

TASK 1

AIM: To demonstrate knowledge of College procedures, support services and opportunities.

Below are answers to questions frequently asked by new students. Each point raised should be discussed with your personal tutor but further information is available in the current **Student Handbook** which is available on **Moodle** by clicking [here](#)

1. Who can I talk to if I have a problem?

There are a number of people available to give you support, they include:

Your **personal tutor** who will also perform some of the roles of a learning coach and give you overall support and guidance.

Dorothy Griffiths, the College **Counsellor** for personal and emotional difficulties

The College **Chaplain** for spiritual support

The College **Nurse** on health matters including guidance on sexual health and relationships.

Staff in the **Financial Support Team** for advice on benefits and grants available.

Suzanne Evans and **Careers Staff** for advice on further/higher education and employment.

Pam Rigby , **Youth Worker** for general and personal information and guidance

Staff in the **Additional Support team** if you have a learning difficulty and/or disability and need help to get the most from your studies.

Essential Skills staff in the Learning Resource Centre offer support in application of number, communication, ICT skills and wider key skills.

Staff at the **InfoShop** for advice and information.

If any of the people above can't help they will try to put you in touch with someone who may be able to.

2. What should I do if I think I am on the wrong course or I am thinking of leaving College?

*To avoid payment of course fees your study hours must not fall below the programme hours agreed at enrolment. If a course change is agreed it must take place before **Friday, 8th October.***

- *Discuss your proposed change with your course tutor and personal tutor.*
- *Visit the Student Support Centre for further guidance.*
- *You **must** complete a Change of Course/Leaving Form and return it to CIS staff in the Student Support Centre within 5 days of issue.*

3. What should I do if I disagree with an assessment which contributes to my final qualification ?

*You are entitled to appeal against the decision.
Details of the Appeals Procedure can be accessed on Moodle.*

4. What is the main aim of the College's Enrichment Programme?

To broaden your experience as a student at the College.

5. What should I do if I am absent from College?

*Inform your tutors in advance if possible.
Telephone your Faculty Officer before 10.30am*

6. How can I get involved in the College?

- *Class/Course Representatives*
- *Student Management Group*
- *Making suggestions in the HAVE YOUR SAY leaflets*
- *Activities within the Personal Tutorial System*
- *Enterprise Group*
- *The annual Student Planning Event (January)*
- *Focus Groups*
- *Mid-course Surveys (February)*

- *Becoming a College Representative*
- *Becoming a Student Governor*
- *Volunteering to take part in Advice Evenings, Welcome Meetings and Taster Days*
- *Helping to make Marketing videos*

7. What are the College Guidelines on e-Safety?

Refer to the 'SMART' poster in your tutor room or on Moodle.

8. What are the key features of the IT Acceptable Use Policy and how do you access your Yale e mail from outside College?

IT facilities are provided to suit your College work - for educational purposes only.

You must not tell anyone your password, let others use your username or attempt to use anyone else's.

You should only use IT resources for your College work. The playing of games and other novelties is forbidden; as is their storage and distribution by email.

You must not access, create, retrieve or store inappropriate material which may disturb or offend others.

You must not deliberately add or remove software, or otherwise alter a computer's settings.

If you break these rules you may have your access to IT facilities suspended and be reported to your tutor.

You should not take someone else's work and present it as your own, however you obtain it, for example, from the internet or email.

PLEASE NOTE THAT ALL USE OF COMPUTERS IN COLLEGE IS LOGGED AND MAY BE MONITORED.

College e-mail, your N: drive (my documents), the S: drive and the Student Intranet (Moodle) can be accessed from outside College using a web browser to access the College website

(<http://www.yale-wrexham.ac.uk>) and then clicking on Staff and Student Gateway.

8. What should I do if I don't know my user name and password to access the College's IT facilities?

IT Username: *Is printed on your ID card and timetable.* **Password:** *Is printed on your timetable.*

9. What should I do if I feel unwell or have an accident in College?

Inform your tutor but if you are in some other part of the building try to report to Reception.

10. What should I do if the College alarm rings?

You should proceed via the nearest exit to the nearest emergency assembly point.

*You **must not** return to the building until a member of staff has indicated that it is safe to do so.*

I confirm that the information above about college procedures, support services and opportunities has been discussed with my personal tutor and I have had the chance to ask relevant questions.

Student signature: _____