

College Charter

At Stephenson College, we are working towards achieving the highest possible standards in education and training. Everyone has the right to expect service of the highest quality and the College is committed to continuously improving its services.

We want you to tell us where you feel we have been successful and also where you would like to suggest further improvements.

The College offers its programmes in a variety of locations and it seeks to meet its Charter commitments in all of these settings.

What This Charter Contains

The following information tells you what you can expect from us at different stages of your programme of study:

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STUDENTS' CHARTER

Before You Join Us

These are some of the services you have a right to expect from us:

- Free accurate information in the form of a prospectus or programme information leaflets
- Details of entry requirements for our programmes, any fees we are able to waive and how we may be able to take into account any previous learning and experience when helping you decide on a suitable programme
- Any advice and guidance on how we might help you if you have learning difficulties or disabilities
- Details of the teaching and learning facilities available to you
- Details of attendance patterns, length of study and methods of assessment, teaching and learning
- Details of the costs associated with learning programmes
- Details of student residential accommodation
- Free advice and guidance on the choice of courses available to you
- For full-time programmes, an interview with the relevant course tutor; for part-time programmes advice from Student Support Service staff in the first instance, followed by an interview with the Course Tutor, if appropriate
- The opportunity to view the College's facilities. You may do this by visiting us on any of the Open/Advice Days/Evenings which we hold during the year, or by appointment at any time
- Acknowledgement of your application for a full-time course within 5 working days of our receiving it
- Notification of an interview date within 10 working days of our receiving your application
- Access to published information on the College's examination results
- **At all times, the right to be treated equally, regardless of age, disability, gender or race**

When You Are With Us You Will Receive:

Induction

- A copy of the Learner Agreement
- A Student Diary/Handbook
- An Induction Programme which will include explanations of College policies and services and your rights and responsibilities as a student
- Help and advice on any financial support which the College may be able to offer through the Learner Support Fund
- An Action Plan agreed with your tutor
- Help with your preferred learning style

Teacher Support

- High quality and professional teaching and support staff
- A personal tutor

Learning Support

- A learning contract, agreed jointly between you and the staff
- Help and support with your studies through the tutorial programme
- Extra learning support if you need it
- Health and safety guidance relevant to your learning programme
- Assessment of your key skills and advice about specialist support available to you if you require it
- The opportunity to discuss your learning plan that will include provision of extra support, where needed, from relevant internal and external sources
- Special assessment/examination arrangements for students with learning difficulties and disabilities

Other Support

- A Learning Contract, agreed jointly between you and the staff
- Access to careers guidance
- A confidential counselling service
- Use of all College facilities, including our Cafeteria, our Hairdressing and Beauty Salons, our Library and Learning Centres
- Access to all College facilities for students requiring wheelchair access

Preparing To Leave Us

You will receive:

- Impartial advice and guidance on the opportunities for further study or employment
- Guidance and help with applications for Higher Education
- Expert help in preparing for examinations
- Expert help in achieving successful assessments
- Exit interviews if you request them

Having Left Us

Our service to you does not finish after you have left us. We will provide a record of your time with us for you on request.

PARENTS'/GUARDIANS' CHARTER

For Full-Time Students Under 18 Years Of Age

(Not Applicable to HE Students)

Before Your Daughter/Son Joins Us

We will provide you with:

- Accurate and useful information about the College, its courses and programmes

We welcome and encourage parents/guardians:

- to discuss courses, programmes, careers, finance etc with members of the Student Support Services Team or Course Tutors;
- to attend Open/Advice Days/Evenings;
- to attend any interviews with daughter/son;
- to request information leaflets and prospectuses;
- to request information about College results

While Your Daughter/Son Is With Us

We will provide you with:

- Information about your daughter's/son's progress
- A named staff contact who will usually be the Personal or Course Tutor
- Invitations to parents'/guardians' evenings

EMPLOYERS' CHARTER

These are some of the services you have a right to expect from us before an employee you are sponsoring starts at College:

- Clear and accurate information about programmes and options for study in the form of leaflets or prospectus, including
 - details of the content of programmes;
 - qualifications to be achieved;
 - entry requirements;
 - fees and methods of payment;
 - modes and times of attendance;
 - the names of College staff who will be able to provide programme information;
 - quick and efficient responses to your enquiries;
 - end-of-programme reports;
 - student references
- Information on the College and its achievements, including:
 - examination results;
 - results of employer surveys;
 - information on College Governors and how to contact them

Employers Offering Work Experience

We ask you to work with the College to provide a worthwhile experience and to contribute to assessment procedures and reports. In return we will provide:

- a clear statement of the intended learning outcomes associated with the placement
- students who come to you well prepared and able and willing to make a valuable contribution
- a named tutor
- information about responsibilities, supervision and feedback/assessment procedures associated with the placement

Employers Recruiting From The College

We will provide:

- clear information about the students' programme of study and their intended learning outcomes
- a statement of progress and achievement
- an invitation to contribute to our employer surveys

COMMUNITY CHARTER

We want to respond to the diverse needs of the community and we will do this by offering the following services and information:

- Opportunities for consultation with the community
- Outreach provision including advice and guidance
- Equal opportunities monitoring of applications and enrolments
- Positive images in the resources, books and publicity we use
- A curriculum which reflects community needs and which has appropriate student support
- Access to information about any educational, recreational or other facilities offered for you to use
- Opportunities to express interest in the work of the Corporation
- Co-operation in the development of community-based provision to encourage access
- Opportunities for students, parents/guardians and others who have parental responsibility to discuss progress and future plans

QUALITY STATEMENT

The College is committed to offering a quality provision to all its customers whether they are following a programme of study or accessing the facilities of the College. We are constantly seeking to improve the quality of our service in:

- the programmes of study we deliver
- the teaching we do and the learning support, and
- the services, practices, processes and products

We may ask you, from time to time, to assist us by giving us your views on our services.

We value these and incorporate them into our quality procedures.

WHAT IF THINGS GO WRONG?

Occasionally things do go wrong at College

If you are unhappy or unsatisfied with the standard of service we offer, these are the ways in which you may make a complaint:

If You Are A Student

- You can talk to the member of staff involved
- You can talk to your tutor
- You can talk to Student Support Services

If You Are A Parent/Guardian, Employer Or Member Of The Community

- You can contact the Student Support Services Manager
- We aim to send you a response within five working days. If we cannot sort out the problem to your satisfaction, or you feel we are behaving unreasonably or we are not doing our job properly, you can complain to the Learning & Skills Council, or directly to the Secretary of State for Education
- If you are unhappy about the quality of a particular qualification you can complain to the relevant awarding or accrediting body
- A copy of our Complaints Procedure can be found in the Student Diary or in Student Support Services

EQUAL OPPORTUNITIES

The College has an Equal Opportunities Policy which means that we seek to treat all people equally and that we seek to ensure that everyone has equal opportunity to take part in the life of the College.

We do not accept discrimination against anyone on the grounds of age, gender, marital status, family responsibility, sexual orientation, colour, race, nationality, ethnic or national origins, religious or political grounds, disability, trade union membership or activity, age and unrelated criminal convictions.

Discrimination shall be taken to mean being treated less favourably as defined by the Sex Discrimination Act 1975, the Race Relations Act 1976 and the Disability Discrimination Act 1995.

If you feel that you have been discriminated against, you should raise the matter with your tutor or with Student Support Services.

A summary of our Policy can be found in the Study Diary.