



# ***SIARTER Y COLEG***

# **COLLEGE CHARTER**

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### YMHOLIADAU A GWYBODAETH

Mae'r Coleg yn croesawu ymholiadau ynglŷn ag unrhyw un o'i gyrsiau a gwasanaethau ac mae'n ymrwymedig i ddarparu gwybodaeth ac arweiniad ym hob un o'i safleoedd a thrwy wefan y Coleg.

Anelwn i:

- Ddarparu cyfleuster cyngor ac arweiniad trwy gydol y flwyddyn ar gyfer pob cwrs Coleg, gyda'r pwyslais ar gyngor dibynadwy a diduedd
- Darparu gwefan a fydd yn rhoi gwybodaeth glir a chywir am ein cyrsiau, cyfleusterau a gwasanaethau'r Coleg
- Darparu prospectws a thafenni i fyfyrwyr potensial a fydd yn rhoi gwybodaeth glir a chywir am ein cyrsiau, gofynion mynediad a chymwysterau, ffioedd, ffioedd arholiad a chost offer
- Cyhoeddi gwybodaeth yn rheolaidd yn y wasg leol i sicrhau fod y gymuned ehangach yn ymwybodol o'n cyfleusterau, rhaglenni addysgol ac adloniadol, ffioedd a thaliadau
- Ymateb i bob ymholiad ynghylch gwybodaeth cwrs o fewn deg diwrnod gwaith o'u derbyn
- Darparu gwybodaeth ac arweiniad drwy gyfrwng y Gymraeg a Saesneg
- Rhoi'r cyfle i fyfyrwyr a chwsmeriaid posibl i weld y Coleg a'i gyfleusterau trwy gynnal Diwrnodau Agored a Nosweithiau Rhieni a thrwy gynig Gwasanaeth Ymwelydd
- Sicrhau fod cyflogwyr a busnesau lleol yn gwybod am y cyfleodd dysgu sydd ar gael iddynt drwy'r Coleg
- Gwneud y datganiadau polisi canlynol ar gael o 10 diwrnod gwaith i dderbyn ymholiad:

*Polisi Llên-ladrad, Datganiad Deddf Gwahaniaethu ar Sail Anabledd, Polisi Cydraddoldeb ac Amrywioldeb, Polisi Cydraddoldeb Hil, Dyletswydd Cydraddoldeb Anabledd, Dyletswydd Rhyw, Polisi'r Iaith Gymraeg, Polisi Defnydd TCG*

## COLLEGE CHARTER

### ENQUIRIES AND INFORMATION

The College welcomes enquiries about any of its courses and services and is committed to providing good quality information and guidance at each of its sites and through the College website.

We aim to:

- Provide an advice and guidance facility throughout the year for all College courses, with the emphasis on reliable and impartial advice
- Provide a website which will give clear and accurate information about our courses, facilities and College services
- Provide a prospectus and leaflets to potential students which will give clear and accurate information about our courses, entry requirements and qualifications, fees, examination fees and costs of equipment
- Publish information regularly in the local press to ensure that the wider community is aware of our facilities, educational and recreational programmes, fees and charges
- Respond to all enquiries regarding course information within ten working days of receipt
- Provide information and guidance through the medium of Welsh and English.
- Give potential students and clients the opportunity to view the College and its facilities by holding Open Days and Students' Review Evenings and by offering a Visitor Service.
- Ensure that local employers and businesses are fully informed about the training opportunities available to them through the College
- Make available within 10 working days of receipt of enquiry the following policy statements:

*Plagiarism Policy, Disability Discrimination Act Statement, Equality and Diversity Policy, Race Equality Policy, Disability Equality Duty, Gender Duty, Welsh Language Policy, ICT Usage Policy*

## **GWASANAETHAU CEFNOGAETH**

Mae'r coleg yn rwymedig at ddarparu amgylchedd cefnogol a gofalgar lle gall pob myfyriwr wneud y fwyaf o'r cyfleoedd sydd ar gael a gwireddu eu potensial.

Anelwn i:

Ddarparu cydraddoldeb o gyfle i bob myfyriwr ac i annog a chefnogi cyfranogiad gan fyfyrwyr o bob sector o'r boblogaeth waeth be fo eu hil, anabled, rhyw, cyfeiriadedd rhywiol, crefydd ac oedran

- Darparu gwasanaeth Addysg ac Arweiniad amhleidiol drwy Gyrfa Cymru a darparu sgiliau cyflogadwyedd i wella cyfleoedd cyflogaeth
- Darparu gwasanaeth cefnogaeth dysgu gyda chefnogaeth arbenigol ac offer i gwrdd ag anghenion unigolion
- Darparu rhaglen rhagarweiniol i fyfyrwyr llawn-amser sy'n cynnwys gwybodaeth am Gytundebau'r Dysgwr a Chod Ymddygiad y Coleg
- Dethol Tiwtor Personol a fydd yn cynnig cefnogaeth academaidd a phersonol i bob myfyriwr llawn-amser
- Cynnig cyngor ac arweiniad ar les, llety, cefnogaeth ariannol, cyngor ac arweiniad a chynghori personol trwy Cyngor ac Arweiniad, lle gall ymholwyr ddisgwyl ymateb o fewn 5 diwrnod i'w ymholiad cyntaf
- Gwneud gwybodaeth ar gael i fyfyrwyr am gymorth ariannol i fyfyrwyr o fewn cyrraedd iddynt trwy ein Cyngorwyr Myfyrwyr a fydd yn cynnig arweiniad ynglŷn â chymhwysedd i gael cefnogaeth
- Hysbysu pob myfyriwr llawn amser am eu hawl i gael cludiant
- Cynnig cyfleusterau gofal plant trwy'r Ganolfan Gofal Plan yn Safle Rhos, yn ddibynnol ar le
- Rhois cyfle i fyfyrwyr i ennill achrediad drwy adnabod eu profiad dysgu a chyflawniad blaenorol

## **SUPPORT SERVICES**

The College is committed to providing a supportive and caring environment within which all students can make the most of the opportunities available and realise their potential.

We aim to:

Provide equality of opportunity for all students and encourage and support participation by students drawn from all sectors of the population regardless of race, disability, gender, sexual orientation, religion and age

- Provide an impartial Careers Education and Guidance service through Careers Wales and develop employability skills to enhance employment opportunities
- Provide a learning support service with specialist support and equipment to meet individual needs
- Provide full-time students with an induction programme which includes information about Learner Agreements and the College's Code of Conduct
- Allocate a Personal Tutor offering academic and personal support to all full-time students
- Offer advice and guidance on welfare, accommodation, financial support, advice and guidance and personal counselling through Advice & Guidance, where enquirers can expect a response within 5 days of their initial enquiry
- Make information about financial assistance for students available through our Student Advisers who will offer guidance regarding eligibility for support
- Notify all full-time students about their entitlement to transport
- Offer childcare facilities through the Childcare Centre at the Rhos Site, subject to availability
- Give students the opportunity to gain accreditation by recognising their previous experience, learning and achievement

## ADNODDAU DYSGU

Dymuna'r Coleg sicrhau profiad dysgu cadarnhaol i bob un o'i fyfyrwyr ac mae'n rwymedig at ddatblygu cyfleoedd dysgu chefnogaeth, adnoddau a staff

Anelwn i:

- Gymryd camau rhesymol i ddarparu lle dysgu diogel, saff ac addas mewn amgylchedd sy'n addas ar gyfer astudiaeth
- Darparu pob myfyriwr gyda staff dysgu a chefnogaeth cymwys a phrofiadol a Thiwtoriaid Personol a fydd yn gyfrifol am roi atborth ar bresenoldeb, perfformiad, canlyniadau asesiad a chofnodi gwybodaeth
- Hysbysu myfyrwyr am y llwyth gwaith gallant ddisgwyl ar gyrsiau unigol o'r dechrau a thrafod graddfeydd amser ar gyfer cwblhau gwaith aseiniad
- Sicrhau bod gwaith aseiniad/asesiad myfyrwyr yn cael eu dychwelyd wedi eu marcio a'u graddio'n broffesiynol ac yn amhleidiol o fewn graddfa amser penodol
- Darparu offer, adnoddau a chyfleusterau cyfryngau'r llyfrgell i bob myfyriwr
- Cysylltu â myfyrwyr a chyflogwyr i drefnu cyfleoedd profiad gwaith addas, diogel a pherthnasol

## **LEARNING RESOURCES**

The College wishes to ensure a positive learning experience for all its students and is committed to developing learning and support facilities, resources and staff.

We aim to:

- Take reasonable steps to provide safe, secure and appropriate learning accommodation in an environment which is suitable for study
- Provide all students with suitably qualified and experienced teaching and support staff and Personal Tutors who will be responsible for feedback on attendance, performance, assessment outcomes and recording information
- Inform students about the workload expectations on individual courses at the outset and negotiate timescales for the completion of assignment work
- Ensure that students' assignment/assessment work is returned marked and graded professionally and impartially within a set timescale
- Provide access for every student to appropriate equipment, resources and library media facilities
- Liaise with students and employers to arrange suitable, safe and relevant work experience opportunities

## **ANSAWDD**

Mae Coleg Llandrillo Cymru'n awyddus i sicrhau ei fod yn cynnig cyrsiau a gwasanaethau safonol i bob un o'i fyfyrwyr a chwsmeriaid.

Anelwn at wella ein safonau'n barhaus trwy:

- Wneud adolygiadau rheolaidd o raglenni a chyrsiau er mwyn sicrhau eu bod yn cwrdd ag anghenion myfyrwyr posibl a'r gymuned leol
- Ymgynghori â'n cwsmeriaid yn rheolaidd ar bob agwedd o'n gwasanaethau
- Cyhoeddi gwybodaeth am asesiadau ansawdd y Coleg a pherfformiad mewn arholiadau yn rheolaidd
- Cynnal cysylltiad rheolaidd â chyflogwyr a sicrhau eu bod yn derbyn gwybodaeth a gwasanaeth personol o ansawdd
- Hysbysu rhieni/gwarchodwyd neu gyflogwyr noddedig am ddatblygiad myfyrwyr unigol trwy ddarparu adroddiadau rheolaidd a threfnu nosweithiau adolygiad myfyrwyr rhieni

## **BETH I'W WNEUD OS BYDD PETHAU'N MYND O LE**

Er bod y Coleg yn rwymedig at ddarparu cyrsiau a gwasanaethau o ansawdd uchel, rydym yn cydnabod bod problemau'n codi o bryd i'w gilydd. Ein nod yw i sicrhau bod myfyrwyr a chwsmeriaid yn ymwybodol o bob weithdrefn cwyno, disgyblaethol ac apelio yn ystod y rhagarweiniad.

Os nad ydych yn fodlon â'r gwasanaethau a ddarperir gan y Coleg neu os hoffech longyfarch y Coleg, cysylltwch â naill ai:

Mrs Lisa Johnson:  
*Rheolwr Gwasanaeth Cwsmer*  
Coleg Llandrillo Cymru,  
Llandrillo-yn-Rhos  
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## **QUALITY**

Coleg Llandrillo Cymru is eager to ensure that it offers quality courses and services to all of its students and clients.

We aim to continually improve our standards by:

- Conducting regular reviews of programmes and courses to ensure that they meet the needs of potential students and the local community
- Regularly consulting our customers on all aspects of our services.
- Publishing regularly, information on College quality assessments and performance in examinations
- Maintain regular contact with employers and ensure that they receive information and a quality personal service
- Informing parents/guardians or sponsoring employers of individual student progress by providing regular reports and organising students' review evenings

## **WHAT TO DO IF THINGS GO WRONG**

Although the College is committed to providing high quality courses and services we recognise that problems do arise from time to time. It is our aim to ensure that student and clients are aware of all complaints, disciplinary and appeals procedures at induction.

If you are not satisfied with the services provided by the College or if you wish to congratulate the College, please contact:

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Coleg Llandrillo Cymru  
Llandudno Road  
Rhos-on-Sea  
Colwyn Bay  
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