

# Parent /Carer Guide to City College Norwich



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## College information

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# City College Norwich Welcome, including Easton and Paston campus'

## Dear Parent/Carer

We are excited to welcome your YP to our College.

Our staff are dedicated to helping YP to be successful.

Your YP is unique, and we want to know as much as possible about them and how to support them.

We know you also need information to help with their development and success.

We know change can be challenging and we want to make college exciting but also safe and worry free.

Let's work together, share information and enjoy the journey.

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## Starting College

The team are looking forward to your young person (YP) starting your learning journey with us in September.

This current COVID situation means that we are unable to offer our usual transition visits. We have made this booklet to help you support your YP transition into college.

Members of our team will be in touch with your YP to introduce themselves and help them to prepare for any changes that we may have to implement for September.

Please contact us if you have any further questions about starting college, we will be happy to help. Phone number 01603 773311 or contact your YPs tutor or SEN department called Curriculum Services **SEN@ccn.ac.uk** or call **07767 664 498**

We look forward to seeing your YP soon.

# Things to know before you arrive

We are sure your YP has started to prepare for college. This guide is to help with planning and to tell you about college.

Use the note sections for important things to remember

Please be aware of the words we use at college such as:

- **Application** – a paper or electronic process. To show your interest and intention.
- **Enrolment** – You need to enrol to confirm your place. Some courses ask you to come in before the start of college day to enrol, but some do not and is the same time as your first day at college.

We will tell you when to attend for enrolment and the first day by letter. If you are on holiday when enrolment happens, let us know to hold your YP's place.

- **Visits and/or Tasters** – This is like 'transition' and for your YP to get to know us and for us to get to know your YP.
- **Induction** – This always happens on the first week of college, and sometimes the YP timetable is different for the first week because of induction activities.

If you need help get in contact with us, using the telephone numbers listed throughout. Phone number **01603 773 311** or contact your YPs tutor or SEN department called Curriculum Services **SEN@ccn.ac.uk** or call **07767 664 498**.

# Term Dates 2020/2021



## Autumn Term

Mon 6th Sep 2021 - Fri 22nd Oct 2021  
**Half Term:** Mon 25th Oct - Fri 29th Oct  
Mon 1st Nov 2021 - Fri 10th Dec 2021

## Spring Term

Wed 5th Jan 2022 - Fri 11th Feb 2022  
**Half Term:** Mon 14th Feb - Fri 18th Feb  
Mon 21st Feb 2022 - Friday 1st Apr 2022

## Summer Term

Tue 19th Apr 2022 - Fri 27th May 2022  
**Half Term:** Mon 30th May - Fri 3rd June  
Mon 6th June 2022 - Fri 8th Jul 2022

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# Number of days at College

**College courses normally run over 3 days, but this varies depending on the course.**

Your YP will have a main course which could be a practical in a workshop and other lessons called theory in a classroom.

Some courses are in the same room or different rooms.

Your YP will also have maths and English on their timetable. Some YP take a qualification and others learn maths and English skills without a qualification. This is dependent on ability and is in addition to the main course.

There is a lot of planning to prepare timetables, and these vary depending on the demand of courses and whether lots of YP apply or not.

Some timetables are set as early as June before the September start and others are planned in August/ September.

We do our best to give timetables to you and YP as early as possible as we know you need to plan transport and other activities when not at college/training provider.

Once the timetables has been planned, we will tell you which day the courses are on.

To find out which days your YP will attend college, call **01603 773 311** or contact your YPs tutor or SEN department called Curriculum Services **SEN@ccn.ac.uk** or call **07767 664 498**.

Do get in contact with us if you are concerned about this.

## The days your YP is not at College

This maybe the first time your YP won't be in education for 5 full days. It's good to plan other activities and/or community provision on the days your YP is not at college.

Once this are planned, make the tutor aware of what your YP is doing on the days they are not at college.

This will help us understand the activities and skills they are developing outside college.

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## Times of the day at College

There are different start and end times to the day.

Some are 9.00 – 3:00, 4.00 or 5:00 pm

Lunch breaks can vary but these are normally 1 hour.

Breaks can vary and can depend on what activities your YP is doing

Find out from the tutor at college which days your YP will attend college.

Call **01603 773 311** or contact your YPs tutor or SEN department called Curriculum Services **SEN@ccn.ac.uk** or call **07767 664 498**.

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## Daily timetable

Timetables at college / training provider are different from school. There are different start of the day as well as end of the day times.

Your YP will have breaks and lunch times, but these are also different from school and could be different on each day depending on the timetable of learning.

An individual lesson timetable will be given to your YP before they arrive at college.

This will be given to your YP at enrolment or on a taster/ visit day.

### Your notes

**College days:**

**Times:**

**When not at college:**

## Where to come on the first day

At enrolment or on a taster/ isit day we will tell you important information such as:

- Building
- Entrance
- Classroom
- Taxi drop off and pick up's.

### Note these here:

# Student ID Card

Your YP will get a student photocard and lanyard when they enrol or on their first day at college if this also their enrolment day.

Please help your YP to remember to wear their ID and have this with them at all times when at college.

Your YP ID will have a photo and student number to help identify who they are.

The ID card also has the First Care absence line on the back as well as the safeguarding number.

The ID card is also used for parent carers to load money onto the card for break and lunches as well as Free College Meals. See page 12 for more information.

## Note these here:

# Transport to College

You will need to plan how your YP will travel to college.

What transport is available and how to access it?

When applying for a course, you will need to think about transport and applying somewhere that is local to where you live.

If you are unable to travel independently and require transport you must contact the transport department at your local council, Norfolk County Council:

**[www.norfolk.gov.uk/education-and-learning/school-and-college-transport](http://www.norfolk.gov.uk/education-and-learning/school-and-college-transport)**

Please note, when deciding on a college for your YP, transport fees may apply, please see the Post 16 Travel Scheme:

**[www.norfolk.gov.uk/education-and-learning/school-and-college-transport/post16-travel-scheme](http://www.norfolk.gov.uk/education-and-learning/school-and-college-transport/post16-travel-scheme)**

If your child is a student over 16-years-old who is unable to travel to their choice of college/ training provider independently, you can apply for TITAN transport support. You can apply for support from:

**[www.norfolk.gov.uk/education-and-learning/school-and-college-transport/transport-support-and-training/transport-support-and-training-titan](http://www.norfolk.gov.uk/education-and-learning/school-and-college-transport/transport-support-and-training/transport-support-and-training-titan)**

If you are already able to travel by bus it is worth looking into student deals offered by your local company.

Your YP may also qualify for a disability bus pass, you will need to apply for this via your local council.

## Your notes

**Transport:**

**Applied for county bus pass (if relevant) Y/N**

**Applied for other transport (if relevant) Y/N**

**Contacted Titan (if relevant) Y/N**



# Education, Health and Care Plans and Annual Reviews

If your YP has an education health and care plan (EHCP) and we are your preferred college, the local authority (LA) will look into the placement for you. This is called consultation.

Don't worry if you change your mind later. Just let the LA know as soon as possible and they can update consultations on your behalf.

Once the LA has your views and has undertaken consultations with the colleges and providers, they will send you the final EHC plan by 31 March of the year your YP is due to start college/ training. The final EHC plan will confirm the name of the education provider for the transfer in September.

Your EHC plan coordinator will be available to guide, support and answer any further questions.

Don't forget you can talk to your school or LA at any time – not just at your annual review. If you need help to make choices, give the LA a call on **01603 679 183** and they can assist you.

If you would like to talk to someone independent of the LA about the 'phase transfer' process, Norfolk SEND Partnership Information, Advice and Support Service (often referred to as SENDIASS) offers a free service. Call **01603 704 070** or email **sendpartnership.iass@norfolk.gov.uk**.

To find out about other kinds of support for children with SEN and their families in Norfolk, visit **www.norfolk.gov.uk/SEND** for our Local Offer.

The LA will have sent you and YP the final EHCP by 31st March in line with government timescales. naming us in the EHCP for the transfer of education in September your YP is due to start.

Should you need to liaise with your EHCP Coordinator on this process they will be available to guide, support and answer any further questions.

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## Annual review

Use your YP's annual review of education, health and care at school to plan for college and include visits, type of support needs, travel arrangements, personal care, whether support is needed at break and lunchtimes. Add new outcomes such as telling the time to help with returning to class after break on time. Also add new outcomes to develop independence skills.

## Your notes

# Student Bursary and Free College Meals

You might be able to get help for your YP course.

- **Equipment and or uniforms**
- **Free College Meals**

To find out more about these financial supports and how to apply online if you are eligible, search for 'bursary' on the college website **www.ccn.ac.uk**:

Scroll down on the bursary page to select one of the following options, then follow the guidance:

If you have any problems, please get in touch with our finance team in one of the following ways:

### Visit the Advice Shop

You can drop into the Advice Shop on Monday to Friday between 9.00am and 4.30pm.

Email **financialadvice@ccn.ac.uk** or call **01603 773 773** – ask to speak to one of our Student Finance Advisers, Rachel or Jan.

## Your notes

**Student bursary:**

**Free College Meals:**

# Sharing SEND information with College

We normally get information from the LA and your current school, but check with us that we have your YP's information such as:

- EHCP
- Medical reports
- SaLT
- Form 8 for exam support L1 and above students
- Previous support for learning.

You can contact **SEN@ccn.ac.uk** or by calling the SEN department called Curriculum Services **SEN@ccn.ac.uk** or call **07767 664 498**.

You can also talk through support needs and other matters you need to find out about.

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# Sharing other information with College

What can their previous school/setting tell us and how?

What and how can your YP tell us about themselves?

What and how can you give us information about your YP?

**Notes here of information to share with college staff**

# Absence and not able to attend because of illness

## Key points

- Parent/carers please do not allow your YP with any sign of illness such as D&V to college.
- Parent/carers need to cancel the taxi if your YP is unwell.
- You will need to plan and who will collect your YP if they are ill at college.
- Please ensure you phone the absence line before 9.00am.
- You will need your **student ID number**.

You will be greeted with a recorded message asking you the questions below.

To go to the next questions, you will need to press the star key (\*)

- What's your YP name and student ID number?  
(alternatively, you can leave YP name and date of birth)
- What course are they on?
- Who is the tutor?
- Does anyone else need to be told?
- If so, who?
- Please briefly give us the reason for your YP absence and tell us when they expect to return.

## Your notes

**Student ID Number:**

**Course/s:**

**Tutor:**

# Frequently Asked Questions

## Q: Where can I get my lunch?

**A:** There are 4 different places to get food around the college

- **Wroxham Café** - the largest café that does 'typical' cafeteria food, chips, nuggets, sandwiches, sausages rolls, hot and cold drinks and a range of snacks
- **Debut Café** - hot meals, salad bar, sandwiches and desserts. Menu changes daily and food is prepared and served by students on Catering courses.
- **Starbucks** – closest to the RUGROOM. Sells a selection of sandwiches, paninis, hot and cold drinks and snacks
- **Costa Café** - Sells sandwiches, snacks and hot and cold drinks.

## Q: How do the free school lunches work?

**A:** Money is added to your student card on a daily basis. You will be entitled to £3.60 a day and you can buy any items/s up to that value. If you spend more you will need to pay the extra.

You can use your card more than once a day but any money left will not be carried over to the next day.

## Q: What if I don't like my lessons?

**A:** If you have any issues about a lesson you must discuss this with your tutor or the SEN department. You will still be expected to attend lessons until the issue is resolved. If it cannot be sorted out then your teacher will discuss other options with you and other teachers before you can swap to a different session.

We need classes of equal size and must have the equipment needed for the number of students in each lesson.

We will encourage you to try and complete at least a half term before swapping. The end of each term is the usual time for swaps. This means that you will be able to swap non-mandatory subjects after Christmas and after Easter, should you want to. There may also be times where your tutor won't be able to authorise a swap, especially if it is a mandatory session that you don't like!

## Q: What if I forget my student ID card?

**A:** You can go to the advice shop and ask for a sticker to wear for the day. You must then try and remember your badge the next day. It is a good idea to take it off when you get home and put it straight in your college bag so it is ready for the next day.



# Frequently Asked Questions

## Q: What happens if I don't wear my badge?

**A:** Any member of college staff can stop and challenge you about not wearing a badge. It is college policy to have it on display at all times. You do not have to wear the lanyard if you find it uncomfortable you can ask us for a clip to instead. If you are caught frequently without your badge, you will be reported to the vice principal who will meet with you. If you refuse to wear your badge you will be asked to leave college.

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# Planning for next steps

The EHCP annual review is to help with planning for next steps and get support from professionals.

It is a time to reflect on outcomes and progress your YP is doing and to plan new outcomes to help with **Preparation for Adult Life (PfA)**.

With or without an EHCP, your YP should be developing skills for being independent, skills for next steps including employment.

To progress onto another course at College, your YP will need to meet the course criteria and should be part of your YP's pathway plan.

Sometimes, plans change and this should be discussed with the tutor or SEN department at college.

Sometimes YP progress at college, others progress to other providers, employment or into the community.

Talk to the course tutor and or SEN department about progression options and next steps.

SEN department called Curriculum Services **SEN@ccn.ac.uk** or call **07767 664 498**. You can also talk to the Advice Shop for guidance **01303 773 311**.

## Help You Choose (HYC)

You can find the HYC website at: **www.helpyouchoose.org**

This has information about 16-18 years courses and training provider. You can search by geographical area, by courses and by level. You can apply to a college/training provider directly from HYC.

## Special educational needs and/or disabilities (SEND) Local Offer

The SEND Local Offer has information here:

**www.norfolk.gov.uk/children-and-families/send-local-offer/education-and-training-provider-provider-0-25**

# Checklist/Notes





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Ipswich Road  
Norwich NR2 2LJ

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**e: [information@ccn.ac.uk](mailto:information@ccn.ac.uk)**

**[www.ccn.ac.uk](http://www.ccn.ac.uk)**