

College Charter



The College is committed to excellence in education and training, personal achievement and individual care and guidance.

We value your opinions and encourage you to let us know if you have any suggestions on how we can improve our service to you.

In this Charter, we set out the level of service which learners, parents, employers and the local community can expect from Strode College.

BEFORE YOU BECOME A STUDENT OF STRODE COLLEGE...

We aim to:

- Provide all information about learning opportunities
- Help you choose a programme of study (including additional qualifications) which meets your needs
- Help you see how your programme can lead to progression to other courses, higher education and the world of work
- Inform you about the learning facilities and resources available
- Offer you the opportunity to be shown around the College
- Provide details of the curriculum support services available for all students and particularly for those who need additional help with their learning programmes
- Provide you with information about College fees and other costs
- Provide you with information on transport services

We will provide information (if required) on:

- Services for students with learning difficulties and disabilities, including access and disclosure arrangements
- College nursery facilities
- Information and conditions relevant to overseas students

Information about these services is available to you through one or more of the following:

- College open days and evenings
- Prospectus
- Course leaflets
- Individual appointments and interviews with qualified and experienced staff as appropriate
- College website

On Enrolment:

Full-time courses:

- We will acknowledge receipt of your completed application form and provide you with information and guidance on the interview process.

At your interview your course choices, eligibility and next steps will be discussed fully with you.

Part-time courses:

- Once our part-time course programme is approved and published, we endeavour to offer immediate enrolment (either in person or over the telephone subject to interview if required) for the majority of our courses.

Further details of these services, and copies of documents mentioned above, can be obtained from Marketing, telephone **01458 844422**

WHEN YOU BECOME A STUDENT OF STRODE COLLEGE...

Teaching staff will:

- Manage your induction to the College, including information on:
 - College rules, policies and procedures
 - The Learning Centre, Refectory and other facilities
 - Security, Health and Safety
 - The range of student support available
- Negotiate with you an Individual Learning Plan which sets out your goals
- Assess if you need additional help with your learning
- Give you an introduction to the subject or unit including:
 - An outline scheme of work
 - The programme of assignments
 - The qualifications you will be aiming for
 - How you will be assessed
 - The procedure for appealing against assessment
- Be in contact with you regularly to:
 - Help with your study skills
 - Discuss your progress and welfare
 - Monitor your attendance (where applicable) and agreed targets
- Engage you in your chosen learning programme and provide a learning experience that meets your individual needs
- Explain the learning activities in which you will be involved
- Show you how the Learning Centre can support your study
- Ensure that classes start and end on time
- Return your marked work within two working weeks for formative assessment and three working weeks for summative assessment
- Give regular feedback on progress
- Inform your parent(s)/guardian about your progress, if relevant, through reports and parents' evenings
- Respond to any problem you have and offer access to the student support team, where appropriate, respecting confidentiality





WHILE YOU ARE A STUDENT OF STRODE COLLEGE...

We expect you to:

- Respect the diverse College Community with its differences in age, race, disability, gender and sexual orientation
- Comply with the College Student Code of Conduct
- Take responsibility for your own learning
- Attend all lessons on time
- Seek help if you need it
- Co-operate with College staff and follow guidance given
- Keep yourself informed of all College fees and expenses
- Respect the College environment, eg. use litter bins and cigarette trays provided
- Have regard for the property of others
- Use the Learning Centre and other facilities in support of your learning
- Establish a healthy balance between your studies, leisure time and other commitments, including work
- Be considerate of the rights and interests of other College users
- Keep us informed about changes to your personal circumstances, eg. address, telephone number
- Let us know if you are satisfied or dissatisfied with our service. Constructive feedback enables us to develop learning programmes which better meet learners need.

Students need to be aware of the existence of the College's Student Disciplinary Procedure, details of which can be obtained from the Student Support Centre.

- Offer impartial advice and guidance on opportunities for progression to employment and further study, and refer you to the careers education and guidance team
- Keep you informed of key dates and developments within the College which may affect you

The College will:

- Encourage you to participate and express your views through:
 - Regular course reviews
 - Surveys
 - Student Councils
 - Voluntary membership of the Student Association
 - Student Forums with staff
- and will provide training where needed to enable you to do so effectively
- Inform you about the financial support available and the closing dates for finance panels
- Inform you of the decision on any application for financial support within 20 working days of receiving your completed application
- Provide a safe, supportive and stimulating environment for your studies
- Provide space and resources to facilitate students meeting to discuss issues relevant to their own educational experiences

- Provide an appropriate setting for internal and external exams
- Employ well-qualified staff who are keen to help you do well
- Ensure that lifelong learning opportunities at Strode College are available to all
- Make available copies of our Equal Opportunities Policy which can be obtained from the Student Support Centre, Learning Centre, website, Student Association Committee Office and via work-based learning Assessors or distance learning Tutors
- Where appropriate, facilitate access to careers guidance through the College Careers and HE Guidance Team and, if appropriate, Connexions Somerset
- Provide a reference as required
- Provide you with certification of the qualifications you have achieved as a student at the College
- Protect your personal data recorded on College data systems in accordance with the Data Protection Act 1998. The College's data protection registration number is Z6838778 and the full notifications with the Data Register can be found at www.dpr.gov.uk

WHAT PARENTS, CARERS AND GUARDIANS CAN EXPECT FROM STRODE COLLEGE...

We will aim to:

- Involve you in your daughter's, son's or dependent's education at the College by:
 - Welcoming you to College open days and evenings
 - Inviting you to accompany your daughter, son or dependent at the admissions interview
 - Providing you with the name of the personal tutor who can be contacted at any time
 - Inviting you to parents' evenings
 - Reporting regularly on academic progress
 - Giving you an information handbook

WHAT THE LOCAL COMMUNITY CAN EXPECT FROM STRODE COLLEGE...

We will aim to:

- Provide you, on request, with information about campus activities and facilities, including Strode Theatre and letting arrangements
- Work with local organisations to meet educational, training and recreational needs of the community including bespoke, flexible and distance learning programmes



WHAT EMPLOYERS CAN EXPECT FROM STRODE COLLEGE...

We will aim to:

- Respond promptly to all your enquiries
- Provide employee(s) with all the relevant services listed on this Charter
- Report on the progress of employees
- Inform you of the intended learning outcomes of work placements
- Involve you in the assessment of students' competence in the workplace
- Invite you to express your views on any aspect of the College's provision through surveys or direct communication with your point of contact
- Refer you to our Employer Charter where appropriate

Key Information:

- We will make available the following details on the College's performance:

Annually:

- Information about Student Achievements
- Department for Children, Schools and Colleges (DCSF) School and College Performance Tables
- Destinations of Full-time 16-18 year old Students

Plus:

- Office for Standards in Education, Children's Services and Skills (OFSTED) Report November 2008
- OFSTED Day Nursery Inspection Report March 2010

Copies of any of these publications can be obtained from Head of Quality and Staff Development, telephone **01458 844543**

WHAT YOU CAN DO IF YOU FEEL THE COLLEGE HAS NOT MET YOUR EXPECTATIONS....

Students:

- Talk to your Personal Tutor, Head of Teaching Team or the Student Support Manager

Parents and Employers:

- Contact the appropriate Head of Teaching Team

Organisations within the Local Community:

- Contact the Head of Quality and Staff Development

If you wish to make a formal complaint, use the College complaints procedure, copies of which are available from Reception, the Learning Centre, the Student Support Centre or the Head of Quality and Staff Development, telephone **01458 844543**

In which case we will:

- Acknowledge all communications within 3 working days
- Give a written response within 10 working days
- Ensure that action is taken to improve the standard of service provided

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www.strode-college.ac.uk