

College Charter 2009/10

Mission Statement

The mission statement for City College Birmingham is:

“Realising potential, driving up success.”

Vision Statement

“To be the FE College of choice in our selected catchment areas.”

Our Vision for Skills for Life

At City College Birmingham we are committed to providing high quality literacy, language and numeracy development that is at the heart of each individual learner’s learning programme. This is to ensure that learners achieve their qualification and their own personal skills development in literacy, language and numeracy.

Purpose

This purpose of this Charter is to set out the standards of service you can expect from the college and what the college expects from you.

We welcome any comments on our Charter, if you have any views or comments about this Charter please contact the Quality and Standards Manager.

Format

The Charter is reviewed on a regular basis and is updated accordingly. There will be two versions of the College Charter, the first an abbreviated version which is incorporated into the Student Diary and Handbook and may also be printed in poster format for distribution and display across the college; the full version will be available at the reception desks of our main campuses, at all our local centres and on our College Web Site under key documents which can be downloaded as required.

Versions of the Charter can be made available in Braille, large print, on audio and can be made available in community languages on request.

OUR CHARTER

Students...

Before you become a student:

We will deal with your enquiries promptly and politely and provide you with impartial information, advice and guidance on our courses and facilities; we will send out any course publicity materials within 5 working days of the initial enquiry.

We will provide you with clear information about course fees, eligibility for fee waivers and sources of financial help.

We will provide you with clear information about our performance within 10 working days.

We will provide you with clear information about open days, advice and guidance services and enrolment arrangements; we will hold at least 2 advice and guidance open day events per year.

We will acknowledge your application within 5 working days and invite you to come to college for an informal interview and initial assessment within 5 working days of receipt of your completed application form.

We will give you information and advice about support available in the college, including childcare, student services and support if you have a learning disability or other disability.

We will work with you, as appropriate, to establish your learning needs.

We will interview you and give you information about any course entry requirements and make clear any conditions related to offering you a place on a course within 4 weeks of you taking the initial assessment.

We will let you know if you have been accepted onto the course within 2 weeks of the interview process being completed.

We will refer you to other providers if we do not have a suitable course for you.

When you become a Student:

We will provide you with a Student Diary and Course Handbook at enrolment.

We will provide you with an induction which will give you information about the college and about your course, including assessment and attendance requirements, within 10 days of the start of your course.

We will notify you of the outcome of your application for Learner Support Funds within 20 working days of all documentation being received.

We will provide you with a Learning Agreement that describes what you can expect from the college and what the college can expect from you. We will also provide you with an Individual Learning Plan which will provide evidence of your prior achievements and will be reviewed and updated in accordance with your needs and other requirements.

Whilst you are a Student:

We will provide a helpful induction to the College and to your programme of study which will give clear information about your course, your entitlements, our rules and your responsibilities. These are described in the Learning Agreement, The College Code, Internet & Networks Acceptable User Policy, Equalities Scheme, Health & Safety Policy, Student Disciplinary Policy and Procedure, Child Protection Policy, Vulnerable Adult Policy, Anti Bullying Policy and Procedure and SFL Policy.

We will provide high quality literacy, language and numeracy development that is at the heart of each individual learner's learning programme. This is to ensure that learners achieve their full vocational qualification and their own personal skills development in literacy, language and numeracy.

We will provide all students on full-time and substantial part-time courses with a named personal tutor or pastoral worker to support you through your course and give you regular feedback on your progress, within 5 working days of starting the programme.

We will give you a free email account.

We will provide you with high quality teaching and learning opportunities, using a variety of teaching and learning methods to reflect individual needs.

We will tell you when and how you will be assessed and will adopt a variety of relevant assessment methods.

We will mark and return all assignments and course work within 20 working days of receipt (when handed in on time), unless you have been notified otherwise.

We will provide you with encouragement and feedback on your progress and give advice on how you can improve.

We will provide you with access to student services including welfare advice, financial advice, careers guidance and referral to external welfare services as needed.

We will support you to progress into employment, a higher level course or into Higher Education.

We will provide with you with regular opportunities to feed back your views on the college and your course.

We will use the feedback that you give us to improve our services.

We will acknowledge receipt of formal complaints within 5 working days and aim to resolve the complaint within 10 working days of receipt.

We will provide safeguards for young people in line with the Children Act 2004, statutory guidance, Child and Vulnerable Adult Protection and the Every Child Matters policy frameworks. We will provide information to parents and carers on their child's progress and provide opportunities for them to discuss this with our staff.

We will make sure that the college is a safe, healthy, supportive place to learn which promotes equality and diversity and provides an inclusive, non-discriminatory environment. We will actively promote equality, diversity, widening participation and inclusion through our policies, our equality schemes and their implementation.

We will keep accurate records of your progress which are shared throughout with you; where appropriate we will provide reports on your progress to parents/employers at least twice a year.

When you complete your course:

We will provide references for up to 2 years for students on courses of one year or more.

We will notify you of your exam results and that certificates are ready for collection, within 20 working days of the College receiving them from the awarding body.

We will provide an opportunity to access individual advice and guidance on your chosen career or continued training and education as appropriate during our annual progression week.

If you are a student with learning difficulties and/or disabilities:

Before you become a student

If you disclose disability related information to us, for example about a learning difficulty, physical or sensory impairment, or health issue, we will contact you to discuss what support needs you may have. You may start this process by ticking the learning difficulty and/or disability boxes on the application form. In this case a member of our Admissions team will contact you within 5 working days. Alternatively, you may choose to contact a member of our Enabling Services Team. Support at this stage could include being accompanied to interview or adjustments made to initial assessments.

When you become a student

You will have further opportunities to disclose disability related information to us at enrolment, during induction and during tutorials. Our Enabling Services team will work with you to identify your additional support needs and make the necessary arrangements. There is a range of support which could be provided including: personal care, specialist furniture and equipment, in class support, extra tutorials and a sign communicator. We will contact you within 5 working days of receiving your disclosure to make the necessary arrangements for assessing your needs.

During your course

We will allocate a programme for any additional support for dyslexia, language, literacy or numeracy required, in line with available budgets within 2 weeks of the tutor referral request.

If you have disclosed disability related information, a member of our Enabling Services team will review your additional support arrangements with you at least once during your programme.

When you complete your course

A member of the Enabling Services team will discuss your future plans with you and identify any further need for support. This could include agreeing with you any information to be passed on to other college teams or external agencies.

Parents/Carers of students aged under 18 and vulnerable young adults...

Before the course starts:

We will provide you with information about courses and college support services upon request.

We will hold open day events which you may attend, offering you an opportunity to meet staff and view the college premises.

After the course starts:

We will provide an opportunity where you can make an appointment to meet the young person's tutor to discuss progress.

We will provide you with 3 progress reports during the year which will include information about attendance, attitude and performance.

We will provide you with the opportunity to tour the campus and meet college staff at a Parents' Induction Evening during the 1st term. You will also have the opportunity to attend 2 further Parents' Evenings during the year which will include information about attendance, attitude and performance and progression pathways.

We will give you the opportunity to attend an exit/progression interview with the young person so that you are aware of the discussion and its outcomes.

Employers...

We will deal with employer enquiries within 5 working days of receiving them.

We will work with local employers to find out their needs and take account of these in our planning and delivery.

We will refer employers to other training providers in the local area where we are unable to meet their training needs.

We will provide customised training solutions based on employer needs, preferences and circumstances.

We will provide trainers / assessors who have a full awareness of the employers needs and requirements before any training programme commences.

We will ensure that all staff delivering training on employers' premises are qualified and have the required skills and knowledge to deliver the specified training.

We will provide all employers with a personal named contact link who can be contacted to discuss any training needs.

We will advertise employer vacancies to our students and provide references for anyone they may be interested in recruiting.

We will provide clear and accurate information to employers about fees, employees' programmes of study and their progress.

We will ensure all resources are of an approved quality prior to use and distribution to organisations.

We will ensure all resources are reviewed regularly to ensure relevancy and currency to meet the needs of the qualification standards and that of the organisation.

We will provide opportunities for employers to express their views and provide feedback on our provision and services.

We will use feedback given to improve our services and provide other opportunities to contribute to shaping our provision and services.

We will hold joint review meetings with employers to assess the impact, levels of customer service and the quality of training programmes delivered.

We will hold review meetings at regular intervals for long programmes. All programmes will be subject to a final review.

Local communities and partner organisations...

We will work with community groups to find out local needs and take involve them in our planning, respecting their diverse cultures and needs.

We will provide local people with information about the college, especially through partner organisations and community groups.

We will continue to develop our links with community groups, especially in areas chosen for regeneration.

We will work in partnership with local organisations, using our resources to provide education and training programmes to help meet the needs of our local communities.

We will provide opportunities for community groups and partner organisations to express their views on our provision and services. We will use the feedback they give us to improve our services and provide other opportunities to contribute to shaping our provision and services.

International Students

We will provide you with information about studying at City College if you are from another country, or if you are a refugee or asylum seeker, within 7 days of receiving the request.

We will process any applications within **10 working** days of their receipt.

We will provide you with an induction to the College within 10 working days of commencing your course.

We will help you find accommodation where required.

We will provide or help identify the language support you need to help you succeed.

What we expect from our Students:

You will attend all sessions punctually and regularly, and explain absences/lateness.

You will behave responsibly in class, taking care not to disrupt the learning of others. You must act with respect and courtesy towards your tutors and other students at all times.

You will behave responsibly whilst on college premises and will not cause risk to the personal health and safety of tutors, students or visitors.

You will disclose to the college any information about yourself that ...

You will complete and submit all assignments and coursework by the agreed date, unless, in exceptional circumstances you need to negotiate a time extension.

You will take responsibility for your own learning and find out what is expected of you whilst on the course.

You will discuss your progress with your personal tutor or pastoral worker, and agree targets with them to help you to achieve.

You will attend all additional support sessions that may be agreed with you and your personal tutor in order to help you achieve your learning outcomes.

You will abide by the College Code and the College's Internet and Networks Acceptable User Policy.

You will pay all course and exam fees due and as per the agreed timescale.

What to do if you have any Suggestions, Complaints or Praise

As a college we are always looking at ways in which we can improve our service to students. We welcome and encourage your suggestions, concerns and praise.

We will provide informal and formal opportunities for students, parents, employers, and members of our local communities and partner organisations to make suggestions, express concerns or offer praise.

We will acknowledge receipt of formal complaints, investigate them and report back on the outcome within 10 working days.

If you have any concerns or issues about the content of this College Charter please contact the **Quality and Standards Manager at Fordrough Campus**.

Informal suggestions, complaints and praise should be directed to the relevant person responsible for the area of work or service. **Formal suggestions, complaints and praise** should be made in writing and be addressed to the Campus Manager for the appropriate campus grouping:

Campus Group and Contact:	City College Campuses & Centres	Partnerships and Franchise Organisations
Fordrough Group Campus Manager – Hanna Myles Fordrough Campus, 300 Bordesley Green, Birmingham, B9 5NA. Tel: 0121 204 0000 x 5300 Fax: 0121 204 0150 Email: hsmyles@citycol.ac.uk	<ul style="list-style-type: none"> • Fordrough Campus • Bordesley Green Campus • The Pump 	<ul style="list-style-type: none"> • Innovate Learning Centre (City Centre) • Security Industry Training Academy (Great Barr)
Central Campus Group Campus Manager – Karen Curran City Technology Campus, Amington Road, Tyseley, Birmingham, B25 8EP. Tel: 0121 204 0000 x 0887 Fax: 0121 707 9894 Email: kcurran@citycol.ac.uk	<ul style="list-style-type: none"> • City Technology Campus • City Academy Golden Hillock • City Academy Saltley • MUATH Centre 	<ul style="list-style-type: none"> • ENTA (City Centre) • Rehab UK (City Centre)
North West Campus Group Campus Manager – Silbert McQueen Handsworth Campus, The Council House, Soho Road, Birmingham, B21 9DP. Tel: 204 0000 x 5501 Fax: 204 0150 Email: smcqueen@citycol.ac.uk	<ul style="list-style-type: none"> • Handsworth Campus • City Academy Aston • North West Skills Academy 	<ul style="list-style-type: none"> • Birmingham Counselling Training (Oldbury) • Sikh Community & Youth Service (Handsworth)