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## College Charter



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## 1. College Mission Statement

“Where great futures begin and every learner matters”.

## 2. A Brief Guide to the College

Our Student Charter is designed to make it clear what you can expect from us, and what we expect of you in return.

## 3. Our Pledges

We make the following pledges about our services:

- We will facilitate access and operate a fair and efficient Admissions procedure.
- We will publish full details about our activities, procedures and regulations.
- We will provide a suitable Learning environment
- We will provide a suitable student support network.
- Where reasonably possible, we will involve students in our decision making process.
- We will operate a fair and efficient agreed complaints and appeals procedure.
- We will liaise with employers and community groups on a regular basis.

## 4. Your Responsibilities

In committing ourselves to honouring our pledges and delivering what we have said you can expect of us, we expect you to respond by acting as a responsible member of our Student community.

As a Student you are expected to:

- Display responsible attitudes towards all staff, fellow students and visitors to the college and treat college property with respect, at all times (Disciplinary Code and Equal Opportunities Statement).
- Understand and comply with the college’s regulations
- Follow an agreed course of training and seek to achieve the standards of attainment set out for the course.
- Follow the guidance set out in this Charter.

## 5. A Brief Guide to Your Student Entitlement

- Prompt response to all enquires and application forms.
- Clear and helpful information about the college, its facilities and courses.
- Friendly advice and guidance to help you choose the right course.
- A choice of convenient ways and times when you can join the course of your choice.
- An introduction to college life which will help you make the most of your course and enjoy your time at college.
- A quality course with good tutors who offer a variety of teaching styles in a supportive environment.
- Access to Learning Support and the Learning Centres.

For Further Information please ring Student Services 01952 642237