



# Boarding Handbook

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CARDIFF SIXTH FORM COLLEGE

2018

CARDIFF SIXTH FORM COLLEGE | TRINITY COURT, 21-27 NEWPORT RD, CARDIFF, CF240AA

## Welcome to Boarding

Cardiff Sixth Form College offers a remarkable opportunity for student's in the UK; set in an outstanding urban location with excellent access to the amenities of the city centre, our boarders live as part of a true family community where you will be happy, safe and cared for. This really is "a home from home" and family is at the heart of all we do.

We take huge pride in our multi-cultural community, and recognise that this is a special environment that gives all our students a unique opportunity to meet people from a variety of different cultures and countries. The common ground that we all share is mutual respect for others and a desire for knowledge and learning both in and outside the classroom.

*"The boarding staff have not only paved our way to success, but constantly remind us of how capable we are at achieving our dreams" Thanapat, Yr13, Thailand*

We place emphasis on developing individual strengths of students of all abilities and our caring staff create a nurturing environment, with accommodation of the highest quality and excellent pastoral care. We have over 250 boarders, a diverse mix of International, European and British pupils, all of whom enjoy a close relationship with the staff that live on-site to look after them, and with each other.

Boarders enjoy the independence of living away from home alongside the comfort that comes from being with a community of friends. In addition, there are many opportunities for extra-curricular activities, such as the Glee club, sports teams and charity work. Boarders benefit from weekend activities and cultural visits which makes leisure time enjoyable and enriching. Staff are always there to share our pupils' successes and help them with any problems they may have.

We would like to offer a very warm welcome to our school. Please do not hesitate to contact us with any other questions you may have, we will always do our best to help you.

Gethin Thomas - Head of Boarding



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## Important Contacts

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Shand House Duty Houseparent	07796 496 913	
<b><i>SECURITY AND SAFETY OFFICERS</i></b>		
In Liberty Living	07760 562 374	
In Shand House	07775 434 361	
<b><i>STUDENT SERVICES MANAGER</i></b>		
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<b><i>KOOTH</i></b>	<a href="http://www.kooth.com">www.kooth.com</a>	
<b><i>MEIC</i></b>	<a href="http://www.meiccymru.org">www.meiccymru.org</a>	
<b><i>INDEPENDENT LISTENER</i></b>		
Dr. Liam Hughes	07825 678 870	

## Statement of boarding principles and practice

Located in the heart of Cardiff, the capital of Wales, Cardiff Sixth Form College students are able to access the amenities of a city with purpose-built accommodation, furnished tastefully with a contemporary feel. It has an inclusive, internationalist outlook that values student autonomy and academic success. With a large percentage of international boarders, we look to offer a high standard of pastoral care and a family atmosphere alongside the outstanding academic standards the school demands. We are aware and proud of the fact we are not a 'traditional' boarding school and look to nurture independence amongst our student cohort so that our pupils are thoroughly prepared for university.

### Boarding Principles

The school believes in a values based education where we should be inspiring the students to reach their potential and achieve their goals. This approach looks to reinforce key values which CSFC regards as important preparation for a pupil's life beyond school. Specifically, it aims to fulfil the following:

1. To develop the whole person and **a culture of independence** in preparation for future life at university and beyond
2. Within CSFC, **learning is the primary focus**. The atmosphere within the boarding house should reflect this. It should be conducive to study and both promote and value academic progress and achievement
3. To produce an **open and trusting atmosphere** in which all members feel able to approach any other member of the community (staff or pupil) confident that they will be treated with respect and courtesy
4. To encourage the development of each pupil's character, talents, independence and sense of responsibility by offering a wide range of **extra-curricular activities** and opportunities for leadership. This will be driven through the pastoral and inter-house programmes
5. To provide **accommodation that is comfortable** and suited to the needs of boarders, according to age and maturity, and which provides reasonable levels of privacy
6. A high priority is placed on **maintaining pupils' safety** around the school site and within the local area. In addition to clear guidelines for pupils themselves, CSFC is covered by CCTV cameras and has a 24-hour security presence
7. To ensure that **pupils are not discriminated against** paying particular regard to cultural background, linguistic ability, special educational need, sexual orientation, gender or academic or sporting ability. This will be achieved through the active promotion of British values and through providing positive staff role models to support student's development as a rounded and caring individual

### Boarding Practice

Cardiff Sixth Form College has 3 boarding houses; 2 of the boarding houses, F Block and B Block, are situated at Liberty Gardens. F Block for male students and B Block for females. Each house has residential Senior Houseparents (SHP), Houseparents and Graduate Residential Assistants (GRAs). Our other boarding house, Shand House, is a mixed gender house, with students separated appropriately

by floor and key card access. This house also has residential male and female Houseparents accordingly as well as GRAs. Each house is also staffed 24 hours a day by Safety & Security Officers.

All CSA students are housed on floor 5 of Shand House. Accommodation is separated into male and female sections, separated by electronic key card access, limited to each gender. There are a mixture of twin and single rooms as well as separate study rooms for supervised prep and breakout/common rooms for use solely by CSA students. Separate kitchens are fully equipped and supervised by staff, whilst the kitchenettes in the studio bedrooms provide basic catering facilities of microwave and fridge/freezer.

Boarding at CSFC is the responsibility of the Principal assisted by the Vice-Principal, Head of Pastoral and the Head of Boarding. The Head of Boarding is the immediate point of contact for the Houseparents.

### **Supervision**

There is adult supervision in the boarding houses at all times by identified members of staffs. Each location has 2 mobile phones to allow full and immediate access and communication in support of this supervision. In addition, there are safeguarding numbers that are known by all staff and students should an immediate child protection incident arise. The house staff consist of SHP's, Houseparents, Graduate Residential Assistants and SSOs. Each member of this team has clearly defined job roles and a published job description which details their particular responsibilities. SHPs, Houseparents and GRAs are line managed by the Head of Boarding and SSOs are line managed by the Student Services Manager who will produce and publish rotas accordingly.

Regular weekly formal meetings of boarding staff should take place as well to ensure the effective exchange of information. Additionally, a formal handover of duty will take place when members of staff on duty change, again with all relevant information exchanged through the use of the shared boarding diary and duty reports. Incident reports will be recorded and maintained within the house through the use of REACH boarding software to ensure a formal record is kept of all incidents. House registers and a fire log record book are kept including details of any absences.

Medical matters are the responsibility of the School Nurse under supervision of the Head of Pastoral. Pupils are also registered with the local GP. In addition, there is a part-time Wellbeing Officer who is available for students to speak to regarding a variety of pastoral, safeguarding and mental health issues.

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The school seeks to offer a high standard of catering. A vegetarian option is always available and the catering staff will meet all dietary requirements. All meat provided is halal.

The school recognises the importance of regular communication between boarders and their parents. All pupils have access to the internet and are allowed mobile phones. Houseparent phones are also available for use in emergencies.

There are no weekends when boarders are required to be away from school (with the exception of winter and summer holidays). Leave may be granted when requested by pupils and parents. The school will endeavour to provide an extensive and varied programme of excursions and activities available on weekends.

Living with others in a boarding house places obvious limitations on personal privacy. It is expected that boarding staff and pupils respect the privacy of others as far as possible. Staff should 'knock and wait' before entering student's study bedrooms; pupils should be allowed to dress, undress and wash free from unnecessary staff intrusion.

The Boarding Council is essential to the smooth running of the Houses and will involve significant responsibility. The council will consist of the Boarding House Reps, students selected to represent each boarding house. They will endeavor to promote the school's boarding principles and attend council meetings to involve a student voice in the running of the house.

## **Accommodation**

### **Rooming**

Students may be placed in a studio flat, cluster room or a twin en-suite. Studios are self-contained with a kitchenette, cluster rooms share a kitchen with 4-7 students and twin rooms share a kitchen and bathroom. Each room has a bathroom with shower, bed/s, desk, wardrobe/s, chest of drawers, storage, fridge, microwave and kettle (kettles are not placed in the rooms of students of compulsory school age or under but these students have access to hot water in common rooms). Mid-term changes are not allowed unless authorised by the Head of Boarding.

### **Bedding**

You will be provided with a pillow, duvet and bedding (pillowcase, duvet cover and sheet. College bedding will be washed and changed every other week. You may bring your own linen but you will be responsible for washing it.

### **Common Areas**

You will receive a key fob and room key which will allow you access to your room and to your floor. You will be responsible for the safety of these; if you misplace them you will be liable for a charge to replace them. A common room is available for you to socialise and watch television/play games. You are expected to speak in English in all common areas, including at meal times and keep areas tidy.

Common rooms on floor 5 of Shand House are restricted to CSA and GCSE pupils use only.

### **Pets**

You are not allowed to have pets or keep animals in the boarding premises

### **Internet**

All rooms have free access to the internet through a broadband connection and wifi. The internet is also filtered to stop restricted web content.

### **Electronics**

Due to being a fire hazard you are not allowed to use slow cookers or rice cookers in your rooms. All items will be subjected to a termly electronic Portable Appliance Testing (PAT) safety check and any item failing this safety check will be confiscated. Please make sure you switch off all electronics when you leave your room. All electronic items need to be PAT tested before they can be used within boarding.

### **Storage**

Each room has its own storage. Summer storage arrangements will be discussed during your induction period.

### **Personal items**

You may personalise your room with your own belongings and pin up photos, posters, etc. but only on the notice board areas provided to avoid damage to walls. You must not paint any of the walls.

## Housekeeping

### Room Checks:

Room checks will be conducted regularly by boarding staff, in order to make sure you are living in clean, healthy and safe environment.

### Dining Room

Cardiff Sixth Form College has its own catering facilities and serves breakfast, lunch and dinner 7 days a week. The canteen caters for all dietary requirements including daily vegetarian and vegan options. All dietary intolerances including allergies **MUST** be made known to the College Nurse.

### Meals

School meals will be served in the school canteen at the following times

Meal	Weekdays	Meal	Weekends
<b>Breakfast</b>	7.00am -8.30am		
<b>Lunch*</b>	12.00pm – 2.00pm	<b>Brunch</b>	10.30am – 12.30pm
<b>Dinner*</b>	5.00pm – 7.00pm	<b>Dinner</b>	4.00pm – 6.00pm

\*Actual times will depend on your timetable.

All students in boarding are expected to eat healthily. There are equipped kitchens for each student to make snacks in between mealtimes. Evening snacks are also provided by the school from 8.30-10pm on weekdays.

CSA pupils have 'in house dining' for certain meals where they eat together with house staff in a family arrangement giving opportunities for exchange of information in an informal context.

### Keeping Your Room Clean and Tidy

We recognise that being away from home and having to take responsibility for your own room and belongings may be a new challenge for many students. Our boarding team are there to support you in keeping your room clean and tidy. Your room will be cleaned weekly by our team of cleaners but you are expected to maintain a good level of tidiness so cleaners can access your room. Boarders must vacate their rooms for the time required (during the day) by cleaners in order to provide this service. Students who fail to keep their room tidy will be reminded by House Parents and your room checked on a regular basis. This includes sustaining a high standard of hygiene, and ensuring that all clothes and cooking equipment is regularly washed. Anyone failing to maintain reasonable standards of tidiness in rooms, may be charged for extra cleaning. This means we have had to ask the cleaning team to clean the room to get it back to the acceptable condition.

### Laundry

Students are expected to be responsible for washing their own clothes and any personal bedding or towels. A laundry room is accessible at all times. Please observe the operating instructions carefully.

CSA pupils have a weekly laundry service provided by the Housekeeper for uniform and personal clothing. Details of the operating times can be found from the Housekeeper in Shand House.

## **Fire Drills and Alarms**

There will be a number of fire drills throughout each term and at least one will occur during sleeping hours. Whenever you hear the alarm, you must evacuate the building immediately by following the fire evacuation procedure which is pinned on all notice boards. Do not use any lifts during alarms. Failure to comply with fire drills and alarms may result in disciplinary action. In addition, there is a thorough fire safety induction for all new starters.

## **Fire prevention**

You must never cover smoke alarms or remove batteries from them and must never tamper with other safety equipment such as fire extinguishers or fire blankets. This equipment has been installed for the safety of all students. Tampering with them is a serious breach of health & safety rules and anyone found doing so will be subject to disciplinary action and the cost of an engineer. You must not have candles, smoke in the premises or use forbidden or faulty electrical appliances. Any such items found in your room will be confiscated. All electronics should be turned off when you go to bed and when you leave your room.

## **Damage & Repairs**

We understand that accidents happen. If you cause damage, please report this at once to a member of the boarding staff. Students and any visitors must respect the college's property and act appropriately to avoid damage e.g. no ball games, play fighting etc. Do not attempt to change light bulbs or repair electrical items yourself. Please report any necessary changes to house staff.

## **Safe-keeping of possessions**

Students are advised not to store considerable amounts of cash or highly valuable jewellery or electronic items in their rooms. Students have a responsibility to keep their own possessions safe by locking their rooms when they are not present and by locking any valuables safely in the safe provided for use in each room.

You must not enter the room of another student, remove items left in common areas or borrow property from other students without permission. These actions may be classified as theft, even if property was intended to be returned. Where theft is reported, staff reserve the right to search the rooms of other boarders for missing possessions.

## **Insurance**

You are expected to take out your own personal effects insurance policy.

## **Noise**

You must be considerate to others' right to quiet and especially between the hours of 11.00pm and 7.00am. Students are expected to be in their boarding houses by 10.00pm and in their own rooms with lights out by 11.30pm. Any music devices that cause a nuisance to other residents or our neighbours may be removed by boarding staff.

## Rules & Sanctions

### Rules

#### **Boarders must treat all members of the boarding community with respect.**

Any form of discrimination or bullying is totally unacceptable whether on the basis of race, appearance, gender or sexual orientation. The college will take all allegations of bullying or discrimination very seriously and investigate thoroughly. Appropriate action will always be taken.

All members of staff related to the boarding house, including catering and cleaning services must be treated with respect. Any rudeness to staff may result in disciplinary action. Any physical harm caused to any other student may result in suspension or expulsion.

#### **Male and female accommodation areas must be kept separate.**

Male and female accommodation areas are single-gender only and access to a floor/building of the opposite sex is prohibited.

#### **It is forbidden to store or use alcohol, illegal drugs and abuses of substances on boarding premises**

Students cannot store or consume alcohol on or off the school premises and should not return to the boarding house under the influence of alcohol. Students are also reminded that it is illegal in the UK for under 18s to buy or consume alcohol and that any illegal activities will result in disciplinary action including the potential for suspension and exclusion.

There are strict laws in the UK regarding illegal drugs. Any student found, or believed, to be under the influence of any drug that hasn't been prescribed by a UK registered doctor (including so called legal highs) will be subject to disciplinary sanctions which may include expulsion and the police being notified. The colleges also reserve the right to drug test any student it suspects of drug misuse.

Any student in the company of a student taking an illegal substance who does not report the incident will be considered complicit in the act and will be subject to the same disciplinary sanctions.

Students should read the college policy on substance misuse.

#### **Smoking is forbidden in all college/boarding premises.**

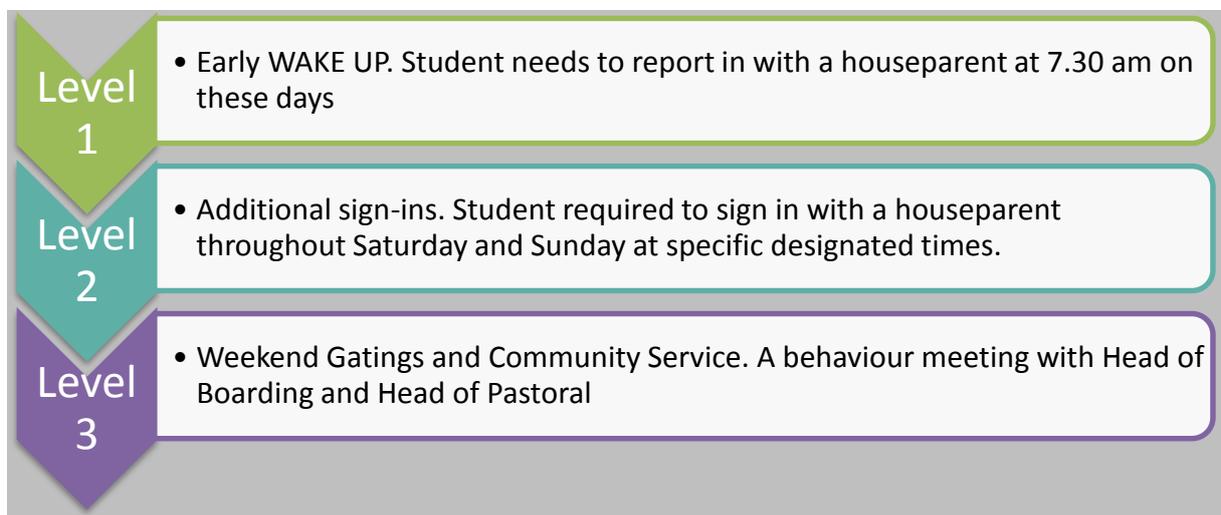
You must not smoke anywhere within boarding. This relates to fire regulations and UK law on smoking. Students breaking this rule will be subject to college disciplinary action and may be billed for any damage or safety checks that are undertaken as a consequence of smoking. Members of staff have a duty of care to ensure that those under eighteen are not smoking and smoking materials may be confiscated from students if discovered to be in use by students.

#### **All health, safety and security procedures must be followed.**

These have been put in place to protect you and others in the building. Any instructions or requests given by house parents regarding these matters must also be followed. Disciplinary action will be taken if you fail to do so.

## Sanctions

Any breach of the school rules may involve staff imposing sanctions. Boarding sanctions are illustrated in the diagram below. Any further sanctions will follow the school Rewards and Sanctions policy.



Sanctions are at the discretion of staff but reasons would include the following:

- Rudeness to staff members
- Consistent failure to register or extreme registration incident
- Refusal to tidy rooms or cluster kitchens
- Students being late to college

## Security of students and the building

### Curfews (times you must return to the boarding house)

Below is information for times that students must return to the boarding house for registers and curfew.

AS & A2	
Schooldays (Weekdays)	Weekends & other non-school days (i.e. enrichment weeks)
	11.30am – 1.00pm register
10.00pm evening register with houseparent Must stay in boarding house after register	10.00pm evening register with houseparent Must stay in boarding house after register

<b>Compulsory School Age</b>			
<b>Schooldays (Weekdays)</b>		<b>Weekends &amp; other non-school days (i.e. enrichment weeks)</b>	
<b>Time</b>	<b>Activity</b>	<b>Time</b>	<b>Activity</b>
<b>8:00am</b>	Register & Breakfast	<b>9.00am – 10.00am</b>	In-house breakfast
<b>5.30pm – 6.30pm</b>	Dinner	<b>10.00am – 12.00pm</b>	Morning activities
<b>7.00pm</b>	Return to Boarding	<b>12.00pm – 1.00pm</b>	Lunch & Register
<b>7:00pm – 8:30pm</b>	Prep Time	<b>1.00pm – 5.30pm</b>	Afternoon Activities
<b>8:30pm – 9.00pm</b>	Free time	<b>5.30pm – 6.00pm</b>	In-house Dinner
<b>9.00pm</b>	Curfew check on Floor 5	<b>6.00pm – 9.00pm</b>	Evening Activities/ Free Time
		<b>9.00pm</b>	Register
		<b>9.00pm – 10.00pm</b>	Time in boarding house
<b>10.00pm</b>	In your room	<b>10.00pm</b>	Register
<b>10.30pm</b>	Lights out	<b>10.00pm</b>	Ready for bed
		<b>10:30pm</b>	Lights out

### **Signing in & out**

Accurate records must be kept in case of a fire. Therefore, it is vital that you sign out with a staff member when going on leave and sign back in when you return. Failure to sign in and out may mean you be denied leave in future.

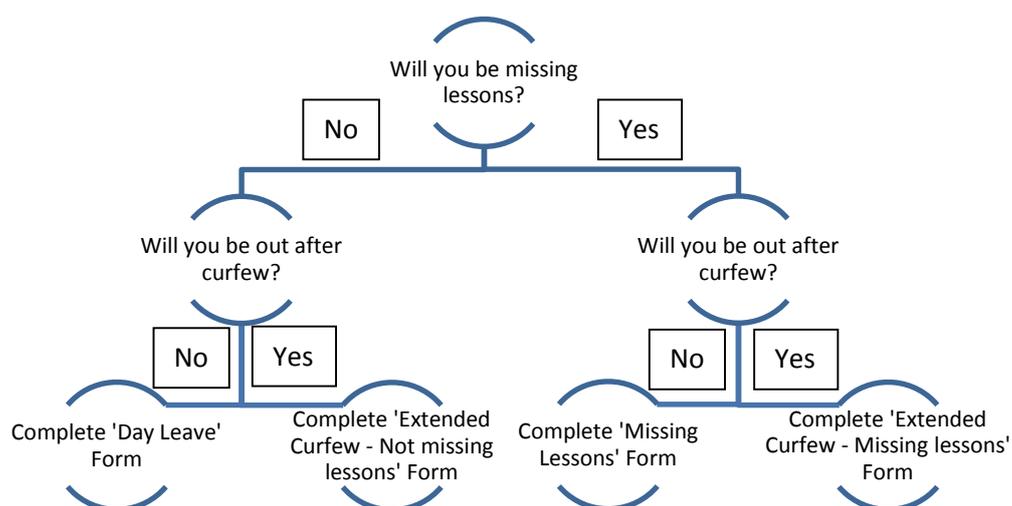
### **Overnight stays away from accommodation**

All students must complete a Leave Request if they intend to be away overnight or return late over the weekends by applying for permission to leave. All students must apply for permission to leave (including 18 year olds). You must submit an application via the REACH boarding software. All weekend overnight leaves must be completed by 6pm on Tuesday, or 1 week before you are due to travel. We reserve the right to reject leave requests if they are not done in adequate time. You need to leave full details and contact numbers of where you are staying and have parental permission. You must ensure permission is granted by your house parent before you depart from the boarding house. Permission can still be denied by the house parents if your safety may be at risk or as a sanction. We may request to speak to or take ID for the person you are staying with.

CSA students must be picked up by an appropriate adult of age 18+ (but not a student of the College), who then will need to provide photographic ID in advance (passport/driving license). House Parents must be notified in advance by parents/ guardian as to who will pick up the student.

## Leave requests

Leave requests are completed via the REACH online boarding software. Students must complete this form and have it approved by their parent and designated staff member before they may leave. The following diagram can be used as a guide for which form to complete. Time outside curfew is any time after 10.00pm and before 6:00am



## Room Keys and fobs

You must never lend your key or fob to anyone else and you should report any lost key immediately to your boarding staff. You may be charged for a replacement key.

## Staff supervision

There will always be boarding staff on duty 24 hours a day, seven days a week. You can always contact the duty person by calling the duty mobile number.

## Staff accessing rooms

The college has a duty of care and on occasion for welfare or health & safety reasons it may be necessary at times to conduct room inspections and searches. Students must always allow staff to enter for this purpose. You will be told of the intention to inspect/search and there will be a second member of staff present to witness the inspection/search. All inspections/searches are recorded on the room search log book.

## Visitors

Family, close friends of family and friends from college may visit you in boarding accommodation. They must sign in and out as visitors in the reception of the boarding house. All visitors must leave boarding premises by 9.00pm. Visitors are not allowed to stay overnight.

Visitors are only allowed in communal areas and are not allowed to student rooms.

## **Strangers**

House parents and other college boarding staff will always carry a college ID card. Any visitor to the accommodation will be in possession of a visitor's badge. If you see anyone in the building without this identification please make it a priority to report it to boarding staff immediately, or call the duty phone number.

## **Personal relationships**

Students should not be engaged in intimate personal relationships in boarding accommodation. Students should be in their own rooms by their curfew times. A breach of this rule may result in disciplinary action.

## **Students of compulsory school age or under 16:**

These students will be fully supervised in the boarding accommodation. You will not be allowed to return to the boarding accommodation during the school day (unless authorised by the Head of House). Any study periods in between timetabled classes are taken in the study room in college. You may only go out in the evenings or at weekends

1. You must be accompanied by 2 other boarding students or an adult authorised by the House Parents.
2. You must sign out as a group of at least 3 students and sign in with the same group.
3. You must always get advance permission from the House Parents and leave details of where you are going, when you expect to return and must remain contactable at all times.
4. You are allowed out for a maximum of 3 hours on Saturday or Sunday's, then you must return to boarding but may be allowed to sign out again. (unless you have permission to leave from the Head of Boarding and permission from your parent or guardian)
5. You must telephone the boarding house after being out for 1 and a half hours and check in with the duty House Parent.

These rules are in place for your safety, if you break these rules you will be refused permission to leave the boarding house for the following week.

You must notify the House Parent on duty of any change in plans by calling the duty mobile number. Permission can be denied by House Parents if your safety may be at risk.

## **Activities**

### **Weekend & evening activities**

Activities such as cinema trips, sports events, games evenings, visits to museums/ local attractions, etc. will be available for you to participate in (students of compulsory school age or under are expected to join in most organised activities). Boarding students are encouraged to set up clubs which others can join, discuss any ideas with the House Parents or Boarding Council members.

### **Compulsory Aged Students (CSA) weekend activities**

Students of compulsory school age are expected to join in most organised activities, and some weekend activities will be compulsory as these activities are designed to support you in your integration with other students and the development of language used in a social context. The terms

activities programme will be published in advance via the termly diary and those trips which are compulsory will be clearly labelled.

## **College activities**

Boarding students are encouraged to get involved in college clubs run by other students (sports, Glee, debating, medical ethics society etc.), fund-raising activities, our Cultural Event and the school Eisteddfod.

## **Boarding Council**

You will be able to stand to become members of the Boarding Council. This is made up of students with the responsibility of liaising between students, House Parents and senior management regarding boarding provision, assisting house parents in organising activities, and acting as mentors for new or younger students. If you have any problems or worries during your time here, please speak to your boarding house representative.

## **Health and Medical issues**

### **Registering with a doctor**

The College Nurse will register all boarding students with a local surgery as part of induction.

### **Health problems**

Go to a boarding staff member, who can book an appointment with the College nurse, if you become ill whilst at college or if it is not an urgent concern. This will be kept confidential unless your own safety or the health of other students is at risk. If you prefer, you can make an appointment to see your doctor or speak directly to the Nurse. If you become ill whilst in boarding, tell the boarding staff on duty, who will call for medical advice from a professional. Any long term health problems should be disclosed on your pre-arrival form so we can provide the best support for you.

### **Accidents**

In case of an accident or emergency, you will be accompanied to A&E by a house staff.

### **Medication**

Students must not keep prescribed medicine or over the counter remedies (like aspirin/ibuprofen etc.) in their room. These must be declared to the College nurse who will keep prescription drugs for you and give them out as directed and will give you over the counter remedies for common illness. No prescribed medication is allowed in your room. If any is found it will be confiscated.

## **Welfare and support**

### **Safeguarding and Child Protection**

Your safety and protection is our highest concern. We have specially trained senior staff who have been trained in ensuring the boarding and college staff keep you safe. If you feel unsafe or are worried, speak to any member of staff who will support and help you by identifying the right staff member who can help with your issue. You will see posters around college and in boarding with the picture, name

and contact details of these specialist senior safeguarding staff. You may contact them yourself at any time.

<b>DESIGNATED SAFEGUARDING LEAD / HEAD OF PASTORAL</b>		
<b>Mrs Lisa Morton</b>	<b>07554 957178</b>	<a href="mailto:lisa.morton@ccoex.com">lisa.morton@ccoex.com</a>
<b>DESIGNATED SAFEGUARDING OFFICERS</b>		
<b>Ms Alanna Davies</b>	<b>07776 419 599</b>	<a href="mailto:alannadavies@csfc.education">alannadavies@csfc.education</a>
<b>Mr Gethin Thomas</b>	<b>02920 493121 ext. 251</b>	<a href="mailto:gethin.thomas@ccoex.com">gethin.thomas@ccoex.com</a>

## Anxiety, stress or homesickness

The House Parents, Head of Boarding, Nurse, Head of Pastoral, Vice Principal or any other member of staff are all available for you to talk to if you are feeling unhappy or facing difficulties. Please remember, you are not the only person to experience this, you do not have to face it alone and you will never be judged.

## Independent Person

We have identified an independent person for you to contact if you wish to talk to someone who doesn't work with college or boarding.

<b>INDEPENDENT LISTENER</b>		
Available between 5pm & 6pm	07825 678 870	

## Independent organisations

There are also other organisations which act as independent listeners. You can phone them for free and speak anonymously.

<b>NSPCC</b>	<b>0800 800500</b>	
<b>CHILDLINE</b>	<b>0800 1111</b>	
<b>KOOTH</b>	<a href="http://www.kooth.com">www.kooth.com</a>	An online counselling and emotional well-being platform
<b>MEIC</b>	<a href="http://www.meiccymru.org">www.meiccymru.org</a>	The helpline service for children and young people up to the age of 25 in Wales

## Financial problems

We do not advise students to lend money of any significant amount to one another. Boarders should speak to House Parents, Head of Boarding or the Vice Principal if they are facing financial problems or contact the Citizen's Advice Bureau ([www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)) if over 18 years of age.

## Keeping Safe in Cardiff

For information about activities and things to do in Cardiff please go to <http://www.visitcardiff.com/> When some students first think about studying abroad, one of the major concerns particularly in an urban environment, is about safety. Cardiff is, for the most part, a very safe city to live in. However,

as with any other city, there are certain things you ought to know if you are to stay safe in Cardiff throughout your stay here.

### **Plan a way home to the Boarding House**

Cardiff is a very simple city to navigate during the day, thanks to it being relatively small and excellent public transport.

### **Stick together**

Ever heard the expression safety in numbers? Well it applies when you're out and about, too. Cardiff is not a dangerous city but problems do occasionally occur, and you're far less likely to become a victim if you're in a group. Stick together, particularly at nights, and let one another know once you are home safely.

### **Keep valuables out of sight**

Just like any major city, pick-pocketing can be a problem in central Cardiff, as can phone snatching. In order to keep your valuables safe, make sure that they remain out of sight at all times. Try to keep valuables in inner pockets. If you do have something valuable on you, try not to keep touching it to check if it's there.

## **Contact with parents**

### **Students**

Each room has high speed broadband and good signal strength for mobiles to allow students to remain in contact with families. In emergencies House Parents may give permission to use the office or duty phone.

### **Parents**

Parents are welcome to contact Heads of House via email during the working day. In addition, the duty mobile number can be called at evening weekends. House Parents are also available at evenings & weekends.

### **Academic issues**

Should be raised with the college directly by contacting your Head of House.

House	Name	Email
<b>Darius</b>	Mr. Denny Gamble	Denny.Gamble@ccoex.com
<b>Franklin</b>	Ms. Alanna Davies	Alanna.Davies@ccoex.com
<b>Morgan</b>	Mrs. Helen Williams	Helen.Williams@ccoex.com
<b>Rubin</b>	Mrs Paula Downey	Paula.Downey@ccoex.com
<b>Wallace</b>	Ms. Katie Lawrence	Katie.Lawrence@ccoex.com

## **Holiday & End of term arrangements**

### **Enrichment weeks & Easter**

Your fees cover accommodation over enrichment weeks which are similar to most school's half-terms. You will be expected to attend work observation placements during this time if they have been arranged for you. If you do not have a work observation placement, remember to apply for permission to leave if you intend to visit family or friends. You are able to stay in accommodation over Easter break if you wish

### **Winter Holidays**

Cardiff Sixth Form College is closed over Christmas and New Year. You are not allowed to stay in boarding over the Winter holiday and must return home or arrange alternative accommodation through your guardian. Days for closing and opening are on the school calendar and website.

### **Holiday arrangements**

You must always inform the House Parents about your arrival/leaving arrangements via REACH. You will always need to provide all information about transport including flight numbers.

### **End of the academic year**

All students need to completely vacate and clear their room at the end of the year. They need to leave it in a clean state or there may be an additional charge to clear their room. Those students returning in the next academic year need to vacate their room and will be allocated a new room on their return.

### **Complaints**

The first step would be to make an informal complaint to your House Parent, or Boarding Council member. If you have a boarding complaint, then you may always speak to the Head of Boarding. You may also contact the Independent Listener whose details are displayed in the boarding house. If the complaint cannot be resolved, please see the Cardiff Sixth Form College complaints policy which can be found on the website.