



YMCA **Wales**  
Community College



# ***Student Support Services***



**[www.ymca-wales.ac.uk](http://www.ymca-wales.ac.uk)**



# Welcome



YMCA Wales Community College is dedicated to meeting the needs of its learners. As a student of the College you are able to access a variety of support services. This brochure is designed to let you know how the College can help you to get the most out of your learning experience.



Below is an overview of the support services available to you, all of which are provided completely free of charge to our learners.

If you need any further information, please feel free to contact us using the details included at the end of the brochure.

## Information and Advice



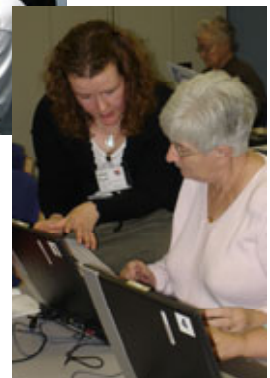
As a learner there may be times when you need information and advice regarding your learning. The College will provide you with the help you need as quickly as possible and free of charge. If we don't have the answers to your questions we will put you in touch with someone who does, whether they be specialist organisations or other learning providers.



Information and advice are delivered in English with some printed materials available in Welsh. If you need versions in other languages or formats (large print for example) the College will do its best to meet your needs.



If you need information or advice contact us on the details provided in this brochure or visit the Student Information section of the website at [www.ymca-wales.ac.uk/student-information/](http://www.ymca-wales.ac.uk/student-information/) for a range of information and advice materials.



Don't forget you can also speak to your course tutor or even visit the College offices.



# Your Tutor



Your tutor is there to help review your progress and deal with any course related enquiries you might have. If you have any problems with your learning or you'd like to clarify anything related to your course they should be your first point of contact.

## Study Skills Support



Many of our learners have been away from formal education for some time and may need help in getting their study skills back up to date. The College offers a range of resources to help you with your study skills on our website at

- **Your tutor** - Your course tutor will be able to help you with anything related to your subject and provide you with advice on how to improve your study skills.
- **Your local library/learning resource centre** - Your local library or learning resource centre may be able to provide you with books for research, internet access and a variety of other services. our website contains contact details for local authorities across Wales so that you can find your nearest library or learning resource centre at [www.ymca-wales.ac.uk/contact-details-local-authorities/](http://www.ymca-wales.ac.uk/contact-details-local-authorities/) and specific contact details for libraries in the Cardiff area at [www.ymca-wales.ac.uk/contact-details-cardiff-libraries/](http://www.ymca-wales.ac.uk/contact-details-cardiff-libraries/).
- **Links** - The College website contains a section on Study Skills links including resources for literacy, numeracy and IT skills. These can be found at [www.ymca-wales.ac.uk/study-skills-links/](http://www.ymca-wales.ac.uk/study-skills-links/).



# Additional Learning Support



Additional learning support is available to learners with disabilities, specific learning difficulties such as dyslexia, mental health problems and basic skills or language needs.

You can talk to your tutor about the help that you require or you can give us details of the support you need on the College enrolment form or Individual Learning Plan.

Your tutor will talk to you individually to find out what arrangements need to be made. Your tutor will also contact the College to discuss your additional support requirements. The support offered may include:

- Adjusting the way the course is taught
- Making special assessment arrangements
- Providing additional handouts
- Providing specialist equipment
- Offering extra tutorial time or classroom support
- Providing contact details of organisations that can provide specialist help e.g. basic skills, language support



## Childcare



The College does not have its own childcare facilities. However some of the venues that we use do offer crèche facilities. You should contact the venue direct to find out about the availability of places and crèche fees. You can obtain contact details for all College venues by contacting us at the details provided in this brochure.

If you are unable to join, continue or complete a course due to the costs of childcare you can apply to the College's Financial Contingency Fund. Details of the fund are included in the 'Financial Information' section of this document.

You can also contact Sure Start on **0800 096 029** or visit their website at [www.surestart.gov.uk](http://www.surestart.gov.uk) to find out about child care facilities in your local area.



# Counselling Services



The College is aware that students' ability to learn can be adversely affected by problems in other areas of their lives. The College does not offer its own counselling service, but we can put you in contact with someone who can help. If you have personal issues that you would like to discuss with a trained helper, the following organisations offer free confidential advice or can provide contact details for counselling services in your local area.

- The **Citizens Advice Bureau** provide free, independent and confidential advice from locations across the UK. Advice is available face-to-face and by telephone. Some bureaux also provide email advice.



The Citizens Advice service helps people resolve their debt, benefits, housing, legal, discrimination, employment and consumer problems and is available to everyone. You can visit [www.adviceguide.org.uk](http://www.adviceguide.org.uk) to get online advice or to find your nearest Citizens Advice Bureau. If you do not have access to the Internet please contact the College and we will obtain the contact details of your local Citizens Advice Bureau on your behalf.

- The **Samaritans** offer confidential emotional support to anyone in crisis. They can be contacted on **08457 909090** or via their website. The Samaritans website also provides a list of other sources of help including contact details for The Depression Alliance, Mind, Relate and the Nightline network of student helplines.



- The **Counselling Directory** is an online guide to local sources of confidential support. Visit [www.counselling-directory.org.uk](http://www.counselling-directory.org.uk) and search by postcode or region for your nearest counselling services. If you do not have access to the Internet please contact the College and we will carry out the search on your behalf.



# Students with Disabilities



The College is committed to ensuring that learners with disabilities or mental health problems receive all the help they need to take full advantage of the learning opportunities available.

A number of support services are available including:

- Advice about special assessment arrangements
- Provision of specialist equipment and/or resources
- The College will also seek advice from specialist organisations where specific support is required.

If you would like information on venue accessibility or services offered by our partner organisations, please contact us at the details included in this brochure.

You may also wish to contact Skill - the National Bureau for Students with Disabilities.

Skill can provide information over the telephone or you can visit their website at [www.skill.org.uk](http://www.skill.org.uk) to find out about the legal responsibilities of learning providers, details of the Disabled Students' Allowances and the answers to many frequently asked questions. Skill can be contacted on **0800 328 5050** (telephone), **0800 068 2422** (text phone) or by email at [info@skill.org.uk](mailto:info@skill.org.uk).

For full details of the College's Disability and Mental Health policies visit [www.ymca-wales.ac.uk/policies/](http://www.ymca-wales.ac.uk/policies/)



# Financial Information



We recognise that there may be costs that need to be met for you to continue your learning with the College. The Financial Contingency Fund (FCF) can be accessed by learners who may be unable to join, continue or complete a course due to these financial factors. FCF funds may be available to help with:

- Childcare costs
- Purchase of course essential materials
- Travel costs
- Examination / awarding body registration fees
- Disability related expenses

You may be able to access the fund if:

- Your income is low
- You are unemployed
- You are receiving job seekers allowance
- You are receiving means tested state benefits e.g. working tax credit

An application form is available direct from your course tutor or by contacting the College.



# Language Support



A wide range of YMCA Wales Community College's documentation and much of the website is available in Welsh. Any further College materials that you may require in Welsh can be translated on request at no cost.

The College also offers a limited amount of provision through the medium of Welsh in some areas. Contact us at the details at the end of this brochure for more information.



If you require materials in any other languages or formats, please contact us and we will endeavour to provide them where possible.



# Careers Information

The College provides free information and advice about the suitability of its courses and how you can progress. This can be accessed by contacting us at the details below, speaking to your course tutor, or by visiting the Student Information section of our website at [www.ymca-wales.ac.uk/student-information/](http://www.ymca-wales.ac.uk/student-information/).

- For careers guidance contact Careers Wales who offer free careers information and advice for adults across Wales. You can visit [www.careerswales.com](http://www.careerswales.com) to test your interview skills, find out about career opportunities, create a new CV or search the Learning Choices course database for learning opportunities across Wales. If you would like to talk to a Careers Adviser you can contact them at your local careers centre or telephone **0800 100 900** for more information.
- Your local Job Centre can also help you find training opportunities or employment. Visit [www.direct.gov.uk](http://www.direct.gov.uk) for more information.



## Contact Us

**YMCA Wales Community College**  
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**Lambourne Crescent**  
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**Llanishen**  
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**Web [www.ymca-wales.ac.uk](http://www.ymca-wales.ac.uk)**

