



POLICIES AND PROCEDURES

STUDENT CHARTER

Originator:	Assistant Principal - Marketing/Student Services
Approved By:	Management Team
Date Approved:	2003
Review Interval:	2 Years
Last Review Date:	2006
Next Review Date:	March 2008
Audience:	All Staff and Students

You can expect us to:

- help you choose a course that is right for you
 - make the College a safe, caring and helpful place for you to learn
 - welcome you into your course and the College
 - give you the teaching and support you need to pass your course
 - make sure that classes start and end on time (and let you know quickly if they can't)
 - return assessed work to you within 3 weeks of the submission deadline
 - provide learning centres and services to support you
 - tell you how you are to be assessed, talk to you about how you are doing and agree your learning targets with you
 - ask you to tell us what you think of our course and the College
 - deal quickly with any problems you tell us about
 - offer advice and counselling on any study or personal matter you choose to tell us about
 - treat you and all other students fairly
 - tell you about changes to the College which might matter to you
 - follow the legal requirements of the Children Act 2004
- **We want you to let us know if you feel we haven't done as you expect. You can tell us what you would like us to improve through our Compliments, Comments and Complaints. All staff at the College work hard to improve our performance.**

We expect you to:

- be proud of the good name of the college and maintain it by following the college rules
 - attend classes, workshops and tutorials on time and work hard at your studies
 - complete and submit assignments and homework on time
 - work with your tutors and support staff to make sure you succeed
 - go to classes with the right equipment, ready and able to learn
 - switch off your mobile when in class
 - go to all tutorials and work towards the targets agreed with your tutor
 - pay, on time, any fees which are due
 - carry a security pass at all times and show it if asked
 - respect college property and avoid waste
 - respect other people's property
 - follow health & safety guidelines
 - use the appropriate personal protective equipment during practical classes
 - treat everyone with respect, regardless of differences you may notice between you and them
 - stand up against unfair treatment by reporting it quickly
 - tell us if we could do better or if you have a problem
 - drive with care on college premises
- **You may face disciplinary action if you don't meet these expectations.**