

College Charter for students

When you start at College you can expect:

- To be allocated a personal tutor who will be your first point of contact for information, or if you have a problem
- To be introduced to the services available including the Library, Careers & Guidance and Counselling services
- To receive a course or subject handbook giving details of your assessment/examination schedule
- To have explained all the procedures which may affect you during your time at College, such as equality of opportunity, disciplinary and complaints procedures

During your time at College you can expect:

- Individual study support, if appropriate, to help you achieve success and enjoy learning

- Staff to set regular assignments and give you regular verbal and written feedback
 - Good quality teaching and learning
 - Staff to return homework/ assignments within an agreed schedule
 - Your progress to be closely monitored with two formal progress reviews and a report for your parent/guardian/carer as appropriate
 - Healthy lifestyles to be promoted and an opportunity to benefit from enrichment programmes, including sporting activities
 - Opportunity to develop Maths & English skills, including retaking these subjects at GCSE where appropriate
 - Opportunity to participate in decisions and comment on your College experience through your 'student forum' and in the student survey
 - Opportunity to develop employability skills and enterprise capability, and engage in volunteering activities as well as work experience
 - A disciplined environment which encourages students to attend and help students achieve their potential
 - Regular one-to-one tutorials with your personal tutor that will support you to develop personally, socially and academically and help you prepare for working life
 - Advice on careers and progression opportunities
 - A safe environment
- If during your time at college you wish to make a complaint that cannot be resolved by your tutor, please ask for a copy of the Complaints Procedure from Customer Services.

The following policies and procedures are available on the student intranet:

- Attendance & Punctuality Policy
- Equality Act
- Complaints Procedure
- Disciplinary Procedure
- Suspension Procedure
- Harassment Policy
- Student Appeals (Assessment)

