

Learner FAQs

Below are some of the most frequently asked questions we are asked. If you can't find the answer to your question, please contact us on:

Email: enquiries@cymoedd.ac.uk

Livechat: www.cymoedd.ac.uk

Tel: Aberdare: 01685 887500

Tel: Nantgarw: 01443 662800

Tel: Rhondda: 01443 663202

Tel: Ystrad Mynach: 01443 816888

1. How can I get ready to start college?

On our 'Getting ready for college page' [<https://www.cymoedd.ac.uk/ready>], you can read about the course you have applied for and complete some pre-course activities.

2. How can I enrol?

We will contact you by email to tell you how to enrol online. If you haven't heard from us by 15 August, please email enquiries@cymoedd.ac.uk to check we have your correct details.

You can also ring us on:

Aberdare: 01685 887500

Nantgarw: 01443 662800

Rhondda: 01443 663202

Ystrad Mynach: 01443 816888

3. What happens if I don't get the grades I expected?

Firstly, please don't worry. We will help you. We have many different courses and levels on offer at college. As soon as you know your grades get in touch with us on LiveChat www.cymoedd.ac.uk, email enquiries@cymoedd.ac.uk or phone (contact numbers at top of page) and we will connect you with the best person to help.

4. When does college start?

College starts back from 1st September 2020. When you enrol, you will be told the first day that you need to attend campus. You will not be attending every day that week.

5. What happens during the first week in college?

On your first day in college you will have an induction with your course tutor. This may include an introduction to the course, some fun activities, an introduction to online learning and a chance to meet other college staff. Most importantly it will help you get to know other people in your class and your tutors. This year, your second day will be delivered remotely to help you settle into online learning.

6. What will teaching be like this year?

We are following Welsh Government guidance as we plan for September. At the moment, we are planning to have as much learning on campus as we can. You will have some

sessions delivered online, such as tutorials and Core Skills. This may change as we respond to advice from Welsh Government.

7. How has the college prepared for learners to return to campus?

We have been working hard to make sure our campuses are ready for you in September. We have increased the amount of cleaning taking place on campus, there are hand sanitisers available and signs reminding everyone to maintain social distances. We will work with you on your first day to answer any questions you may have.

8. What support is available in college?

The College's Universal Learning Provision (ULP) includes lots of different support available to all learners and is likely to meet the needs of most learners. There is support with literacy, numeracy and digital skills; Welfare and Wellbeing support to help with personal issues as well as tutor support and guidance

Your first stop should be with our **Learner Services team**. They provide day-to-day assistance and support on practical issues such as grants and travel.

9. I have an additional Learning Need. What support can I have?

The Additional Learning Provision (ALP) at Coleg y Cymoedd can help you if you have an additional learning need or disability and require support that is additional to, or different from, the wide range of universal learning provision. The college's Universal Learning Provision (ULP) and Additional Learning Provision (ALP) will be available to learners but may provide their services in different ways in September. As well as face to face contact where possible, support staff will provide 'remote' support to learners through various means, including email, text messaging, phone calls and using Microsoft TEAMS.

We use a person-centred approach to plan your support and make sure your tutors know about you and how best to support you. You may have already let us know about your needs and spoken to one of the team. There are support staff available even over the summer period – use the contact details given at the start of this document to get in touch.

10. I have been learning through the medium of Welsh up until now. What opportunities are there for me to use the language at the College? Is there any help and support available for me?

We welcome learners from Welsh-medium schools and will do our best to help you maintain and develop your Welsh language skills.

All the information you will need is included in the booklet *Cymraeg yn y Coleg/ Welsh in the College* which is published in hard copy and on-line.

This includes information about the following topics;

- Studying through the medium of Welsh or bilingually
- Your rights under the Welsh Language Standards
- Help and support
- Informal activities

Starting College

11. How do I enrol?

By now you will have received instructions, usually by email, with instructions on how to enrol.

12. When will my first day be?

On Friday 28th we will be sending a message to all the people who have enrolled with the first day you need to be in college. This will be your induction day.

13. EMA and WGLG Learning Agreement

Those who need to sign an EMA or WGLG learning agreement will be able to do so electronically in the same software we have used to enrol.

14. FCF grants

Likewise applications for our FCF grants for free meals, childcare etc can be submitted online in the same portal you use to enrol.

15. What will my timetable look like?

During induction day your tutors will explain your timetable and the way your course will work in the coming weeks. Many courses will experience blended with, for example, two days in college and one day at home with online lessons.

We will try to ensure most of your time is in the same class with the same classmates. Time outside your class will be limited to help with social distancing.

16. What will transport be like?

You should have applied to your local council for transport and they will be contacting you with details. RCT council have decided that people using their contract buses must wear face coverings they will be providing free reusable masks available after your first trip. Caerphilly Council contract buses do not require a face covering. Public service vehicles require all passengers to wear a face covering.

17. Around the college

The college has decided that staff and learners must wear face coverings when in common areas such as corridors etc. A reusable mask will be provided free of charge. There will be signage around the campus advising occupants on what is required to maintain a safe environment. All staff and learners should follow the signage on campus designed to improve the flow of traffic around campus; There will be hand sanitiser at key points. Learners should only mix with their classmates.

18. Canteens

Our catering facilities will be offering a different service to usual. These will be grab and go type products rather than traditional hot meals. Breaks will be staggered. No seating will be provided so learners will be permitted to eat in classrooms during designated break, but

NOT during lessons themselves; This is to avoid large groups of people congregating in communal areas.

19. Learning Resource Centres

Learning resource centres will be closed to learners to reduce the number of learners from different contact groups mixing. Books and other resources can be obtained via a click and collect system.