



HANDBOOK FOR LLETY LLYSFASI

STAY WHILE YOU STUDY

STUDENT WELLBEING

The welfare of our residential students is very important to us and the following points take account of our commitment to our students and to the National Minimum Standards (NMS) for Accommodation of students under 18 by Further Education Colleges and guidance from Care & Social Standards Inspectorate Wales (CSSIW).

A clear statement of the principles of residential provision and student support at the college is available to those needing this information.

- 1 Policies and procedures affecting residential students are available on request for students, parents or guardians.
- 2 All accommodation is organised to take account of the safeguarding of our resident students.
- 3 The college is committed to the separation of over 18 and under 18 year old students in dedicated accommodation blocks. Under 18s are also segregated by gender.
- 4 The welfare and support for students is covered by the following services: College Counsellor, Sexual Health Clinic, Chaplaincy and Advice and Guidance. Access to these services is available to students through the college's Student Services or via the Warden-in-Charge during the day and through the Wardens in the evening.
- 5 The supervision of students in the evening and overnight is carried out by two Wardens.
- 6 There are regular Focus Group meetings. Students' concerns and suggestions can be addressed through these groups. In addition, there is a termly Campus Council which is attended by the Director/Site Manager and a Governor.
- 7 There is an evening activity schedule which all residential students are encouraged to join in with and this is reviewed each term. Many of the activities are provided at no cost to the student, although some require a charge.
- 8 All residential students are expected to behave in a responsible fashion when in the accommodation or using other facilities including the College Refectory.
- 9 Residents must comply with the Coleg Cambria Code of Student Conduct. Bullying is regarded as a serious breach of the Code and students are encouraged to discuss incidents of bullying with a Warden so that it can be dealt with in line with College procedure.
- 10 Residents must abide by the rules relating to noise which apply to your accommodation. Noise must not cause a nuisance at any time.
- 11 There is a dedicated 'sick room' in the hostel. If a student is seriously unwell at college it must be reported to a member of staff. Appropriate action can then be taken.
- 12 Students who are not yet 18 who wish to leave site must return to the hostel by 10.30 p.m. Failure to do so will result in initiating the procedure outlined in the 'Missing Children' policy which will involve contacting parents/guardians.
- 13 The College reserves the right to refuse permission for any student under the age of 18 to leave college premises in the evening until all parental consent forms have been signed and returned by the parent/guardian to the College. Students who are under 18 yrs are expected to sign out when leaving college premises.
- 14 Students are required to inform the Warden-in-Charge of any medication students may be taking. Students self-medicating will be required to complete the necessary form on application for accommodation. This will enable the Warden-in-Charge to assess the level of support that may be required. Allergies should also be reported. All information will be treated in confidence.

ACCOMMODATION

- Accommodation fees are inclusive of room charge and catering provision (Breakfast and Evening Meal). If Students are only in college for 3 days, on work placements or are sent home due to inclement weather, there is no reduction on the individual fee charged.
- Payment for a room covers the whole academic year. This reserves the room for you for this period. You are not being charged for any holiday periods. A deposit as outlined in the payment Model will be required to reserve your room for the academic year. Any damage to rooms or other areas of the accommodation will be charged to the Student via an invoice.
- Residents must keep rooms in a clean state and contribute to keeping the Public Recreation rooms tidy. It is essential to enter rooms to clean, inspect or repair at reasonable times, which will be discussed with the resident.
- All student accommodation is designated as non-smoking. Any smoking, including electronic cigarettes, must be done within one of the designated smoking shelters. This is irrespective of weather conditions and applies to everyone on site at Llysfasi.
- Pets of any description are not allowed in College accommodation. Assistance dogs are permitted with prior notice and College agreement.
- If you are in receipt of Student Support Funding to cover your accommodation costs, you will be expected to contribute a percentage of the total accommodation cost. This grant is dependant on individual family circumstances.
- You will be provided with an electronic fob to your bedroom door. If the fob is lost or damaged you will be charged £10.
- Please note that all outstanding fees must be paid by arrangement with the College Finance Department.
- Students must provide their own bed linen, and are responsible for laundering them.
- Accommodation is charged for 37 weeks, which is the full academic year. During periods where students actively engaged in work experience accommodation charges still apply. However, the cost of meals will be deducted and the relevant adjustment made to the final charge in Term 3.
- STUDENTS WILL BE EXPECTED TO VACATE THEIR ROOM BY 4.00PM EACH FRIDAY AFTERNOON. THE ACCOMMODATION WILL RE-OPEN AT 7.00PM ON A SUNDAY EVENING.

You are required to pay the fees on one of the following payment plans to the Administration Office at Llysfasi:

- One annual payment on enrolment
- Three termly instalments, one at the start of each term by Direct Debit, in accordance with the Accommodation Costing Model

Meals are served in the College Dining Room at the following times:

Breakfast **8.00am to 8.30am**
(Monday to Friday)

Evening Meal **5.30pm** (Monday to Thursday)

Special Diets

- Halal menu options available upon request.
- Vegan menu options available upon request.
- If you have any dietary requirements please do not hesitate to contact a member of the catering team.

ACCOMMODATION (CONTINUED)

- Coleg Cambria will provide accommodation that is maintained to a reasonable standard and complies with Health and safety laws.
- We will ensure that the furniture provided is of a reasonable standard.
- We will ensure that the communal areas of the residences are cleaned on a regular basis.
- We will carry out repairs within reasonable time limits.
- The room is offered under licence and the length of your occupancy period will be indicated to you on the Accommodation Payment Model. The occupancy period is not flexible, and notice by you to leave your accommodation is not normally accepted within the period of the occupancy, other than where the College is materially in default of its obligations to you as occupant.
- Rooms must be personally occupied by you as a registered Coleg Cambria student, and may not be used by or shared with anyone other than you. You agree not to sublet or allow others to occupy the accommodation, and your rights under this Agreement are not transferable.
- We reserve the right to require you to move to similar alternative accommodation if there are alterations or building works being carried out at the accommodation, or as a result of damage to the accommodation that we deem makes it unfit for occupation.
- If you cease to be a residential student as a result of disciplinary action against you, a fee of £25.00 for each complete week remaining until the end of the current term will apply.
- Students may not bring on to site, possess or consume alcohol or drugs on College premises. Parents/Carers of a student who is under 18 will be expected to collect the student if the college deems he/she is unfit to remain on college premises.
- Televisions are not allowed in bedrooms unless a licence is purchased, the responsibility lies with the student/parent/guardian to purchase this. Having a television in your room you accept responsibility for buying the licence. The Warden-in-charge will need to see the licence.
- Audio equipment such as stereos and amplifiers etc. should not be heard outside your room. Other students may be studying or they may not wish to be subject to your choice of entertainment.
- Try to be considerate about noise, especially at night. Shouting, talking loudly, door slamming and generally messing about causes disturbance to others who should not have to put up with this unreasonable behaviour. - **Consideration for others.**
- All electrical equipment for use in student accommodation must be agreed in advance with the Warden-in-Charge. This is essential to ensure any such equipment is Portable Appliance Tested prior to being used. Individually owned refrigerators or freezers are not permitted. Cooking in bedrooms is not permitted at any time. Portable heaters of any kind are not permitted in accommodation areas. The College reserves the right to confiscate any equipment which is not agreed in advance and which the College judges presents a safety hazard.
- Working clothes and working footwear, whether clean or dirty, must be stored in the areas provided and may not be taken into any area of the accommodation or College Refectory.
- Personal property will not be covered by the College's insurance and students are advised to take out personal cover if necessary.
- Residential Students causing any damage to their rooms, to their furniture and /or to other related accommodation will be liable to pay the full costs of this damage.

DRUGS & ALCOHOL

Students may not bring on site, possess or consume alcohol or drugs on College premises. Parents/ Carers of a student who is under 18 will be expected to collect the student if the college deems he/she is unfit to remain on college premises. The college possesses its own breathalyser which may be used in extreme circumstances if a student is believed to have consumed alcohol.

STUDENT VEHICLES

All students keeping vehicles on campus must park them in the designated Student Car Parks. Students are asked to drive with due care and observe the speed limit whilst on campus. Any vehicle persistently breaking the rules will be excluded from the college premises. All vehicles are left at owner's own risk.

EMERGENCY PROCEDURE/FIRE PRACTICE

Fire procedures comply with the College's evacuation procedure. You will receive further instruction of emergency procedure at your accommodation induction.

Please also read the 'FIRE ACTION' notices posted in each bedroom carefully regarding the action to be taken in the event of a fire occurring. In the corridors there are well-defined arrows indicating exit routes. The Warden has a register of all Resident Students and no one will re-enter until all Students have been accounted for.

Your attention is drawn to the following:

- Fire practice drills will take place at least once a term.
- All Students must attend all fire practice drills.
- All Students must familiarise themselves with the location of all assembly points and the safe route(s) to be followed to reach the assembly points.
- Close bedroom doors when evacuating rooms.
- If you are unable to vacate your room; close the door, summon help if possible, wait for instruction/rescue.
- Do not wedge open fire doors.
- Students are forbidden to tamper with and misuse fire fighting equipment. Disciplinary action will be taken against anyone disregarding this instruction.

HOSTEL DIRECT TELEPHONE LINE: **01978 267920**
WARDEN: **07543 237361**

LOCAL FACILITIES

There is a regular bus service which stops outside the College. Bus timetables are available from the Warden-in-Charge.

Chemist

Boots and other pharmacies can be found in Ruthin which is the nearest town about 4 miles away.

Supermarket

There is a Tesco Superstore in Ruthin. Cash machines are also available there.

Bank

HSBC Bank is located in Ruthin. The bank has a cash point dispenser.

Petrol Stations

There are two in Ruthin (4–5 miles) and one each in Llangollen and Coedpoeth (both approximately 11 miles away).

MEDICAL INFORMATION

The local GP practice is:

Dr Roberts & Partners
Plas Meddyg
Station Road
Ruthin
Denbighshire
Tel: 01824 702255

Appointments to see a Doctor are by arrangement only. Please inform the Warden-in-Charge if you require an appointment.

In an Emergency

In case of an emergency, you should contact a Warden or other member of the College staff. If you are unable to do this immediately you should contact the emergency services direct by dialling 999.

Smoking

The college has a smoke-free policy in all of its buildings. This includes the accommodation. All smoking, including e-cigarettes, must be confined to the designated external smoking shelters, irrespective of weather conditions.

COMPLAINTS PROCEDURE

All complaints will be treated seriously. If you have a complaint regarding the accommodation please inform a Warden or use the College Complaints procedure.

Any complaints about the Accommodation can also be logged with:

CSSIW, North Wales Region, Government Offices,
Sarn Mynach, Llandudno Junction LL31 9RZ.
Tel No: 0300 062 5609