



Helping you with your studies if  
you have difficulties or disabilities

Accessibility Commitment 2009/10

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.

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# Applying for a Course

## Who can I talk to before I apply?

Sarah McAlister or Julie Jones will tell you what support we can offer.

The Learning Support Service

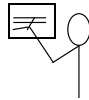
Telephone (01752) 305798

Fax (01752) 305798

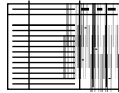
E-mail [smcalister@cityplym.ac.uk](mailto:smcalister@cityplym.ac.uk) or [jjones@cityplym.ac.uk](mailto:jjones@cityplym.ac.uk)

## 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, especially if you haven't spoken to Sarah or Julie yet.
2. Next fill in an application form. You can get one from the College or from the prospectus or on-line. At section D 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, the Disability Specialist, Abigail Gee, so you can talk about what help you need. We will treat any information you give sensitively.
5. 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.

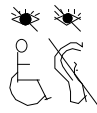


1. You will need to fill in an application form.

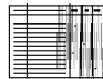


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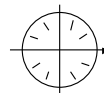
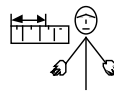
This form asks you if you have a



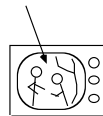
learning difficulty or disability.



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 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 access please ring the Estates Office on 305310

Our premises are being assessed this year by **Disabledgo** and the results will be published on their website for Plymouth. We are constantly trying to improve access and would welcome your suggestions. Please e-mail these to [gsnook@cityplym.ac.uk](mailto: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 all 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.

## **Some of things can we help with**

If you have:

- Asperger's Syndrome or autism
- behavioural difficulties
- dyslexia
- dyspraxia
- hearing difficulties
- continuing illness (epilepsy, asthma, M.E., etc)
- learning difficulties
- mental ill health (1:1 support offered by Jennie Scott and Irene Payne)
- physical disabilities
- sight difficulties.

## **What sort of help can we offer?**

It will be one or more of the following:

- 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.

## When you are studying

There are libraries on both main sites and study areas too. 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.

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

There is also computer software like:

- ***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 this might help you please ring Caroline Hewer telephone 305798.

## **If you have specific learning difficulties**

When you apply for a course you will have an initial assessment to see that your reading and maths skills are the right level for the course. You will also do a Quickscan test 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 tests suggest you would benefit from extra help you will have a further assessment. Afterwards a learning plan will be drawn up with you.

You will need to attend three one hour support sessions.

## **If you find it hard to hear**

There are fitted hearing loops in main areas:

- 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 classes need to be re-timetabled to use these rooms the lecturer will contact Lyuba Lugger (tel. 305103). In other rooms the lecturer can wear a lapel microphone to help you. These microphones can be borrowed from Julie Jones (tel. 305102). There are also portable hearing loops (conversers) for students to use. You can borrow these from Julie Jones (tel. 305798). You will need to give a deposit of £50.00.

## **If you have sight difficulties**

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.

## **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 (tel. 305803) and one on the first floor of Block C outside the library at the Goschen Centre (tel. 305062). There is more information in the Student Handbook 2009/10.

### **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 Team**

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:

- Adult Learning Grant
- Education Maintenance Allowance
- Learner Support Funds
- Residential Bursary
- Care to Learn
- Higher Education Funding.

There is more information on all of these in our booklet *Money Matters*.

You can make an appointment at the Student Services Help Desks (Kings Road tel. 305803) (Goschen Centre tel. 305062) or ring our direct lines 305381 or 305110 or, if you prefer, you can e-mail the query to [studentservices@cityplym.ac.uk](mailto:studentservices@cityplym.ac.uk)

## Childcare Support

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

- 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 parents 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 (tel. 304345)

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.

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



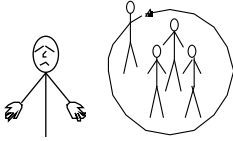
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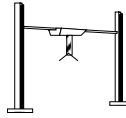
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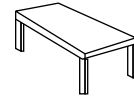
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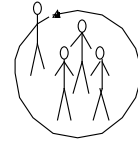
Kings



Road



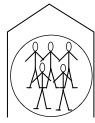
and Goschen Centres.



We



also have support



staff

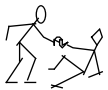


who would

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. The Students' Union has a Disabled Students Officer who is a student at the College like you. This person is elected in October each year and works to make sure you are having a good time and to help with any problems you might have. You can contact the disabled Students Officer by visiting the Students Union at either Kings Road (tel. 305848) or the Goschen Centre (tel. 305093) or you can e-mail them direct at [dso@ccpsu.org.uk](mailto:dso@ccpsu.org.uk) or Dane Stokes, Vice-President of Equality and Diversity at [VPED09@ccpsu.org.uk](mailto:VPED09@ccpsu.org.uk)
5. You can talk to a mediator or a student counsellor
6. Ring Gil Snook if it is about the premises on 305302
7. Ring Wendy Round on 305841 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@groupwise.cityplym.ac.uk](mailto:complaints@groupwise.cityplym.ac.uk) or ring the Complaints Officer on tel. 305119.

## **The outside agencies that we work with include;**

- Connexions
- Disabledgo
- Hearing and Sight Centre
- NCH Action for Children
- New Deal for Disabled People
- Plymouth Deaf Association (Blake lodge)
- Plymouth Learning Link
- RNIB
- Routeways
- SCOPE
- Social Services Sensory Team
- Youth Enquiry Service

This booklet was revised in June 2009