Deeside College
Llysfasi College
Northop College
Wrexham Training

Work Based Learner Handbook

A guide to Deeside College Policies, Procedures and Practices for work based learners

Useful Contacts

Deeside College Switchboard	**01244 831531**
Coleg Llysfasi Switchboard	**01978 790263**
Northop College Switchboard	**01352 841000**
Wrexham Training Switchboard	**01978 363033**
Careers advice/guidance	**01244 831531 or 01244 834511**
Student Services	**01244 834511**
	(course information/guidance, financial information)

The following are the web addresses of a variety of organisations whose mission is to support one or more strands of equality and diversity. This is a small selection of organisations, who work quite closely with Further Education, but this is not meant to be an exhaustive list and there are many other good sources of support available:

(Deeside College is not responsible for the content of these sites)

www.nbp.org.uk
Network for Black Professionals

www.time-to-change.org.uk
Against Mental Health discrimination

www.wlnfe.org.uk
Women's Leadership Network

www.transequality.co.uk
Press for change - campaigning for respect and equality for all trans people

www.lgf.org.uk
The Lesbian and Gay Foundation

www.direct.gov.uk
Information for those with and assisting with disability

Deeside College
Coleg Glannau Dyfrdwy

Welcome

We would like to extend a warm welcome to you on choosing a learning programme with Deeside College. We hope you will have an enjoyable and rewarding experience with us whether you are new to us, or have returned to further develop your knowledge and skills.

We are committed to providing sector leading training opportunities for all.

Your Learner Handbook has been designed to provide you with key information to help you understand what you can expect from us and what we expect from you during your time with us, together with details of our policies and procedures.

If you would like a large print copy or tape version of this student handbook, please contact Student Services on 01244 834511.

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About Deeside College

Welcome to Deeside College. Following mergers in 2009 and 2010, Deeside College, Northop College, Coleg Llysfasi and Wrexham Training are all part of the Deeside College Group of Colleges with one Governing body and one management team. In this handbook you will find key information that you will need as a work based learner.

Your responsibilities as a work based learner

- Making a positive commitment to your own development and learning.
- Studying and completing work regularly and on time.
- Completing all necessary paperwork as required.
- Completing Individual Learning Plans as required.
- Participating fully in sessions where your progress is reviewed and giving and receiving constructive feedback.
- Promptly bringing any concerns you may have to the attention of an appropriate named contact.
- If you cannot keep an appointment made with your Assessor, please contact them well in advance.

Your entitlements as a work based learner

You have the right to expect a high quality programme of support and effective management of your learning, which is subject to independent inspection, by ensuring:

- You have an assessment of your needs and understand how they will be met.
- You know how your prior learning will contribute to your planned learning.
- You understand the details of your programme of study and qualifications being followed.
- You know the name of your Assessor / Tutor, how they may be contacted and who you should contact on any issues concerning your programme of learning.
- You receive regular and constructive advice, support and feedback on your performance.
- Any concerns or complaints you may have will be handled quickly and sympathetically.
- You know what to do if you have a complaint, compliment or want to give feedback to us.
- You learn in a safe and secure environment and understand our policy on Health & Safety.
- You are respected as a learner as defined legally and by the College's Equal Opportunities Statement.
- You receive appropriate help and support to deal with literacy, numeracy, study skills and other identified needs.
- You are assessed, taught or trained by people who are competent in the subject area.
- Programmes of learning are managed and co-ordinated to high standards
- You receive information and advice on progress or other learning opportunities.
- You are asked for your views on the quality of your programme of learning and you receive feedback on any improvement actions taken as a result.

Apprenticeships

Apprenticeships are an excellent way of gaining qualifications and workplace experience. As an employee, you can earn as you learn and gain practical skills from the workplace. Of course you may already have many years of experience and skills which will help you in the achievement of your apprenticeship framework. The apprenticeship framework will consist of:

QCF (Qualifications Credit Framework) qualifications, enable learners to undertake learning at various levels awards, certificates and diplomas and recognise that job roles include tasks and responsibilities at different levels. Your Assessor will explain this to you. However if you have already started your NVQ you will be able to complete it.

Essential Skills/Key Skills - are the skills that you need in order to operate confidently and successfully in college, work, training and life in general such as numeracy and literacy. If you have any questions about this please ask your Assessor.

Employment Rights and Responsibilities -

- The rights and responsibilities of workers (including equal opportunities legislation)
- The organisation, disciplines and representative structures of the sector
- The impact on the sector, of public law and policies.

Learner confidentiality

- Deeside College will ensure that learners' rights to confidentiality of personal information are protected. We believe that all learners should have the right to expect that personal information held about them will be treated with confidentiality and with respect.
- Where learners are encouraged to disclose personal information, this should be with their informed consent. They are entitled to expect clear and transparent information and advice about the implications of disclosure and about their freedom to access and change what is held on record.
- Deeside College is mindful that what is perceived as confidential may vary from learner to learner and from circumstance to circumstance.

- Some information held about you by the College will be sent to the Welsh Government (WG). Your record will be added to a database which will be used to pass information in anonymous form to Welsh Government, central government departments and agencies that require it to carry out their functions under Education Acts.

Complaints, Compliments and Feedback

Compliments, suggestions and any feedback can be given to your Assessor or you can send them to the Compliments Officer at Deeside College. In addition, all learners are given the opportunity to feedback during their course. The data gathered from this is collated and comments and ideas discussed with management and where possible, improvements made to the service you receive.

We welcome any feedback on the experience you have with us. It is important to us that you feel able to complain, compliment or provide us with feedback in order that we can continue to provide you with a quality service.

If you have a complaint about your training, in the first instance, speak to your Assessor. If you feel you can't speak to your Assessor and wish to make a formal complaint then please write to the Complaints Officer, Deeside College, Kelsterton Road, Connah's Quay, Deeside, Flintshire CH5 4BR. All complaints and comments will be handled promptly, efficiently and courteously, in the strictest confidence. You will receive an initial response informing you that we have received your complaint and we will look into your complaint as soon as we can. We will normally be able to provide a response to you within 15 working days, but if this is not possible, we will keep you informed of progress.

We treat all complaints, compliments and feedback that we receive seriously. We listen to what you are saying and then aim to learn and improve our services wherever we can.

Health & Safety and Security

It is important that you are able to train in a safe and supportive environment. Deeside College carries out an initial vetting with your employer and conducts regular monitoring of health & safety arrangements in the workplace. Learners also have a duty to prevent injury to themselves or others so please report any accident or danger immediately to your employer. There are a number of general health & safety issues that apply and you should be aware of these at the commencement of your learning. They include:

- Emergency evacuation process and the location of fire and emergency exits
- The nearest telephone for use in an emergency
- Location of the nearest first aid box
- How to report an accident – the location and use of the accident book
- The company's health & safety policy

Safeguarding

Deeside College has a moral duty to ensure that all functions are carried out with a view to safeguarding and promoting the welfare of children and young people under the age of 18 and vulnerable adults receiving education and training. Deeside College wants to help you to:

- be healthy
- stay safe
- enjoy and achieve
- make a positive contribution
- achieve economic well being

If you need help ask your Assessor or call 01244 831531ext 4106

Disciplinary - Underperformance

Deeside College will ensure fair treatment for learners whose performance is below minimum requirements. We will make every effort to ensure that the problem is resolved without the need for disciplinary action. However if the problem cannot be resolved in this way your Assessor will make you aware of Deeside College's disciplinary procedure for underperformance.

Equal Opportunities

Deeside College is committed to the principle that all those who make up the community which is Deeside College, have the right to be valued equally and to have equality of opportunity. This is regardless of their gender, transgender or sexual orientation, race, colour, nationality, ethnic origin, age, disability, political or religious beliefs, or any criminal convictions that are unrelated to their purpose at the College.

If you need any help with understanding Equal Opportunities and how you should act towards others, or would like a copy of our policy please talk to your Tutor, Assessor or Student Services.

Anti-bullying

What is bullying? Bullying is behaviour which is emotionally or physically harmful to the person. It is repetitive, intentional and carried out by a group or an individual. If you are being bullied you will often feel upset and defenceless.

The College is committed to ensuring that all of its learners feel safe. If you are being bullied, or you see others being bullied please speak to your Assessor or phone the Anti-bullying helpline on 0845 22 55 787. If you are affected by bullying and want to find out more visit these websites: www.bullying.co.uk or www.beatbullying.org

ESDGC

Education for Sustainable Development and Global Citizenship

What is ESDGC?

ESDGC is essentially, all about responsibility.

It is about the things that we do every day. It is about the big issues in the world - such as climate change, trade, resource and environmental depletion, human rights, conflict and democracy - and about how they relate to each other and to us.

It is about how we treat the earth and how we treat each other, no matter how far apart we live. It is about how we prepare for the future. Every one of us has a part to play. In short, everyone's actions are interlinked.

As a work based learner you will be hearing a lot about ESDGC throughout your learning programme with Deeside College.

Support for Learners

For information and advice on courses, qualifications and relevant entry requirements please contact Student Services:

Deeside College

Monday to Thursday from 8.30am - 7.30pm
Fridays 8.30am - 4.30pm
Please call in, telephone **01244 834511**, or email enquiries@deeside.ac.uk.

Northop College

Monday to Friday from 8.30am - 4.30pm
Please call in or telephone **01352 841056**.

Coleg Llysfasi

Monday to Friday from 8.30am - 4.30pm
Please call in or telephone **01978 790263**.

Wrexham Training

Monday to Friday from 8.30am - 4.30pm
Please call in or telephone **01978 363033**.

Study Skills Support

Help is available for all students of all abilities, at all levels.
We can help with:

- Assessments to identify your support needs
- Individual tutorials
- On-course support
- Extra help with English, maths and computers
- Help with specific learning difficulties such as dyslexia, Irlen Syndrome and ADD

Speak to your Assessor if you want help, or if you would rather speak in confidence to our support staff then please contact them by ringing Deeside College on 01244 831531 and putting in one of the following extensions; Jenny Davies (ext 4480) or Catherine Owens (ext 4489) or Christine Jones at Coleg Llysfasi on 01978 790263.

Disability Assistance

We can help if you have a physical disability, visual or hearing impairment. We have a range of specialist equipment. Our trained staff offer friendly support and advice. Please let us know if you have any specific needs or disabilities. We will treat your enquiry discreetly. We will obtain your permission before details of your support needs are shared with specialist teams within the college.

If you need help, please talk to your Assessor, a Student Services Adviser (phone **01244 834511** or minicom – **01244 834529**), or send an email to enquiries@deeside.ac.uk.

For a copy of our Disability Statement, please call **01244 831531**, or visit our website at www.deeside.ac.uk.

Counselling

Are you feeling low? Finding it hard to cope?
Don't suffer in silence – we're here to help.

How do I make an appointment?

- Phone Student Services on **01244 834511** and an appointment will be arranged for you.
- Call in to Student Services on the Deeside College Campus.

Need help when not in college?

- Phone the CALL helpline on **0800 132737** – this is FREE and lines are open from Monday to Friday from 7pm to 11pm and at weekends from 12 noon to midnight
- Phone the Samaritans at any time of the day or night – **01244 377999** or email jo@samaritans.org.

Library Services

Library Services are available on all four campuses and at our centre in Holywell.
For more information speak to your assessor or contact Student Services.

Do you need to improve your IT/computer skills?

Learndirect has a wide range of courses at levels to suit everyone. As a learndirect student, you can work on your course wherever you have internet access. You can also work in the Learning Zone at Deeside College, in the Learning Centre at Northop College or in Coleg Llysfasi or Wrexham Training – just take your College Student ID Card along with you and you can use these drop-in computer facilities free of charge. As a learndirect student, you will have a Course Tutor allocated to you, to help and support you to successfully complete your course. You can also join workshops with tutors if you need any extra help. You can enrol on learndirect in the Learning Zone. Please ask staff for details.

Online Support "Moodle" – student intranet information

Your Assessor will provide you with support throughout your training programme and you will be able to contact them by telephone and/or e-mail if you have any queries or problems. In addition you will have access to 'Moodle'.

'Moodle' is the name for the college's 'Virtual Learning Environment' (VLE). Moodle is available through the college's computer network and the internet. This means that you can access documents, links to websites, video clips and other materials relating to your course at any time of the day or night, or on any day of the week. You can send assignments to your Assessor through Moodle.

You can log on to the Work Based Moodle through the student intranet and through the college website www.deeside.ac.uk. If you have any problems with using Moodle, please contact your Assessor. If you have technical problems, please contact the ICT Services' Help Desk on **01244 834514**.

Next Steps

Deeside College is proactive in raising awareness and aspirations of progression after a learner has completed a course or an apprenticeship framework. After completing a programme we can provide you with information on other suitable courses at Deeside College, progression to Higher Education or employment pathways. Please discuss this with your Assessor.

Careers Wales Advisers provide information, advice and guidance on:

- How to find a job – e.g. filling out application forms, interview skills etc.
- Local job opportunities
- Careers which meet your individual needs
- Courses to help you progress to your chosen career
- Help with university/Higher Education entrance requirements

Book your personal interview with an Adviser – to make an appointment, please contact Student Services or send an email to enquiries@deeside.ac.uk.

Welsh Culture

Here are some interesting facts about Wales and it's culture.

Hen Wlad Fy Nhadau (Land of My Fathers) is the Welsh national anthem. The tune and words were the work of the father and son team of Evan and James James and it was written in 1856.

Saint David's Day (Dydd G yl Dewi Sant) is the feast day of Saint David, the patron Saint of Wales, and falls on 1 March each year. The date of 1 March was chosen in remembrance of the death of Saint David on that day in 589.The date was declared a national day of celebration within Wales in the 18th century.

The Red Dragon is the heraldic symbol of Wales and is incorporated into the Welsh national flag.The red dragon reappeared as the royal badge for Wales in 1807 and from then on it was often seen in the regalia of Welsh patriotic societies. At the suggestion of the Gorsedd of the Bards, it was officially recognised by the Queen in 1959, and is now widely used as the national flag.

The leek and the daffodil are both emblems of Wales. They share the Welsh name Ceninen. The leek is known to have been displayed as a Welsh emblem in 1536 although its association with Wales can in fact be traced back to the battle of Heathfield in 633 AD. The daffodil has no such claim to literary and historical distinction. It has only recently assumed a position of national importance when its status was elevated by the Welsh-born Prime Minister, David Lloyd George, who wore it on St David's Day and at important ceremonies such as the investiture of the Prince of Wales at Caernarfon in 1911.

The National Eisteddfod is the largest and oldest celebration of Welsh culture. It dates back to 1176. Eisteddfod literally means a sitting (eistedd = to sit), perhaps a reference to the hand-carved chair traditionally awarded to the best poet in the ceremony 'The Crowning of the Bard'.

The beautiful sound of the Welsh harp is heard on many occasions - weddings, funerals and concerts. Harps are very important to Wales. The harp's musical heritage is deeply and passionately entrenched in our culture, and the harp is undoubtedly our national instrument.

Traditionally, Wales is referred to as the Land of Song and we have to mention the Welsh Male Voice Choirs that originated in the late 19th century. During the late 1940's and early 50's many choirs gathered in the Welsh villages and the beautiful sound of the modern male voice choirs was born.

Welsh Language

Deeside College is committed to promoting bilingualism in all aspects of college life. If you would like to learn Welsh please talk to your Assessor about the courses we can offer. If you would prefer to learn Welsh yourself there are a number of websites that offer this. Useful Websites:

www.acen.co.uk **www.bbc.co.uk/wales/learnwelsh**
www.bbc.co.uk/wales/learnwelsh/bigwelshchallenge

Useful **Welsh** phrases

Bore da, Pnawn da, Noswaith dda	Good morning, Good afternoon, Good evening
Croeso	Welcome
Pwy sy na?	Who's there?
Diolch	Thank you
Ga i'ch helpu chi?	Can I help you?
Beth yw'ch rhif ffôn chi?	What's your phone number?
Esgusodwch fi	Excuse me
Mae'n ddrwg gen i	I'm sorry
Daliwch y lein os gwelwch yn dda	Hold the line please
Ble mae'r cyfarfod?	Where's the meeting?
Dwi ddim yn gwybod	I don't know
Hwyl	Bye

Planner/Trefnwr

	January Ionawr	February Chwefror	March Mawrth	April Ebrill	May Mai	June Mehefin	July Gorffennaf	August Awst	September Medi	October Hydref	November Tachwedd	December Rhagfyr
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Please remember if you can't keep an appointment with your Assessor please contact them as soon as you can.

Os na allwch fynychu apwyntiad gyda'ch Asesydd cofiwch gysylltu â hwy cyn gynted ag y bo modd.

Your Assessor is:
Eich Asesydd yw:

Telephone No(s):
Rhif (au) Ffôn:

Yr Iaith Gymraeg

Mae Coleg Glannau Dyfrdwy wedi ymrwymo i hyrwyddo dwyieithrwydd ym mhob agwedd o fywyd y Coleg. Os hoffech ddysgu Cymraeg siaradwch â'ch Asesydd i gael manylion am y cyrsiau y gallwn eu cynnig. Neu os ydych am ddysgu Cymraeg eich hun mae nifer o wefannau a all eich helpu.

Gwefannau Defnyddiol

www.acen.co.uk
www.bbc.co.uk/wales/learnwelsh
www.bbc.co.uk/wales/learnwelsh/bigwelshchallenge

Camau Nesaf

Mae Coleg Glannau Dyfrdwy yn rhagweithiol mewn codi ymwybyddiaeth a dyheadau dilyniant ar ôl i ddysgwr gwblhau cwrs neu fframwaith prentisiaeth. Ar ôl cwblhau rhaglen gallwn eich darparu â gwybodaeth ynglŷn â chyrsiau eraill addas yng Ngholeg Glannau Dyfrdwy, symud ymlaen i addysg uwch neu lwybrau i gyflogaeth. Trafodwch hyn gyda'ch Asesydd.

Mae Ymgynghorwyr Gyrfa Cymru yn darparu gwybodaeth, cyngor a chyfarwyddyd ynghylch:

- Sut i gael swydd – e.e. llenwi ffurflenni cais, sgiliau cyfweliad ayb
- Cyfleoedd swyddi lleol
- Gyrfaoedd sy'n cwrdd â'ch anghenion unigol
- Cyrsiau i'ch helpu chi symud ymlaen i'ch gyrfa ddewisedig
- Cymorth gyda gofynion mynediad prifysgol/Addysg Uwch

Archebwch eich cyfweliad personol gydag Ymgynghorydd – i wneud apwyntiad cysylltwch â Gwasanaethau Myfyrwyr neu anfonwch e-bost i ymholiadau@deeside.ac.uk

Gyrfa Cymru Careers Wales

Rhifau Defnyddiol

Switsfwrdd Coleg Glannau Dyfrdwy	**01244 831531**
Switsfwrdd Coleg Llaneurgain	**01352 841000**
Switsfwrdd Coleg Llysfasi	**01978 790263**
Switsfwrdd Hyfforddiant Wrecsam	**01978 363033**
Cyngor/Cyfarwyddyd Gyrfaoedd	**01244 831531 neu 01244 834511**
Gwasanaethau Myfyrwyr	**01244 834511**

(gwybodaeth/cyfarwyddyd ynghylch cyrsiau, gwybodaeth ariannol)

Isod ceir cyfeiriadau gwe amrywiaeth o sefydliadau sy'n cefnogi un neu fwy o feysydd cydraddoldeb ac amrywiaeth. Dyma restr fach o sefydliadau, sy'n gweithio'n eithaf agos gydag Addysg Bellach, ac ni olygir iddo fod yn rhestr faith gan fod nifer o ffynonellau eraill da o gefnogaeth ar gael. Nid yw Coleg Glannau Dyfrdwy yn gyfrifol am gynnwys y safleoedd yma:

www.nbp.org.uk
Y Rhwydwaith Gweithwyr Du Proffesiynol

www.time-to-change.org.uk
Yn erbyn gwahaniaethu ar sail Iechyd Meddwl

www.wlnfe.org.uk
Rhwydwaith Arweinyddiaeth Merched

www.transequality.co.uk
Yn ymgyrchu am barch a chydraddoldeb i bobl drawsrywiol

www.lgf.org.uk
Sefydliad Pobl Lesbiaid a Hoyw

www.direct.gov.uk
gwybodaeth i'r rhai gydag anabledd a'r rhai sy'n cynorthwyo pobl ag anabledd

Cynghori

Teimlo'n isel? Ei chael hi'n anodd ymdopi?
Peidiwch â dioddef yn dawel – rydym yma i helpu.

Sut mae gwneud apwyntiad?

- Ffoniwch Gwasanaethau Myfyrwyr ar **01244 834511** ac fe drefnir apwyntiad ar eich cyfer.
- Galwch mewn i Gwasanaethau Myfyrwyr ar gampws Coleg Glannau Dyfrdwy.

Eisiau cynghori ar adegau eraill?

- Ffoniwch linell gymorth CALL ar **0800 132737** – mae'n RHAD AC AM DDIM ac mae llinellau ar agor o Ddydd Llun i Ddydd Gwener o 7yh tan 11yh ac ar benwythnosau o hanner dydd tan hanner nos
- Ffoniwch y Samariaid unrhyw adeg o'r dydd neu nos - **01244 377999** neu anfonwch e-bost jo@samaritans.org.

Gwasanaethau Llyfrgell

Mae gwasanaethau llyfrgell ar gael ar bob campws ac yn ein canolfan yn Nhreffynnon. I gael rhagor o wybodaeth siaradwch â'ch asesydd neu cysylltwch â Gwasanaethau Myfyrwyr.

Eisiau gwella eich sgiliau TG/Cyfrifiadurol?

Mae gan gyswlltdysgu amrediad eang o gyrsiau ar lefelau sy'n addas i bawb. Gallwch weithio ar eich cwrs lle bynnag y mae gennych fynediad i'r rhyngrwyd. Gallwch weithio yn y Parth Dysgu yng Ngholeg Glannau Dyfrdwy, y ganolfan ddysgu yng Ngholeg Llaneurgain neu yng Ngholeg Llysfasi neu Hyfforddiant Wrecsam - ewch a'ch cerdyn adnabod gyda chi a chewch ddefnyddio'r cyfleusterau cyfrifiadurol yn rhad ac am ddim.

Fel myfyriwr/wraig cyswlltdysgu bydd gennych diwtor i'ch helpu a'ch cefnogi i gwblhau eich cwrs yn llwyddiannus. Gallwch hefyd ymuno â gweithdai gyda thiwtoriaid os oes arnoch angen unrhyw help ychwanegol. Gallwch gofrestru yn y Parth Dysgu. Gofynnwch i staff am fanylion.

Cefnogaeth Ar-lein - Moodle - mewnrwyd y myfyrwyr

Bydd eich asesydd yn eich darparu gyda chefnogaeth trwy gydol eich rhaglen hyfforddi a bydd modd i chi gysylltu â hwy dros y ffôn a/neu e-bost os oes gennych unrhyw gwestiynau neu broblemau. Bydd gennych hefyd fynediad i Moodle.

Moodle yw'r enw ar gyfer Amgylchedd Dysgu Rhithwir y coleg. Mae Moodle ar gael trwy rwydwaith cyfrifiadurol y coleg a'r rhyngrwyd. Mae hyn yn golygu y gallwch gael mynediad i ddogfennau, cysylltiadau i wefannau, clipiau fideo a deunyddiau eraill yn ymwneud a'ch cwrs unrhyw adeg o'r dydd neu'r nos, neu ar unrhyw ddiwrnod o'r wythnos. Gallwch anfon aseiniadau i'ch asesydd trwy Moodle.

Gallwch fewngofnodi i Moodle y Coleg trwy fewnrwyd y myfyrwyr a thrwy wefan y coleg www.deeside.ac.uk.

Os byddwch yn cael unrhyw broblemau wrth ddefnyddio Moodle cysylltwch â'ch asesydd. Os byddwch yn cael problemau technegol cysylltwch â Desg Gymorth Gwasanaethau TGC ar 01244 834514.

ADC&DF

Addysg ar gyfer Datblygiad Cynaliadwy a Dinasyddiaeth Fyd-eang

Beth ydi ADC&DF?

Mae'n bennaf ynglŷn â chyfrifoldeb.

Mae o am yr hyn yr ydym ni'n ei wneud pob dydd. Mae o am y materion mawr yn y byd – fel newid hinsawdd, masnach, disbyddiad adnoddau ac amgylcheddol, iawnderau dynol, gwrthdaro a democratiaeth – a sut y maent yn ymwneud â'i gilydd a gyda ni.

Mae ynglŷn â sut yr ydym ni'n trin y ddaear ac yn trin ein gilydd, waeth pa mor bell i ffwrdd o'n gilydd yr ydym yn byw. Mae ynglŷn â sut yr ydym ni'n paratoi ar gyfer y dyfodol. Mae gan bob un ohonom ran i'w chwarae. Yn fyr, mae gweithrediadau pawb yn cydgysylltu.

Fel dysgwr yn y gweithle byddwch yn clywed llawer am ADC&DF trwy gydol eich rhaglen ddysgu gyda'r coleg.

Cefnogaeth i Ddysgwyr

I gael gwybodaeth a chyngor ynghylch cyrsiau, cymwysterau a gofynion mynediad perthnasol cysylltwch â Gwasanaethau Myfyrwyr:

Coleg Glannau Dyfrdwy

Dydd Llun i Ddydd Iau o 8.30yb - 7.30yh
Dydd Gwener 8.30yb - 4.30yp
Galwch mewn, ffoniwch **01244 834511**, neu e-bostiwch ymholiadau@deeside.ac.uk

Coleg Llaneurgain

Dydd Llun i Ddydd Gwener o 8.30yb - 4.30yp
Galwch mewn neu ffoniwch **01352 841056**

Coleg Llysfasi

Dydd Llun i Ddydd Gwener o 8.30yb - 4.30yp
Galwch mewn neu ffoniwch **01978 790263**

Hyfforddiant Wrecsam

Dydd Llun i Ddydd Gwener o 8.30yb - 4.30yp
Galwch mewn neu ffoniwch **01978 363033**

Cefnogaeth Sgiliau Astudio

Cymorth i bob myfyriwr/wraig, o bob gallu, ar bob lefel.

Gallwn helpu gyda:

- Asesiadau i adnabod eich anghenion cefnogi
- Tiwtorialau unigol
- Cefnogaeth tra ar y cwrs
- Cymorth ychwanegol gyda Saesneg, Mathemateg a Chyfrifiaduron
- Cymorth gydag anawsterau dysgu penodol fel dyslecsia, Syndrom Irlen a ADD

Siaradwch â'ch Asesydd os ydych eisiau cymorth, neu os hoffech gael gair a'n staff cefnogi rhowch alwad iddynt ar 01244 831531 gan ddefnyddio un o'r estyniadau canlynol: Jenny Davies (est 4480) neu Catherine Owens (est 4489) neu Christine Jones yng Ngholeg Llysfasi ar 01978 790263.

Cymorth i'r Anabl

Gallwn eich helpu os oes gennych anabledd corfforol, nam ar y golwg neu glyw. Mae gennym amrediad o offer arbenigol. Gall ein staff hyfforddedig a chyfeillgar gynnig cefnogaeth a chyngor. Os oes gennych chi unrhyw anghenion, anabledd neu anawsterau penodol gadewch i ni wybod. Byddwn yn ymdrin â'ch ymholiad mewn modd cyfrinachol a byddwn yn gofyn am eich caniatâd cyn rhannu manylion gyda thimau arbenigol o fewn y coleg.

Os oes arnoch eisiau cymorth dylech gael gair gyda'ch asesydd neu ymgynghorydd Gwasanaethau Myfyrwyr (ffoniwch **01244 834511** neu minicom - **01244 834529**) neu anfon e-bost atom ymholiadau@deeside.ac.uk

Os hoffech gael copi o'n datganiad anabledd ffoniwch **01244 831531** neu ewch i'n gwefan www.deeside.ac.uk.

Iechyd a Diogelwch

Mae'n bwysig eich bod yn gallu hyfforddi mewn amgylchedd diogel a chefnogol. Mae Coleg Glannau Dyfrdwy yn cynnal archwiliad dechreuol gyda'r cyflogwr ac yn monitro trefniadau iechyd a diogelwch yn y gweithle yn rheolaidd. Mae gan ddysgwyr hefyd ddyletswydd i atal anaf i'w hunain ac i eraill felly cofiwch roi gwybod i'ch cyflogwr ar unwaith am unrhyw ddamwain neu berygl. Mae yna nifer o faterion iechyd a diogelwch cyffredinol sy'n bodoli a dylech fod yn ymwybodol ohonynt wrth i chi ddechrau eich dysgu. Maent yn cynnwys:

- Proses wagio mewn argyfwng a lleoliad allanfeydd tân a brys
- Y ffôn agosaf i'w defnyddio mewn argyfwng
- Lleoliad y blwch cymorth cyntaf agosaf
- Sut i gofnodi damwain – lleoliad a defnydd o'r llyfr damweiniau
- Polisi Iechyd a Diogelwch y cwmni

Diogelu

Mae gan Goleg Glannau Dyfrdwy ddyletswydd foesol i sicrhau bod yr holl swyddogaethau yn cael eu cynnal gyda'r bwriad o ddiogelu a hybu lles ein plant a phobl ifanc o dan 18 oed ac oedolion bregus sy'n derbyn addysg a hyfforddiant. Mae Coleg Glannau Dyfrdwy eisiau eich helpu i:

- bod yn iach
- Aros yn ddiogel
- Mwynhau a chyflawni
- Gwneud cyfraniad cadarnhaol
- Cyflawni lles economaidd

Os oes arnoch angen cymorth gofynnwch i'ch Asesydd neu ffoniwch 01244 831531 estyniad 4106

Disgyblu - Tanberfformio

Bydd Coleg Glannau Dyfrdwy yn sicrhau triniaeth deg ar gyfer dysgwyr y mae eu perfformiad islaw'r gofyniadau lleiaf. Byddwn yn gwneud pob ymdrech i sicrhau bod y broblem yn cael ei datrys heb orfod cymryd camau disgyblu. Fodd bynnag os na ellir datrys y broblem yn y ffordd yma bydd eich Asesydd yn eich gwneud yn ymwybodol o weithdrefn ddisgyblu Coleg Glannau Dyfrdwy ar gyfer tanberfformiad.

Cyfleoedd Cyfartal

Mae Coleg Glannau Dyfrdwy wedi ymrwymo i'r egwyddor bod pawb sy'n gwneud i fyny'r gymuned sef Coleg Glannau Dyfrdwy gan yr hawl i gael eu gwerthfawrogi yn gyfartal a chael cydraddoldeb beth bynnag fo'u rhyw, rhywioldeb, hil, lliw, cenedligrwydd, tarddiad ethnig, oedran, anabledd, cred grefyddol neu wleidyddol neu unrhyw euogfarnau troseddol sydd ddim yn berthnasol i'w dibenion yn y coleg

Os oes arnoch angen help i ddeall cyfleoedd cyfartal a sut y dylech ymddwyn tuag at eraill neu yr hoffech gopi o'n polisi, siaradwch â'ch tiwtor, asesydd neu Gwasanaethau Myfyrwyr.

Bwlio

Beth ydi Bwlio? Bwlio yw ymddygiad sy'n niweidiol yn emosiynol neu'n niweidiol yn gorfforol i berson. Mae'n ailadroddus, bwriadol ac yn cael ei wneud gan grwp neu unigolyn. Os ydych yn cael eich bwlio byddwch yn teimlo'n isel a diamddiffyn.

Mae'r Coleg wedi ymrwymo i sicrhau fod ei holl fyfyrwyr yn teimlo'n ddiogel. Os ydych yn gwybod am unrhyw achos o fwlio neu'n cael eich bwlio eich hun dywedwch wrth eich asesydd neu ffoniwch y Llinell gymorth ar 0845 22 55 787. Os ydych yn cael eich effeithio gan fwlio ac eisiau canfod mwy ewch i:
www.bullying.co.uk neu www.beatbullying.org.

Prentisiaethau

Mae prentisiaethau yn ffordd wych o ennill cymwysterau a phrofiad yn y gweithle. Fel gweithiwr, gallwch ennill arian tra'n dysgu a byddwch yn ennill sgiliau ymarferol yn y gweithle. Wrth gwrs efallai bod gennych nifer o flynyddoedd o brofiad a sgiliau fydd yn eich helpu chi gyda chyflawniad eich fframwaith prentisiaeth. Bydd y fframwaith prentisiaeth yn cynnwys:

Mae cymhwyster QCF (Fframwaith Cymwysterau a Chredydau) yn galluogi dysgwyr i ymgymryd â dysgu ar wahanol lefelau ac yn cydnabod bod swyddi yn cynnwys tasgau a chyfrifoldebau ar lefelau gwahanol. Bydd eich Asesydd yn egluro hyn i chi. Fodd bynnag os ydych eisoes wedi dechrau eich CGC byddwch yn gallu ei gwblhau.

Sgiliau Hanfodol / Allweddol - yw'r sgiliau sydd arnoch ei angen er mwyn gweithredu'n hyderus a llwyddiannus yn y coleg, gwaith, hyfforddiant a bywyd yn gyffredinol fel rhifedd a llythrennedd. Os oes gennych unrhyw gwestiynau ynglŷn â hyn cysylltwch â'ch asesydd.

Hawliau a Chyfrifoldebau Cyflogaeth -

- Hawliau a chyfrifoldebau gweithwyr (yn cynnwys deddfwriaeth cyfleoedd cyfartal)
- Y sefydliad, disgyblaethau a strwythurau cynrychiadol y sector
- Yr effaith, ar y sector o gyfraith a pholisïau cyhoeddus

Cyfrinachedd Dysgwyr

- Bydd Coleg Glannau Dyfrdwy yn sicrhau bod hawliau myfyrwyr i gyfrinachedd gwybodaeth bersonol yn cael ei ddiogelu. Rydym yn credu y dylai'r holl fyfyrwyr fod a'r hawl i ddisgwyl i'r wybodaeth bersonol a gaiff ei gadw amdanynt gael ei drin gyda chyfrinachedd a gyda pharch.
- Pan gaiff dysgwyr eu hannog i ddatgelu gwybodaeth bersonol, dylai hyn fod gyda'u caniatâd. Mae hawl ganddynt i ddisgwyl gwybodaeth glir a thryloyw a chyngor ynglŷn â goblygiadau dadleniad ac ynglŷn â'u rhyddid i gael mynediad a newid beth a gaiff ei gadw ar gofnod
- Mae Coleg Glannau Dyfrdwy yn ystyriol bod yr hyn a gaiff ei ystyried yn gyfrinachol yn gallu amrywio o ddysgwr i ddysgwr ac o amgylchiadau i amgylchiadau

- Efallai y bydd peth gwybodaeth y mae'r coleg yn ei ddal amdanoch yn cael ei anfon i Lywodraeth Cymru. Bydd eich cofnod yn cael ei ychwanegu i gronfa ddata fydd yn cael ei ddefnyddio i basio gwybodaeth ar ffurf anhysbys i Lywodraeth Cymru, adrannau llywodraeth ganolog ac asiantaethau sydd angen yr wybodaeth er mwyn cyflawni eu swyddogaethau o dan Ddeddfau Addysg.

Cwynion, Canmoliaeth ac Adborth

Gellir rhoi canmoliaeth, awgrymiadau neu unrhyw adborth i'ch Asesydd neu gallwch eu hanfon i'r Swyddog Cwynion yng Ngholeg Glannau Dyfrdwy. Hefyd, mae'r holl ddysgwyr yn cael cyfle i roi adborth yn ystod eu cwrs. Mae'r data a gesglir o hwn yn cael ei gasglu a sylwadau a syniadau'n cael eu trafod gyda rheolwyr a lle bo'n bosibl, gwelliannau'n cael eu gwneud i'r gwasanaeth yr ydych yn ei dderbyn.

Rydym yn croesawu unrhyw adborth ar y profiad yr ydych wedi ei gael gyda ni. Mae'n bwysig i ni eich bod yn teimlo eich bod yn gallu cwyno, canmol neu ddarparu adborth er mwyn i ni allu parhau i'ch darparu gyda gwasanaeth o ansawdd.

Os oes gennych gwyn am eich hyfforddiant dylech gael gair yn y lle cyntaf gyda'ch Asesydd. Os ydych yn teimlo na allwch siarad â'ch Asesydd ac yr hoffech wneud cwyn ffurfiol yna ysgrifennwch at y Swyddog Cwynion, Coleg Glannau Dyfrdwy, Ffordd Celstryn, Cei Conna, Glannau Dyfrdwy, Sir y Fflint CH5 4BR. Bydd yr holl gwynion a sylwadau yn cael eu trin yn brydlon, effeithiol ac yn gwrtais ac yn gyfrinachol. Byddwch yn derbyn ymateb i roi gwybod i chi ein bod wedi derbyn eich cwyn a byddwn yn edrych i mewn i'ch cwyn cyn gynted ag y gallwn. Byddwn fel rheol yn gallu darparu ymateb o fewn 15 diwrnod gwaith ond os nad fydd hyn yn bosibl byddwn yn gadael i chi wybod beth sy'n digwydd.

Rydym yn trin yr holl gwynion, canmoliaeth ac adborth yr ydym yn ei dderbyn o ddifrif. Rydym yn gwrando ar yr hyn yr ydych yn ei ddweud ac yna'n anelu at ddysgu a gwella ein gwasanaethau lle bynnag y gallwn

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Ynglŷn â Choleg Glannau Dyfrdwy

Croeso i Goleg Glannau Dyfrdwy. Yn dilyn uniadau yn 2009 a 2010 mae Coleg Glannau Dyfrdwy, Coleg Llaneurgain, Coleg Llysfasi a Hyfforddiant Wrecsam i gyd yn rhan o Gorfforaeth Coleg Glannau Dyfrdwy gydag un tîm llywodraethu ac un tîm rheoli. Yn y llawlyfr yma byddwch yn canfod gwybodaeth allweddol y byddwch ei angen fel myfyriwr/myfyrwraig.

Eich cyfrifoldebau fel dysgwr yn y gweithle

- Gwneud ymrwymiad cadarnhaol i'ch datblygiad a'ch dysgu eich hun
- Astudio a chwblhau gwaith yn rheolaidd ac ar amser
- Cwblhau'r holl waith papur angenrheidiol fel bo angen
- Cwblhau Cynlluniau Dysgu Unigol fel bo angen
- Cymryd rhan lawn mewn sesiynau lle caiff eich cynnydd ei adolygu a derbyn a rhoi adborth adeiladol
- Dod ag unrhyw bryderon sydd gennych i sylw'r cyswllt priodol
- Os nad ydych yn gallu cadw apwyntiad gyda'ch Asesydd cysylltwch â hwy cyn yr amser.

2

Eich Hawliau fel Dysgwr yn y Gweithle

Mae hawl gennych i ddisgwyl rhaglen gefnogaeth o'r ansawdd uchaf a rheolaeth effeithiol dros eich dysgu sy'n rhwym wrth arolwg annibynnol trwy sicrhau:

- Bod gennych asesiad o'ch anghenion ac yn deall sut y byddant yn cael eu cwrdd
- Eich bod yn gwybod sut y bydd eich dysgu blaenorol yn cyfrannu at eich dysgu cynlluniedig
- Eich bod yn deall manylion eich rhaglen astudiaeth a'r cymwysterau a ddilynir
- Rydych yn gwybod enw eich Asesydd / Tiwtor, sut y gallwch gysylltu â hwy a phwy y dylech gysylltu â hwy ynglŷn âg unrhyw faterion yn ymwneud a'ch rhaglen ddysgu
- Eich bod yn derbyn cyngor rheolaidd ac adeiladol, cefnogaeth ac adborth ynglŷn â'ch perfformiad
- Bod unrhyw bryderon neu gwynion sydd gennych yn cael eu trin yn gyflym a gyda chydymdeimlad
- Eich bod yn gwybod beth i'w wneud os oes gennych gwyn, ganmoliaeth neu os ydych eisiau rhoi adborth i ni
- Eich bod yn dysgu mewn amgylchedd saff a diogel ac yn deall ein polisi ar iechyd a diogelwch
- Eich bod yn cael eich parchu fel dysgwr yn ôl diffiniad y gyfraith ac yn ôl datganiad cyfle cyfartal y coleg
- Eich bod yn derbyn cymorth a chefnogaeth priodol i ddelio gyda llythrennedd, rhifedd, sgiliau astudio ac unrhyw anghenion canfyddadwy eraill
- Eich bod yn cael eich asesu, dysgu neu hyfforddi gan bobl sy'n gymwys yn y maes pwnc
- Bod rhaglenni dysgu yn cael eu rheoli a chydlynu i safonau uchel
- Eich bod yn derbyn gwybodaeth a chyngor ar gynnydd neu gyfleoedd dysgu eraill
- Y gofynnir i chi am eich barn ar ansawdd eich rhaglen ddysgu a'ch bod yn derbyn adborth ar unrhyw weithrediadau gwelliant a gymerwyd o ganlyniad

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Coleg Glannau Dyfrdwy

Croeso

Hoffem estyn croeso cynnes i chi ar ddewis rhaglen ddysgu gyda Choleg Glannau Dyfrdwy. Rydym yn gobeithio y byddwch yn cael profiad llawn mwynhad a gwerth chweil gyda ni, pa un ai a ydych yn newydd, neu wedi dychwelyd atom er mwyn datblygu ymhellach eich gwybodaeth a sgiliau. Rydym wedi ymrwymo i ddarparu cyfleoedd hyfforddi sector arweiniol i bawb. Mae'r Llawlyfr yma wedi ei gynllunio i'ch darparu gyda'r wybodaeth allweddol er mwyn eich helpu i ddeall beth y gallwch ei ddisgwyl gennym ni a beth yr ydym ni'n ei ddisgwyl gennych chi yn ystod eich amser gyda ni, ynghyd â manylion am ein polisïau a gweithdrefnau.

Os hoffech gael copi o'r llawlyfr hwn mewn print bras neu ar dâp cysylltwch â Gwasanaethau Myfyrwyr ar 01244 834511.

Cynnwys

1 Ynglŷn â Choleg Glannau Dyfrdwy
1 Eich cyfrifoldebau fel dysgwr yn y gweithle
2 Eich hawliau fel dysgwr yn y gweithle
3 Prentisiaethau
3 Cyfrinachedd Dysgwr
4 Cwynion, Canmoliaeth ac Adborth
5 Iechyd a Diogelwch
5 Diogelu
6 Disgyblaeth – Tanberfformiad
6 Cyfleoedd Cyfartal
6 Bwlio
7 ADC&DF
7 Cefnogaeth i Ddysgwyr
8 Cefnogaeth Sgiliau Astudio
8 Cymorth i'r Anabl
9 Cynghori
9 Gwasanaethau Llyfrgell
10 Cefnogaeth ar-lein
11 Yr Iaith Gymraeg
11 Camau nesaf
12 Rhifau defnyddiol

Coleg Glannau Dyfrdwy
Coleg Llaneurgain
Coleg Llysfasi
Hyfforddiant Wrecsam

Llawlyfr Dysgwr yn y Gweithle

Canllaw i Bolisïau, Gweithdrefnau ac Ymarferion Coleg Glannau Dyfrdwy ar gyfer dysgwyr yn y gweithle.