

COLLEGE CHARTER 2011-2012

Our Mission states that **“Stafford College will raise learner aspirations and achievements through excellence in performance and successful partnerships”**.

Stafford College is committed to high learner achievement and the implementation of a policy to achieve equality of opportunity for all students while responding to the needs of the community it serves. The College will actively work to achieve equality regardless of, for example, age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation.

The College is also committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

As part of our commitment to learners, parents, employers and the community we serve, we will strive to achieve the following standards:

Commitment to Learners

Before you start your course

- Provide you with full information about all College courses and services via our website, prospectus, course guides, open days and from our Enrolment Centre
- Send you up-to-date information within 3 working days when you enquire about one of our courses
- Provide an impartial guidance interview within 15 working days of receipt of your application or enquiry if you are to begin a full-time course

When you start your course

- Inform you of your rights and responsibilities as a learner
- Provide you with an induction to your studies within the first 10 working days
- Provide you with a Student Handbook by the end of your first week
- Provide you with a Personal Tutor within your first week for academic and welfare support (if you are a part-time learner your main teacher or trainer will have this role). For full-time under 18s, group tutorials will include personal, social and health development
- Offer you the opportunity to have an initial assessment of your literacy and numeracy to identify whether you would benefit from any additional support

During your course

- Provide an enjoyable learning environment in which you are respected as an individual
- Provide good quality teaching, including additional support if necessary
- Provide regular assessments, with feedback given within 3 working weeks after the official handing in date
- Provide the opportunities to review your progress with your teachers and set targets (if you are a full-time learner this will occur at least every 6 weeks with your Personal Tutor)
- Provide opportunities to develop interests, abilities and skills through extra-curricular activity
- Provide access to a wide range of learning resources through our Libraries and Study Centres
- Ensure that health and safety regulations are met
- Provide personal advice, welfare and counselling support
- Provide access to Student Council activities
- Provide opportunities for you to express your views on the quality of your learning experience and to contribute to the College's policy and decision-making processes

At the end of your course

- Provide you with guidance on further courses and careers and job-search advice on request
- Supply you with a reference for up to 3 years from leaving (if you were on a vocational course)
- Inform you of your exam and assessment results within 5 working days of hearing from the organisations which control them

Commitment to parents/guardians of under-18 learners

- Invite you to one feedback evening a year to meet your daughter's or son's Personal Tutor and other members of staff
- Provide you with a minimum of two written reports in the first year and one in the second year
- Contact you as soon as possible if attendance, progress or behaviour gives us cause for concern
- Be available during working hours to discuss any concerns you may have about attendance, progress or behaviour and future study options

Commitment to employers

- Provide specialist advice on training within 5 working days of a request being made
- Provide flexible, in-house or College-based training
- Provide, if requested, progress reports at least twice a year for employer-sponsored learners
- Provide the opportunity to participate in the planning and decision-making processes of the College at an advisory level

Commitment to the Community

- Provide an AGM each January to which members of the public are invited
- At the AGM provide an Annual Report on the College's performance during the previous Academic Year including a summary of key issues and targets for the forthcoming year
- Give the opportunity for stakeholders to give feedback on the College's performance and corporate objectives

Praise, suggestions & complaints

We value and welcome your comments as a way of checking the quality of our service and continuously improving it. We will give you opportunities to feedback formally to us, for example, through questionnaires and meetings. However, in addition:

- If you wish to express your thanks, offer praise for the service you have received, or just want to make suggestions on how our services can be improved, please complete a 'Help Us To Help You' card and send it to the Quality Manager
- If you wish to make a complaint about a minor issue, please tell a member of staff
- If you wish to make a complaint about an issue you feel is not minor, or you have complained to a member of staff and are not happy with the response, then please contact the Quality Manager (by 'Help Us To Help You' card, by phone, by letter or by email)

We will work quickly to identify solutions to any problems drawn to our attention.

If you complain to the Quality Manager you will receive an initial response within 7 working days. If a complaint cannot be resolved within 7 working days, then you will be updated on progress each week until a conclusion is reached.

If you would like more information about this Charter, please contact:

Quality Manager
Stafford College
Earl Street
Stafford
ST16 2QR

Tel: 01785 275416 (direct line)
Email: e.reed@staffordcoll.ac.uk