



Our Mission states that:

“ **Stafford College will meet learner needs and aspirations through excellence in performance, education, learning and successful partnerships.** ”

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 you as a learner we will strive to achieve the following standards:

Commitment to learners

Before you start your course we will:

- Provide you with full information about all College courses and services via our website, prospectuses, course guides, open events and from the 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 normally 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 we will:

- Provide you with an induction to your studies within the first 10 working days.
- Provide you with a Student Planner or Learner 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).
- Offer an initial assessment of your literacy and numeracy to identify whether you would benefit from any additional learning support.

During your course we will:

- Provide an enjoyable adult learning environment in which you are respected as an individual.
- Provide good quality teaching, including additional learning support if necessary.
- Provide regular assessments with feedback given within 3 working weeks of the handing-in date.
- Provide access to a wide range of learning resources through our libraries and study centres.
- 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).
- Ensure that health, safety and child protection regulations are met.
- Provide opportunities to develop your interests, abilities and skills through extra-curricular activity. Including access to Students' Union activities.
- Provide personal advice, welfare and counselling support.
- 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 we will:

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

A full version of the College Charter is included in the Student Planner and Part-time Student Handbook. Please ask in Student Services if you need any more information on the Charter.



INVESTOR IN PEOPLE

**Excel
Achieve
Enjoy**

