

STUDENT SERVICES
**ADVICE
TEAM**



The CCAD Student Services Team is committed to providing high quality support on a range of issues and topics. We are knowledgeable, experienced and professional staff that will be happy to provide you with the advice and guidance you need to maximise your college experience and make the most of student life.

If the Student Services Team is not able to answer your query we are able to support you to contact other support services outside of the college. It is important to us that you get the advice and guidance you need as quickly and easily as possible.

What can I access support for?

We are able to provide students with advice and guidance on a wide range of issue and topics. Our main areas of expertise are:

- Student Welfare
- Counselling
- Disability Support
- Finance & budgeting
- Additional funding
- Childcare

This booklet provides you with some general information on all of these areas, however we also have further more detailed information available.

Student Welfare

Starting a new course can often mean a big change in any student's life. You will be pleased to hear however that the Student Services Team is here to help. All students are allocated a personal Student Services Adviser who is here to help whenever you have a question or concern. You just need to call in to see them. They can then provide the advice and guidance you need or support you to contact an external agency if they are not able to help. Issues you may wish to discuss with your Student Services Adviser can include:

- Travelling to College
- Childcare
- Additional Learning Support
- Financial difficulties
- Personal issues
- Health

The Student Services Team also co-ordinates visits from external agencies to deliver workshops or drop in sessions on topics like e-safety, bullying (including cyber-bullying), sexual health (including c-card, chlamydia screening), local community police, emergency first aid, keeping safe, healthy eating, and much more.

The Student Services Advisers are available without appointment in the Student Services office.

Counselling

The Student Services Team offers all of our students access to our free onsite counselling service. You can access this service at any time whether you have seen a counsellor before or not. The service is entirely confidential. If our counsellor feels that they are unable to support you or they feel you would benefit from a different type of service, they will discuss this with you, and will help you to seek the support that is appropriate for you.

Disability Support

If you experience a disability, mental health condition, specific learning difficulty or long-term health condition, you might be wondering if support is available and how to access it.

The college is committed to equality of opportunity and recognises that every student is an individual. We would be pleased to talk to you about any individual difficulties you may experience and what support you might need from the college so you can study with us. Setting up support can often take a number of weeks, so it is really important that you tell us about any support needs you have as soon as possible.

You can find out more about the support that is available and how to access it in; Additional Learning Support in Further Education, a booklet in the student support information series.

Finance and Funding

Through our experience of providing advice and guidance we know that issues with finance can have a big impact on students. Our friendly staff would be happy to talk to you about any questions or issues that you have.

We can also provide advice and guidance about other sources of funding that may be open to you while you are studying such as our Bursary Fund. The Bursary Fund can assist with:

- On course costs, such as printing or materials,
- Travel to and from the College,
- Vouchers towards the cost of food from our excellent Art Cafe

To access the funds students will need to complete an application form and meet the fund's criteria. For more information please contact your Student Services Adviser.

Childcare

Supporting and caring for children at the same time as studying can have an impact on your course. You may have difficulties with finding childcare or need to take time off if your child is ill or needs to attend an appointment. It is important that you discuss any difficulties or issues that you have with your Student Services Adviser so that you can minimise any impact these issues may cause.

The College is also able to provide some support with the cost of childcare. If you think that you will need some assistance with this please contact us as soon as possible before the start of your course so that we can discuss this with you. We will ask you to make an application and will let you know if we are able to meet your childcare costs in full or in part.

If you have already started your course you will need to contact your Student Services Adviser and discuss any options that may be available to you. You may also be able to seek some support from Care to Learn.

Care to Learn

If you are a parent under 20 at the start of your course, Care to Learn can help pay for your childcare and related travel costs while you're learning. You can find more details of this at: www.gov.uk

CCAD's commitment

At CCAD we work hard to provide a safe environment for you to study. We continually develop and enhance our policies, procedures and facilities to ensure that you are happy, safe and free to achieve your full potential.

We also have strategies in place to identify young people who are experiencing or who are likely to experience significant harm, and take appropriate action to keep such young people safe, both at home and in the College.

Where can I find the Student Advice Team?

The Student Advice Team can be found in the Student Services Office. The office is based above the Art Cafe, and can be accessed by both stairs and lift from the door opposite the vending machines in the Art Cafe.

Do I need an appointment?

No, the Student Advice team are available Monday – Friday throughout the year. Students can call in to see us at any time, although if your question is complex or the adviser you need to speak to is working with another student you may need to make an appointment with the Student Advice Team reception desk.

How will you support me?

The Advice Team want you to have a positive experience during your time at CCAD. Our aim is to provide you with the support, advice and guidance you need to make independent choices and decisions.

The Student Advice Team cannot take responsibility for the issues that you are currently experiencing, but will work with you to help you plan what you need to do to resolve them.

