

College Charter

Formal Review Cycle:	Annual		
Latest Formal Review (month/year):	2017-05	Next Formal Review Due (month/year):	2018-05
Policy Owner:	Head of Quality		
Impact Assessed by:		Impact Assessment Date:	

APPROVAL REQUIRED

SMT Y/N	Y	SMT Date approved:	23.05.17		
Governor Y/N	Y	Committee:	LTA	Governor Date approved:	2017-06-15

PUBLICATION

Website Y/N	Y	Intranet Y/N	Y	Student VLE Y/N	Y	Other:	
Area/s of Staff Intranet:	Quality						

Policy description:

The College Charter sets out what the College aims to provide students with in respect of Student Services, Support and Learning, Teaching and Assessment.

Links to other policies:

- FE Assessment Appeal Procedure
- Quality of Assurance of Assessment Policy
- Central Admissions Procedure
- Complaints Policy
- Student Disciplinary Policy
- Bullying and Harassment Policy
- Confidentiality Copyright & Employee Inventions Policy
- Counselling Service Policy
- Data Protection Policy
- Drug Substance and Alcohol Abuse Policy
- Freedom of Information Policy
- Student Academic Malpractice Policy
- Health & Safety Policy
- Health & Welfare Policy
- Acceptable Use Policy
- Code of Conduct and Student Contract
- Learning Teaching & Assessment Strategy
- Learning Resource Centre Code of Conduct
- Single Equality Scheme
- Financial Support for Students
- Safeguarding Policy
- Apprentice Support Policy
- FE Student Support Strategy
- Student Capability Review Policy
- English and Maths Strategy

Executive Summary

The College Charter sets out what the College aims to provide to students and other stakeholders with respect to Quality Assurance, Promoting Equality and Diversity, Student Support Services, Disability, Student Voice, Applications and Interviews, Guidance and Counselling, Financial Information, Teaching, Learning & Assessment, College Policies and Procedures, Complaints and Disciplinary Procedures, Health, Safety and Safeguarding, Employers and the Local Community and College Performance

The policy

This Charter applies to all stakeholders of the College.

Introduction

Craven College aims to provide students, parents, carers, employers and the local community with accurate and timely information about the services offered and the facilities available. The College prospectuses, course leaflets other published material and website will provide this information. Staff in Student Services and Reception, Programme Tutors, Progress Coaches and Learning Resource Centre staff will also provide guidance and advice. The College aims to provide effective learning environments and courses to meet the individual needs of all students. We aim to provide relevant and accurate information on teaching and learning facilities and arrangements for assessment, to give helpful guidance, advice and support from tutors and other College staff, and to provide access to effective tutorial support, relevant additional support in line with requirements, personal counselling, careers guidance and financial support advice.

Quality Assurance

The College aims to provide a quality educational and training service and has a rigorous and robust quality strategy supported by a series of quality assurance policies and procedures to continually monitor, review and improve upon practice. It has a target to achieve at least 95% overall satisfaction with courses. Students and employers are regularly asked for their views on courses, services and facilities. All responses are treated in strict confidence and comments used to improve standards throughout the College. Results are published in an annual summary and made available to all interested parties.

Staying Safe

Craven College recognises that members of staff and students have an important role to play in safeguarding the welfare of children and vulnerable adults and preventing their abuse. The College has, in consultation

with North Yorkshire Education Safeguarding Managers a comprehensive Safeguarding Children and Vulnerable Adults Policy to ensure that the welfare of the child and vulnerable adult is always placed at the centre of its activities.

Prevent

The College is committed to keeping young people safe under the Prevent Duty through its safeguarding policies and procedures and recognises that this supports the College's contribution to the Prevent Duty.

The College has engaged positively with, and continues to promote the value of, the Workshop to Raise Awareness of Prevent (WRAP) and other related CPD activities to ensure staff have the skills and knowledge to refer any concerns appropriately.

The College will also ensure that students are supported and encouraged to develop critical thinking skills to better understand the difference between radical thoughts, which education encourages, and radicalisation. Fundamental British Values are an integral part of College life. They are incorporated into the College's UNITED values and are fully embedded in tutorial and all sessions.

Promoting Equality and Diversity

The Governors, staff, and students of Craven College are committed to the principles of Equality and Diversity. The College has legal requirements under legislation to promote equality within "Protected Characteristics": Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex, Sexual Orientation.

The College response to the legal requirements of Equality and Diversity is through the widely promoted integration of the of College's UNITED values. This can be most clearly observed through the College statement of ethos and commitment.

College Ethos:

Promoting equality is not the same as treating people equally. At Craven College we believe it is about treating one another with respect and dignity, recognising that individuals have different starting points and putting initiatives in place to remove barriers to learning. Celebrating diversity is important to the College; we treat people as individuals and welcome difference in order to create a culture of inclusiveness and actively promote the Fundamental British Values of democracy, the rule of law, individual liberty, and mutual respect and tolerance of those with different faiths and beliefs through our own UNITED values.

College Commitment:

- To advance and promote equality of opportunity and to foster good relations between diverse groups within the College and our wider community
- To eliminate discrimination, harassment and victimisation

Student Services

Student Services seek to ensure that the College is committed to creating a stimulating, supportive learning and working environment based on mutual respect and trust, which enables everyone to realise their full potential.

The remit of Student Support within the College is to:

- Create an environment where the physical, psychological and social well-being of students is enhanced, and where barriers to learning are removed wherever possible
- Instill a positive experience of College and learning
- Assist students to achieve their potential through developing independent learning skills (this may mean that type and level of support might differ from their previous experience)

- Enable students to develop appropriate social relationships with other students, enhanced by Social Support Workshops
- Assist students with progression to employment, Further or Higher Education, either at the College or elsewhere

Disability

The College will respond flexibly within its available resources to the individual needs of prospective students with disabilities. College premises will be as accessible as possible, within practical and budgetary constraints, and in line with legislative requirements.

Student Voice

The College will work with the Student Union to make improvements to any aspects of college life as appropriate. The Board of Governors welcomes the election of a Student President for the Student Union who will then become the Student Governor. Support and training for the role of Governor will be provided by the College's Director of Governance.

A range of approaches will be used to ensure the student view informs what the College does and how it develops its services. Feedback will be provided to students on how they influence the College and contribute to improving the service.

Applications and Interviews

All prospective students can expect the following:

- to receive impartial Information, Advice or Guidance (IAG) relating to courses
- to receive details of the process for claiming Accreditation of Prior Learning (APL) where relevant
- course applications to be handled fairly and efficiently
- that the College will acknowledge receipt of an application normally within two working days and certainly within five

In addition all full-time students can expect:

- to receive a confidential and impartial, Information, Advice and Guidance (IAG) interview
- to receive information from, and a meeting with, a tutor from the relevant Curriculum sector
- to discuss additional support needs
- to receive feedback at interview
- to be given the opportunity to look around the College and its facilities
- to have an initial skills assessment

On starting a course, all students can expect to be given an appropriate induction including relevant information about the College and their course. Full-time FE students will have the opportunity to develop an Individual Learning Plan (ILP), detailing their individual targets.

Guidance and Counselling

Students will have access to:

- a professional, fully confidential counselling service
- confidential careers advice and guidance about alternative courses where appropriate, including information on Accreditation of Prior Learning (APL)
- guidance for progression on completion of their course
- support with Further and Higher Education applications
- information/guidance about jobs and careers throughout their course
- information relating to College facilities such as catering facilities and Student Council

Financial Information

Students can expect to receive clear information on:

- tuition fees and fee remission/waiver policy, examination entries and registration fees
- any charges for stationery, books, equipment, materials, travel for educational visits, work placements and residential visits
- financial help to support studies, which may be available from a variety of sources including the College's Student Support Fund, Travel Bursaries, Student Loans), Student Grants (HE)
- financial help to support travel to College, where available

Learning and Teaching

Students can expect:

- high expectations from all members of the College staff
- to receive details of the subjects or modules to be studied, any tutorial arrangements and details of the course assessment and marking methods
- to be taught by qualified and competent staff and to receive a professional standard of teaching and assessment
- as a full-time student, to receive an individual tutorial with the Programme Tutor or Progress Coach every half-term, where progress on the course against targets will be reviewed, and new targets set where appropriate
- as a part-time student, to receive regular feedback on progress at least once per term/semester
- as an Apprentice, to meet with their Apprenticeship Co-ordinator once a month
- the parents/guardians/primary carers of students under 18 years at the start of their course to be given appropriate feedback on student progress throughout the course via Proportal, and opportunities to visit the College for face to face feedback on progress ('Parents' evenings') and exhibitions of student work where appropriate
- to be given the opportunity to meet the assessment requirements of recognised qualifications where appropriate
- to have access to progress tracking via ProPortal
- to be offered an alternative Study Programme or courses where appropriate;
- where it is part of their Study Programme or course, to undertake suitable Work Experience, with support if required
- to develop interpersonal, literacy, numeracy, language, professional, critical thinking and study skills as an integral part of the course
- to receive prompt assessment of work, usually within three weeks of the submission deadline, and on-going support and advice from the tutor in order to improve the standard of work
- to experience a variety of teaching and learning styles appropriate to their needs
- the College to make every effort to give adequate advance notice should the time or method of delivery of the course have to be changed, or the course closed for any reason
- the opportunity to take appropriate external examinations and be given details of any examination entries and fees
- guidance on maintaining a file of assessed work needed to be presented to an external moderator or verifier where appropriate
- the College to penalise students where there is evidence that work submitted has been copied from another student or other source (plagiarism)
- the tutor to keep a register of attendance and follow up poor attendance or punctuality
- the student's Local Education Authority to be informed if the student withdraws from College, if prior to the student's 18th birthday

In order to succeed on their chosen course students are expected to:

- adopt the College ethos and UNITED values; show care, consideration, tolerance and respect to fellow students and College staff
- respond to the high expectations of staff with high expectations of their own
- accept responsibility for own learning and co-operate with fellow students and all College staff

- attend punctually all activities
- attend all sessions in order to achieve the stated aims of the course
- notify the Programme Tutor or Progress Coach promptly in the case of unavoidable absence (FE);
- meet the agreed deadlines for submission of work or, exceptionally, to agree alternative dates with their tutor prior to the scheduled deadline NB HE students must apply to the HE office for an extension/mitigating circumstances – HE tutors cannot agree to receive late work
- prepare in advance for individual tutorials
- seek advice from the Programme Tutor, Progress Coach, Student Services Manager, or other member of staff, for problems with any part of the learning or assessment, or if personal matters hinder progress
- check their own examination entries and payment of fees
- accept personal responsibility for following up any loan applications with the Student Loans Company
- attend all examinations and/or formal assessments, as notified
- abide by College rules, regulations, policies and procedures, with particular regard to Code of Conduct and Student Contract, Equality & Diversity and Health and Safety
- help the College to improve the quality of service by completing any evaluation questionnaires honestly, and taking part in any other quality assurance procedures offered

College Policies and Procedures

The College provides access via Student Services, a Programme Tutor, a Progress Coach or the intranet, to strategies, policies and procedures on the following:

- Central Admissions Procedure
- Complaints Policy
- Confidentiality Copyright & Employee Inventions Policy
- Counselling Service Policy
- Data Protection Policy
- Student Disciplinary Policy
- Drug Substance and Alcohol Abuse Policy
- Freedom of Information Policy
- Bullying and Harassment Policy
- Further Education Student Support Strategy
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- Student Capability Review Policy
- English and Maths Strategy
- Student Academic Malpractice Policy

NB Some policies have separate sections for Further Education (FE) and Higher Education (HE).

Complaints and Disciplinary Procedures

If any student, employer or member of the local community presents a formal complaint relating to College services or conduct of staff or students, there will be an initial response within five working days, followed by an investigation and more detailed response. Formal complaints may be made in writing, by email, telephone or in person. Details of the complaint will be passed to the Head of Quality for investigation and action where found necessary. Procedures also exist for students to appeal against assessment decisions. The College will use its formal disciplinary procedures where students break codes of practice or do not meet their expected responsibilities.

Health and Safety

The College makes every effort to provide a safe and healthy working environment at all times and operates a non-smoking policy in all its buildings and zero tolerance to drugs and alcohol misuse on all its sites. All students have a duty to observe safe working practices and to comply with any verbal or written instruction regarding health and safety / fire regulations. Students attending College courses must wear their College ID cards at all times and show these to any member of staff on request. Where a course requires specialised equipment students should ensure that they have relevant items for classes/practical sessions.

Students wishing to park a car in any of the College car parks must apply to the College for a permit on an annual basis and display their permit at all times. The permit does not guarantee availability of a parking space.

Where students damage College property or equipment by deliberate misuse or criminal action e.g. discharging of a fire extinguisher, the College will take disciplinary action and reserves the right to charge for the cost of repair.

Employers and the Local Community

The College will:

- continue to develop collaborative links with industry and other bodies in the community
- provide a responsive, proactive and efficient support service to employers via Tyro Training and the Apprenticeship Department
- endeavour to identify and, wherever practicable, meet the needs of employers (via Advisory Boards, individual meetings and research projects) in the local community and further afield
- provide employers with information on training programmes for employees, including charges, planned outcomes and regular reports on their employees' progress where the employee agrees to this
- liaise with employers to provide them with relevant and accurate information regarding students seeking employment
- continue to work with the local community to offer students valuable work experience opportunities
- provide details and support to employers offering students Work Experience placements, to ensure that the experience is appropriate and constructive for both student and employer
- monitor and evaluate services to employers to ensure continuous improvement
- develop and maintain its wide range of community links for the benefit of students and the local community
- offer a range of part-time, full cost or funded courses that are attractive to and meets the needs of the local community
- continue to offer volunteering opportunities within the College

College Performance

The College aims for 100% of its students to complete their courses and 100% to achieve their target qualification. However, realistic targets are set for 2017-18 at a minimum of 94% to complete their course and at least 98% of those to achieve their qualification.

The following annual information will be available on the College's performance:

- student retention and achievement rates
- comparative examination results as compiled and published by the Department for Education
- overall examination results and pass rates
- destinations and progression data
- summary of any relevant Ofsted or QAA reports on the College, and of any response made