms’ or play games, whilst this demand exists.

Due to the demand for access to facilities, the University operates an ‘open access’ policy. This means that although teaching may be taking place, you may be able to use the facilities at the discretion of the lecturer.

Whilst teaching is taking place, you must acknowledge that this is a teaching and learning environment and:

- Leave when requested to do so by the lecturer
- Not disrupt the group
- Not cause any noise within the class
- Enter and leave the room quietly
- Mobile phones **must** be switched off
- Only access machines that are not in the immediate vicinity of the taught session.

Taught sessions are for teaching purposes only. You should give the lecturers the courtesy of their attention. These sessions are not for social activities. Personal email access should be done in your own time.

**Professional obligations:** as stated above, as nurses and midwives you have various statutory and legal obligations to maintain confidentiality and security of clinical and personal data you may handle via a computer. You will be expected to conform to the following regulations:

- Data Protection Act (2000)
- Access to Health Records Act (1990)
- Computer Misuse Act (1990)
- Health and Safety at Work Act (1992)
- NMC Code of Professional Conduct.

**Use of equipment:** behaviour that has the potential to disrupt the work of others, or can reasonably be considered offensive by them, will not be tolerated. This can include:

- Excessive noise
- The display and access of offensive material
- Invasion of privacy
- Unauthorised access to other people’s files
- Harassing email
- Attempts to sabotage or misuse the equipment

**Investigation and Enforcement:** Complaints and anomalies may prompt investigation of possible breaches of the Conditions of Use. Certain activities on the network and centrally provided systems are routinely logged and/or automatically monitored. These include:

- Usage of workstations
- Access to web pages
- Access to software
- Volume of data transfers
- Quantity of email.

Note that the address, and date/time of access to web sites can be tracked. If you are identified as accessing material that may be considered illegal or offensive further action may be taken.
Serious breaches of these conditions will be handled by the University Disciplinary Procedures. However, where the misuse has implications for clinical ‘fitness to practice’, additional disciplinary measures may be instigated, which may have implications for your continuation on the programme.

CITY UNIVERSITY LONDON DATA PROTECTION STATEMENT
http://www.city.ac.uk/ic/dataprotection/studentinfo.html

The University is registered under current UK Data Protection law. It holds data in electronic and paper form on a student’s personal details, academic and administrative history, on any relevant financial transactions and use of University facilities. We would also hold health information in many circumstances, e.g. the Disability Office. This information is necessary for us properly to administer student studies with the University, for example the recording and processing of assessment results, the determination of final award outcomes and the production of management information statistics.

Assessment data will be processed to determine award outcomes, and the precise way in which this is done is published in relevant handbooks and documentation. In due course, records will form part of the student archive and computer records will be available to the University’s Alumni Relations staff for approved purposes.

In addition, the University is required by law to collect and provide information on every student to certain external agencies. These bodies include the Higher Education Statistics Agency, local education authorities and other grant-awarding bodies, the Student Loans Company and taxation authorities. We may be obliged to release information to the police and similar law officers as part of criminal investigations, and in some instances, to Officers of the Court in relation to proceedings. In certain circumstances, relating to the recovery of outstanding debt, data may be passed to debt collection agencies acting as agents for the University.

University email addresses will be published in a directory (users may make themselves ex-directory for external access).

Students and other users of the University have the right of access to personal data relating to themselves that is held by the University. Any individual who wishes to exercise this right should apply using a subject access request application form. A fee of £10.00 is required and the University has a period of 40 days in which to provide the required information. Application forms are available from the Head of Information Compliance and Policy and are also downloadable from http://www.city.ac.uk/ic/dps/formsletters/dpaccess.pdf.

Completed forms should be returned to the Head of Information Compliance and Policy. Any queries concerning Data Protection should be addressed to the University’s Head of Information Compliance and Policy on 020 7040 4000.

Useful Website:
- Data protection website: http://www.dataprotection.gov.uk/
LEARNING IN PRACTICE AND YOUR PLACEMENTS

Learning in practice is a key element of your preparation to become an effective healthcare practitioner and to ensure that you meet professional statutory requirements to be fit for practice and fit for purpose. Fifty percent of your programme is devoted to learning the practical, professional aspects of becoming a midwife or a nurse. Over your programme you will need to achieve the necessary level of professional competence to be regarded as fit for practice and fit for purpose. To help you meet the required level, a number of strategies have been developed by the School. These are related to the different practice areas you will go to, to help you to develop the necessary knowledge to become an effective and registered midwife or nurse. The way these practice placements are organised includes:

- Being allocated to a Community of Practice for the majority of your placements
- Having an honorary contract to learn and work in the practice setting that also provides indemnity insurance
- Learning in placements
- The support you can expect to receive
- Information about how to negotiate the placement area that suits your needs without compromising your professional development
- Guidelines policies and procedures for practice, that provides a range of important information whilst on a practice placement
- A Practice Portfolio for you to document your progress and use as evidence for your assessments.

You can find out more about all these aspects of practice education by visiting the website: www.city.ac.uk/sonm/practice-education

THE RANGE OF PRACTICE PLACEMENTS

As a student you need to become familiar with every aspect of health and social care provision that is likely to be needed by the client group you will be caring for on qualification. Whether you are planning to be nurse or a midwife, you will need to learn how to care for people at different stages of their condition, be it pregnancy, mental illness, or physical illness. You also need to learn how to encourage people to live healthy lives and this is related to a number of factors including nutrition; living conditions at home and work; environmental factors such as access to transport, air and water purity; and maintaining and promoting fitness. One of the major contributors to ill health in the United Kingdom is stress and knowing how to help people to maintain their mental health and help those who have mental health problems is an important part of your programme irrespective of which part of the professional Register you are preparing for.

Your placements will be in community settings, such as clinics, general practitioner units, clients’ homes, schools, nurseries, nursing homes, hospitals and so on. In the National Health Service (NHS) healthcare is organised either in Primary Care Trusts, General Practitioner practices or Acute Hospital Trusts. Other healthcare services are also provided by privately funded organisations that are being used to take significant numbers of NHS patients.

The importance of social care provision is recognised by our curriculum as many patients are also supported by such services, so you will have opportunities to learn about this aspect of their care. The importance of learning and working with other health care and social care students is well recognised as a means of improving patient care and your programme includes opportunities for you to participate in this kind of experience.
COMMUNITIES OF PRACTICE

The School has developed an important approach to supporting students in their placements. This has been developed with our partners in the local NHS Trusts and independent sector hospitals, GP practices and nursing homes. As a result you will have most of your placements within a discrete locality or profession specific area of practice. These are called Communities of Practice. Midwifery students, mental health and children’s nursing students will experience practice within placements located across London and with professionally focused settings supported by expert practitioners in their field of practice. Nursing students planning to take the Adult branch of the professional register will have the majority of their placements within a locality, such as Newham or Hackney or Tower Hamlets or City and Islington.

One aim of the Communities of Practice is to enable local people wishing to become health care practitioners to have the 50% of their programme, which is placement based (in community settings, hospitals, nursing homes and a range of other related settings) taking place close to their homes. This provides you with opportunities to learn about the health and social care needs of your local population as well as to become familiar with all the local health and social care organisations that you might need to contact on behalf of your patients when working as a registered nurse or midwife following successful completion of your programme.

During your programme you will have practice placements that are client/patient and carer focused and which provide opportunities for you to develop a sound understanding from all perspectives of the health and social care needs of the local community. As a student you will gain professional practical experience of working and learning in local hospitals, clinics, GP practices, nursing homes, independent hospitals and with people in their own homes. This will entail learning as a member of a clinical team how to care for people throughout the 24 hour cycle on weekdays and weekends.

Throughout your placements you will be supported by practitioners and lecturers both locally in your practice placements and in the University settings. You will be given a comprehensive preparation for each of your placements from both clinical and academic staff. Your assessments of both theory and practice are client/patient orientated and are designed to promote your professional understanding.

PLANNING YOUR PLACEMENTS

Planning your placement is a very complex and time consuming activity and is the responsibility of student services team who work closely with your Programme Director and staff in clinical settings, who are called Practice Education Facilitators (PEFs) or Practice Experience Managers (PEMs). Planning for specific kinds of placements is dictated by two things: (i) the number of placement places available in each Community of Practice and (ii) the requirements of your programme. These requirements are influenced by the professional statutory regulations and European Directives. So you will find that there are some placements that you must experience if you are to be able to meet the requirements for successful completion of your programme.

Details of your placement will be published on CitySpace (www.city.ac.uk/cityspace) around six weeks before the start date of your placement.

HONORARY CONTRACT WITH THE PLACEMENT PROVIDER

Students are admitted to NHS and independent sector placements as part of their programme only if their name appears on the allocation list. If your name is not on the allocation list, you do not have the right of admission to the Trust or organisation. Even more seriously if you work in that organisation without having your name on the allocation list you will not be protected by the indemnity insurance cover of that organisation and so will have to pay for any financial liabilities that you incur as a result of working there. It is therefore in your best interests to make sure that you are going to the placement that you have been allocated to and that you ensure it is the correct one.
LEARNING IN PRACTICE PLACEMENTS

Your Practice Portfolio is an important document that you need as a record of your progress in your placement and is a key element of your practice assessment. You will have a different portfolio for each year of your programme. Attached to this will be a continuous record of achievement which you must take from area to area during your programme.

PLACEMENT-BASED HELP

When you are on placement there is a range of different people who are available to help you. Most placements have a **link lecturer** who visits the placement regularly. However their visits may not always coincide with the times that you are on duty, but you will find out how to contact them from the education notice board in the placement. The role of the link lecturer is to provide support to students and to clinical staff. Only in exceptional circumstances do link lecturers provide clinical practice support.

You will receive clinical practice support from a practitioner working in your placement who will be your **mentor**. You may be provided with two mentors: a mentor who has responsibility for helping you work towards meeting the learning outcomes of your placement, discussing your progress and witnessing your final assessment for the placement. The other mentor may be an **associate mentor** who will deputise for the mentor/assessor but does not have responsibility for your final assessment. All these people are experienced practitioners who have undertaken a special course of preparation. You can read about the kind of help you can reasonably expect from your mentor in your copy of the **Guidelines, Policies and Procedures for Practice Placements: Pre-registration Midwifery and Nursing students**. Copies can be found on your welcome pack CD and on the Practice Education website.

Other people who will help you whilst on placement are the other members of the placement team, including other health care professionals as well as students. In addition each Community of Practice has a **Lecturer in Practice** who works closely with the **Practice Education Facilitator** (who might also be known as a Practice Experience Manager). The **Practice Education Facilitator** is probably the first person you will meet when you first go to your placement as s/he normally provides a welcome induction day. These practitioners are also a good people to contact if you are having difficulties that you cannot resolve with the help of either your mentor or your placement manager. The **Lecturer in Practice** is available for help if you are having difficulties that cannot be resolved by anyone else whilst you are on placement and works closely with the Practice Education Facilitator and the placement managers to ensure students receive the best quality of support available.

UNIVERSITY ID/NAME BADGES

With incidents of intrusion of non-authorised persons in clinical areas, and increasing occurrences of theft, you **MUST** wear your University ID badge at all times when in the practice placements.

If you do not have proof of identity, you could be refused entry to your placement or asked to leave the area.

**Your university ID card is your proof of identity at all times.**

UNIFORMS

You will be issued with your uniforms during your first module. Nursing students will each receive a number of uniforms. Female students have a choice of tunics and trousers or dresses – you can have a combination if you prefer. Full length sleeved dresses are available upon request. Headscarfs will be provided where these are requested at the commencement of studies.

Male nursing students receive tunics and trousers and epaulettes. Tunics come in three standard lengths – short, medium and long.

Midwifery students receive three polo shirts, one sweatshirt and trousers.
You will be measured for your uniforms at the beginning of your programme and you will then be advised of the date when they will be distributed to you. There will be a charge if you need an extra uniform for reasons other than pregnancy or a specific health reason. Forms are available from the Student Helpdesks.

You need to change your uniform after every shift/every day whilst on placement. You must wash your uniform separately on a minimum temperature of 60°C.

HEALTH AND SAFETY GUIDANCE NOTES FOR STUDENTS ON PLACEMENT

1. Introduction

- Placements are an essential part of your programme and help you to apply and further develop skills required for your professional registration with the Nursing and Midwifery Council. Many qualities can also be learned and developed during a placement that could improve your employment prospects. Whilst on your placement you will always be working and learning under the supervision of a registered practitioner. An essential aspect of your placement experiences is to be knowledgeable about the health and safety aspects of your placement, namely:

- Working in and visiting environments and locations that you are unfamiliar with;
- Being involved with, or undertaking, activities where you have little or no experience;
- Being confronted with emergency situations requiring quick thinking, knowledge of the correct procedures and the ability to carry them out safely and effectively.

This guidance provides important information about the health and safety aspects of placements.

2. Health and Safety Responsibilities

(a) Placement Providers – organisations providing placements have a general duty to ensure your health and safety whilst on placement this includes:

- Assessing your level of capability
- Providing you with information, instruction, training and supervision

(b) As a student you have a responsibility to work within your capability as assessed by your supervisor. This is to ensure the health and safety of other people (such as patients, colleagues and visitors) and that you respect your own health and safety needs at all times and those of others. As a student you have a duty to:

- Follow health and safety instructions, information and training
- Never to misuse anything provided for health and safety reasons
- Ensure that you are familiar with health and safety policies and procedures of your placement
- Undertake a risk assessment on arrival at your placement and to declare any disability or condition (such as pregnancy or infection) that could put either yourself, your patients or your colleagues at risk
- Make a risk assessment and follow the prescribed care plan when ever delivering care
- Bring any health and safety concerns to the attention of your placement provider and the lecturer in practice

3. Placement Preparation

Prior to commencing your placement it is essential that you prepare yourself by:
• Ensuring that you have successfully completed the required mandatory training session
• Attending briefings prior to the start of your placement
• Familiarising yourself with the health and safety aspects of your placement, and your induction responsibilities, the responsibilities of the placement provider and what information you should obtain in the initial period.

4. Information, Instruction, Training and Supervision

These are fundamental to ensuring your health and safety whilst on placement and may take place in the classroom settings, through health and safety notices and signs and through safe working procedures.

On your first day in a new placement you must receive a health and safety induction. If you do not receive this induction then discuss this with your placement mentor/manager/charge nurse.

Levels of supervision will vary from placement-to-placement and at points within a particular placement. Your supervisor has a professional responsibility to the patients to protect them from harm and this includes ensuring you are capable of undertaking delegated activities. If at any time you feel unsure about undertaking a procedure then you must immediately discuss your concerns with the person delegating the activity, or with your supervisor or the next person on the communication chart.

Never undertake an activity or go into a placement area unless you have received appropriate information, instruction and training for you to feel competent and confident to undertake the activity with either close or distant supervision.

5. Emergency Information

Whilst on placement it is essential that you receive information and instruction on what action to take should an emergency situation arise. Such situations include:

• Hearing the fire alarm
• Discovering a fire
• The need for first aid assistance
• A threat to personal safety
• Needle-stick injury
• Spillage of a dangerous substance

If you are not familiar with what correct actions to take, raise this with your placement supervisor. Such information will be given at your induction and where a change of work location or activity occurs.

6. Assessing and Controlling Risks

Your placement supervisor is expected to determine the risks associated with the care activities you’ll be involved with and will put into place measures to control these risks. Such measures are likely to be the same for all staff working in the area. However, because you are a student and thus potentially inexperienced, a higher level of measures may be required, especially in the early periods of your placement.

Measures to control risks can include:

• Providing information, instruction, training and supervision
• Having in place guarding, ventilation systems etc. to control risks at source
Ensuring equipment used is appropriate and in a safe condition
• Providing, and ensuring you understand and can use personal protective equipment and clothing.

Your supervisor has a duty of care to ensure that you are made aware of any risks associated with the activities you will be involved with, what controls are in place and what is required of you to control these risks. You have a duty of care to ensure that you understand and comply with these procedures.

7. Personal Protective Equipment (PPE)

One element of controlling risks is to wear Personal Protective Equipment (PPE). PPE includes equipment such as goggles, hard hats, ear defenders, face masks, overalls, gloves, waterproof clothing or using special guards and using special disposal equipment.

If the procedures you are carrying out entail use of PPE it is essential that you understand:
• How to use the equipment effectively
• The reason it’s required
• How to ensure a proper fit of any protective clothing so it will work effectively
• How to maintain, store, recognize defects and what action to take, and how to obtain replacements

If you believe an item of PPE is defective do not continue to use it and report it to your placement supervisor.

8. Reporting Incidents and Health and Safety Concerns

For your own health and safety and that of others it is important that you report any incidents that you are involved in – whether or not it has resulted an injury. This will enable your placement supervisor to investigate the incident and take any necessary action. Reporting a ‘near miss’ incident could prevent a more serious incident, and prevent another person from being injured.

You must use the reporting procedures that you were told about at your induction and follow the relevant policies and procedures in use at your placement.

If you do have any health and safety concerns during your placement the first action is to discuss these with your placement supervisor (for example if you have an injury, ill health or are pregnant). This may result in your being seen by the Occupational Health Department of your placement provider.

Where you believe your health concerns are serious you must also inform your Programme Director immediately. Don’t wait to the next scheduled visit or conversation.

Never undertake an activity, using equipment or go into an area unless you have been properly prepared and supervised to the point of being competent to do so.

9. Monitoring and Feedback

As a student on placement you are part of the team with responsibility to monitor the overall health and safety of activities and equipment used in your placement. Ensure you discuss any health and
safety aspects with your placement supervisor and complete any necessary paperwork that is required of you.

Your placement evaluation questionnaire includes a question on health and safety and provides an opportunity for you to make any comments.

Your views and experiences are very useful to both the placement provider and the university as a means of reviewing the health and safety of your placement.

10. If you are on placement outside the United Kingdom

Whilst types of work and activities undertaken during overseas placements may vary from country-to-country there are aspects that can have potential health and safety implications. These include:

- Unfamiliar and different climatic conditions (such as higher temperatures, more extreme winters)
- Cultural and language differences (unfamiliarity with locally accepted practices, laws and religious requirements, communication differences)
- Unfamiliarity with, and little knowledge of, local geography, placement locations and neighbourhoods, (so a potential risk to personal safety, no-go areas, areas of high crime, safe use of transport)
- Effects of long-haul travel (jet-lag, time differences, unfamiliar diet)
- Obtaining treatment for medical emergencies, (such as illness including exacerbation of an existing disease, such as diabetes; accidents, injury, bites, stings, heat stroke, frost bite) and so require knowledge of local health care arrangements to contact emergency services.

These may not take place during your placement hours but during your own time whilst away from home.

It is important that prior to undertaking any international placement you discuss the necessary arrangements that you need to have in place and what you require to do in preparation with your general practitioner and with the consulate of the country you will be visiting.

For further information please visit the Safety Office Web Page: http://www.city.ac.uk/safety/

PLACEMENT PROVIDERS

NURSING PLACEMENTS

NEWHAM COMMUNITY OF PRACTICE

Newham District General Hospital
Glen Road, Plaistow, London E13 8RU
Telephone: 020 7476 4000

This is a modern purpose-built, 360 bedded hospital providing medical and surgical services and some specialities including orthopaedics, gyneacology, paediatrics and midwifery. The hospital has large accident and emergency and outpatient departments.

St Andrew’s Hospital
Devons Road, Bromley By Bow, London E3 3NT
Telephone: 020 7476 4000
A hospital with approximately 100 beds providing medical and surgical services and including some specialised units.

**Nursing Homes**
Within the Community of Practice, there are a number of Nursing Homes that you will visit during your Programme.

**NEWHAM PRIMARY CARE NHS TRUST**

**Newham Centre for Mental Health**
Glen Road, Plaistow, London E13 8RU  
Telephone: 020 7540 4380

This centre provides services for people with mental health problems both as in-patients and out-patients.

**Plaistow Hospital**
Samson Street, Plaistow, London E13 9EH  
Telephone: 020 8586 6200

A small hospital providing assessment, rehabilitation and continuing care services for elderly people.

**Community Services**
The Trust offers a full range of district nursing, health visiting and school nursing services.

**Primary Care Nursing Teams**
Teams include Health Visitors and District Nurses.

**Paediatric Services**
Rainbow Ward for acutely ill children is situated within Newham General Hospital. A Home Care Team provides nursing for children within the Community.

**TOWER HAMLETS COMMUNITY OF PRACTICE**

**The Royal London Hospital, Whitechapel**
Whitechapel Road, London, E1 1BB  
Telephone: 020 7377 7000

This is a large teaching hospital providing services for the treatment of children, medical and surgical patients and a number of specialities including regional specialities e.g. The Helicopter Emergency Medical Service (HEMS) is situated at Whitechapel and is linked to the provision of an integrated major trauma facility on the Whitechapel site.

**St Bartholomew’s Hospital**
West Smithfield, London, EC1A 7BE  
Telephone: 020 7377 7000

A hospital for patients with specialities including gynaecology, urology, oncology nephrology, cardiology, cardiothoracic. There is a Minor Injuries Unit and a Day Surgery Unit.

**The London Chest Hospital**
Bonner Road, Bethnal Green, London, E2 9JX  
Telephone: 020 7377 7000

A small specialist hospital providing care to patients with respiratory and cardiac problems.

**Nursing Homes**
Within the Community of Practice, there are a number of Nursing Homes that you will visit during your Programme.
TOWER HAMLETS PRIMARY CARE TEACHING NHS TRUST

Mile End Hospital
Bancroft Road, Mile End, London E1 4DG
Telephone: 020 7377 7000

This hospital has mental health wards to which students may be allocated to undertake their placements.

The Bancroft Unit
Situated in the grounds of the Mile End Hospital, this purpose-built unit opened in 1991 offering assessment, rehabilitation and continuing care services for elderly people. Day care facilities are provided as well as in-patient services.

Primary Care Teams
Sixteen teams of Health Visitors, District Nurses and School Nurses provide care to clients/patients within the community.

EAST LONDON AND THE CITY MENTAL HEALTH TRUST

St Clements
2A Bow Road, London E3 4LL
Telephone: 020 7377 7000

A small unit, providing in-patient and out-patient services for people with mental health problems.

Homerton Hospital Mental Health Services
This service provides acute, community and rehabilitation services for the mentally ill and mental health services for elderly people with organic and functional mental health problems.

CITY AND HACKNEY COMMUNITY OF PRACTICE

HOMERTON UNIVERSITY HOSPITAL
Homerton Row, London E9 6SR
Telephone: 020 8510 5555

A purpose-built modern district general hospital providing medical and surgical, orthopaedic, gynaecology services, accident and emergency, maternity, obstetric and paediatric services for the residents of the London Borough of Hackney. In addition, specialist services such as neuro-rehabilitation, fertility and neonatal intensive care services serving a wider population are also provided. There is an education centre and professional library at Homerton Hospital.

Nursing Homes
Within the Community of Practice, there are a number of Nursing Homes that you will visit during your Programme.

CITY AND HACKNEY PRIMARY CARE NHS TRUST

Primary care teams
Health Visitors and District Nurses in teams provide community services.

INDEPENDENT SECTOR

St Joseph's Hospice
Mare Street, Hackney, London E8 4FA
Telephone: 020 8525 6000

This hospice provides facilities for respite care, rehabilitation and palliative care. In-patient, day care and community services are offered.

**The London Bridge Hospital**  
27 Tooley Street, London SE1 1PR  
Telephone: 020 7407 3100

This hospital is part of the St Martin's Group and is situated on the south side of London Bridge. Medical and surgical services are provided as well as a number of specialised units such as the health and fitness centre.

**The London Clinic**  
20 Devonshire Place, London W1N 2DH  
Telephone: 020 7935 4444

This hospital is situated near Baker Street in the West End of London. Patients are treated for a wide range of conditions including ophthalmic, oncology, gastro intestinal surgery, urology, nephrology, orthopaedics, gynaecology, neurology, neuro surgery. There is a wide range of investigative and support services for both in- and out-patients.

**The London Independent**  
1 Beaumont Square, Stepney Green, London E1 4NL  
Telephone: 020 7780 2400

Situated in Beaumont Square, Stepney Green, this hospital is part of the BMI group. Patients have in- and out-patient treatment for a variety of conditions including cardiology, cardiothoracic and neurology and neurosurgery.

**The Mildmay**  
Hackney Road, London, E9 7NA  
Telephone: 020 7739 2331

This is a specialist hospice for those with HIV and AIDS.

**The Harley Street Clinic**  
35 Weymouth Street, London W1N 8BJ  
Telephone: 020 7935 7700

This hospital is located north of Oxford Street and has an international reputation as an acute care hospital. It offers the School placements for student Children’s Nurses.

**MIDWIFERY PLACEMENTS**

For your practical experience, you will join teams of midwives in one of the Communities of Practice. If you are on the 3-year programme, you will also gain some general nursing experience with one of the trusts:

- City and Hackney Community of Practice
- Newham Community of Practice
- Tower Hamlets Community of Practice
- North Central Community of Practice and UCLH (University College London Hospital)
STUDENT REPRESENTATION AND SCHOOL COMMITTEES

For all students of the School of Community & Health Sciences, there are a number of ways in which you can become involved in the School’s decision-making processes and feedback your views on your student experience here.

The School of Community & Health Sciences have various committees that feed into the University’s Senate, which is the supreme decision-making body on academic matters.

If you are interested in becoming a student rep on any of the committees listed below, please contact the Student Helpdesks.

- **BOARD OF STUDIES (BOS)**
  The Board of Studies is responsible for the overall control and monitoring of the quality of the School’s programmes and research activities and reports to the University's Senate. Board of Studies is a policy-making board and key sub-committees report to it.

- **ACADEMIC PRACTICE, PROGRAMMES AND STANDARDS COMMITTEE**
  The Academic Practice, Programmes and Standards Committee (APPSC) is responsible for the quality of programmes, including assessment practice, performance and procedures. All matters connected with learning and teaching, programme approval, quality assurance and programme evaluations are the concern of the Committee.

- **STUDENT AFFAIRS COMMITTEE**
  This Committee has been established within the School to provide students with a forum for raising issues that affect them, and for the School to consult with students on key issues.

  This committee includes student representatives - please contact your personal tutor for more information.

- **PROGRAMME MANAGEMENT TEAMS (PMT)**
  Each programme has a Programme Management Team (PMT), which provides a forum for discussion of issues relating to the programme and its development. Student representation is an important aspect of this committee.
STUDENT FEEDBACK SYSTEMS

Your views are very important for ensuring the quality of the modules and programme you are undertaking and for guiding their future development.

EVALUATIONS

You have the opportunity of commenting on your programme and modules. At the end of each module and at the end of your programme, you are asked to complete a Module or End of Programme Evaluation. These evaluations take the form of an electronic questionnaire that can be accessed via CitySpace or via a paper based questionnaire.

A report of feedback is discussed at the Programme Management Team Meeting. Analysis of the feedback is part of the Annual Programme Evaluation process and follow-up actions are reported to the Academic Practice Programmes and Standards Committee.

In addition to completing evaluation forms, you have regular opportunities to express your views through the student representatives on the committees outlined above.

On an individual level, please raise any issues with the Programme Director or Module Leader, or your Personal Tutor. If after discussing concerns, you are not satisfied with the outcome, you can approach your Head of Department of Associate Dean for Pre-Registration/Undergraduate Programmes who will take appropriate follow-up action.

COMPLIMENTS/COMMENTS

The School likes to know what we are doing well and where we need to make improvements. If you wish to make an official compliment or have any ideas or suggestions please use the Compliment, Comment or Complaint form which is available in the Student Common rooms, Reception Desks and the Student Helpdesks. Compliments/comments will be fed back to the relevant Department or individual.

COMPLAINTS

If you wish to make a complaint about an aspect of your programme or any related service please initially do so at a local level, i.e. with the individual, department or service provider concerned. If, after doing this, you wish to make a formal complaint, please use the Compliment, Comment or Complaint form, which is available in the Student Common Rooms, Reception Desks and the Student Helpdesk.

All written complaints that cannot be resolved immediately will be registered by the complaints officer of the department concerned and given an individual reference number. Wherever possible, your complaint will be acknowledged in writing within ten working days. Designated complaints officers are Heads of Department. All complaints will receive a full and fair investigation and only those concerned with the complaint will know the content. You may be asked to give further details, and perhaps attend a meeting. Every effort will be made to send a full response to your complaint within twenty eight days. Where this is not possible, you will be advised of the reasons for delay and anticipated completion date. We will not investigate complaints received without a named complainant. Further information about the complaints procedure can be found at:
http://www.city.ac.uk/studentcentre/ace/complaints.html.
STUDENT ADMINISTRATION

STUDENT RECORDS AND CHANGE OF DETAILS

When you register as a student with the University, the School will create a record of your registration and provide you with a student identification card. These records are used for a number of sources such as tracking your progress on your chosen programme of study, contact information etc. The School maintains records on all of its students. These include a computerised student record which contains your personal details and details of your assessment results and progression through your programme.

It is very important that we have up-to-date records and particularly contact details. If you move house please ensure that you notify the University of your new address. You can do this by completing the form available from the Student Helpdesks.

We also maintain personal files, which are paper-based and contain records of meetings with your Personal Tutor etc. Your Personal Tutor is responsible for ensuring that this record is up-to-date.

BURSARIES

New Pre-Registration Nursing Students: If you are a pre-registration RN/Diploma in Nursing student you will receive a non-means tested bursary (RN/RM Degree students receive a means tested bursary), which is paid monthly. All payments will be paid directly into your bank account by the NHS Grants Unit. The NHS Grants Unit will also provide you with details of dependency and childcare allowances and how to claim them if eligible. All queries about bursaries should be directed to the NHS Grants Unit, NHS Pensions Agency at: 200-220 Broadway, Fleetwood, Lancs FY7 8SS. Telephone: 0845 358 6655.

PAYING YOUR TUITION FEES

Normally your tuition fees will be paid directly to the School.

TRAVEL CLAIMS WHILST ON PLACEMENT

All pre-registration Diploma and Degree students may claim for the reimbursement of full travel expenses normally incurred for travel to and from home and placement area if these expenses are more than those incurred when travelling from home and to the School. If your placement is at St Bartholomew’s Hospital, you will not be able to claim additional expenses.

Expenses will be paid monthly, in arrears, on the “Monthly Claim for Reimbursement of Travel Expenses”. Forms are available at the Student Helpdesks at West Smithfield and Whitechapel.

Travel claims will be paid direct into bank accounts via BACS transfer on the last Friday of each month.

All forms, accompanied by receipts, should be submitted to the Student Help Desk, Ground Floor, West Smithfield, by the 5th of each month at the latest. Forms received after the 5th of the month will not be paid until the following month.

STUDENT TRAVEL CARDS

Applications for these can be authorised by the Student Centre at Northampton Square or the Student Helpdesks at West Smithfield and Whitechapel.
STUDENT DEBT

Students who are in debt to the University for any reason (including accommodation debt), are likely to have their IT and Library facilities removed until such time as the debt has been cleared, or arrangements for repayment have been accepted by the Finance Department at Northampton Square.

Failure by a student to clear the debt, or make satisfactory repayment arrangements, may also result in the student being de-registered from their programme.

It is the policy of the University not to release end of programme examination results to any student who has debts outstanding.

Students whose results are withheld can apply to Registry to have them released on plain paper by making a Subject Access Request under the Data Protection Act. Please note that Subject Access Requests should be made by using the University’s Application Form, available from Registry. All applications must be accompanied by a £10 application fee. Cheques should be made payable to City University London (note: payment made by cheque will require 10 working days to clear).

Under the terms of the Data Protection Act, the University is granted a period of 40 days to provide the required data to the student.

For more information please see www.city.ac.uk/finance/index.htm.
**GRADUATION CEREMONY**

The Graduation Ceremony for the School is held once each year (usually in November, December or January) where you will be presented with your certificate.

For more information see [http://www.city.ac.uk/registry/graduation](http://www.city.ac.uk/registry/graduation).

**As a Graduate of the School, Keep in Touch!**

As a graduate from the School, you will become one of our alumni (former students). We hope you will keep in touch with us, as our aim is to build a mutually beneficial relationship. For instance, we can send you information on further programmes that may help with your career in nursing/midwifery and assist with your continuing professional development (CPD). Also, our alumni are invited back to the School for special events and lectures.

We hope that you will help us by coming back to share your career experiences with current students and your contribution will be invaluable to us to ensure that our programmes meet your needs when you are at the forefront of nursing and midwifery practice.

**Do we know where you are?**

Another way you can help is by providing us with your on-going address as you leave the School, so that we can keep our alumni database up-to-date. We will send you the annual alumni magazines, as well as invitations to events.

For more information about being part of the School’s alumni please visit the website and to keep us up to date with your contact details, please complete the on-line form.

[http://www.city.ac.uk/sonm/business/alumni/index.html](http://www.city.ac.uk/sonm/business/alumni/index.html)