

THE COLLEGE CHARTER 2011-2012

This charter gives information to students, parents, and the local community about the services the College offers and the standards it expects from both itself and from all its members. It is available via the College website.

Choosing the College

If you are a prospective student you are entitled to free, objective and detailed information about:

- the courses and qualifications we offer
- entry requirements for each of our courses
- our exam results and student destinations
- our facilities for teaching, learning and private study
- any fees or charges we might make
- how courses are taught and assessed
- the likely group size for each course
- additional learning support
- the accessibility of our site for students with disabilities
- the financial or practical help we can offer to enable you to take up your studies

You will be given the opportunity to:

- visit the College on our open evenings and other events

When you apply to the College you are entitled to:

- have your application handled fairly and efficiently in accordance with the College's admissions policy
- have a prompt acknowledgement of your application
- have an individual interview to discuss your application, if appropriate, and if you are a 16-18 student living within the local area
- have due regard paid to your National Record of Achievement if you have one
- attend a pre-enrolment taster day in July to help you to make course and College choices if you are a full-time 16-18 student, or to attend an information event if you are 19+
- information about support available in College for students with disabilities and learning difficulties

When you enrol

If you are a student you can expect:

- the support of a Personal Tutor if you are on a full-time course
- an initial assessment of your course and learning needs
- an individual interview to finalise your course choice if you are on a full-time course
- the help of all the relevant specialists if you have problems finalising your course choice
- the opportunity to change courses during the first half term, numbers permitting, if you are a full-time 16-18 student
- a learner's agreement which sets out your own learning goals and forms the **basis of a contract** between you and the College
- a student handbook for 16-18 and full-time 19+ students

During your College course

All students are entitled to high quality teaching, learning and private study facilities. Details will be available from each programme or course area, but all students are entitled to:

- appropriately qualified teaching staff
- access to a varied enrichment programme (for full-time 16-18 students)
- lessons, material and homework assignments which are thoroughly prepared and appropriate to your needs
- clear course plans, reasonable homework deadlines
- coursework requirements published at the beginning of the course
- an introductory period which assists you to make the transition from one level of work to the next
- assignments and coursework marked and, where appropriate, returned within a reasonable period of time
- access to a well resourced Learning Resource Centre for full-time 16-18 students. If you are 19+ and following an accredited Level 3 course or above, you are required to have a CRB check if you wish to use the Learning Resource Centre.
- lessons which begin promptly
- advance warning of any changes to schedules, wherever possible
- regular one to one reviews of work and progress with your Personal Tutor and/or course teachers
- support in developing study skills and independent learning
- regular spoken and/or written progress reports
- the opportunity to make your views known on the quality of teaching and learning
- additional support if you need it, in order to achieve your learning goal
- appropriate arrangements for access to the curriculum if you have a disability, in addition to your active involvement in developing policies and procedures which affect students with disabilities
- clean, safe and appropriately equipped social and working conditions
- learn in an environment where your safety and welfare is promoted
- information about the College's equal opportunities, race and disability policies
- information about the College's policy on bullying and harassment
- transparent and accessible complaints and appeals procedure
- reliable and unbiased careers information, advice and guidance
- effective advice and guidance for making further and higher education applications, including information about HE finance
- effective advice and guidance for making job applications if you are full-time
- access to confidential counselling services if you are 16-18 or on a full-time course
- protection under our health and safety policy
- an efficient student information service
- a high standard of site maintenance
- be treated with respect by all members of staff who all wear ID badges
- a student representative body working for and with you to establish your needs and improve your time at Peter Symonds

As you leave or complete your course

You are entitled to:

- information and advice about progression
- a post-examination service including advice about the UCAS Clearing System (for full-time 17 & 18 year old students and Access students)
- a College reference on request from employer or HE establishment provided there are no outstanding debts to the College; this can be shown to students but not taken away (for full-time 16-18 students).

Your responsibility

We will make every attempt to meet the commitments set out in our charter but we cannot accept responsibility if something happens which is beyond our control. The more you share the responsibility with us, the greater the chance of your own success and satisfaction.

We expect all our full-time students:

- to aim for a 100% attendance record at College ie: to attend all lessons, Tutorial sessions, 1:1 interviews and activities
- to arrive on time for lessons, be ready and prepared to learn, thereby taking responsibility for your own learning
- to follow the correct procedures to notify the College of absence
- to meet all assignment and coursework deadlines and to hand in work on time and to a reasonable standard; discuss any problems in these areas with teachers before they become serious
- to respect the learning environment and College as a whole
- to enrol on and attend promptly the required number of enrichment, functional skills and general studies sessions (if you are 16-18)
- to attend any designated study support sessions and workshops
- to make good use of your private study time and support workshops
- not to take holidays of any kind during term time
- to attend work experience placements as allocated, comply with work experience procedures and ensure every effort is made to make it a successful placement
- to conduct themselves appropriately when on College organised trips, visits and work experience
- not to undertake any paid employment during term time which will impact on your study if you are a 16-18 student on a full-time course; we recommend no more than 10 hours each week
- to make good use of all the services and facilities we provide including our information service, careers guidance, private study and I.T. facilities

We expect all our students:

- to show courtesy and consideration to all members of the College community (staff and fellow students) and its neighbours
- to respect the welfare and safety of all members of the College community (staff and fellow students)
- to respect the College's buildings and surroundings and to keep the environment free from litter
- to abide by all our routines and regulations as set out in the student diary, Adult Learners' Handbook and College Contract, including our health and safety policy and rules on smoking, drugs and alcohol
- to return all books and equipment belonging to the College at the end of each course or to pay for any which are lost
- to carry their College ID card with them at all times on the Owens Road site and to show it and give your name when requested by a member of the College staff. This applies to adult students visiting Careers and the Ashurst Resource Centre during the day, as well as sixth form students.

Peter Symonds College
"Counting in Ones"

Further Information

Prospectus and Application Form Enquiries

Full-time 16-18 Students	Admissions Office	01962 857555
19+ students	ACE Reception	01962 886166

Admission Enquiries

Full-time 16-18 Students	Julia Anderson, Head of Admissions	01962 857524
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19+ students ACE Reception 01962 886166

Student Information

Full-time 16-18 Students Liz Crouch, Head of Student Welfare 01962 857547

19+ students (ACE) Marianne Geach 01962 886166

Head of Study Support (16-18 Students) Sarah Gibson 01962 857556

Head of Adult Study Support (19+ students with learning difficulties and disabilities) Suzanne Luchford 01962 886166

Careers advice and guidance (full-time 16-18 students and Access students) Debbie Mahoney, Head of Careers 01962 857552

Examination Enquiries

A level, GCSE, Diplomas and Awards students Alan Waymont 01962 857549

19 + students Sue Fox 01962 886166

College Governors

Mrs J Horn (Chairman)	Revd Canon R Riem	Mrs G Gardiner (Staff Governor)
Mr S Kelly (Vice Chairman)	Mr T M Rogerson	Mrs Julia West (Staff Governor)
Mr J W Beames (Chair of Trustees)	Mr C Scott	Roya Shadmand (Student Governor)
Mrs P Billington		William Jackson (Student Governor)
Mrs E Bolton	Mrs A Storey	Mrs H Walsh (Clerk to the Governors)
Mrs R Brockman (Trustee)	Mr B D Welch	
Mr N Hopkins (Principal)	Mr Z Sachak (Parent Governor)	
Miss A Palmer	Miss L Evans (Parent Governor)	
Mr G Parkin		

The College has the following Student Policies and Procedures which are available from the Student Services Office on request, along with updates during the academic year:

Information Advice and Guidance, Careers Education and Guidance Policy, Work Experience Policy, Admissions Policy, Equal Opportunities, Race Equality, Prevention of Bullying and Harassment, Protection of Children, Young People and Vulnerable Adults, Disability Statement, Complaints Procedure, Student Disciplinary and Exclusion, Drugs Policy, Appeals against Assessment, Charging Policies and Procedures, Student Financial Support Policy and Information, Student Conditions of Use of the College Network.

*We are committed to Equal Opportunities and affirm that all members of the College community are of equal value and are entitled to be treated fairly and without prejudice in every aspect of College life.
We therefore actively promote Equal Opportunities.*

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