

College Charter

The College Charter sets out what you can expect from our College and what we expect from our students and trainees. Full copies of the College Charter can be found in The Student Information Centre.

As a Student or if you are thinking of becoming a student, you will be provided with clear, accurate and impartial information, as follows:

- Information, advice and guidance will be provided to help you choose the right course; entry requirements to your chosen course will be explained to you.
- We will make information available to you in different ways including online via our student intranet and the College website.
- We will help you to identify your personal learning goals and to choose a course which best meets your needs, and takes into account your existing qualifications, skills and experience.
- On receipt of a completed application form, an interview will be arranged and a letter sent within 7 days. The letter will ask you to bring your record of achievement and latest school report. **Parents/guardians are encouraged and welcome to attend interviews.**
- All interviews will take place within 4 weeks of us receiving an application for a full-time course.
- The college welcomes applications from students who have a specific learning need (learning difficulty or disability). We are able to provide support at the interview and a member of the Additional Needs Team will be there to discuss the course with you and to identify any specific
- equipment or specialist support needs.
- At your interview we will discuss the course content, entry requirements, your achievement and progress to date and what support you can expect from us during your time at the College.
- Full-time applications to Higher Education (HE) courses to include Higher National Diplomas (HNDs), Foundation Degrees or Honours Degrees will be made through the Universities and Colleges Admissions Service (UCAS). All HE applicants will be invited for an interview.
- Opportunities we give you to enjoy your time at college.

For help with any Admissions enquiry please contact **0121 678 7247 & 7009**.

Help, Advice and Individual Support

The College actively promotes equal opportunities and the provision of a safe learning environment for all. When you join the College you will go through an induction and during this time you will be given information about your course and the College. We will make sure you have all the information you need about services, facilities and support available to you as a student.

- Student Services will give you information and assistance on accommodation, financial support such as EMA and help with any personal issues. If you want to make use of any of these services you can
- ask in the Student Information Centres. You will be pointed in the right direction or an appointment will be made for you.
- Students have access to professional one to one support through the College's welfare and counselling services. Both services are confidential and offer support with personal problems or concerns, through an appointment and drop in service.
- You will be given clear and accurate information about your course, about what you need to do to succeed, and how you will be assessed. You will be given information about assignment deadlines and dates for assessment.
- We will, at all times, take into account your individual learning needs and give you, where possible, the support you need.
- Help and advice will be offered as you progress through your course, with planned reviews that take place each term. HE students will have regular opportunities to receive feedback through planned course quality meetings.
- The College is committed to hearing the voice of students and provides forums for you to raise issues through course representatives, focus groups and the Student Council. There are also Student Governors.
- Parents/guardians will be invited to attend Parent Review Evenings that take place in November and March to discuss progress. Parents who would like to discuss any issues or concerns are encouraged to contact us through Student Services.
- You will have a Personal Tutor who will be your key contact at College. Your Personal Tutor will meet with you on a weekly basis to monitor your attendance and progress and help you plan to get the most out of your course.
- We will give you timely and accurate information about examinations and the examination regulations. Students and parents/guardians must note that mobile phones are strictly prohibited during examinations; failure to comply may result in students being removed from the exam and in disqualification according to the awarding body regulations.
- During your course we will help you to prepare for your future by providing careers information, advice and guidance by experienced staff through tutorials and planned activities within the Careers Centres.

If you would like information on specific College policies, they are all available from the Student Information Centres or the College intranet.

Your commitment to us on joining the College

We ask that when you enrol you agree to:

- Accept responsibility for your learning and take part in activities that are designed to help you identify what you need to help you to learn.
- Pay any fees promptly, or seek advice if you are having difficulty.

- Ask questions and seek advice if you are unsure about what is expected of you, and let us know if you are having difficulties that are interfering with your work. You are strongly encouraged to tell us if you have a learning difficulty or disability so that we can ensure you get the right help.
- Attend all your timetabled classes punctually and meet the agreed deadlines for handing in work.
- Abide by the College's Code of Conduct and disciplinary procedures, ensuring that you abide by all reasonable requests from members of staff.
- Behave at all times in a way which shows respect to other students, staff and visitors, and recognise the rights of others.
- Wear your I.D. badge at all times and present it when requested.
- Ensure mobile phones are switched off during learning and teaching sessions.
- Care for the physical environment of the College.
- Take care of College equipment, books and other learning resources and return things borrowed on time and before leaving the College. Failure to return College property will result in you being asked to pay for a replacement item.
- Abide by the College internet and email user policy, which is available to view on the College intranet.
- Take part in focus groups and respond to surveys to discuss your course and experiences at the College. Your views can be made known through suggestion boxes located throughout the College.
- Follow health and safety regulations.
- Smoke only in designated areas.
- Not be in possession of or under the influence of any alcohol or illegal drugs whilst on College premises. You should be aware that the College operates a zero tolerance policy for those found using, or in possession of, illegal substances on College premises.