

An Introduction to studying at college 2021-2022

The college is committed to ensuring the health and safety of all staff and learners. Our utmost priority is to provide a safe and managed environment that enables all learners to receive the best learning experience possible.

To prevent the spread of coronavirus (COVID-19) the college has put into place a range of protective measures to create a safe learning environment for all. **In addition, all staff and learners must wear face masks in all college corridors and communal areas.**

In order to ensure that we maintain this safe environment and in order to comply with the Health Protection (Coronavirus Restrictions) (Wales) Regulations 2020 and the Welsh Government Health and Safety Protocols the following **learner charter and code of conduct** tells you what you can expect when you become a learner at the college, and what we expect of you.

What can you as a learner expect from us?

Your learning environment

We will provide

- A safe, secure and welcoming learning environment that conforms to all of the relevant Coronavirus Health and Safety legislation, protocols, guidance and risk assessments (for more information, please refer to our detailed COVID learner guidance document)
- A range of protective measures to minimise your contact with other individuals and groups of learners, including the wearing of face masks across all college communal areas.
- Hand sanitising stations across all areas of the college to support frequent handwashing
- Appropriate signage and directional arrows throughout the college building to facilitate and support social distancing requirements
- Appropriately laid out classroom facilities
- All of the information you need to help you settle into college, including a comprehensive induction programme, learner guidance document and a learner guidance video
- A welcome box which contains a college hand sanitiser, a reusable mask, a refillable bottle, pen, pencil, a pocket pad, power bank, multi-end charging cable and a tote bag.
- A comprehensive communications strategy so you know what is happening and is expected of you at all times during your learning experience with us.

Your teaching and learning experience

We will provide.....

- Enthusiastic, dedicated and excellent campus based and on-line teaching and learning
- Dedicated tutorial support and regular 'check-ins' with our course tutor to help you throughout your time at the college, both face to face and on-line
- Access to outstanding learner and wellbeing support both at campus and on-line, including:
 - Career advice and guidance.
 - Mental health and wellbeing.
 - Advice on financial issues.
 - Confidential counselling advice.
 - Study skills support.
 - Learning coach support
 - Inspire to Achieve (I2A) support
- Inclusive, accessible, secure and resilient IT platforms and ICT equipment and software to support you to learn both on campus and online, wherever possible
- Fantastic state of the art learning environment with up to the minute facilities
- A framework of support to develop your study skills, independent learning, motivation and resilience
- Opportunities for you to engage in a range of extra-curricular activities, including sports and wellbeing, enrichment activities, Duke of Edinburgh and a range of clubs and groups e.g. board games club
- Opportunities for you to have your say and represent other learners and/or your course on appropriate college boards, learner focus groups, the Learner Assembly and at course team meetings – both face to face and online
- The opportunity for you to feedback your views on your course and college facilities through the learner voice survey, learner conferences and our concerns, compliments and complaints policy – both face to face and online
- An established grievance and disciplinary procedure, including the right to appeal.
- Regular marking and constructive feedback of your work
- Regular reviews of your progress and agreed targets
- The opportunity for you to receive learner support or course materials or course assessment through the medium of Welsh
- Careers advice, guidance and support to help you progress successfully on to employment, university or an apprenticeship

What does the college expect from you?

As a learner at the college, you should behave in a reasonable manner at all times, ensuring that you comply with the following:

Attending College

We expect all learners attending college to:

- Abide by the College's Coronavirus (Covid-19) learner guidance, in particular paying due regard and adhering to the social distancing and health and safety measures in and around the college campus, including the wearing of a face mask in all communal areas of the college
- Abide by the college's policy for 100% learner attendance on campus or engagement in online delivery, whilst also being mindful that you should not attend college if:
 - feel unwell, have any of the identified Covid-19 symptoms (a new continuous cough, a high temperature or loss of taste or smell) – if this is the case, you must self-isolate immediately and book a COVID-19 test;
 - Have tested positive for COVID-19
 - Have been asked to self-isolate by the NHS Wales Test, Trace, Protect service
- Inform the college if you are absent by notifying your college tutor
- Inform us if you have tested positive for COVID-19 using the form [here](#)
- Inform us if you have been asked to self-isolate [here](#)
- Ensure that you are wear your college ID badge at all times when on site and that it is visible at all times
- Abide by the college's no smoking policy – please note this includes not smoking in the area outside and surrounding the college building and main entrance.
- Dress in an appropriate manner at all times.
- Arrive punctually for all lessons

Engaging in your studies

We expect all learners to:

- Attend all campus based classes and engage in your on-line and remote lessons regularly and on time
- Adhere to the college's guidance on teaching and learning both whilst at campus and whilst learning remotely

- Participate in regular individual reviews, tutorials or 'check-ins' with your course or personal tutor
- Complete assignments and course work on time
- Check your college emails on at least a weekly basis to ensure you are keeping up to date with college news and important information
- Adhere to the college's communications protocol
- Ensure that your phone is switched off at all times during lessons, except for exceptional circumstances and in agreement with your tutor
- Pay all course fees as required

Your Health and Well-being

We expect all learners to:

- Treat everyone with consideration and respect regardless of differences in culture, ability, race, religion, gender, sexual orientation, age or social class.
- Never bully, intimidate, verbally abuse, threaten violence or use unacceptable language towards any person.
- Act in a safe and responsible manner
- Use our dedicated complaints procedure to feedback and make us aware of any complaints or concerns you may have
- Adhere to the college's learner disciplinary policy and procedures
- Abide by the college's Social Media Policy
- Abide by the college's IT Acceptable Use Policy
- Take pride in the college and treat the environment with respect by:
 - Refraining from eating and drinking in the classrooms and IT rooms.
 - Ensuring that all litter is placed in the bins provided.

We encourage all learners to:

- Use the learner support and well-being services available to you to seek help and/or additional support, when required
- Engage in the wide range of online and campus based enrichment and health and wellbeing activities on offer