



Deeside College
Coleg Glannau Dyfrdwy

Guide for Parents & Guardians 2009-10



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Welcome to Deeside College



Welcome to Deeside College's Guide for Parents and Guardians.

We are aware that the move from school into Further Education can be a daunting one. This guide explains the services that we offer to help you support your son or daughter as they make the move from school into college.

As a Grade 1* college we firmly believe that your son or daughter's time at college is about outstanding education and training, broadening their life experiences and also enjoying themselves. In addition to our excellent facilities, we offer a range of additional courses, sporting activities, clubs and trips.

The new Flintshire 14-19 Learning Core Centre at the college has opened up new ways to learn and develop skills, and we are facing an exciting time ahead, forging even stronger links with local schools, colleges and businesses.

Furthermore, we can offer a wide range of new and exciting courses through our new partnership arrangements with the Welsh College of Horticulture.

Please come along to our Open Days/Evenings and take a look around the college and talk to our staff and students. We look forward to meeting you and your son or daughter.

*David Jones,
Principal/Chief Executive*



* Welsh Assembly Government Inspection by Estyn in 2007



Alternative formats available



If you would like all or any part of this guide:

- in large print
- transcribed into Braille
- on tape cassette

Please contact Student Services on **01244 834511**, or via Typetalk on 1 8001 01244 834511. If you use screen reading software, please visit www.deeside.ac.uk for an electronic version of this guide.



We greatly value the contacts we have with parents and guardians. Your son or daughter is most likely to achieve their educational goals if s/he, parents and the College work together as a partnership. Please do not hesitate to contact your son's or daughter's course tutor at any time if you have any concerns about their progress at College or any other matter.

We will contact you if we have any concerns and we will involve you if any significant decisions need to be made (e.g. changing course). Please let us know if there have been any changes to family circumstances and/or the address and contact details for your son or daughter.

Parents Evenings usually take place during the first term.

If you would like any further information on any aspect of careers, please contact Student Services on 01244 834511.



Term dates 2009-2010



Autumn Term	Monday 7 September to Friday 24 October 2009 <i>Half Term: 26 - 30 October 2009</i> Monday 2 November to Friday 18 December 2009
Spring Term	Monday 4 January to Friday 12 February 2010 <i>Half Term: 15 - 19 February 2010</i> Monday 22 February to Friday 26 March 2010
Summer Term	Monday 12 April to Friday 28 May 2010 <i>Half Term: 30 May – 4 June 2010</i> Monday 7 June to Friday 2 July 2010

We also have Staff Development Days throughout the year. Details will be provided during our student inductions.

Our responsibilities to Parents/Guardians



We are committed to developing closer relationships with all parents of students who are aged under 18, and to providing you with as much information on the progress of your son or daughter as possible. Unfortunately, there are some restrictions on the information we can provide you with, due to the Data Protection Act 1998.

In some circumstances, in order to comply with the Data Protection Act, we may need to get permission from students before we provide any information about them to their parents. The Act prevents us from providing you with information about your son or daughter immediately over the phone. We will take your details and phone you back once we have verified that we are able to provide you with the information you request.

For students over 18, the law does not recognise any right of parents to information about their children. It would also be a breach of the Data Protection Act 1998 if we ignored an express wish from a student that information should not be released to a parent. However, even with these restrictions, we will continue to maintain close contact with you and we encourage you to contact us with any concerns you may have.



Absence from college



If your son or daughter is ill and unable to attend college, they must phone into college before 9.15am to report this to the appropriate Programme Area office (please see the table below for details). If they do not speak to one of the administrative assistants, they should leave a message on the answer machine stating the reason that they are unable to attend college i.e. give details of their illness. In extreme circumstances, you may contact the college on their behalf.

Programme/Subject Area	Number
Access	01244 831531 Ext. 4094
Art & Design	01244 831531 Ext. 4024
Business	01244 831531 Ext. 4374
Caring & Health	01244 831531 Ext. 4665
Catering & Hospitality	01244 831531 Ext. 4402
Computing/ ITC	01244 831531 Ext 4402
Construction	01244 834537
Engineering	01244 834537
General Education	01244 831531 Ext. 4374
Hairdressing & Beauty	01244 831531 Ext. 4024
Management	01244 831531 Ext. 4400
Prospects/Independent Living Skills	01244 831531 Ext. 4374
Public Services	01244 831531 Ext. 4374
Secretarial & Office Technology	01244 831531 Ext. 4402
Sport & Leisure	01244 831531 Ext. 4374
Travel & Tourism	01244 831531 Ext. 4402

Please note - if you contact any other college number to report student absence, it will not be recorded and, if your son or daughter is entitled to EMA payments, they may not receive their payment for that week. Please see page 10 for details of EMA payments.

Students should not arrange routine doctor's/dentist's appointments or driving lessons when they should be attending classes, and holidays must not be taken in term-time.



Why choose Deeside College?



Key Benefits for Students at Deeside College

- Outstanding teaching and learning facilities, rated Grade 1 by Estyn inspectors in 2007.
- Excellent personal and study support for students from Tutors, the Study Skills team, Student Services and advice and counselling services.
- A dedicated Sixth Form Centre, A Level Zone, student common room and sports facilities.
- Sports Scholarships worth £1,000 over 2 years (details available on request).
- The Learning Zone offers quiet study areas, computers with internet access and library resources.
- Enrichment activities provide full-time students with a wide range of activities, including sports, clubs, trips and additional short courses.

Discipline



We want everyone to enjoy their time at Deeside College and we expect good behaviour from all students, including respect for others. Students will receive a Student Handbook which outlines our main expectations of behaviour, coursework, attendance and punctuality. The Student Code of Conduct explains our key rules and regulations. (See page 16 for full details).

We have a formal Disciplinary Procedure which staff will explain to students. Staff will make students aware of any issues of concern with a "Student Concern/Referred Study Note" and this will help to set out action plans to improve their performance. If these efforts fail after repeated attempts, then the disciplinary procedure will be followed (details are contained within the Student Handbook).

Where appropriate, we will involve parents in the Disciplinary Process; this will usually be regarding instances of repeated behaviour problems and/or serious incidents.



The first few weeks of term



Your son's or daughter's course will commence with an induction week, followed by a programme to ensure he or she settles happily into College life. Each student will receive a Student Handbook covering the services we offer, our expectations of students, details of the way we operate and useful telephone numbers. During October, all new students will have a detailed review with their tutor. At this review, we will check that your son or daughter is taking the most appropriate course and is fully aware of all the facilities and resources of the College.

The college tutorial system



Every full-time student is allocated a Personal Tutor who is responsible for ensuring that his/her group of students achieve the maximum benefit from their course of studies at Deeside College.

During planned personal tutorial sessions, tutors and students together discuss progress and produce targets for improvement and action plans. These include producing an Individual Learning Plan, looking at career and higher education choices and various aspects of personal and social education.

Tutors work closely with Programme Area Managers, Student Services Advisers and Careers Wales Advisers and can refer students to counselling services if appropriate.



Key Skills



Students can gain qualifications in 6 Key Skills:

- Communication
- Application of Number
- Information and Communication Technology
- Working with Others
- Problem Solving
- Improving Own Learning and Performance.



Students work towards one or more Key Skills each year of their course. Each Key Skill can be achieved at levels 1, 2 or 3, depending on the ability of the individual student.

Key Skills are important qualifications because they will increase employment prospects; enable progression onto a higher course or training programme; and enable the student to achieve higher grades on their course.

Students applying to University may earn UCAS points by achieving these qualifications.

Key Skills are developed throughout all programmes of study and additional classes are provided to ensure appropriate development of skills.



Financial assistance for students



Education Maintenance Allowances (EMAs)

The Welsh Assembly Government has introduced EMAs for 16-18 year olds in full-time education in England or Wales. EMAs (which are based on household income) have been introduced to help students with the cost of attending college, as part of a Welsh Assembly Government scheme to encourage more young people to continue with their education. Those students that qualify will receive a payment of up to £30 per week, paid on a fortnightly basis directly into their student bank account. Payments will be made to students if their household income is £31,580* or less per year.

Assembly Learning Grant (ALG)

If you are 18+ and living in Wales, you can apply for an Assembly Learning Grant (ALG). These are funded by the Welsh Assembly Government and they provide extra money for students who might otherwise experience financial difficulties whilst studying. They are means tested, and students whose family's residual income is less than £17,251* per year may receive between £450* and £1,500* for the year.

The Learner Support Fund

This is designed to support those who may require financial assistance to complete their course. This fund covers the additional costs, after enrolment, that a student may incur on specific equipment such as uniforms, books, catering knives, essential beauty therapy oils, paints etc., or childcare costs. Further information is available from our Student Services team.

Please note, that the Learner Support Funds are limited, and we regret that it may not always be possible to help every student that applies.

(* based on 2008-9 figures)



Additional support for students



Many students, for a variety of reasons, need extra help if they are to succeed with their studies and achieve their potential.

All full-time students are given an informal assessment of support needs at interview stage or at the start of their course, so that we can identify those needing extra help. Please feel free to let us know if you think your son or daughter would benefit from extra help.

The Study Skills team offers a wide range of help and support including:

- Working with students in small groups on coursework and/or to improve their writing or maths skills.
- Specialist equipment and support for students with specific learning differences, e.g. dyslexia, Irlen's Syndrome or Attention Deficit Disorder (ADD).
- A team of learning support assistants who can provide help in or outside of classes.
- Help for those with a physical disability such as hearing or visual impairment, or restricted mobility.
- Additional time or special arrangements for examinations.

If you would like to discuss your son's or daughter's additional support needs, please contact Student Services on 01244 834511 or alternatively, please contact Carol Newsam, Programme Area Manager for Study Skills, on 01244 831531 ext 4480.

We will treat each enquiry discreetly and we will obtain your son's or daughter's permission before details of their support needs are shared with specialist teams in the college.



Students with disabilities and learning difficulties



Deeside College is committed to ensuring that disabled people, including those with learning differences, are treated fairly. All reasonable adjustments to provisions will be made to ensure that disabled people are not substantially disadvantaged. Deeside College is an equal opportunities provider and we actively encourage applications from students with additional needs, learning difficulties or disabilities.

Our main campus in Connah's Quay provides easy access for disabled people, with designated car parking spaces and lifts to all floors. We have a range of specialist equipment to help those with disabilities such as sight and hearing impairment, and trained staff who offer friendly support and advice.

Further details are available in Deeside College's Disability Statement. For a copy, please contact Student Services on 01244 834511 or visit our website on www.deeside.ac.uk.

If your daughter or son does have a disability, please let us know so that we can do everything possible to help them succeed.

Travel to/from college



Your son or daughter may be eligible to travel free on buses provided by the college if they are living at least 3 miles from the college. Details of bus routes are available in the full-time prospectus and from Student Services. Students need to complete a form to request a College bus pass.



The Welsh Baccalaureate



The Welsh Baccalaureate Diploma combines a range of qualifications linked to student's main course. It is welcomed by employers as it gives you additional skills, experience and confidence. The Advanced Bac is welcomed by many UK universities.

The **Welsh Bac Foundation Diploma** is studied within Foundation/Level 1 courses.

The **Welsh Bac Intermediate Diploma** is studied within Level 2 courses.

The **Welsh Bac Advanced Diploma** is studied within Level 3 courses. It carries 120 UCAS points and will help students to gain a place on a Higher Education course.

Within the Welsh Baccalaureate course, students will carry out research, make presentations, take part in debates, raise money for charity and go on visits in the local community. They will do this through participation in the following units of the Bac:

Wales, Europe & the World - Students will explore political, social, cultural and technological issues from a Welsh, UK, European and international dimension. The course includes studying a modern foreign language for a total of 20 hours and completing a coursework project on an issue of interest to the student.

Key Skills - Students will maintain and develop skills in Application of Number, IT, Problem Solving, Communication, Working with Others and Improving Own Learning.

Work-related Education - Students will undertake work experience and a team enterprise project.

Personal and Social Education - Students will develop their global citizenship through exploration of ethical, social, moral and sustainability issues and health education. This unit also involves 30 hours of community work including fundraising, awareness raising and giving practical help.



The Enrichment Programme



The Enrichment Programme enables students to enrol on extra courses, including:

- **Extra qualifications** in courses such as first aid, care of newborns, ceramics, film club, nail art, sugar craft, sign language, Welsh, GCSE Maths, Word processing, PowerPoint and Desktop Publishing
- Debates, go on visits in the local community and complete assignments or projects on Wales, Europe & the World, Personal and Social Education, Key Skills and work-related education.
- **Sport**, including men's and women's football, basketball, netball, athletics, rugby and badminton
- **Trips, visits and clubs** - such as ten-pin bowling, theatre visits, Alton Towers, paint-balling, debating society, film club, journalist club, guitar club.

Employers and universities are looking for young people who demonstrate a willingness to broaden their experience and knowledge and we hope that your son/daughter becomes fully involved in what is on offer.

If you would like a copy of the Enrichment leaflet, please contact Student Services on 01244 834511.



Part-time employment



Many of our students undertake part-time employment whilst at college. In most cases, this is highly beneficial and students benefit not just from the additional income they receive, but also from the experience and independence that part-time jobs provide.

However, evidence indicates that when full-time students have part-time employment in term-time of more than about 10 hours per week, their college work is likely to suffer. As well as attending classes, students are required to do private study in order to prepare sufficiently for assessments and examinations, and we hope you agree with us that your son's or daughter's first priority should be their college course. We therefore strongly recommend that full-time students should avoid working in part-time jobs of more than 10 hours per week.

Careers and Higher Education planning



The Careers Wales team at Deeside College help students prepare and plan for their next step after College. Help is available with looking for university courses, finding jobs and filling out job application forms.

Deeside College works closely with Careers Wales to help students develop these skills and research all the choices open to them. There are a wide range of career's resources available at the College to help students with options such as further courses at Deeside College, Higher Education, a gap year and employment.

If you would like any further information on any aspect of careers, please contact Student Services on 01244 834511.



Student Code of Conduct



The main expectations of students at Deeside College are as follows:

- Behave and speak in a way that does not offend others – this means not swearing and spitting amongst other things. This applies to all areas of the College.
- Dress in a way that does not offend others. Hooded tops must not be worn with the hood up in college and any form of headgear (this includes beanies, caps, hats, scarves) must not be worn in classrooms, studios, workshops or any other teaching area unless for medical or religious reasons.
- Treat everyone with respect. Any forms of bullying will be treated seriously and may lead to exclusion from the College.
- Be on time and attend all lessons (unless absence is explained or agreed).
- Meet deadlines for assignments and projects.
- Switch off mobile phones in class.
- Do not take and food or drink into classrooms (still water may be allowed).

Certain behaviour is not allowed and will be treated as a serious offence. This includes: using or having drugs on site; dealing in drugs; being drunk; being violent or threatening others; theft; bullying; inappropriate use of video phones or electronic media; and deliberate damage. Any student found to be involved in any of the above will be put through the college's disciplinary process and could be permanently excluded from college.



Anti-Bullying



Deeside College is committed to ensuring that all of its students feel safe. We will deal swiftly with all instances of bullying. If you think that your son or daughter is being bullied, please contact their Tutor or a Student Services Adviser immediately.

What is bullying?

Bullying is behaviour which is emotionally or physically harmful to the person. It is repetitive and intentional, and may be carried out by a group or an individual.

Bullying can take several forms including:

- Verbal - saying nasty things about a person or their family
- Physical – hitting, punching, kicking or spitting
- Non-verbal – graffiti, deliberately ignoring or excluding someone
- Cyber bullying – texting or posting nasty comments or pictures on websites or mobile phones

Bullying can be related to a certain aspect of a person and falls under the following areas:

- Racist bullying – bullied for being part of a minority group
- Homophobic bullying – bullied for being gay, lesbian or bi-sexual
- Sexist bullying – bullying related to being male or female
- Bullying related to disability and special educational needs – bullying related to a disability or impairment

What can you do if your son or daughter is being bullied?

- Talk to their tutor or a member of Student Services.
- Encourage them to keep a diary or record of any incidents, including texts or web links.



Questions Parents/Guardians often ask



1. What are the differences between school and college?

In many ways, school and college are remarkably similar. Attendance at classes is compulsory, students are required to meet all deadlines for the submission of work, and students are expected to behave in a responsible way so that they do not prevent others from learning.

Deeside College's Code of Conduct outlines the rules and regulations which we expect students to conform.



Like school, no-one is legally required to attend college after the age of 16. There is no upper age limit. We have many adult students at Deeside College and, although most attend courses designed for adults, we welcome them on all our courses. It is possible, therefore, that there may be adult students in your son's or daughter's class; adult students are nearly always very committed to their course and work hard, so they set an excellent example to 16-17 year olds.

2. I am concerned about personal difficulties my son or daughter is facing. What should I do?

If you think that the College can help, please contact your son's or daughter's course tutor or the Student Services Advisers. If appropriate, we will do our best to put you in touch with a relevant agency outside the College.



Questions Parents/Guardians often ask



3. How much homework will my son or daughter be given?

This will vary from course to course, but all students on full-time courses should be spending some time each week on work outside classes, which can include research for assignments and extra/supplementary reading as well as set homework. Less than 3-4 hours a week would be unusual, and homework will of course increase at certain periods of the year, such as prior to examinations or assignment deadlines.

If you are concerned that your son or daughter does not appear to be spending sufficient time studying, please contact their course tutor.

4. Will a BTEC National Diploma allow my son or daughter to progress to university?

Yes. The majority of universities accept BTEC National Diplomas which are equivalent to 3 A levels. Ask your son or daughter to speak to our Careers Wales Adviser for more information on university entrance requirements.

5. Who should I contact if I have concerns about my son or daughter and their progress at college?

Please contact their Course Tutor or Personal Tutor (see telephone numbers on page 6), or contact Student Services on 01244 834511.



Questions Parents/Guardians often ask



6. Will I still be able to carry on receiving Child Benefit if my son or daughter stays on in college?

If your son or daughter is aged 16-18 and learning full-time, you will still be able to receive Child Benefit and Child Tax Credits. For more information, go to www.hmrc.gov.uk.

7. What eating and drinking facilities are available?

A wide variety of meals, snacks and drinks (including healthy meal options) are provided in college from Monday to Friday. These are available from Café 6 within the Sixth form centre, Café Talk near reception, and our main Refectory. We also have vending machines across the college.

8. What further information is available about Deeside College?

We have several policies and procedures which may be of interest to parents, Including:

- Disability Statement
- Student Disciplinary Procedure
- Health & Safety Policy

Please contact Student Services on 01244 834511 if you would like details of any of the above.



Questions Parents/Guardians often ask



9. What additional opportunities are there for my son or daughter at Deeside College?

All full-time students follow a programme designed to broaden and enhance their studies. As part of this programme, they will work towards extra qualifications in the Key Skills of Communication, Application of Number and Information Technology and the wider key skills mentioned on page 9. Many students also have the opportunity to study for additional qualifications alongside their main course.

In addition students are encouraged to take part in our Enrichment Programme which provides lots of opportunities to take part in a wide range of sporting and leisure activities (please see Enrichment on page 14). Full-time students can also take, with their tutor's approval, any of the college's part-time courses free of charge.

10. What should I do if I wish to make a complaint?

If you do have any concerns about your son's or daughter's course or any other matter concerning Deeside College, please contact their Course Tutor or a Student Services Adviser, if you feel you need additional help. We do recommend that you talk through the problem with the Course Tutor or the Programme Area Manager, as on most occasions we have found this is the best way to resolve problems. However, if you would like to make a complaint, please write to The Principal at Deeside College.





Deeside College
Coleg Glannau Dyfrdwy

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