



PETER SYMONDS COLLEGE

COLLEGE CHARTER

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. There is a separate Charter for Higher Education students.



Choosing and Applying to 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 examination 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
- additional learning support
- the accessibility of our site for students with mobility and sensory impairments
- 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 during 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, provided you are a 16-18 student living within the local area with your immediate family or legal guardian(s)
- attend a pre-enrolment taster day in the summer term to help you to make course and College choices if you are a full-time 16-18 student, or to attend an induction event if you are 19+
- information about the support available in College for students with disabilities and learning difficulties, with transition meetings, if required, based on individual student need
- a transition plan if you have an Education, Health and Care Plan (EHCP)

When You Enrol

If you are a student, you can expect:

- advice about your course and learning needs
- an individual interview to finalise your course choice if you are on a full-time course
- help and advice if you have problems finalising your course choice
- the opportunity to change courses during the early weeks of term, numbers permitting,
- 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
- the support of a Personal Tutor if you are on a full-time course
- 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 or feedback given in accordance with Awarding Body regulations and, where appropriate, returned within a reasonable period of time
- access to a well-resourced Learning Resource Centre for full-time 16-18 students; 19+ students will have access to the Learning Resource Centre as appropriate for the course being followed
- 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 if you are on a full-time course
- support in developing study skills and independent learning
- regular subject progress reviews
- 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 and protected in accordance with our Health and Safety and Safeguarding policies
- information about the College's equal opportunities policy
- information about the College's policy on bullying and harassment
- a transparent and accessible complaints and appeals procedure
- access to professional and impartial careers information, advice and guidance (for full-time 16-18 students, Access and HE students); this includes support with making applications for further and higher education and for employment, and information about HE finance
- access to confidential counselling services if you are 16-18 or on a full-time course
- an efficient student information and advice service from the Student Services department if you are 16-18 or on a full-time course
- a high standard of site maintenance
- be treated with respect by all members of staff who should 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 (for full-time students and those on accredited programmes at AHED).
- a post-examination service including advice about the UCAS Clearing System (for full-time 16-18 year old students and Access students)
- a College reference on request from an employer or HE/FE establishment; this can be shown to students but not taken away (for full-time 16-18 students, Access and HE 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 timetabled lessons and workshops, 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 satisfactory standard; to 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 and lecture programme sessions (if you are 16-18)
- to attend any designated study support lessons, workshops and appointments
- 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 student services, careers guidance, private study and IT facilities
- to undertake fully any responsibilities gained as a result of being elected to the student representative body; for example, attendance at all relevant meetings

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 dress appropriately and not cause any offence or embarrassment to others by logos on T-shirts etc
- to respect the College's buildings and surroundings and to keep the environment free from litter, both on campus and in the surrounding streets
- 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.

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

Information Advice and Guidance; Careers Education and Guidance Policy; Work Experience Policy; Admissions Policy; Equality and Diversity; Prevention of Bullying and Harassment; Safeguarding of Children, Young People and Vulnerable Adults; Guidance on the use of reasonable force & restraint with students; Search Protocol; Complaints Procedure; Student Disciplinary Policy; Drugs and Alcohol Policy; Appeals against Assessment; Fitness to Study; Students with Criminal Convictions; Charging Policies and Procedures; Student Financial Support Policy; Fee Payment, Remission of Fees and Instalment Policy; Student Conditions of Use of the College Network.

Further Information

Prospectus and Application Enquiries

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

Admission Enquiries

Full-time 16-18 Students	Kim Ottridge, Head of Admissions	01962 857424
19+ students	AHED Reception	01962 886166

Student Information

Full-time 16-18 Students	Liz Crouch, Head of Student Welfare	01962 857547
19+ students (AHED)	Marianne Geach, Student Support Manager	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)	Melinda Cripps	01962 886166
Careers advice and guidance (full-time 16-18 students and Access students)	Debbie Mahoney, Head of Careers	01962 857552

Examination Enquiries

Full-time 16-18 Students	Claire Willis	01962 857549
19 + students	Sue Fox	01962 886166

College Governors (TBC)

Mr C Scott (Chairman)	Miss A Palmer	Mr G Childs (Staff Governor)
Mr T Rogerson (Vice Chairman)	Ms S Russell (Principal)	Mr G Rockett (Staff Governor)
Mr C Edwards	Dr R Sykes	Mrs H Walsh (Clerk to the Governors)
Miss L Evans	Mrs A Storey	Miss H Bowen (Student Governor)
Mrs N Graham	Mr A Sydney (Foundation)	Miss E Charalambous (Student Governor)
Mr N Measham (Foundation)	Mrs T Thorne	
Mr B Neaves	Rt Rev D Williams (Foundation)	

Please note that there is a separate Charter for students following a Higher Education course, which can be obtained from the Adult and Higher Education Division (AHED).

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 and work to foster good relations between people.

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