

Charter for Learning 2014-15



CHARTER FOR STUDENTS

Students who come to City of Wolverhampton College are entitled to have high expectations. Studying at college can offer the chance for a new beginning, greater opportunities at work, the development of new skills, personal growth and new friends.

In order to help you to achieve your objectives with us we will provide:

- Effective impartial advice, guidance and assessment to help you choose the right course
- Qualified, experienced and reliable tutors
- An effective introduction to the college and your course
- Stimulating and well planned learning opportunities
- Opportunities to plan and review individual and academic progress
- Friendly, helpful staff
- Well organised timetables
- Up-to-date resources, books and computers etc
- Confidential counselling, careers advice and financial advice
- A welcoming environment with quiet places to study and pleasant leisure areas
- Access to a varied range of leisure and recreational activities

You will find information about all of the above on the student intranet or from your tutor.

We will ensure that:

- All work will be returned marked within 15 working days
- You are informed in case of absence of a lecturer
- There are opportunities for you to have your voice heard and comment on and influence your college experience

In return, we expect you to:

- Attend regularly and punctually
- Ask if you don't understand the requirements of your course (attendance, assessment procedures, health and safety, exam procedures, assignments)
- Respect and understand the college ethos
- Respect and behave in accordance with the equality and diversity policy
- Bring all necessary equipment to classes/workshops and complete work as directed

CHARTER FOR PARENTS

Deciding to join the college is an important step towards greater independent learning for many 16 and 17 year olds, but we recognise that parents want to continue to be fully involved in their education. We will keep you informed about your son or daughter's progress at college. We welcome your involvement and value your views and opinions.

At college your son or daughter will be supported by a career coach. The role of the career coach is to help students settle onto their course, regularly review their progress and provide support in planning the next step in their career. The career coach will be your point of contact with the college. You can contact him or her with any queries you may have.

We will provide you with:

- A named contact at the college, usually a career coach, who will respond to any queries you have
- All the key information you need:
 - term dates
 - a copy of your son or daughter's timetable
 - a calendar of parents' evenings
- Two written reports on your son or daughter's progress each year
- Invitations to attend progress evenings to meet your son or daughter's career coach and teachers
- An 'absence call line' service for you to call us if your son or daughter is going to be absent from college
- Regularly updated information about courses, term dates, special events etc, on the college website at www.wolvcoll.ac.uk

We will ensure that:

- We will contact you straight away with regard to reported unauthorised absence if we have any serious concerns about your son or daughter's attendance or progress
- A tutor will respond to your queries within 48 hours

EMPLOYER CHARTER

Our commitment to employers:

- A dedicated person will work with you to assess your organisational development needs and recommend flexible solutions, making the best use of Government funding to reduce your training and recruitment costs
- We will provide a first class support service to you which means we aim to:
 - answer telephone calls promptly
 - respond to telephone enquiries within 48 hours and to written communications within three working days
 - offer meeting dates within one working week of an enquiry and respond to complaints within 10 working days
- We will continually improve our service and will measure our progress through an annual employer survey, mystery shopper activities and analysis of complaints

We ask employers to:

- Support employees throughout the duration of their training programme, including examinations and assessments
- Provide feedback on the learning experience of your employee and the service you receive
- Help us understand your business objectives and longer term strategy

Our commitment to students:

- We provide an appropriate introduction to both the college and the programme of learning
- We seek and act upon students' feedback, gathered through a variety of methods including learner surveys, forums and end of programme questionnaires
- We undertake regular, structured, progress reviews
- We offer access to all college facilities including advice and guidance, confidential counselling and Students' Union
- We return work handed in for assessment within agreed timescales
- We offer a welcoming, safe and healthy environment in which to learn
- We employ qualified and commercially experienced staff, providing excellent standards of teaching and assessment
- We will find ways of helping students to apply their new skills and knowledge to improve their performance and that of your organisation

We ask that employers encourage their staff to:

- Demonstrate a positive commitment to their learning programme
- Be punctual and attend all sessions, giving advance notification of absence
- Bring all necessary equipment and folders to workshops and meetings

- Complete all work within given timescales and discuss with staff any concerns that may affect learning, in order that support can be arranged
- Comply with the rules and regulations of the college and awarding bodies
- Be respectful of peers, staff, other stakeholders and the college environment and be mindful that discrimination of any sort is not acceptable enrolling on community courses

CHARTER FOR COMMUNITIES

City of Wolverhampton College has developed a rich and diverse range of learning programmes to be delivered across the city in collaboration with community partners. The college is committed to providing opportunities for people to access education and training within their local community.

We can provide:

- Learning and skills opportunities relevant to the needs of all sections of the community
- Courses in a range of community locations in and around the city
- Support, guidance and advice on choosing the right course and on future career pathways
- Access to facilities at main college sites for students
- Qualified and experienced tutors

We will ensure that:

- We respond to initial enquiries within five working days of request
- The Community Access Coordinator will visit each community location as requested
- The Community Access Coordinator will be available to give advice and guidance or to discuss any problem or difficulties which might arise
- People in the community are involved in the planning of provision

EQUALITY OF OPPORTUNITY FOR ALL

City of Wolverhampton College is committed to embedding equality and diversity in all of its activities and encourages access to the college, irrespective of background or personal characteristics. The college is working to create an environment in which individual difference is positively valued in an atmosphere free from discrimination, harassment and victimisation.

The college will not tolerate any form of behaviour or activity that discriminates on the grounds of sex (male/female), gender reassignment, race, nationality, colour, religious belief/non belief, ethnicity, disability, age, unrelated criminal convictions, family responsibilities, sexual orientation, marriage and civil partnerships, pregnancy/maternity.

The college takes its legal and moral obligations seriously in respect to equal opportunities. We welcome dialogue with groups and individuals on ways in which our equal opportunities policies and practice can be enhanced.

Further information regarding equality and diversity can be accessed via the link below:
<http://www.wolvcoll.ac.uk/equality-diversity>

SAFEGUARDING YOUNG PEOPLE

The college has policies and procedures for the protection of children, young people and vulnerable adults that comply with local and national legal requirements to keep students safe.

“City of Wolverhampton college is committed to safeguarding and protecting the welfare of learners and expects all who work with or on behalf of the college to share this commitment.”

Extract from college Safeguarding Strategy.