



Helping you with your studies if
you have difficulties or disabilities

Accessibility Commitment 2011/12

If you want this booklet in a different
format please call 01752 305300

Do you want to come to College and you think you might need help to study?

This guide may give you the answers. Please read through it carefully as we want you to succeed on your course and enjoy your time here.

Contents	Page
Applying for a course	1
Getting to College	3
Moving around College	4
Some of the things we can help you with	5
When you are studying	6
When you take exams	8
Other College services	9
Student Services	9
Counselling	9
Careers Education and Guidance	9
Student Funding	9
Childcare support	10
Day Nurseries	10
Health Care	10
Telling us what you think	12
Outside agencies	13

Applying for a Course

Who can I talk to before I apply?

The staff in Additional Learning Support can tell you what support we can offer.

Additional Learning Support

Telephone 01752 305885

Fax 01752 305798

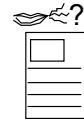
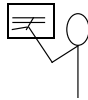
E-mail smcalister@cityplym.ac.uk or agee@cityplym.ac.uk

How do I apply for a place at College?

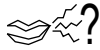
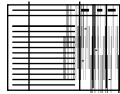
1. Start by ringing Student Services on 01752 305803. Tell them you might need some help.
2. Next fill in an application form. You can get one from the College or from the prospectus or on-line. At section D, you may wish to say you might need extra help.
3. Send the completed form to:

The Central Admissions Office,
City College Plymouth,
Kings Road,
PLYMOUTH PL1 5QG.

4. You will be invited to meet with a course tutor and, if possible, one of the Additional Learning Support team, so you can talk about what help you need. We will treat any information you give sensitively 01752 305885.
5. Make sure you ask to complete the Learning Support Disclosure form.
6. You will meet a member of the Learning Support team later to agree what help you need.
7. If you don't tell us at the start that you need help you can ask at any time while you are at College. But remember, the sooner the better.

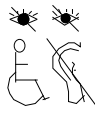


1. You will need to fill in an application form.

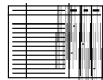


a

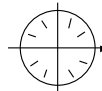
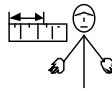
This form asks you if you have a



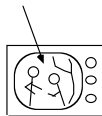
learning difficulty or disability.



2. Send the form to Central Admissions.



3. Your support needs will be assessed during



your link programme and discussed with you



at your interview.

Getting to College

The shuttle bus service no. 36 has wheel chair access. It is a free service for students (with the student ID card) and runs every 30 minutes. There are timetables at reception and in Student Services. There are disabled parking spaces close to the entrances of the College and ramps with handrails to the doors.

Most of the College can be reached in a wheelchair except for some mezzanines at Kings Road and the Goschen Centre. There are accessible toilet facilities in most areas, some with showers at the two main centres. Staircases, corridors, windows and doors are painted to make them more clearly visible. If you have any questions about accessibility please ring the Estates Office on 01752 305310.

Our premises have been assessed by Disabledgo and you can check our accessibility on the Disabledgo website for Plymouth. We are constantly trying to improve access to your college and would welcome your suggestions. Please e-mail these to gsnook@cityplym.ac.uk.

Moving around College

Centre	Car Park	Wheelchair access	Lift	Accessible toilets	Partial sight aids	Mobility aids	Fix hearing loops	Notes
Kings Road								Portable hearing loops available at locations.
Main Building	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Innovation Centre	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Engineering Building	Yes	Yes	n/a	Yes		Yes		Minor mezzanines with stair access only.
Construction Building	Yes	Yes	Yes	Yes	Yes	Yes		Minor mezzanines with stair access only.
Hospitality Building	Yes	Yes	Yes	Yes	Yes	Yes		
Nursery	Yes	Yes	n/a	Yes	Yes			
Brick Training	Yes	Yes	n/a	Yes				
Goschen Centre	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Limited mezzanine areas with stair access only. Portable hearing loops available.
Camels Head Technology Centre	Yes	Yes		Yes	Yes	Yes		First floor stair access only. Portable hearing loops available.
Estover Technology Centre	Yes	Yes		Yes	Yes	Yes	Yes	
Learning Warehouse	Yes	Yes	Yes	Yes	Yes	Yes		Portable hearing loops available.
Martins Gate	Yes	Yes	Yes	Yes	Yes	Yes		Portable hearing loops available.

We can support you if you have a disability or difficulty such as;

- Asperger's Syndrome or autism
- behavioural difficulties
- dyslexia
- dyspraxia
- hearing difficulties (signer communicators available)
- continuing illness (epilepsy, asthma, M.E., etc)
- learning difficulties
- mental ill health (1:1 confidential support, 1 hour meetings)
- physical disabilities
- sight difficulties.

What sort of help can we offer?

- Dedicated programmes of study
- Individual support (signer communicators, support assistants)
- Group support sessions
- Specialist assessments for dyslexia, scotopic sensitivity, etc.
- Advice and support from course tutors
- Help with reading, writing, maths and language
- Help from outside agencies
- Drop-in sessions.
- Behavioural support
- Transition support; from school to college.

When you are studying

There are libraries on both main sites and study areas too. This year the shelves are going to be colour coded to make finding the books you need easier. Here you will find not just books but also newspapers, magazines, DVDs, computer programs and of course the Internet. There are also staff to help you, that's what they like doing!

There are places to sit and work, word process, use spreadsheets and databases, practice your presentations and (for a small charge) photocopy or print.

There is plenty of space to move around and the shelves are not too high; some chairs and most of the tables are adjustable. There is special equipment for those who find ordinary text hard to read on paper or on the screen.

You can borrow books, journals and DVDs and some textbooks are available electronically so you can log on to them at home instead of carrying them.

What resources and aids do we have to help you?

Please note there is a small deposit to pay to borrow some items.

Braille embosser

Computers, including laptops and large screen computers

Large keyboards

Recording devices

Rollerballs and joysticks

Scanner pens

Spell checkers

Various assistive equipment.

There are electronic rise and fall tables in some places, like the libraries and private study areas.

There is also computer software such as:

- Guide - for visually impaired students
- Inspirations – mind mapping software that is especially useful for people with dyslexia
- Dragon Dictate so that work can be dictated into the computer
- Wordswork which lets you do a self assessment and plan your learning strategy.

If you think any of the above might help you, please ring Additional Learning Support on 01752 305885.

If you have specific learning difficulties

When you attend college, you will have an initial assessment which will help us understand what your levels of reading and maths skills are. You will also carry out a short assessment, known as an iScreener, to find out how you learn best and whether you might have dyslexia.

If you have told us that you would like support or these assessments suggest you would benefit from extra help you will be invited to a further assessment. Afterwards a learning plan will be drawn up with you.

If you have a hearing impairment

Along with Signer Communicators, there are fitted hearing loops in the main areas of the College:

- the main hall at Kings Road
- at the reception desks at Kings Road and the Goschen Centre
- At the finance offices at Kings Road and the Goschen Centre
- In the libraries at Kings Road and the Goschen Centre.

Some teaching rooms also have them:

- KI105
- KR307
- GC220
- GC033
- GA104.

If your classes need to be re-timetabled for you to use these rooms, please let your lecturer know or the Additional Learning Support team. We will contact Lyuba Luggar on 01752 305103. In other rooms, the lecturer can wear a lapel microphone to help you. These microphones can be borrowed from the Additional Learning Support team. There are portable hearing loops (conversers) for students to use.

If you have a visual impairment

The College is painted in contrasting colours to help you distinguish doors, windows, floors, pillars and walls. We have large screen monitors and course materials stored on computer so you can enlarge them to suit yourself. We also have a braille machine to transcribe.

When you take exams

Special arrangements can be made to help you when you take exams including:

- Coloured paper
- Enlarged print
- Extra time
- Readers
- Signers
- Writers
- Separate room
- Taped questions and/or answers.

If you think you need these arrangements PLEASE tell your tutor as early as you can. The exam boards need evidence and it takes time to gather that together and get their approval. That way you are sure to get the consideration you need.

Other College Services

Student Services

If you have any questions about College life, transport, finance or careers the Student Services Help Desks are a good place to go. There is one in the main corridor of the main building on the Kings Road site 01752 305803 and one on the first floor of Block C outside the library at the Goschen Centre 01752 305062. There is more information in the Student Handbook 2011/12.

Counselling

There is a counselling service for students and you can visit or ring the Student Services Help Desks to make an appointment.

Careers Education and Guidance Service

Here you will find a range of services to help you make the right choices now and while you are at College. It will also help you plan your next steps. The College works in partnership with the personal advisors at Connexions. Again you can make appointments through the Student Services Help Desks.

Student Funding

We can help you when you need information, advice and guidance on grants, travel costs, childcare costs and other expenses.

The team can help you apply for grants such as:

- Discretionary Learner Support
- Residential Bursary
- Care to Learn
- Higher Education funding.

There is more information on all of these in our funding booklet which will be sent to all students over the summer months.

You can make an appointment at the Student Services Help Desks, Kings Road 01752 305803 Goschen Centre 01752 305062 or ring our direct lines 305381 or 305110 or, if you prefer, you can e-mail the query to studentfunding@cityplym.ac.uk

Childcare Support

If you need help with childcare costs we may be able to help you.

- Discretionary Learner Support Fund
This fund is open to students over the age of 20 at the start of the academic year to help pay for registered childcare costs while you are in guided learning
- Care to Learn
This fund is open to students under the age of 20 and can help pay childcare costs during full or part-time study. Sometimes help with travel costs is also available

Day Nurseries

Curious Kittens Kings Road 01752 305872

Curious Kittens Goschen Centre 01752 305060

The College has two day care nurseries, both of which are judged outstanding by OFSTED. You need to apply as early as possible. If we have no vacancies please contact the Families Information Service for details of registered childcare providers:

Plymouth area	FREEPHONE	0800 783 4259
Cornwall area	FREEPHONE	0800 587 8191
Devon Area	LOCAL RATE	0845 155 1013
Torbay Area	FREEPHONE	0800 328 5974

The Devon County Council website <http://www.devon.gov.uk/discplus> lists registered childcare providers as well as a wide range of contacts for special needs information for Devon children and families (DISC).

Health Care

There are medical rooms on the two main sites:

- On the main corridor of the main building at Kings Road
- On the ground floor between entrances C and C1, near the lifts, at Goschen.

If there is a medical emergency a list of first aiders is held at reception and in faculty offices.



If you would



like help with



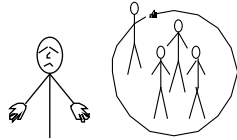
your



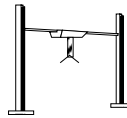
personal



care



needs we have



hoists



and

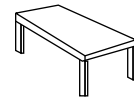


an



electric

changing



table

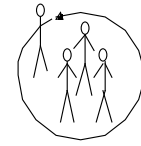


on both the Kings Road



and

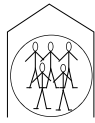
Goschen Centres.



We



also have support



staff



who

would

be



happy to



help

to

assist



you.

Telling us what you think

I want to comment or complain

You will have opportunities to comment in student surveys during your studies but there are other ways you can raise any suggestions and concerns.

1. You can tell your course rep.
2. You can talk to your tutor.
3. You can talk to Student Services staff.
4. You can talk to your Students' Union Executive Committee, who are based in the student centre.
5. You can talk to a mediator or a student counsellor.
6. Ring Gil Snook if it is about the premises on 01752 305302.
7. Ring Abi Gee on 01752 305885 with other concerns.
8. There is a formal complaints procedure. You can read this on the College website at <http://www.cityplym.ac.uk>. If you want to use this please ask for a Talkback form at one of the reception desks, in the libraries or download one from the website and send it or hand it in. If you prefer you can email your concerns to complaints@cityplym.ac.uk or ring the Complaints Officer on 01752 305119.

The outside agencies that we work with include;

- Connexions
- Disabledgo
- Hearing and Sight Centre
- NCH Action for Children
- Job Centre Plus
- Plymouth Learning Link
- RNIB
- Routeways
- SCOPE
- Sensory Team, Adult Social Care Dept.
- Youth Enquiry Service
- PLUS
- Plymouth Mental Health Provider Network
- RNID