



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 a prompt acknowledgement of your application
- have your application handled fairly and efficiently in accordance with the College's admissions policy
- 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 welcome 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 and attend the main enrolment period for 16-18 students
- help and advice if you have problems finalising your course choice
- the opportunity to change courses during the early weeks of 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
- an online 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 meetings with your Personal Tutor to review your work, progress and progression plans 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
- transparent and accessible complaints and appeals procedures
- access to professional and impartial careers information, advice and guidance (for full-time 16-18 students and Access students); this includes support with making applications for further and higher education and for employment, information about HE finance, and about work experience
- 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 up to 3 years after you have left College; all references are non-negotiable and can be shown to students but not taken away (for full-time 16-18 students, Access and HE students)

Students' 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. Students in return, are expected to adhere to the College Code of Conduct as well as the rules and regulations for students which are laid out in the College Policies and Procedures.

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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.