



'Putting Learners first'

COLLEGE CHARTER

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The South Kent College Charter

Forward

The College is committed to 'Putting Learners first' and creating a happy and successful working atmosphere where learners can reach their full potential. The Charter below has been produced to outline the basic standards that a user of the College can expect as well as the main responsibilities they have. Every effort will be made to meet the needs of the community that the College serves. To help in this the College asks for comment and suggestions on how to improve its service. These can be sent to the Assistant Principal Quality and Individual Learner.

Thank you

The College is committed to delivering an excellent service to you. You can expect us to do our best to ensure the following **INFORMATION** is readily available:

- **Clear, detailed and accurate information** about the College and its facilities and programmes of study
- **Information about how to apply for programmes** and details of all costs including course fees, exam fees, equipment costs and concessions

This information is detailed as soon as it is available in the course guide and part-time Prospectuses, Published Results and the Annual Report, which are available in Schools, Careers Centres, Public Libraries or, from the College direct.

1. ACCESS

When enquiring about and applying for programmes of study, we will use our reasonable endeavours to ensure we:

- i. Recognise all learners and clients as having individual or corporate needs demanding flexibility in the provision of learning opportunities, support and services
- ii. Provide accurate and objective information, advice and guidance about learning opportunities and to be creative in applying this to your needs
- iii. Provide accurate and clear information about fees and their payment
- iv. Provide access to clear information on support funding, including EMA arrangements, which may be available to you through SKC or external agencies
- v. Treat all learners and clients with respect and in a courteous manner
- vi. Respond to all written enquiries within 5 working days. Where a full response is not possible within this time a new deadline for response will be agreed
- vii. Provide good quality admission and enrolment services which are timely, fair and address your individual needs
- viii. Answer the telephone letting you know the name of the person answering the telephone and their department

2. CURRICULUM ENTITLEMENT

We will aim to provide you with the following while you are taking a programme of study at the College:

- i. An induction programme that fully informs you about all College, course and progression matters
- ii. Student Services' staff who provide a good quality service and who welcome all students
- iii. Equality of Opportunity and to respect diversity
- iv. As part of induction, the opportunity for good quality diagnostic screening that identifies individual needs
- v. The opportunity to declare comfortably, a learning difficulty and/or disability at anytime
- vi. **High quality teaching**, which encourages the learner to take responsibility for their own learning, delivered by suitably qualified and experienced staff.
- vii. Teaching sessions will be well prepared and independent study sessions organised with adequate access to facilities and appropriate staff assistance.
- viii. Clear information about how and when you will be assessed and the assessment criteria and requirements of your course
- ix. All Programme Teams will establish and publish in the **Course Handbook**, an agreed timetable for the setting and marking of assignments, homework and programme work across all modules. This action aims to ensure a prompt return of completed work and a sensible scheduling of student workload, where such work is not subject to individual student negotiation.
- x. Achievements will be clearly recorded and progress formally reported to students, and employers where appropriate, as part of the individual review of progress
- xi. Reasonable adjustments to learning resources, course content, exams, work experience and educational visits as appropriate if you have declared a learning difficulty and/or disability.
- xii. Teaching and support staff who support your individual needs and agree with you realistic and achievable learning targets
- xiii. **Skills for Life** - We aim to provide the opportunity for students completing their learning programmes to achieve a level of competency in an identified range of communication, application of number and information technology skills where appropriate.

3. FACILITIES

We will use reasonable endeavours to:

- a) Ensure our buildings and facilities are accessible to all users
- b) Easy access to College Learning Centres and all learning resources
- c) Ensure the College is a safe and healthy environment complying with all relevant policies and procedures

4. LEARNER VOICE

The College is committed to 'Putting Learners first' we will therefore:

- i. Publish a clear complaints procedure that ensures a prompt and constructive response (see below)
- ii. Listen to what our learners and clients have to say and where possible act upon it to make changes to improve College provision
- iii. Monitor all aspects of our provision to ensure a high quality service is maintained
- iv. Have relevant and appropriate representation on the College's Board of Governors to support the College's strategic direction and the community that we serve
- v. An effective response to your view through student representation on the Students' Union

5. CAREERS EDUCATION AND GUIDANCE

5.1 All students have access to a qualified Careers Adviser at their study site.

5.2 All full-time students have the opportunity within the tutorial curriculum to discuss and research progression routes, scope for further study, including Higher Education, or employment after completing their current programme.

6. WHAT IS EXPECTED

6.1 As a learner at the College we expect you to.....

- Show respect for all other students, staff, visitors and members of the local community
- At the point of enrolment, disclose relevant information about yourself
- Provide the College with honest, accurate and timely information about yourself for all purposes connected with your studies
- Attend all designated classes and tutorials punctually and notify your tutor of any absences and the reasons for the absence as soon you know you are unable to attend
- Participate fully in all classes, tutorials and other College activities
- Comply with all health, safety and emergency procedures
- Take care of College property and equipment
- Keep the College clean and tidy by disposing of litter in the bins provided
- Not to eat or drink in classrooms
- Not use offensive language or behaviour or behave in a way that makes any other person feel uncomfortable or vulnerable
- Conduct yourself without violence or aggression and not to carry any object or weapon of an offensive nature
- Conduct your personal relationships with other students in a manner which would not cause offence and ensure relationships with staff are professional

- Dress in a manner, which would not cause offence
- Not gamble whilst on the College premises or at activities organised by the College
- Not carry, consume, sell or be intoxicated by alcohol or illegal drugs whilst on the College premises or at activities organised by the College
- Not misuse College IT facilities or access inappropriate web sites (please refer to the IT Acceptable Use Policy, copies are available from the LRC and College Intranet)
- Avoid the exchange of messages or attachments via e-mail, text or other computer generated medium, which are offensive or may cause harm
- Complete all College work by the deadlines set by your lecturers to the best of your ability
- Switch off mobile telephones in learning environments (classrooms; LRC; examinations) or when they may disrupt others
- Follow the student Code of Conduct at all times including when on educational visits

6.2 As a parent of a 14-18 year old learner or as a sponsoring employer or agent, in addition to the statements above, you can expect us to.....

- Provide at least two opportunity each year for you to discuss, in person, the progress that your learner is making
- Provide a written report on at least one occasion per year describing the progress that your learner is making including records of achievement and attendance
- Seek your views regarding the standard of service you receive from the College and provide you with appropriate feedback
- Provide you with an Annual Report providing information about the College's achievements and progress

6.3 As a parent of a 14-18 year old learner or as a sponsoring employer or agent we expect you to.....

- Support your learners throughout their course of learning and encourage them to attend all classes, tutorials and associated activities
- Encourage your learners to complete their set work on time and prepare for their examinations in an appropriate way
- Complete and return satisfaction surveys or employer feedback forms in order to support the College to continually monitor and where necessary improve the service provided
- Acknowledge and respect College policies by instilling within your learner the importance of Health & Safety, Child Protection and Equality & Diversity

6.4 As an employer and representative of an industry sector, in addition to the above, you can expect us to.....

- Liaise with local, regional and/or national industry in the development of curriculum, training and facilities
- Be flexible, wherever possible, in providing training opportunities to support your needs
- Recognise the diverse needs of employers as an opportunity to develop and benefit the community's work force
- Seek, on a regular basis, your views on the performance of the College's provision for employer/ee training

6.5 As an employer and representative of an industry sector we expect you to....

- Recognise the provision of training and development by the College as a commercial activity with associated costs and limitations
- Respond to requests for information regarding the College's performance with respect to employer/ee training
- Consider your responsibility in providing opportunities for College staff to update their industry skills and provide knowledge to employer forums to assist in the development of current curriculum design and practice

7. SUGGESTIONS, COMPLIMENTS AND COMPLAINTS

The College welcomes feedback on all aspects of the service it provides.

If you feel we have excelled in any aspect of our service we would like to know about it to ensure we can develop our service further.

If you have a suggestion about how we may improve our service please let our Reception staff know.

Whilst we always try to ensure our facilities and services are of the highest standard occasionally this may not be to your satisfaction.

If you feel our standards fail to meet our promise to you, please discuss this with your main contact at the College in the first instance. If this fails to achieve a satisfactory outcome or you feel that your complaint is of sufficient severity or consequence to you or the College please contact the Assistant Principal Quality and Individual Learner by:

- a) Completing a Complaints Form (available from Reception or Client Services)
- b) Writing to the Assistant Principal Quality and Individual Learner, South Kent College, Shorncliffe Road, Folkestone, Kent CT20 2TZ

You will receive acknowledgement of your complaint within 2 working days and we will make every effort to resolve the problem within 10 working days to a mutually satisfactory conclusion.

A full complaints procedure is available from Reception.

8. HEALTH & SAFETY (SUMMARY STATEMENT)

It is the policy of South Kent College to provide and maintain safe and healthy working conditions for its employees, students and others working on its premises. It will ensure, so far as is reasonably practicable, the safety of equipment and systems of work for all its employees and students, and will provide such information, training and supervision as they need for this purpose.

9. CHILD PROTECTION (Summary Statement)

The College fully recognises its responsibilities for child protection and as such has a named member of the Senior Management Team responsible for child protection issues and a policy which applies to all staff, governors and volunteers working in the College

10. EQUALITY & DIVERSITY POLICY (SUMMARY STATEMENT)

The College is committed to an Equality and Diversity Policy that is intended to be an integral part of College life. The aim is to create an environment in which people treat each other with mutual respect regardless of ethnicity, gender, marital status, religion, disability, sexual orientation or age.

11. RACE EQUALITY POLICY (SUMMARY STATEMENT)

The College celebrates and values the diversity brought to it by individuals from a variety of ethnic and national backgrounds.

The College will seek to eliminate discrimination and create a working and learning environment based on positive relations between members of different groups.

12. DISABILITY STATEMENT

The College is committed to ensuring that disabled people, including those with learning difficulties are treated fairly. If you are a disabled person please let us know what you need so that we can make all reasonable adjustments to help you succeed.

This Student Charter should be read in conjunction with all South Kent College Student Policies and Procedures, including the Student Code of Conduct, available on the Intranet and in the student diary.